



**Office of Temporary  
and Disability Assistance**

# **The Work Number (TWN)**

## **Training and User Guide**

Revised July 2024

# Requesting Access

# Permissible Purpose

- Our contract covers the use of TWN for the permissible purpose of assisting in eligibility determinations for the government programs of SNAP, TA, HEAP, MA, and Child Care Assistance.
  - Child Support lookups are **NOT** allowable under our current contract.
- Access should be granted only for the above stated business needs, and all lookups fall under FCRA laws.

# Fair Credit Reporting Act (FCRA)

- TWN should not be accessed for personal reasons or to provide Data to a third party.
  - Signature of the consumer (applicant) is required to complete a lookup, and they must be over 18. (This is covered by signature on the application due to the wording.)
- Failure to comply with the previously stated permissible purposes, or any unauthorized access to Data, are subject to civil and criminal liability under the FCRA punishable by fines and imprisonment.
- Full FCRA language may be found here: [Fair Credit Reporting Act \(ftc.gov\)](https://www.ftc.gov)

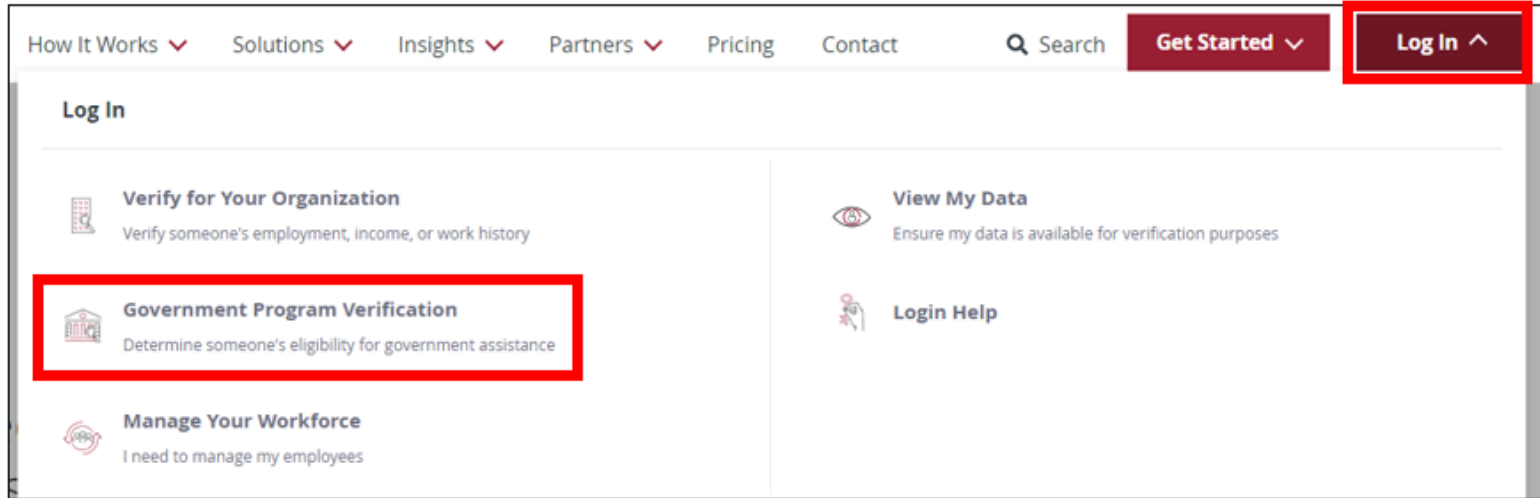
# District Web Managers

- Each district has a designated Web Manager(s) who can grant access to TWN.
- Supervisors should request access through the Web Manager for employees with a business need.
  - If you do not know who your Web Manager is you may reach out to [Jennifer.Pelletier@otda.ny.gov](mailto:Jennifer.Pelletier@otda.ny.gov) or [Rebecca.Frederick@otda.ny.gov](mailto:Rebecca.Frederick@otda.ny.gov) to request their name.
- Once access is granted, you will receive two emails from verifierid@equifax.com.
  - One will contain your username and the other will contain a temporary password.

# How to Log In

# Navigate to TWN Website

- Using web browser (Edge is recommended) type <https://www.theworknumber.com/SocialServices/>



- Click “Log In” in the upper right-hand corner, and then click “Government Program Verification”.

# Logging In

VERIFICATION SERVICES

Commercial Partners Employer

Welcome! Please log in below.

Forgot your username? Try your corporate email address or the username you use for your company's email or other systems. Or contact the person in your organization who assigns usernames to new users of TheWorkNumber.com. Usernames and passwords are case sensitive.

Username:

Username is case sensitive

Remember my Username

Continue >

Commercial Partners Employer

Welcome! Please log in below.

Password:

Forgot your Password?

< Back

Log in

- A box will appear, advising you to log in for government program verification, click **Log in**.
- Both username and password are case sensitive.
- Enter your username on the screen shown and click **Continue**.
- Enter your password and click **Log in**.
- The first time you log in, you will be prompted to set up other account security features.



# Ordering Employment Verifications

# New Order

- The New Order screen is shown to the right.
- The tracking number can be left blank, but all other boxes require input.

## New Order

To start the order, please provide **Tracking Number** (if applicable), **Permissible Purpose**, and the **applicant's SSN**. This information will be used throughout the ordering process for all verifications ordered.


Fields marked with an asterisk (\*) are mandatory.

* SOCIAL SECURITY NUMBER #####	TRACKING NUMBER ? Optional	* PERMISSIBLE PURPOSE ? Employee's eligibility fo
* PROGRAM TYPE Select usage type(s)	* PAY DATE RANGE ? Select pay date range	

Some employers require using an alternate Employee ID rather than using a SSN. If this is a requirement for you, please check this box. [View Employers](#)

Need a specific Employer? Please check this box.

Verification Type(s) ?



SOCIAL SERVICES VERIFICATION

By pressing "Start Order", you agree and certify that the permissible purpose selected above is correct for this request. You further agree and certify that you are in compliance with all provisions of the Fair Credit Reporting Act, Federal Equal Credit Opportunity Act, all state law counterparts of them, and all applicable regulations promulgated under any of them.

**Start Order>>**

# Input Search Parameters

- Enter the SSN of the client being searched.
- Under Permissible Purpose – ALWAYS choose the option highlighted to the right.

NG NUMBER ?

\* PERMISSIBLE PURPOSE ?

Employee's eligibility for

More Detail

Select one

Employee's eligibility for a benefit granted by a governmental agency; - we are required by law to consider the employee's financial responsibility or status

Determine child support payments - I represent a state or local child support enforcement agency

Performing a review or collection of the employee's account

Under a court order or a Federal grand jury subpoena

Employee has issued me written instruction to obtain this information

- Program type should only have ONE selection, never both.
- If the case is SNAP and Child Care, then choose SNAP/PA/HEAP/MA.
- If the case is Child Care ONLY, then choose that option.

\* PROGRAM TYPE

Select usage type(s)

Select all

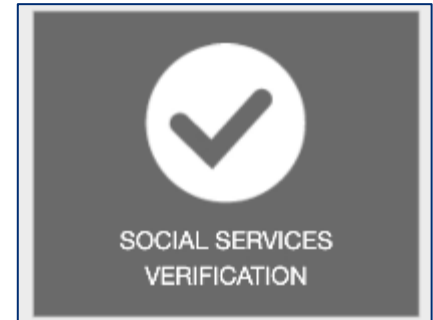
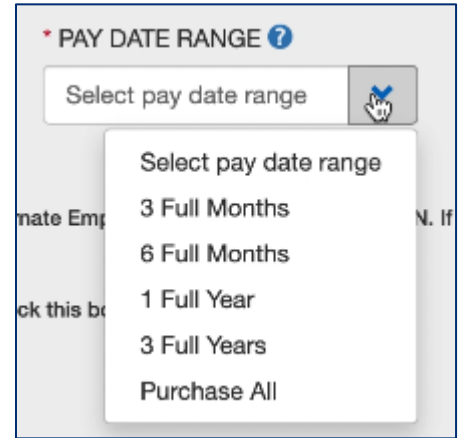
Child Care ONLY

SNAP/PA/HEAP/MA

Verification type(s)

# Choose Date Range

- Next, select the pay date range you're looking to get active employment for.
  - Whole calendar months are used, so a request for the past 3 months submitted on May 15 would include all records starting on February 1 through May 15.
  - Pay date (the date the employee is paid) is used to select the records returned (not dates worked).
  - Sometimes employers report a pay date in the future (usually, a week or two in advance). These records are also returned.
- Indicate Social Services Verification by clicking on the large box for the verification type. It will generate the checkmark you see to the right.
- Lastly, click Start Order to run the search.



# Orders without an SSN

## New Order

To start the order, please provide **Tracking Number** (if applicable), **Permissible Purpose**, and the **applicant's SSN**. This information will be used throughout the ordering process for all verifications ordered.

**Don't have an SSN?** No worries, you can [search by name, address and date of birth](#).

[Switch back to SSN only search.](#)

Fields marked with an asterisk (\*) are mandatory.

SOCIAL SECURITY NUMBER

#####

TRACKING NUMBER ?

Optional

\* PERMISSIBLE PURPOSE ?

Employee's eligibility for

\* FIRST NAME

\* LAST NAME

\* STREET ADDRESS

\* CITY

\* STATE

\* ZIP CODE

DATE OF BIRTH (mm/dd/yyyy)

mm/dd/yyyy

\* PAY DATE RANGE ?

Select pay date range

- If there is no SSN available, you can search by name, address, and DOB.
  - Just click the blue link highlighted above and it will generate a new screen.
- Please note, that all the same information previously requested under the SSN search is still required, except for the SSN.



# Viewing Employment Verification Results

# Results – Order Details

- The following screens are all manufactured data to show what a result looks like; there is no Personal Protected Information (PPI) in them.
- The PDF button in the top right corner allows you to download the verifications as a single PDF file
- When additional records (older than the date range requested) exist, the Additional Records button is shown. You can select and order some, or all, of these records.

**Report Output**

✔ **Thank You!** Your order information is listed below.

This Order **3**

**PDF** ↓

▼ **ORDER DETAILS**

<b>Requestor:</b>	Paul Lindenfelzer	<b>Inquiry Date:</b>	1/6/23
<b>Organization:</b>	NY OTDA DEMO	<b>Inquiry SSN:</b>	XXX-XX-5145
<b>Email:</b>	paul.lindenfelzer@equifax.com	<b>Inquiry Type:</b>	Social Services Verification
<b>Address</b>	123 main #1	<b>Permissible Purpose:</b>	Employee's eligibility for a benefit granted by a governmental agency; - we are required by law to consider the employee's financial responsibility or status
<b>Cell Phone:</b>		<b>Tracking Number:</b>	1 Year
<b>Work Phone:</b>		<b>Program Type:</b>	Child Care ONLY

**NOTICE:** If a permissible purpose is stated above, it is applicable only to the portion of this output that includes The Work Number data and/or other consumer report data.

**Additional Records (2)** **PDF** ↓

# Results – Additional Records

1. Click the **Additional Records** button

2. Select records to add to your order

3. Click **View Additional Records**. The selected records are added to your existing order

Administration

New Order

Thank You! Your order information is listed below.

This Order 2

Additional Records (2)

ORDER DETAILS

Additional Records

SSN: XXX-XX-1234

AVAILABLE EMPLOYERS

Please select the employer(s) that you would like to view

Employer Name	Employer Code	Status
<input checked="" type="checkbox"/> Demo Employer 1	11111	Inactive
<input checked="" type="checkbox"/> Demo Employer 2	22222	Inactive
<input type="checkbox"/> Demo Employer 3	33333	Inactive

Cancel View Additional Records

Email:  
Address  
Cell Phone:  
Work Phone:

PDF



# Results – Sample Output

## THE WORK NUMBER® SOCIAL SERVICES VERIFICATION

TEST EMPLOYEE

XXX-XX-5145

RECORD 1 OF 3

EMPLOYER: ENTERPRISE TWO(91005)

CURRENT AS OF 11/25/2022



### Order Information

Reference #: 999555180249

### Employer

Employer: Enterprise Two(91005)  
Headquarters Address: 1850 Borman Court  
St. Louis MO 63146  
Federal Employer Identification Number (FEIN): 947261365

### Employee

Address: 11991 FIRST AVENUE APT. 32B  
ST. CHARLES MO 63305-1156  
Phone Number: Data not Provided  
Date Of Birth: 02/09/1974

### Employment

Division: DEMO 90  
Work Location (Job Site): 847 1st Street Suite 500  
St. Louis MO 63146  
Job Title: DEMO EMPLOYEE  
Employment Status: ACTIVE  
Most Recent Start Date: 05/18/2003  
Original Hire Date: 07/03/1992  
Total Time With Employer: 19 Years, 7 Months

### Benefits

### Benefits

#### Medical

Medical Insurance Available:	Y	Carrier Name:	MY INSURANCE CO.
Employee Eligible:	Y	Address:	123 MAIN STREET
Reason for Ineligibility:	Data not provided	City, State, Zip:	ST. LOUIS MO 63101
Employee Enrolled:	Y	Carrier Phone Number:	3142147000
Eligibility Date:	Data not provided	Policy Number:	123456789
Next Open Enrollment Date:	06/04/2023	Group Number:	12345
Coverage Start Date:	01/01/2008	Coverage Level:	Family - Employee and Spouse and Children
Coverage Termination Date:	Data not provided	Annual Cost:	1690.0
Dependent Coverage Available:	Y	Per Pay Period Cost to Add Dependent:	100.0
No. of Dependents Covered:	1	Participating in COBRA:	N

#### Dependents

Name	SSN	Birth Date
JOHN SMITH		07/15/2005

#### Dental

Dental Insurance Available:	Y	Carrier Name:	DENTAL INSURANCE
Employee Eligible:	Y	Address:	Data not provided
Employee Enrolled:	Y	City, State, Zip:	Data not provided
		Carrier Phone Number:	3148887000
		Policy Number:	987654321

#### Vision

Vision Insurance Available:	N	Carrier Name:	VISION INSURANCE
Employee Eligible:	Y	Address:	Data not provided
Employee Enrolled:	Y	City, State, Zip:	Data not provided
		Carrier Phone Number:	3149991234
		Policy Number:	999123456

Worker's Compensation: Data not Provided



Office of Temporary and Disability Assistance

# Results – Sample Pay Details Output

Worker's Compensation:		Data not Provided				
<b>Income and Deductions</b>						
Employee Rate of Pay:		\$10.00				
Employee Pay Frequency:		Hourly				
Avg. Hrs. Worked / Pay Period:		20				
Pay Cycle:		Biweekly				
<b>Annual Income Summary</b>						
	<b>Base Salary</b>	<b>Overtime</b>	<b>Commission</b>	<b>Bonus</b>	<b>Other</b>	<b>Total</b>
2022	\$19,600.00	\$200.00	\$0.00	\$400.00	\$50.00	\$20,250.00
2021	\$19,760.00	\$180.00	\$0.00	\$360.00	\$45.00	\$20,345.00
2020	\$18,772.00	\$162.00	\$0.00	\$324.00	\$40.50	\$19,298.50
<b>Payroll Deduction for All Insurance Coverage:</b>						
		Data not provided				
<b>Pay Period Detail</b>						
<b>Income:</b>						
Total Gross Earnings:		\$1,485.71				
Total Net Earnings:		\$1,040.00				
Pension:		\$0.00				
Other Income:		\$0.00				
<b>Withholding:</b>						
Federal Tax:		\$0.00		Retirement/401k:		\$0.00
State Tax:		\$0.00		Cafeteria Plan:		\$0.00
Local Tax:		\$0.00		Garnishments:		\$0.00
Social Security:		\$0.00		Other Withholding:		\$0.00
Medicare:		\$0.00				
<b>Historical Pay Period Summary</b>						
<b>Pay Period End Date</b>	<b>Pay Date</b>	<b>Hours Worked</b>	<b>Gross Earnings</b>	<b>Net Earnings</b>		
11/25/2022	11/25/2022	80.0	\$1,485.71	\$1,040.00		
11/11/2022	11/11/2022	80.0	\$1,485.71	\$1,040.00		
10/14/2022	10/14/2022	80.0	\$1,485.71	\$1,040.00		
09/18/2022	09/16/2022	80.0	\$1,485.71	\$1,040.00		
09/02/2022	09/02/2022	80.0	\$1,485.71	\$1,040.00		
08/19/2022	08/19/2022	80.0	\$1,485.71	\$1,040.00		
07/08/2022	07/08/2022	80.0	\$1,485.71	\$1,040.00		
06/10/2022	06/10/2022	80.0	\$1,485.71	\$1,040.00		

