

This page outlines the process that US-based employees (including interns) must follow to request verification of employment, or verification of employment and income.

**Note** Most employment income requests can be confirmed with other resources, such as your paystub, TAR record, W-2, tax returns or copies of utility statements.

If you are new to Microsoft within the last month, or your employee information recently changed, your information may not yet be uploaded to The Work Number. If your information cannot be found, please contact [AskHR](#) for assistance.

## Employment and Income Verification for Past and Present FTEs (Including Interns)

Microsoft uses The Work Number service to provide automated employment verifications (with or without salary information) for employees and former employees. Employment and income verification will only be provided via The Work Number.

The Work Number does not verify employment information for contingent staff or contractors. Verification requests for these individuals must be directed to the

contingent staff's or contractor's employer in writing.

Requests for letters on Microsoft letterhead will **not** be provided by The Work Number, except for immigration purposes. See **Obtaining an Immigration Verification** below for steps to receive an immigration letter on Microsoft letterhead.

## The Work Number – Service Fees

There are no fees for employees. If third parties/lenders access the service to verify employment (with or without salary) for an employee, they are charged a service fee.

For additional information, please review [The Work Number Service—Important Notes to Employees](#).

## Proof of Employment (With or Without Income), for Lenders and Third Parties

A verification allows you to prove you are employed and prove your income. Whenever you borrow money you will likely be asked by the lender how much you make, and where you are employed. You may be asked for this information when you move into an apartment, apply for a job, or request aid from a social service agency.

With The Work Number, verifying agencies are able to access your information quickly and easily online, any day of the week. This allows you to make life choices at your pace, without having to wait for your employer to provide information.

Verifiers or verifying agencies – the organizations that need this information from you – generally know The Work Number. Over 70,000 verifiers have accounts with The Work Number. They include social service agencies such as HUD, Social Service Administration, and public agencies in all 50 states. Nearly all major financial institutions in the U.S. have accounts as well.

In most cases, you only need to give your permission to the verifying agency; in much the same way you might give permission to someone to check your credit rating. The verifier can log in to their account and download the information online. The online process is faster and more convenient for both you and the verifier. It's faster and easier than passing paperwork back and forth between the verifier and your employer.

If a lender or other third-party verifier requires an employment, or employment plus income verification, simply provide the following to them:

- Let the lender/verifier know that Microsoft Corporation uses service.
- Give the lender/verifier your **Employer Code (10328)**.
- Give the lender/verifier your **Social Security Number**.
- Tell your lender/verifier to go to **www.theworknumber.com** and select the **verifier** tab.

## Proof of Employment for Lenders and Third Parties Requiring a Salary Key

Typically, you will not have to create a salary key to have a verification of income completed. Most lending verifiers do not require the salary key. In the rare instance the verifier requires a salary key to complete the verification, please follow the below steps:

If you have forgotten your UserID select **Forgot User ID?**

- Start by going to <https://employees.theworknumber.com>
- Select **Log In** and follow the simple prompts
- Enter the Employer code XXXXX
- If this is your first time – pick **Register Now**
- If you are a returning user – enter your username and password
- The screen prompts will walk you through all the steps to help verify your identity and keep your account private while offering helpful messages if you have problems

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### ***Returning users:***

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- **User ID:** Use the unique ID you setup after initial login
  - **Password:** Use the unique Password setup during the last visit
  - You may be asked to review existing profile information, including contact methods, primary address, email, and/or phone preferences
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***Or***

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- You may be required to verify their identity with a One-Time Passcode if security protocols identify a need for additional screening
1. Next, you will be routed to The Work Number site
  2. Click **Prove Income to Verifiers** and complete the following steps:
    - Click **Create a Salary Key**. Then, click **New Salary Key**
    - The new salary key can be sent to the verifier in email with instructions on how to use it through The Work Number; or the salary key itself can be printed and provided to the verifier along with your employer name, or code, and your social security number

**Note** At any point, select **Salary Key Activity** to view the status (used, unused, and expired) of keys you have created.

### **Further support**

- If you need technical assistance, call The Work Number Client Service Center at (800) 996-7566.
- If you are unable to access The Work Number, or have questions about the data provided, please contact [AskHR](#).
- If there is a discrepancy with the data provided by the Work Number,

please contact [AskHR](#). They can assist with data getting updated the same day with The Work Number for your lender and/or third party.

- If you are newly hired or newly transferred, and your information is not available in the Work Number, please contact [AskHR](#) for assistance.
- If your lender or third-party verifier requests additional data, we recommend that you use resources such as your paystub, Time and Absence Reporting tool, W2, tax returns, or copies of utility statements to supplement the standard verification letter.
- AskHR cannot comment on the likelihood of future bonuses.

## Obtaining an Immigration Verification

The Work Number Immigration Verification is a fast and secure way to provide proof of your employment or income to the U.S. Department of Homeland Security, the U.S. Citizen and Immigration Services, or foreign government agencies or embassies that may need it.

This verification may not provide all the information needed by these entities for the processing of your request or application but is valid for verifying your employment or income. This verification is not suitable for use by lending institutions, credit agencies, pre-employment firms, property managers, or other "private sector" entities. It does not comply with the underwriting requirements of Fannie Mae or Freddie Mac, nor does it satisfy standards typically required for private industry verifications.

To obtain this verification for uses with the U.S. government agencies listed above, foreign governments, or embassies, please see the step-by-step instructions below.

1. Go to [The Work Number](#)
2. Click **Log In**
3. Next, click **View My Data**
4. Enter the employer code **10328** into the search box
5. Highlight Microsoft as your employer and click **Select Employer** to continue
6. Enter your **User ID** and **Password**  
If you have forgotten your Password, see "How to Reset your Password"

below

**First time users:**

- **User ID:** SSN without dashes
- **Password:** default is MMDD of Birthdate plus Last 4 of SSN
- Password Example: Someone with a May 3<sup>rd</sup> birthday, and a SSN of 111224444 would have a default Password of 05034444
- Provide basic personal information including address, phone, work email, etc.
- Setup a new unique ID
- Setup a new unique Password

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***Returning users:***

- **User ID:** Use the unique ID you setup after initial login
- **Password:** Use the unique Password setup during the last visit
- You may be asked to review existing profile information, including contact methods, primary address, email, and/or phone preferences

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***Or***

- You may be required to verify their identity with a One-Time Passcode if security protocols identify a need for additional screening

1. Next, you will be routed to The Work Number site
2. Click on the **Letters** section
3. To print the page, click **Print** at the top or the bottom of the screen

Further support

- If you need technical assistance, call The Work Number Client Service Center at (800) 996-7566

- If you need any assistance with a specific immigration process, please visit [US Visa Employees](#) or contact your [US Immigration Attorney](#).
- If additional data is required, we recommend that you use resources such as your paystub, Offer Letter, USCIS petition support letter filed on your behalf, Time and Absence Reporting tool, W2, tax returns, or copies of utility statements to supplement the standard immigration letter
- AskHR cannot comment on the likelihood of future bonuses

## How to Reset Your Password

If you can't remember your Password, follow the steps below to reset the Password associated with your account in The Work Number.

1. To start the Password reset process, click **Forgot your Password?**
2. To begin validating your identity, click **Continue**.
  - a. Enter your Full First Name, Last Name, Last 4 SSN, and Date of Birth, and click **Continue**.
  - b. Next, add your home address, city, state, and zip code. Click **Continue**.
  - c. Next, enter your personal phone number and **WORK** email address.
    - If you cannot receive a one-time passcode using a real-time method, a one-time passcode may be sent via U.S. mail by clicking **None of these options work for me**. Please note, it may take several days to receive the passcode. You will have 12 days from the generation date to receive and input the code.
    - For urgent issues related to receiving a One-Time passcode, please contact [AskHR](#).
  - d. **Enter your One-Time Passcode:** Passcodes are time sensitive and should be entered as soon as possible.
  - e. **Set up a new Password**

f. **Enter The Work Number site.**

## Verification of Employment for Adoption

If a verification letter is needed for adoption purposes, contact [AskHR](#) with the information listed below:

- Employee ID number
- Home mailing address (adoption letters are sent by FedEx)
- Daytime phone number
- Whether annual base salary is required
- Number of copies needed
- Whether the letter need to be notarized

**Note** If a letter needs to be notarized in a specific state, please note that in the request to [AskHR](#). AskHR will provide a letter template for completion by local HR and local notary via [notaries@microsoft.com](mailto:notaries@microsoft.com).

For more information about Adoption Assistance, contact [Benefits](#).

## Work Experience/Reference Letter

Affidavit of Support is not able to assist with work experience or reference letters. Our team has no direct knowledge of specific employee skills.

To obtain such a letter, please reach out to your direct manager. Managers may sign an experience letter for former employees, provided the letter meets the following conditions:

- Content of the letter is restricted to factual information about job duties and skills required. For example, no comments or opinions about quality of performance, work ethic, character, etc.
- Information in letter must be confirmed from company systems (e.g., confirm dates of employment and job titles via Employee Central, MSPeople) or personal knowledge (e.g., manager worked with the employee and has personal knowledge of job titles, job duties).

Your manager would also be able to provide your job start date, title, and annual



salary if necessary.

## 401(k) or Stock Verification

For stock and Microsoft Corporation Savings Plus 401(k) Plan balances, your lender or other third party must forward a Verification of Deposit Request Form to:

[Benefits@microsoft.com](mailto:Benefits@microsoft.com)

Microsoft Corporation  
One Microsoft Way, Building 92  
Redmond, WA 98052

## Questions?

Take advantage of the following resources:

- The Work Number information: [Employment Verification FAQ](#)
- The Work Number Employee Services Line: (800) 367-2884, available 24 hours a day, 7 days a week
- The Work Number Client Service Center: (800) 996-7566 or (800) 424-0253 (TTY), available Monday–Friday, 7:00 AM – 8:00 PM Central Time
- Issues, feedback, or additional assistance on the Work Number Services? Contact [AskHR](#).
- The Work Number website: <http://www.theworknumber.com/>



Did this content help you answer your question?