

Client Training HQ

Retrieving Initial 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, you will need to set up a Proofpoint account to securely retrieve your password information. Once you have accessed VIP using your temporary password, you will be prompted to create a permanent, personal password.

Accessing Proofpoint to Retrieve Credentials for VIP

Your Verification Insights Portal (VIP) username and a temporary password will be sent to you via two emails from Equifax Verification Services (tw_noreply@equifax.com).

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

Step 1: Begin Registration for Proofpoint (Encryption)

The Equifax password email will be encrypted and will have the subject line: **Equifax Verification Services: password**. Open this email, and click the “View Encrypted Email” link. The **Proofpoint Account Registration** screen will open in a new tab or browser window.

Step 2: Set Up an Account for Proofpoint

On the **Proofpoint Account Registration** screen:

- Your email is pre-populated.
- Type in your first and last name.
- Create a password (specifically for Proofpoint) and re-type it to confirm.
 - Passwords *must* be at least 12 characters and a mix of uppercase and lowercase letters, numbers, and special characters.

A message will appear at the bottom of the screen indicating that a 6-digit **validation code** has been sent to your email address.

Note: The one-time validation code is only active for 30 minutes.

Step 3: Complete Registration for Proofpoint

Open the email from no-reply.proofpoint@equifax.com and copy your validation code. Return to the **Proofpoint Account Registration** screen, enter the validation code, and click the “Continue” button.

Note: If the validation code email does not appear in your inbox, check your SPAM folder. You may need to ask your Technology team to allow emails from no-reply.proofpoint@equifax.com if you do not receive the initial email.

Your **Proofpoint Inbox** will appear.

Step 4: Retrieve Temporary Password for VIP Login

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

Notes:

- You will not need a validation code when receiving encrypted messages in the future.
- Moving forward, any encrypted email sent through Proofpoint will require you to log in to the Proofpoint Inbox to view the message. **Please remember your password or securely store it in a password vault for efficient login.**
- You can access the Proofpoint Inbox directly at <https://securemail.equifax.com/formpostdir/init.jsf>
- For additional information regarding Proofpoint, see the following:
 - [Proofpoint Encryption Email Process](#)
 - [Proofpoint FAQs](#)
 - [Proofpoint Encryption Help](#)

Logging into VIP

You will now use your provided username and temporary password to log into VIP.

Step 1: Go to VIP Login Screen

In a 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

In your email, find the Equifax email with the subject line: **Equifax Verification Services: username**. Open this email, copy your username from the email into the VIP login window, and click **Continue**.

Note: Usernames are case sensitive.

Step 3: Obtain Temporary Password for VIP Login

In the **Proofpoint Inbox** tab, find the Equifax password email with the subject line: **Equifax Verification Services: password**. Open this decrypted email, copy your temporary password from the Proofpoint Inbox into the VIP login window, and click **Log in**.

Note: Passwords are case sensitive.

Step 4: Obtain One-Time Passcode for VIP Login

A message will appear asking you to **select your email address** to send a one-time passcode. You will receive an email from noreply@equifax.com with the subject line: **Your one-time passcode**. Copy and paste (or type) this 6-digit passcode into the VIP login window and click **Continue**.

Step 5: Change Password for VIP Login

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

- First, copy your *temporary* password from the Proofpoint Inbox into the **Current Password** field.
- Then, type a *new* password in the **New Password** field and retype it in the **Confirm Password**.
- Finally, click **Save**.

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

Step 6: Log into VIP with your New Password

The window will prompt you to login again. Your username will be pre-populated.

- Click **Continue**.
- Enter your *new* password, and click **Log in**.
- **Select your email address** to be sent another one-time passcode.
- Obtain the new one-time passcode in the new email from noreply@equifax.com.
- Enter the passcode into the login window 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, unless you are required to reset/change your password. **Please remember your 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.