Not receiving your SMS verification code?

Your Worker Checks Account · https://workerchecks.com/docs/sms-verification-code-not-received/

Good to know: if you can't see your login code, it has usually reached your phone but been filtered or hidden. The steps below will help you find it in a minute or two.

Why we send an SMS code

Each time you log in to your Worker Checks account, we send a one-time verification code by SMS to the mobile number on your account. This keeps your Nationally Coordinated Criminal History Check (NCCHC) application and your personal details secure.

How to find your code

1. 1

   Check filtered and junk messages. Your phone may have sorted the message away from your main inbox.

   - **iPhone:** open Messages, tap **Filters** (top left), then check **Unknown Senders** and **Junk** or **Spam**.
   - **Android:** open your messaging app, tap the menu, then check **Spam & blocked**.

2. 2

   Check for blocked senders. Make sure you haven't blocked short codes or unknown numbers in your phone's settings or your messaging app.

3. 3

   Check the right SIM. If your phone has two SIMs (or a SIM and an eSIM), check the messages for the SIM that uses the mobile number on your account.

4. 4

   Use only the latest code. Each new request cancels the previous code. If you've tapped resend several times, older codes won't work. Request one code, wait a minute or two, then enter it straight away.

5. 5

Restart your phone. Messages are sometimes held until your phone reconnects to the network. Turn your phone off and on again, then request a new code.

Log in to your account

If this happens	Do this
No code in your main inbox	Check Unknown Senders, Junk or Spam
Code entered but not accepted	Request one new code and use only that one
Phone has two SIMs	Check messages for the SIM on your account
Still nothing after all steps	Contact our team

Why we can't skip the SMS step

It's there to protect you. Your account holds your identity documents and your check result, so SMS verification is the only way to log in. We can't bypass it or send the code another way, even on request.

Still not receiving your code?

If you've worked through every step and still can't receive your code, contact our team with your full name and the email and mobile number you used at checkout. If you can't access your account to complete your check, we'll arrange a full refund.

Chat with Verity Contact us

Need more help? Our team is here to help.

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