

Bulletin for ALL TSA EMPLOYEES – 01/31/2020

The Work Number – Verifying a Current or Previous Employee’s Employment Status and Salary

Current and former Transportation Security Administration (TSA) employees can provide employment and salary verification to third parties via The Work Number.

The third party must first register with The Work Number to gain access to the website. **Note:** Registration may take up to 48 hours online. If the third party needs to register immediately, they can call **1-800-367-5690** and press **“Option 3”** to speak to a client service representative who can immediately create a username and password.

When requesting verification information, the third party will be required to provide three key pieces of information:

1. The TSA company code (11363),
2. The employee’s Social Security number (SSN), and
3. The salary key number, which the employee must provide to the third-party in advance.

In order to provide the third-party with a salary key, the employee must first call The Work Number at 1-800-367-2884 to obtain a personal identification number (PIN). The employee can then use the PIN to create a salary key number by calling 1-800-367-2884 or by accessing The Work Number website, at this [link](#).

Employees can also access The Work Number on the HCAccess Website, at this [link](#). Click on **“Employment Verification Program”** in the Resources box. This will navigate directly to The Work Number home page. Next, click the “Employee” tab, and click “Log In”. Enter the Employer Name or Code (11363) and click on the Search icon. Then, highlight the Employee Name and click the “Select Employer” button. Enter your “User ID” and click “Continue”.

Note: If the third party encounters a discrepancy on your Employment Data Report (EDR) (e.g., an incorrect entry on duty (EOD) date, salary error, etc.), the employee must call The Work Number Employee Service Center to establish a data dispute to research and correct the error at 1-866-222-5880.

Employees who have questions about The Work Number can call 1-800-367-2884.

Questions?

Please contact the HCAccess Help Desk by phone at 1-877-872-7990, by fax at 1-877-872-7993, or by email at this [link](#). Live agents are available 7:00 a.m. to 10:00 p.m. Eastern Standard Time (EST) Monday through Friday, excluding Federal holidays, with additional hours for recruitment calls only from 11:00 a.m. to 3:00 p.m. EST Saturday and 12:00 p.m. to 4:00 p.m. EST Sunday. Visit our website at this [link](#), and check out HCAccess online at this [link](#).