

EMORY UNIVERSITY

TALX The Work NUMBER

Employee's Guide to Employment Verification

HUMAN RESOURCES

Guide to The Work Number

© Emory University Human Resources
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New Option for Employment Verification at Emory University

Address <http://www.theworknumber.com>

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THE WORK NUMBER

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The Work Number is America's leader in automated employment and income verifications.

We've been selected by more than 1,000 employers. That means we help people get the information they need when someone's buying a home, applying for a job or seeking financial aid.

New Employers:
Corporation
Darden Restoran

Growing Strong!

Now **100 million** records available. and g

Employment and income verifications may be required when applying for a mortgage or loan, for reference checking, leasing an apartment, establishing credit or any other instance where proof of employment or income is needed. The individual employee is responsible for authorizing the release of this information to the verifying organization.

It is the policy of Emory University to protect the privacy of each employee. Organizations who wish to verify the employment of a *former* Emory University employee are required to use an automated external employment verification service designated by Emory University called The Work Number[®].

Current employees of Emory University are urged to use this convenient, secure, and automated service.

Use of this service will be *mandatory* for both current and former employees of Emory Healthcare.

TALX The Work Number Employment Verification Service is used by 2/3 of Fortune 500 companies, the Federal Government, and many universities. As of November 1, 2004, TALX The Work Number services will be used by Emory University for employment verification. Emory Healthcare will also be using TALX The Work Number effective November 1, 2004.

Current Emory University employees have the option of either using The Work Number[®] or of having the third party requiring the verification fax a request (with a signature authorizing release of income data) to Human Resources Data Services at (404) 727-4008.

TALX THE WORK NUMBER SUMMARY DATA

Information for Employees:

Emory University Employer Code: 11332
The Work Number Access Information: verify.theworknumber.com
1-800-367-2884
The Work Number Customer Service: 1-800-996-7566
1-800-424-0253 (TTY-Deaf)

Information for Verifiers:

Emory University Employer Code: 11332
The Work Number Access Information: verify.theworknumber.com
1-800-367-5690
The Work Number Customer Service: 1-800-996-7566
1-800-424-0253 (TTY-Deaf)

Information for Social Services Agencies:

Emory University Employer Code: 11332
The Work Number Access Information: verify.theworknumber.com
1-800-660-3399
The Work Number Customer Service: 1-800-996-7566
1-800-424-0253 (TTY-Deaf)

As an employee of Emory University, you may handle a variety of confidential matters regarding other employees, clients, and other information. When doing so, it is your responsibility to respect the highest level of privacy for your fellow employees. **Departmental employees are prohibited from releasing employment or income verification information for other**

employees. This policy is designed to protect the Emory University and employees from any potential liability.

Employment Verification with TALX: How it Works

Current and former Emory University employees may use the TALX Work Number services to:

1. verify employment
2. verify employment plus income
3. verify eligibility for social services such as food stamps or public housing

Employees or verifiers needing assistance in using the TALX The Work Number services should direct all questions to TALX Customer Service:

Monday – Friday, 8:00am – 9:00pm (Eastern Standard Time)

1-800-996-7566

1-800-424-0253 (TTY – Deaf)

Employment Verification

In order to have employment verified an employee can provide the third party (typically an employer or lending officer) with either the 800 number for TALX The Work Number (**1-800-367-5690**) or the web address (<http://www.theworknumber.com>). To complete the transaction, the verifier will also need the employee's name, social security number and the Emory University employer code (11332).

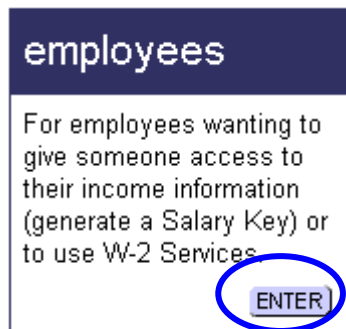
Employment Plus Income Verification

In order to have employment plus income verified, an employee can provide the third party (typically an employer or lending officer) with either the 800 number for TALX The Work

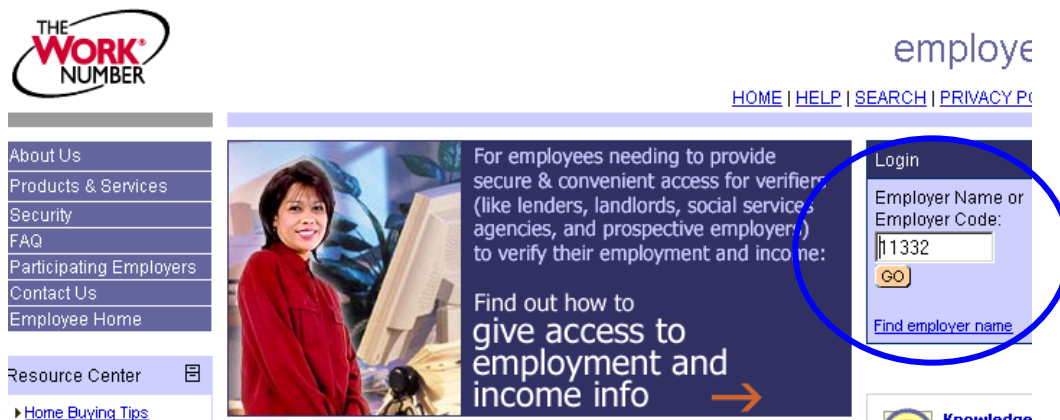
Number (1-800-367-5690) or the web address (http://www.theworknumber.com). To complete the transaction, the verifier will also need the employee's name, social security number, and the Emory University employer code (11332). There is one additional piece of information that the verifier will need from the employee in order to process the transaction, a salary key.

The salary key is a numerical code generated by TALX for the employee to give to verifiers. A verifier cannot access income information without this code. To get a salary key, the employee needs to call TALX The Work Number at 1-800-367-5690, or go to the TALX The Work Number web site (http://www.theworknumber.com). Once the salary key is generated, the code needs to be supplied to the verifier. The salary key "unlocks" the salary data for that verifier. A salary key may be used only once. This secure system enables the employee to control who can/cannot access salary data.

To obtain a Salary Key via the TALX web site, employees need to enter the employees section of the main homepage:



Next, enter the employer code for Emory University (11332) and click the "Go" button:



You will see this page:

Enter your social security number and your PIN. The first time you use the system, enter the default for PIN numbers (the last four digits of your Social Security number and the month and year of your date of birth), and then click on the “Continue” button.

Understanding the default PIN: if the last four digits of your SSN were 9999, and your birth date is July 4, 1976, your default PIN = 99990776.

Employees have the option of changing the PIN to another 8 digit code on the next page:



After you have changed your PIN, you will be directed back to the page for Salary Key creation:

The screenshot shows the TurboTax website interface. On the left is a navigation menu with sections like "My Account" and "Resource Center". The main content area is titled "Proof of Employment" and contains a sub-header "Prove your employment and income to anyone" with a "more" link. Below this is a list of links: "Prove your employment AND income", "Prove your employment ONLY", "Create a Salary Key" (circled in blue), and "Instructions". On the right side, there is a "Welcome:" section with the user's name and a "TurboTax for the Web" logo. At the bottom right, there is an "Account Activity:" table showing active salary keys.

Salary Key	Date C
335647	10/29

The screenshot shows a detailed page titled "Proof of Employment & Income: Create Salary Key". It contains instructions on how to provide proof of employment and income to someone else. Below the instructions is a table listing the created salary keys.

To provide someone with proof of your employment and income:

- Give them a Salary Key (shown below)
- Your Social Security Number
- Your employer's name
- Ask them to go to the verifier section of www.theworknumber.com

Salary Key	Date & Time Created	Expiration Date	Status	Options	Instructions
335647	10/29/2004 3:41:58 AM	4/28/2005	Unused	Delete 335647	Print Email

NOTE: The salary key is good for six months. For security reasons, you must create a separate salary key for each person who needs proof of your employment plus income. Each time you log into the TALX web site, you can check the status of your salary keys.

Social Services Verification

Employees needing proof of employment, income, or benefits to determine eligibility for social services such as public housing or food stamps, should provide the agency with the 800 # for TALX The Work Number (**1-800-367-5690**) or the TALX The Work Number web site address (<http://www.theworknumber.com>).

Special Instructions for Social Service Agencies

Registered Agencies

- Get verifications at verify.theworknumber.com or 1-800-660-3399.
- Enter their registered fax number and, if applicable, other identifying codes.
- Verifications will be faxed directly to this pre-registered fax number.

Non-Registered Agencies

- Call 1-800-996-7566 to register to use The Work Number.
- Registration is a one-time process and takes approximately 5 minutes.
- Enter their registered fax number and, if applicable, other identifying codes.
- Verifications will be faxed directly to this pre-registered fax number.

Critical Security/Privacy Step!!!

ALWAYS, ALWAYS, ALWAYS, log out of a web site and close the browser software (Internet Explorer, Netscape) whenever you use, access, or input confidential information.



A screenshot of a web application interface. On the left, there is a vertical navigation menu with a blue header 'My Account' and a grey header 'Resource Center'. Under 'My Account', there are links for 'Main Menu', 'Your Account', 'Change PIN', 'Privacy Statement', 'Help', and 'Exit/Logout' (which is circled in blue). Under 'Resource Center', there is a link for 'Tips & Education'. On the right, there is a section titled 'Proof of Employment' with a light blue header. Below the header is an icon of a document labeled 'Application' and the text 'Prove your employment and inc ... more.'. Below this, there is a list of three bullet points: 'Prove your employment AND income', 'Prove your employment ONLY', and 'Create a Salary Key'.

Human Resources Verifications

If any current employee prefers to have an employment verification completed by Human Resources Data Services, they must be provided with that option. Employees should instruct the verifier to fax the request to (404) 727-4008. The request must include an employee signature allowing for release of income data.

If a current employee comes directly to Human Resources and prefers to have Human Resources complete the employment verification, he/she needs to see a Data Services staff member. Employees will need to show a valid form of picture ID and sign a release form.

All former employees requesting verifications will be provided with a TALX The Work Number Procedure Card.

Questions, Complaints, Concerns

All questions, complaints and concerns about Emory University use of TALX The Work Number should be directed to Susan Newborn, Manager of Human Resources Data Services at 404-727-7563 (phone) 404-727-4008 (fax) or sjacks2@emory.edu

All issues with use of the TALX Web Site or 1 800 number need to be directed to TALX Customer Service 1-800-996-7566.