

Client Training HQ

Retrieving Credentials to Log into VIP

To maintain a high level of data security, Equifax® encrypts email communications that include credential passwords via Proofpoint. Before logging into the Verification Insights Portal™ (VIP) for the first time or when a password reset is required, you will need to use a one-time passcode to access a Proofpoint inbox in order to securely retrieve your VIP password. Once you have accessed VIP using your decrypted temporary password, you will be prompted to create a new, personal password.

Accessing Proofpoint to Retrieve Credentials for VIP

If you are a new user and receiving your initial credentials to log into our Verification Insights Portal (VIP), your username and a temporary password will be sent to you via separate emails. If you have requested a password reset, your username and a temporary password will be sent to you, along with a password reset notification, via separate emails.

Note: Please check your SPAM or Junk folder if these emails do not appear in your inbox.

Step 1: Access Your Temporary Password Email

In your **email inbox**, find the Equifax temporary password email from Equifax Verification Services (tw_noreply@equifax.com).

- Look for the email with this subject line: **Equifax Verification Services: password**
- Open this email, and click the **View Encrypted Email** link.

Step 2: Request the Proofpoint One-Time Passcode (OTP)

A **proofpoint | Equifax Login screen** will open in a new tab or browser window.

- Click the **Send One-Time Passcode** button. This will send a Proofpoint one-time passcode (OTP) to your email inbox.

Step 3: Retrieve the Proofpoint One-Time Passcode (OTP) from your Email

Return to your **email inbox**, and find the OTP email from noreply-otp@equifax.com.

- Look for an email with this subject line: **Equifax Login One-Time Passcode**
- Open this email, and copy the 8-digit OTP.

Step 4: Access your Proofpoint Inbox

Return to the **proofpoint | Equifax Login screen** (in a separate tab or window).

- Paste the 8-digit OTP into the **One-Time Passcode** field and click the **Continue** button.

Note: The OTP code expires in 10 minutes. If you need a new OTP, click the **Resend one-time passcode** link on the **proofpoint | Equifax Login screen**.

Your **Proofpoint Inbox** will appear. Your decrypted password email with your temporary password will be visible in your Proofpoint Inbox.

Logging into VIP

You will now use your provided username and temporary password to log into the Verification Insights Portal (VIP).

Step 1: Go to VIP Login Screen

Open a **new tab** in your web browser.

- In the new tab, go to theworknumber.com.
- In the upper right corner, click **Log In**.
- From the drop-down menu, choose either **Verify for Your Organization** (for commercial verifiers) or **Government Program Verification** (for government verifiers).

A VIP login window will appear to enter your username.

Step 2: Obtain Username for VIP Login from your Email Inbox

In your **email inbox**, find the Equifax username email from noreply@equifax.com.

- Look for an email with this subject line: **Equifax Verification Services: username**
- Open this email, and copy your username.
- Return to the VIP login window, paste your username into the field, and click **Continue**.

Note: Usernames are case sensitive.

Step 3: Obtain Temporary Password for VIP Login from your Proofpoint Inbox

In your **Proofpoint Inbox**, find the Equifax password email from noreply@equifax.com.

- Look for an email with this subject line: **Equifax Verification Services: password**
- Open this decrypted email, and copy your temporary password.
- Return to the VIP login window, paste your temporary password, and click **Log in**.

Note: Passwords are case sensitive.

Step 4: Obtain One-Time Passcode for VIP Login

In the **VIP login window**, a message will appear asking you to send a one-time E-mail passcode to your email.

- Select your masked E-mail address from the list.
- Return to your email inbox and find an email from noreply@equifax.com with this subject line: **Your one-time passcode**.
- Open this email, and copy this 6-digit passcode.
- Return to the VIP login window, paste this 6-digit code, and click **Continue**.

Step 5: Change Password for VIP Login

You will now be prompted to change your password for VIP login.

- First, return to your **Proofpoint Inbox** and copy your *temporary* password.
- In the **VIP login window**, paste your *temporary* password into the **Current Password** field.
- Then, type a *new* password in the **New Password** field.
- Retype the *new* password in the **Confirm Password** field and click **Save**.

Note: You will not need to use the Proofpoint Inbox again to finish this initial login to VIP. You will only be prompted to access it again via OTP if you request to reset your VIP password in the future.

Step 6: Log into VIP with your New Password

In the **VIP login window**, you will be prompted to login again.

- On the Username screen, your username will be pre-populated. Click **Continue**.
- On the Password screen, enter your *new* password, and click **Log in**.
- **Select your masked email address** to be sent another one-time E-mail passcode.
- Return to your email inbox and find an email from noreply@equifax.com with this subject line: **Your one-time passcode**.
- Open this email, and copy this 6-digit passcode.
- Return to the VIP login window, paste this 6-digit code, and click **Continue**.

You should now be logged into VIP and see the New Order screen.

Note: In the future, you will only complete **Step 6: Log into VIP with your New Password**, unless you have requested a password reset. **Please remember your VIP password or securely store it in a password vault for efficient login.**

More Training Available!

Check out additional training resources for Equifax products and services 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.