

Verifier Support: Self-Service Options

We offer several self-service options to support efficient use of our solutions:

- **Verifier Support Page:** Visit <https://theworknumber.com/support-for-verifiers> for FAQs regarding account set-up, log-in, usage, billing and invoicing, and more.
- **Help & Support Center:** When ordering via the Verification Insights Portal™ (VIP), click the question mark icon in the upper right corner of the portal to access support content specific to your industry.
- **Administrator/WebManager Functionality** - If you receive a monthly invoice, your WebManager(s) can help with self-service items like adding or moving users and resetting passwords.

For the following scenarios, try these steps:

Error Ordering/Processing a Verification

(General error message, such as “We were unable to process your request.”)

Next Steps:

1. Confirm pop-up blockers are off.
2. Clear all cookies and cache for ALL TIME.
3. Close ALL tabs for theworknumber.com.
Do NOT use a bookmark/favorite link. Type theworknumber.com into the address bar.
4. Log in and attempt to request a verification.
5. If still not able to access the website, change from secure1 to secure2 in the URL.
6. If the above tips do not work, switch to a different browser and repeat steps 1-5.

Consumer Raises Question on Data

(Consumer informs you that some of their data on a verification may be missing or incorrect)

Next Steps:

- Let the employee know that they can initiate a Data Dispute at employees.theworknumber.com/employee-data-dispute OR by calling 1.866.222.5880.
- Advise the employee that they can check the status of the Data Dispute via the URL or phone number above after filing.

Looking for Additional Data

Next Steps:

- Check with your internal support team to see if you might be contracted to obtain information on additional products that may meet your needs
- If you are not yet contracted for a product that meets your needs, please contact your Account Executive to discuss how to contract for that offering.

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.