

Workforce Solutions Learning

Introduction to The Work Number® within the Verification Insights Portal™ (VIP): Social Services

Verification Insights Portal™ (VIP) offers:

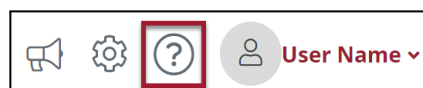
- A redesigned interface of The Work Number® and other EVS solutions
- An enhanced service and experience
- Many of the same features and functions plus additional benefits

What remains the same?	What is changing?
Accessing The Work Number® • theworknumber.com • Current credentials	Enhanced User Experience • Visual cues during ordering ◦ Summarized descriptions of solutions • Updated report display ◦ Red Download Report button ◦ New visuals/graphs included • Self-service features
Requesting Verifications • SSN or Name/Address/Date of birth input* • Billing • PDF outputs available for The Work Number and other EVS services	VIP Features • Handling Additional Records ◦ View total number of additional records available and purchase if desired

*Available if currently contracted for this feature.

Self-Service Features:

- **Help & Support Center** (question mark icon)
 - **FAQs & Articles tab** - list of Frequently Asked Questions and Articles based on the page being navigated
 - **Client Connections button** - access to additional client resources
- **Administration: User Management** (for WebManagers - gear icon)
 - Search for and update existing users
 - Deactivate or Reactivate users
 - Reset PINs (passwords)
 - Create new users



Need Assistance?

- Reach out to your Equifax Account Executive
- Contact VerifierSolutionsSupport@equifax.com

More Training Available!

Check out additional training resources available on our site, [Connections](#).