

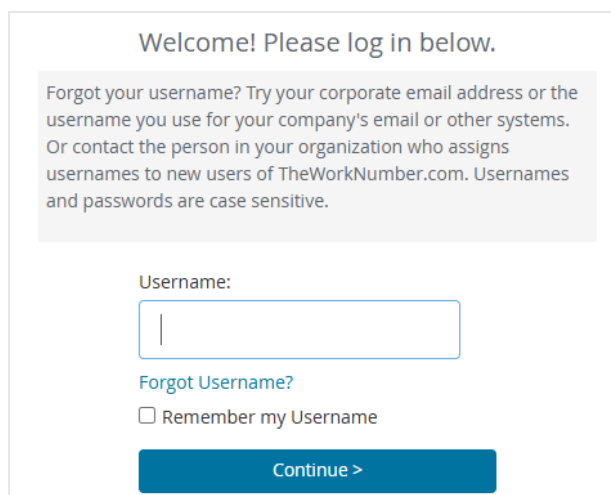
Client Training HQ

The Work Number Username Retrieval

Steps for Retrieving Your Username

This document is designed to provide instructions on how to retrieve your username on The Work Number® Login page.

Step 1: Select **Forgot Username** to begin the process to retrieve your username from the Login page.



Welcome! Please log in below.

Forgot your username? Try your corporate email address or the username you use for your company's email or other systems. Or contact the person in your organization who assigns usernames to new users of TheWorkNumber.com. Usernames and passwords are case sensitive.

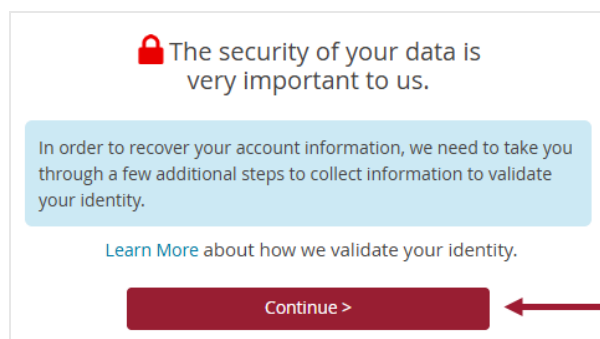
Username:

[Forgot Username?](#)

☐ Remember my Username

[Continue >](#)

Step 2: You will be directed to a security message. From this screen, click **Continue**.



 The security of your data is very important to us.

In order to recover your account information, we need to take you through a few additional steps to collect information to validate your identity.

[Learn More](#) about how we validate your identity.

[Continue >](#)

Images are examples and for information purposes only. They may vary across platforms and are subject to change.

Step 3: In order to confirm your identity, you will need to provide the following information:

- First Name
- Last Name
- Email Address

Let's get started.

Please provide your personal information below. This information will only be used to help us verify your identity. [Learn More](#)

First Name *

Last Name *

Email Address * [Why?](#)

[Continue >](#)

Please be assured that the personal information you provide, including your First Name, Last Name, and Email Address, will only be used to verify your identity and recover your account information. The security of your data is very important to us.

Step 4: If an account is found, you will be sent a **one-time passcode (OTP)** to your account's email address provided. Enter the one-time passcode and select **Continue**.

Notes:

- Never share your OTP with anyone, as it is a critical component of identity verification.
- The OTP is a form of Multi-Factor (2FA) authentication. Always consider enabling Multi-Factor (2FA) authentication, where available, if you haven't already.
- If you do not receive a one-time passcode after a few attempts, please contact your Equifax® Account Management Team or by email at VerifierSolutionsSupport@Equifax.com.



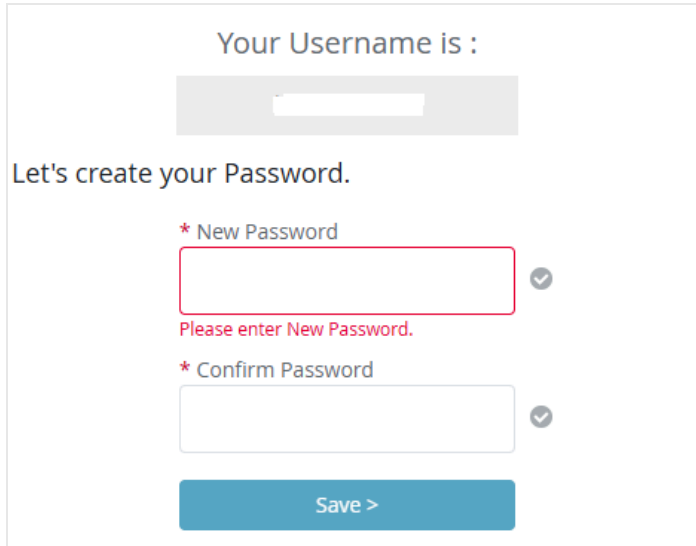
The passcode was sent to
r**2@equifax.com**

700033

[Didn't receive a one-time passcode?](#)

[Continue >](#)

Step 5: In the username retrieval process, after entering your OTP, you will then be provided your username. As a commitment to added security, you will then be prompted to change your password. Enter a new password and confirm. Equifax recommends strong password practices (e.g., minimum length, use of uppercase and lowercase letters, numbers, and symbols).

A screenshot of a web form for creating a new password. At the top, it says "Your Username is :" followed by a grey rectangular box containing a blurred username. Below this, it says "Let's create your Password." There are two input fields: the first is labeled "* New Password" and the second is labeled "* Confirm Password". Both fields have a red border and a small checkmark icon to their right. Below the first field, there is a red error message: "Please enter New Password." At the bottom of the form is a blue button with the text "Save >".

Your Username is :

Let's create your Password.

* New Password

Please enter New Password.

* Confirm Password

Save >

Step 6: After creating a new password, you will be directed to the Login page. From here, enter your new login credentials.

Additional Information

If you have questions or need assistance, please contact your Equifax Account Management Team or email VerifierSolutionsSupport@Equifax.com.

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.