

# THE WORK NUMBER

## FREQUENTLY ASKED QUESTIONS

### GENERAL INFORMATION

#### **1. What is The Work Number?**

The Work Number is an employment and income verification service used by The State of California. This service can be used by lenders, property managers, pre-employment screeners, social service agencies, and others who need to verify someone's employment status or income. This service is used to reduce the workload from Human Resources offices.

#### **2. How do I provide proof of my employment or income to someone who needs it?**

The Work Number is a fully automated service. Please direct whoever is requesting proof of employment or income to [www.theworknumber.com](http://www.theworknumber.com) or call 1-800-996-7566 for assistance. In order to access your income information from the service, the verifier will need your Employer Code and Employee ID.

#### **3. Why can't I find my information on The Work Number?**

The Work Number service is a voluntary program for agencies and campuses. Please verify that your agency or campus participates in this service. If your agency or campus is a participant in this program, for security purposes, be sure that you are using your Employee ID, not your full SSN.

#### **4. How do I know if my department/campus participates in The Work Number?**

By reviewing the list of participating agencies and campuses located here: [http://sco.ca.gov/Files-PPSD/empinfo\\_howto\\_wrknumber\\_particagencies.pdf](http://sco.ca.gov/Files-PPSD/empinfo_howto_wrknumber_particagencies.pdf)  
If your agency or campus does not take part in this service, ask your Human Resources office about their internal employment and salary verification process.

#### **5. What are the steps if my Department or Campus would like to participate in The Work Number Program?**

If your Department or Campus would like to participate, please submit a memo requesting to participate (include your department/campus name, agency code(s) and Human Resources Director signature) to:

*Email:* [PPSDWORKNUMBERSUPPORT@SCO.CA.GOV](mailto:PPSDWORKNUMBERSUPPORT@SCO.CA.GOV)

*Postal:* State Controller's Office

Personnel/Payroll Services Division

Attn: Business Program Administration Unit

PO BOX 942850

Sacramento, CA 94250

## **6. How do I create a salary key?**

Prior to accessing your account, SCO will need to unlock your account first. You can unlock your account by calling 1-800-996-7566 or by having your Human Resources office contact SCO to unlock your account by visiting [www.TheWorkNumber.com](http://www.TheWorkNumber.com).

After logging in, you will arrive on the employee home screen. Click the 'Salary Key' tab then click 'New Salary Key.' Your new salary key will be highlighted. You can have up to a maximum of three salary keys per account. For security reasons, each salary key should be used only once by a verifier. After you have created a salary key, you may delete, print, or email it. If it has already been used, or is not used for six months, the salary key will automatically be removed from the system.

## **7. What information is provided to The Work Number?**

The State Controller's Office sends a file to The Work Number every 2<sup>nd</sup> and every 4<sup>th</sup> Saturday of the month. The file includes separations for up to 18 months, regular pay, overtime pay, physical fitness performance pay, and year-to-date pay for the current and prior two years.

## **8. What do I do if I think my data is incorrect?**

If you think that your data is incorrect, please contact your Human Resources office for assistance. Please note: The data captured currently lists actively participating Agencies and Campus's only.

## **9. My account is locked. What does this mean? How do I unlock it?**

This may mean that you've tried to log in multiple times unsuccessfully, that a verifier tried verifying your account unsuccessfully, or you're locked due to inactivity. You can unlock your account by calling 1-800-996-7566 or by having your Human Resources office contact SCO to unlock your account by visiting [www.TheWorkNumber.com](http://www.TheWorkNumber.com). Prior to accessing your account, SCO will need to unlock your account first.

## **LOGIN**

### **1. What is the State of California Employer Code?**

Upon login, you will be asked to enter your employer's code. The State of California the Employer Code is 10396.

### **2. What is my User ID?**

The State of California uses a unique Employee ID rather than the full SSN. Each employee will use the last six-digits of their SSN, the two-digit birth month and the two-digit date of birth. (E.g., if SSN is 123-45-6789 and date of birth is April 01, the Employee ID will be: 4567890401).

**3. What is my PIN?**

The initial PIN will be your two-digit birth month and two-digit date of birth (E.g., if the date of birth is April 01, the PIN will be: 0401). After you have entered your initial PIN number, you will be prompted to create your own PIN.

**4. When logging in, I was asked to provide a phone number; why is that needed?**

When logging in, extra steps are required beyond the security questions in order to verify your identity.

**5. I am getting an error message; my identity cannot be verified. What should I do?**

This means that the personal information you have entered could not be validated. You will need to contact your HR office. If you believe that the information you have entered is correct, communicate with your HR office and they will contact the PPSD Work Number Support.

## **EMPLOYMENT DATA REPORT**

**1. What is an Employment Data Report?**

An Employment Data Report is available to you and is a copy of the information potentially given to those requesting employment information on you from The Work Number. In addition, you will be given a list each time a verifier attempts to access your data using The Work Number.

**2. How do I request an Employment Data Report?**

An Employment Data Report can be obtained through logging into the employee section of The Work Number online;  
[https://assets.equifax.com/ews/twn/other\\_assets/employees/report\\_request.pdf](https://assets.equifax.com/ews/twn/other_assets/employees/report_request.pdf) or by calling 1-866-222-5880.