What is The Work Number?

The Work Number is a provider of employment and income verifications. It is used by lenders, property managers, pre-employment screeners, social service agencies and others who need to verify an individual's employment status and, sometimes, his/her income as well. Typically, verifications are required when a person applies for a loan or public aid, leases an apartment, updates immigration status, or applies for a job.

How do I use The Work Number?

The City has established secure accounts for each City employee within The Work Number's system. You just need to log in to The Work Number site at http://www.theworknumber.com/ by entering your employer's name or code, in addition to your User ID and PIN/Password.

What is an employer code?

An Employer Code (which is sometimes known as a Company Code) is a five-digit number that is used to identify a specific employer on The Work Number database. Upon login, you will be asked to enter your employer's name or code. The City of Chesapeake's employer code is **20021**.

What information does a verifier get from The Work Number?

The Work Number provides different "types" of verifications for different purposes. For example, if you are looking for a job, your future employer might want to check your past employment, while a mortgage lender will typically need to verify your income before giving you a loan. If you apply for public aid from a social service agency, the agency will need an enhanced verification as well. The Work Number can meet each of these needs.

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 in need of proof of your employment or income to http://www.theworknumber.com/. As an alternative, they may also call 800-367-5690 to obtain this information.

Is The Work Number secure?

Yes. The Work Number uses 128-bit SSL encryption in all of the account areas of its site where your personal information is being exchanged with its computers. In addition, The Work Number has a detailed privacy policy that tells you what it does, and more importantly, what it does not do with information it gathers while you are on its websites.

The Work Number also uses very stringent data security standards and physical building security to protect the computer equipment and its data center. Data is encrypted during transmission and while stored on remote servers.

Can anyone get my income information from The Work Number?

No. You have to give someone authorization to get your income information from the service. There are numerous ways in which you can give someone authorization to access your income information. A few examples include by signing a borrower's authorization form when applying for a loan or by creating a salary key, i.e. a one-time electronic signature, on our service.

What is the Enhanced Security Enrollment, and why do I have to do it?

Security Enrollment is the process by which you provide The Work Number with the information that will be used to verify your identity in the future. This serves to protect your identity and to add a layer of protection to your online account. After you complete this simple process, you'll know you're at an authentic site because you'll see your security image, which you chose during enrollment. The Work Number will know it is really you because it can validate your identity against the information you have provided during enrollment.

What is an Employment Data Report?

An Employment Data Report is a copy of the information potentially given to those requesting employment information on you from The Work Number. In addition, the report includes a list of each time a verifier has attempted to access some or all of your data using The Work Number. Employees of the City of Chesapeake are eligible to access one free Employment Data Report each year.

How do I request an Employment Data Report?

An employment data report can be obtained through logging in to the Employee section of The Work Number or by calling 866-604-6570.

How far back can The Work Number provide information?

The Work Number can verify City employment (i.e. job title, dates of employment) for all current and former employees listed in the HR/payroll system. The City of Chesapeake provides The Work Number with two years of income data, updated weekly, for verification purposes.