

# Client Training HQ

## State Agency Response Center (SARC) Authentication

As part of our ongoing data security and privacy efforts, all State Representatives making a request via the State Agency Response Center (SARC) line were required to be authenticated effective July 1, 2023. This document is intended to provide instructions for State Representatives to become authenticated in order to call the SARC line for Equifax<sup>®</sup>/ADP<sup>®</sup> clients (1.800.829.1510) and Employers Edge/Paychex/Federal employers (866.675.3856) to make a request or receive information regarding a claimant.

## How Does Authentication Work?

Effective May 20, 2024, Equifax SARC Agents began verbally authenticating callers via PIN ID. Then, the PIN ID authentication process was automated by phone effective June 17, 2024.

Once authenticated, you will need to provide the following information to make your request:

- Phone number
- Fax number
- Claimant's first and last name
- Claimant's Social Security Number
- Employer name and State Account Number (SAN)

## What Happens if Users are not Authenticated or Rejected via Phone?

Reach out to your manager or send an email to [sarpaccess@equifax.com](mailto:sarpaccess@equifax.com) to request to be listed as an authenticated State Representative. The set up information needed is as follows:

- First and Last Name
- Agent ID number in applicable states
- Email address

## How to Gain Access to the State Connector Portal

To obtain access to the State Connector Portal, you will need to reach out to your manager and ask that they send an email to [sarpaccess@equifax.com](mailto:sarpaccess@equifax.com) to permit your access. To set up access, we require:

- First and Last Name
- Email address
- IP Address

We require each user's IP address to be provided to ensure each user is entering through a known, authorized state server. Once a user's access has been approved, they will receive a welcome email with instructions and information on upcoming live and on-demand training. The users will also receive two emails containing their User ID and temporary PIN. If the user attempts to access the portal within the first 4-6 hours of receiving those emails, it is likely that a "Permission Denied" error message will be displayed.

To access the State Connector Portal, please enter your User ID and PIN using the following sites:

- <https://secure.uistateinquiry.equifax.com/>
- <https://uistateinquiry.equifax.com/>

## Wage Audits

Effective July 1, 2023, wage audit information can no longer be provided via phone or the State Connector Portal as part of our ongoing data security and privacy efforts. Wage Audit requests will need to be mailed to the address of record at the state.

If you are seeking wage information relating to a current separation, you can submit your request via SARP or call our SARC line, and we will provide up to **one month** of wage information on that current claim. Wage information can include special pay, severance, bonuses, weekly wages, etc. If you are seeking more than one month of this wage information, please submit a Wage Audit form by mail to the Official Mailing Address (OMA) of the employer. We have different contractual obligations with our employers, so when the request is mailed we can perform the correct service as our contract dictates through either our audit teams, The Work Number® Services, or back to the employer to handle. Any Wage Audit request sent to the [sarpaccess@equifax.com](mailto:sarpaccess@equifax.com) inbox will not be fulfilled. If anyone has any issues with responses to these requests, please share your feedback via our [sarpaccess@equifax.com](mailto:sarpaccess@equifax.com) inbox.

## What Information Can be Requested via Phone or Through the State Connector Portal?

- Dates of employment
- Rate of pay
- Payroll information
- Separation reason
- Additional information
- Documentation

## More Training Available!

Check out additional training resources available on our site, [Connections](#).

*The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.*