The Work Number Frequently Asked Questions

Q. What is The Work Number®?

A. The Work Number is an automated service providing employees control over common human resource and payroll functions. The Work Number’s most popular feature is its employment and income verification service. It is used by lenders, property managers, pre-employment screeners, and others who need to verify someone's employment status and sometimes, his or her income as well. Typically, verifications are required when a person applies for a loan or public aid, leases an apartment, updates their immigration status, or applies for a job.

Q. What is UTHSCSA’s employer code for The Work Number?

A. Our employer code is 13949.

Q. What is my user ID and PIN?

A. When logging into The Work Number, your User ID is the last six digits of your UTHSCSA badge number and your PIN is the last four of your SSN and date of birth in the format MMDD. You will be asked to log in and change your PIN the first time you log in. Note: Your PIN is a numeric value only.

Q. Can Just Anyone Get My Income Information from The Work Number?

A. No. You have to give someone permission to get your income information from the service. Giving permission is an easy process. You can do it here, online, in your personal secure account or by using any touch-tone telephone. Review our "how to" page for step-by-step instructions.

Q. Is The Work Number secure?

A. Yes. We use 128-bit SSL encryption in all of the account areas of our site where your personal information is being exchanged with our computers. In addition, we have a detailed privacy policy that tells you what, and, more importantly, what we do not do with information we gather while you are on our web sites.

Q. Why does UT Health Science Center use The Work Number to provide automated employment and income verifications?

- The Work Number reduces UT Health Science Center’s risk of liability from providing erroneous or unauthorized information.
- Verifiers get immediate, convenient access to information that is accurate and secure.
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- The employee receives the benefit of a quick turnaround service. There is no cost to the employee to use this service.

**Q. What is a Salary Key? How does an employee obtain a Salary Key?**

A. The Salary Key allows employees to have control over third-party access to their information. The employee may get a Salary Key by visiting www.theworknumber.com or by calling 1-800-367-2884.

**Q. Who can use The Work Number service? Who is considered a verifier?**

A. Any lending institution, property manager or other business that needs to verify employment or income of an employee.

**Q. What is considered a Social Services verification?**

A. Social Services verifications are used for Food Stamps, TANF, Medicaid, Child Support, WIC, Housing, Social Security, etc.

**Q. What is the phone number for The Work Number's customer service?**

A. The Work Number Client Service Center is open Monday thru Friday, 7a.m. - 8p.m. at 1-800-996-7566 (Voice) or 1-800-424-0253 (TTY – Deaf).

**Q. What if I do not want The Work Number to give out any information about me for any purpose?**

A. The Work Number Client Service Center can change a setting to block all verification requests about you. Contact them Monday thru Friday, 7a.m. - 8p.m. at 1-800-996-7566 (Voice) or 1-800-424-0253 (TTY – Deaf).

**Q. How does the Work Number get my employment and income verification?**

A. Human Resources partners with The Work Number to provide this service free of charge. The Work Number uses information available from HR records. All aspects of these transactions are protected and secure.
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Q. How is my income information protected?
A. You are in control of the income verification process. Only you can authorize individuals or businesses to see your income information by creating a Salary Key. Click here to find instructions for income verifications and Salary Keys.

Q. What if I prefer to make a Salary Key over the telephone?
A. You can access The Work Number by telephone at 1-800-367-2884. If you use telephone access, your password must be all numeric characters.

Q. What information can The Work Number provide?
A. The Work Number securely provides the following information.

- Name
- Most recent hire date
- Termination date (if no longer employed)
- Total time with UTHSCSA
- Job title
- Rate of Pay
- Gross earnings for current year to date, including base pay, overtime, bonuses, and commissions.
- Gross earnings for last year and two years past, including base pay, overtime, bonuses, and commissions.

Q. How is The Work Number paid for?
A. Employment and income verifications are provided at no charge to the university or its employees. This service is funded by a fee paid directly to The Work Number by the businesses seeking verifications.

Q. Will this affect my credit score?
A. No. Nothing related to The Work Number, employment verifications, or income verifications affects your credit score.