



United States Department of the Interior

INTERIOR BUSINESS CENTER
Denver, CO 80235

D-2600

November 20, 2017

Memorandum

To: FPPS User Group Members

From: Linda Rihel-Todd, Chief //signed//
Payroll Operations Division

Subject: Equifax Workforce Solutions: Salary Verifications Through The Work Number

The Work Number is an online and phone automated service that provides a secure way to authorize requesters (such as prospective employers, social service agencies, lenders, insurers, and rental companies) to verify employment and wages. The Work Number, managed by Equifax, is available 24 hours a day, seven days a week and handles employment verification requests for agency employees. On October 8, 2017, Equifax implemented new security updates across their web-based applications, which included The Work Number employee portal; this application is now back on line.

If employees access The Work Number via Single Sign-On (SAML), there will be no change to their online experience. If employees and webManagers access Work Number Solutions via web-based applications, they will notice some changes when they next log in:

- All employees accessing the system, including webManagers, must authenticate their identities. Depending on the data in the user profile, the employee will complete this process either via a One Time Passcode sent to his or her company email or by answering personalized multiple-choice questions. Once the employee's identity is authenticated, the account will unlock and the employee will be prompted to create a new PIN. If an employee's identity cannot be authenticated online, the employee will be directed to our call center or to your designated webManager for identity verification. The webManager will be able to unlock the account using an established PIN reset process.
 - *Note: If webManagers are unable to authenticate an employee, please contact Christine Zertuche-Rocha at (303) 969-7739 or Christine_L_Zertuche@ibc.doi.gov for further assistance.*
- When your employees successfully login and update their password and user profile information, they will receive a system-generated email confirmation. That confirmation often comes from TALX, rather than Equifax, which may be unfamiliar to some users.

Equifax's top priority continues to be the stewardship and privacy of all employee data. Please share this information with your employees so they are aware of these changes.