Equifax – The Work Number

Updated User Interface 2025

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 **<u>NOT</u>** 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.
        - Please note that there is consent language in the application that allows one signature to authorize consent for all household members listed on the application.
- 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)

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 or 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/
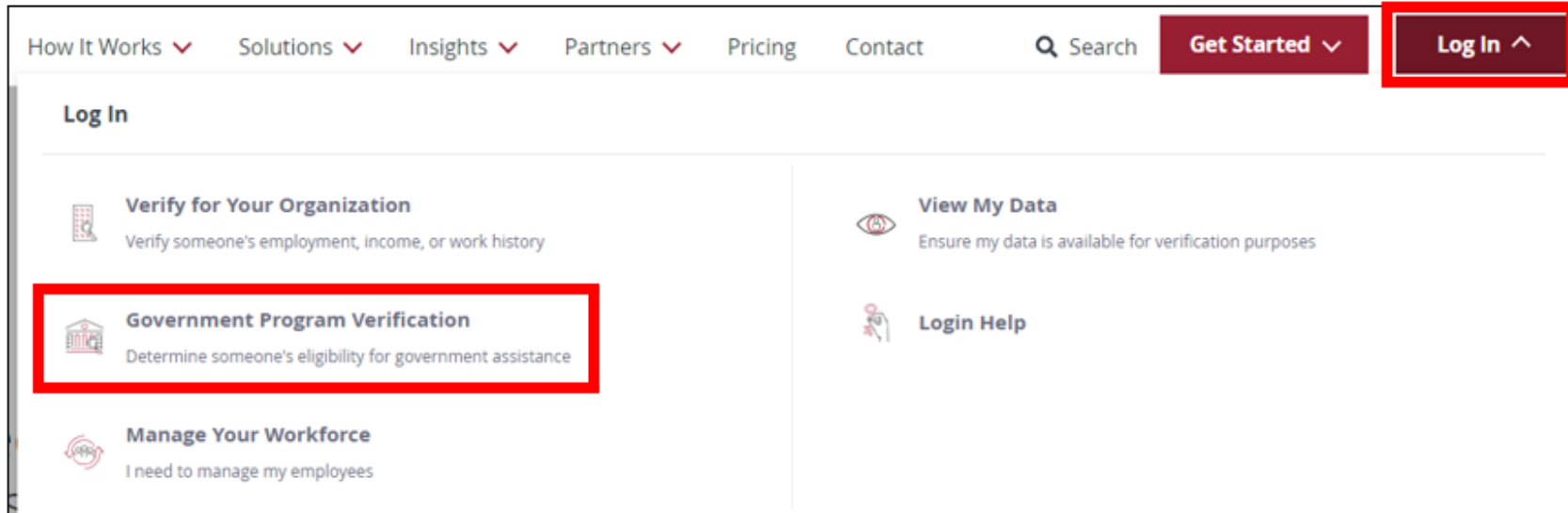
- Click "Log In" in the upper right-hand corner, and then click "Government Program Verification".

Logging In

- 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

TWN Home Screen

- The home screen is shown above.
- Once you login, you are immediately directed to this screen.

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Choose Date Range

- There are tiles under the "Income and Employment Solutions" section that identify the time periods you would like pulled. (These have replaced the "Pay Date Range" dropdown options of the previous version of TWN.)

- To begin your order, you must choose the date range that you want returned.
  - Your options include: 3 Months, 6 Months, 1 Year, and 3 Years.
  - There is also an "All Records" option, however we **DO NOT** recommend this option as you will be charged for every hit returned for every employer Equifax has ever had information for in the history of that SSN.
  - NOTE: Pay date (the date the employee is paid) is used to select the records returned (not the dates worked).

Social Service Verification: 3 Months
An instant income and employment verification that includes available employer records within the past 3 full calendar months.
Order Report

Social Service Verification: 6 Months
An instant income and employment verification that includes available employer records within the past 6 full calendar months.
Order Report

Social Service Verification: 1 Year
An instant income and employment verification that includes available employer records within the past 12 full calendar months.
Order Report

Social Service Verification: 3 Years
An instant income and employment verification that includes available employer records within the past 36 full calendar months.
Order Report

Social Service Verification: All Records
An instant income and employment verification that delivers all employer records available from The Work Number®.
Order Report

New Order

- The New Order screen is shown to the right.
- The tracking number can be left blank, but all other boxes require input/selection.
  - Program/Usage Type, Individual's SSN, Permissible Purpose, and whether you have the Individual's consent.
- You will notice that the "Permissible Purpose" only has two options, always choose the 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." option as Child Support is not a permissible purpose under our current contract.

Permissible Purpose   What's this?   **Do you have the Individual's consent?** ⓘ

Select Permissible Purpose ⌄ | No | Yes |

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   ›

Inquiry Details

Please provide the details below to order this report.

Social Service Verification: 3 Months

File Name/Tracking Number (optional)   ⓘ   Program/Usage Type*

[   ]   Select Program(s):   ⌄

Individual's SSN

[🚫👁]

Don't Have SSN?   Search by Name, Address and DOB   Or   Use Employee ID

Permissible Purpose   What's this?   Do you have the Individual's consent? ⓘ

Select Permissible Purpose   ⌄ | No | Yes |

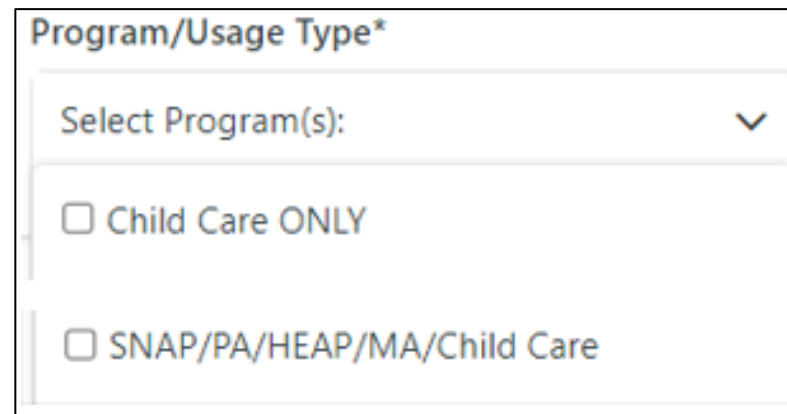By pressing "Place Order", you agree and certify that the permissible purpose selected above is correct for this request. You further agree and certify that you are in compliance with all applicable provisions of the Fair Credit Reporting Act, Federal Equal Credit Opportunity Act, all state law counterparts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

| Cancel | | Place Order |

Input Search Parameters

- Enter the SSN of the client/applicant being searched.

- The box below shows the Program/Usage Types, and now requires a check mark identifying which program types are being searched for.

- If you are looking up a case for **Child Care ONLY**, meaning no other program types are involved in the lookup, please make sure to check that box.
  - If there are no other program types being looked up, those hits will not be charged back to the district.

- However, if you are looking up a combination of SNAP, PA, HEAP, and/or MA and there is also a Child Care component, you MUST check the box that indicates a combination of programs is being searched for.

Program/Usage Type*

Select Program(s):

☐ Child Care ONLY

☐ SNAP/PA/HEAP/MA/Child Care

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Orders without an SSN

- If there is no SSN available, you can search by name, address, and DOB.
  - Just click the blue link outlined below and it will generate a new screen (see box to the right).

- Please note, that all the same information previously requested under the SSN search is still required, except for the SSN.

File Name/Tracking Number (optional)   ⓘ   Program/Usage Type*

[   ]   Select Program(s):   ⌄

< Return to SSN only search

Please provide name, date of birth and address of the individual.

Individual's First Name   Individual's Last Name

[   ]   [   ]

Individual's Date Of Birth

[mm/dd/yyyy   📅]

Individual's Address
Street Address   Apartment/ Suite(Optional)

[   ]   [   ]

City   State   Zip Code

[   ]   [⌄]   [   ]

Permissible Purpose   What's this?   Do you have the Individual's consent? ⓘ

[Employee's eligibility for a benefit gra ⌄]   [No] [Yes]

Individual's SSN

[👁̸]

Don't Have SSN? Search by Name, Address and DOB Or Use Employee ID

Permissible Purpose   What's this?   Do you have the Individual's consent? ⓘ

[Select Permissible Purpose   ⌄]   [No] [Yes]

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Consent is Required for Eligibility Programs

- For an employment verification to be allowable for SNAP, TA, HEAP, MA, or Child Care eligibility purposes, you must have the consent/signature of the person being searched.
  - Only clients/applicants 18 and over may be verified through TWN.

- This consent comes from the signed benefit application.
  - Please note that there is consent language in the application that allows one signature to authorize consent for all household members listed on the application.

- The boxes below, show the consent confirmation which is required prior to placing the employment verification order, and the language that appears if you choose "No" as your response to that consent.
  - "Auditable consent from the consumer is required to obtain a Verification of Income."

Do you have the Individual's consent? ⓘ

| No | Yes |

Do you have the Individual's consent? ⓘ

| No | Yes |

Auditable consent from the consumer is required to obtain a Verification of Income.

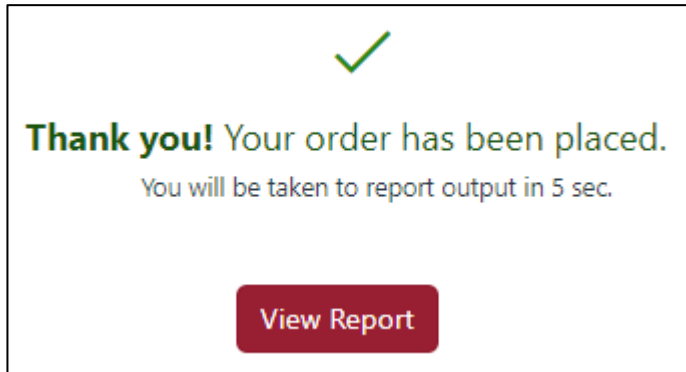Office of Temporary and Disability Assistance

Importance of Consent Authorization

- Equifax completes audits of random transactions multiple times throughout our contract term.

- If we are unable to provide the signature or consent language for the household with a signature on the application, then it could result in not only the loss of TWN services but may also result in civil and criminal liability punishable by fines and imprisonment.
  - Please refer to previous FCRA slide for further information.

Viewing Employment Verification Results

View and Download Results

Thank you! Your order has been placed.
You will be taken to report output in 5 sec.

View Report

- After clicking "Place Order" you will be redirected to another screen that says your order has been placed.

- Click the "View Report" button, and you will be taken to the Report Output page with all the details.
  - From this page you can view the output and download the report to a PDF version by clicking "Download Report".

- The report will be broken down into multiple sections.

Social Service Verification: 3 Months
Permissible Purpose: 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

Order ID:
4487278140971500

Tracking Number:
N/A

Pay Date Range:
08/01/2024-11/21/2024

Inquiry Date:
11/21/2024

Inquiry SSN:
XXX-XX-2921

Requestor Details (ooo)

Usage Type   SNAP/PA/HEAP/MA (ooo)

⊞ Download Report

Verification Output – Employee Information

Individual's Information

Oliver Queen
SSN: XXX-XX-2921   Date of Birth: 09/24/1982

Address: 5800 E 700 S APT 1401 Star City WA 98188

Individual's information above is data provided by the employer ICI Test Employer 1

Highlights

ICI Test Employer 1
Job Title: Not Provided

Employment Status: ✓ Active
2024 Annual Income: $25,000.00

Pay Cycle	Pay Frequency	Pay Rate
Biweekly	Bi-weekly	$1,730.77

Employers

EMPLOYER NAME & JOB TITLE	CURRENT AS OF DATE	MOST RECENT START DATE	PAY RATE & CYCLE	EMPLOYMENT STATUS	
ICI Test Employer 1 Not Provided	11/15/2024	01/17/2022	$1,730.77 Biweekly	✓ Active	∧

Verified On: 11/21/2024   Reference Number: 999268859275

Employer Details

Address:
101 Main Street
Any Town   AL 11111

Total Time with Employer: 2 Yrs 10 Months

Division: Not Provided

FEIN(Federal Employer Identification Number): 795661853

Original Hire Date: 01/17/2022

Work Location (Job Site):

5800 E 700 S APT 1401
Star City WA 98188

Employee Details

First Name: Oliver

SSN: XXX-XX-2921

Address: 5800 E 700 S APT 1401 Star City WA 98188

Last Name: Queen

Date of Birth: 09/24/1982

Individual's information above is data provided by the employer ICI Test Employer 1.

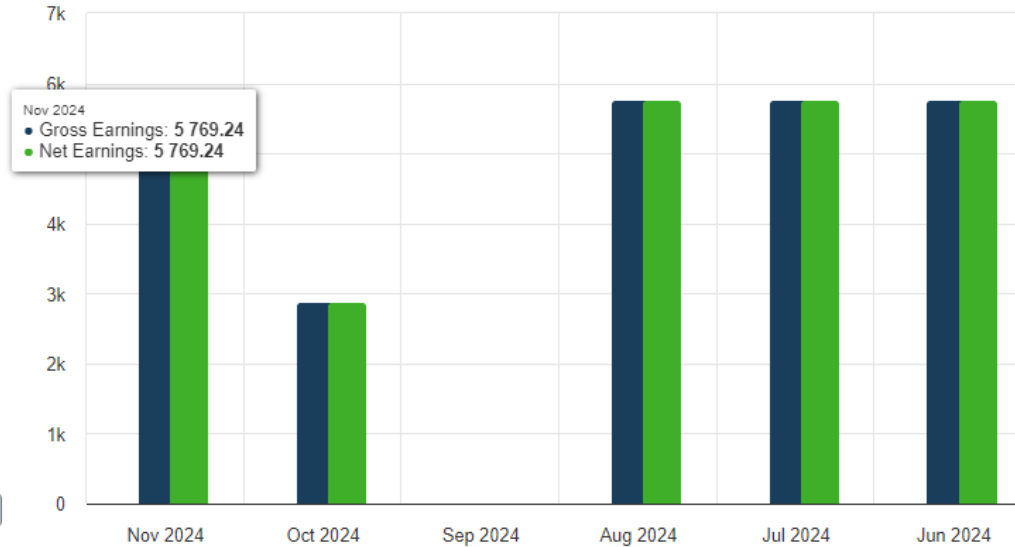y Assistance

Verification Output – Income Summaries

Monthly Income Snapshot — LAST 6 MONTHS

Pay Cycle: Biweekly

■ Net Earnings
■ Gross Earnings

Nov 2024
● Gross Earnings: 5 769.24
● Net Earnings: 5 769.24

[View Historical Pay Period Summary]

Chart axis: 7k, 6k, 5k, 4k, 3k, 2k, 1k, 0

Months: Nov 2024, Oct 2024, Sep 2024, Aug 2024, Jul 2024, Jun 2024

Please note that this visual monthly income snapshot shows income reported by ICI Test Employer 1. and depicts the sum of earnings for pay dates that fall within each given month. It may not depict all income received by this consumer in the stated year. Please review each employer for additional information. This graph is for illustrative purposes only and is not to be relied on as the official verification. Please reference and rely on the applicable data fields below which are provided directly by employers.

Annual Income Summary

Year	Total Annual Income	Base Pay	Overtime	Commission	Bonus	Other
2024	$25,000.00	$25,000.00				
2023	$25,000.00	$25,000.00				
2022	$25,000.00	$25,000.00				

Verification Output – Salary & Payments

Payroll & Salary Details

Pay Rate:	$1,730.77	**Pay Cycle:**	Biweekly
Pay Frequency:	Bi-weekly		

Pay Period Details

Income

Total Gross Earnings:	$2,884.62
Total Net Earnings:	$2,884.62

Historical Pay Period Summary

Pay Period End Date	Pay Date	Hours Worked	Gross Earnings	Net Earnings
11/01/2024	11/15/2024	50.0	$2,884.62	$2,884.62
10/18/2024	11/01/2024	50.0	$2,884.62	$2,884.62
10/04/2024	10/18/2024	50.0	$2,884.62	$2,884.62

Verification Output – Benefits Summary

- The Benefits Summary section allows you to see the following information, if available:
  - Medical Insurance
  - Dependents
  - Dental Insurance
  - Vision Insurance

Benefits Summary

Hide Benefits Details ∧

Medical Insurance

Blue Cross & Blue Shield
225 North Michigan Ave
Chicago IL 60601
6065555555

Policy No: 1234567890
Group No: 123456

Insurance Details

Medical Insurance Available:	Yes	Annual Cost:	$5,000.00
Employee Eligible:	Yes	Per Pay Period Cost to Add Dependent:	$50.00
Employee Enrolled:	Yes	Participating in COBRA:	No
Next Open Enrollment Date:	10/01/2024	Eligibility Date:	01/17/2022
Coverage Start Date:	01/01/2024	Coverage Level:	Family - Employee and Spouse and Children
		Dependent Coverage Available:	Yes
		No. of Dependents Covered:	1

Verification Output – Additional Records

Additional Records

	2 Additional Records Found	Order Now

Order Additional Records

Inquiry Details

Please review and click 'Continue' to purchase the additional records for an extra fee.

> SSN: XXX-XX-1243
>
> Additional Records: **2**

By pressing "Continue", you agree and certify that you currently have the permissible purpose originally selected for this order, and it 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.

Cancel   Continue

- There may occasionally be "Additional Records Found" displaying on your verification output. This could be due to a few reasons, including but not limited to:
  - The employment was outside of the time frame searched and employee is no longer active.
  - The employee is still active, but no income information was reported during the time frame searched.

IMPORTANT- if you choose to order these "Additional Records", they all will be returned and counted as another hit that is charged to your district. There is no way to choose which or how many employers you'd like information returned for. To avoid unnecessary charges, please be sure that you only click for additional records when absolutely needed.

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No Records Found Results

- If no records are found, the page will display "Sorry, no records were found" and include the Order ID, Tracking Number (if entered), Pay Date Range selected, Inquiry Date, and partial Inquiry SSN.
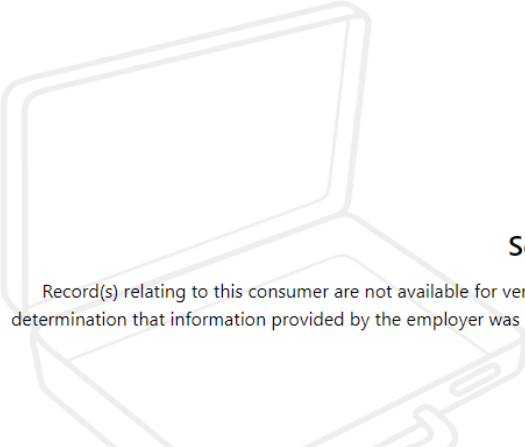

Social Service Verification: 3 Months

Permissible Purpose: 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.

Order ID:	Tracking Number:	Pay Date Range:
4493090499106522	N/A	09/01/2024-12/03/2024
Inquiry Date:	Inquiry SSN:	
12/03/2024	XXX-XX-9999	

Requestor Details

Sorry, no records were found.

Record(s) relating to this consumer are not available for verification. This could be due to the employer(s) not reporting the information to The Work Number; a determination that information provided by the employer was inaccurate, incomplete, or unverifiable; or applicable laws or regulations preventing the disclosure of the information.

New Order

Order History

Accessing Order History

- Click the "Order History" tab on the upper lefthand of your screen.

- The verifications that have been requested within the last 24 hours should show here, and you can click on the link under the Report column to see the results again.

- Please note that these reports will ONLY be available for 24 hours.

Order History

Note: Order availability may differ by product.

Search for orders or verifications.

🔍 Search by Name, SSN/EI   10 ⌄

Report ⬍	Order ID ⬍	Order Date ⬍	File/Tracking Number
Social Service Verification: All Records	5041929334594882	10/24/2023	
Social Service Verification: 3 Months	5385702860548425	10/24/2023	799005002
Social Service Verification: 3 Months	6357322142025074	10/24/2023	
Social Service Verification: 3 Years	7491719726315225	10/24/2023	999004110
Social Service Verification: 3 Months	7737936746154640	10/24/2023	