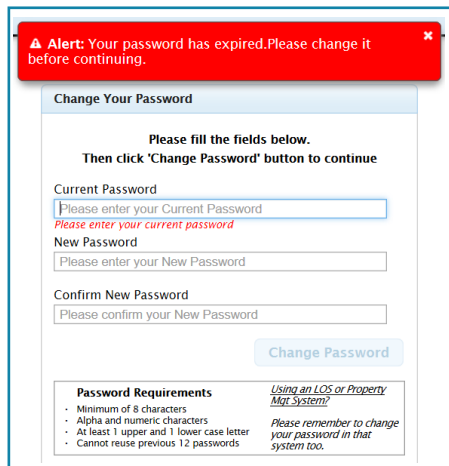


Getting Started & Ordering Credit

- To access the Enterprise Platform directly, go to: <https://www.creditbureaureports.com/iconnect/>
- Enter your **User Name and Password** credentials
 - Remember to store your login in a safe and secure place
 - Note that logins and passwords are case sensitive
 - Bookmark the login screen by selecting the **Add to Favorites** link
- Type the temporary password
 - Note the PW Requirements
- Confirm a new password



Alert: Your password has expired. Please change it before continuing.

Change Your Password

Please fill the fields below.
Then click 'Change Password' button to continue

Current Password
Please enter your Current Password
Please enter your current password

New Password
Please enter your New Password

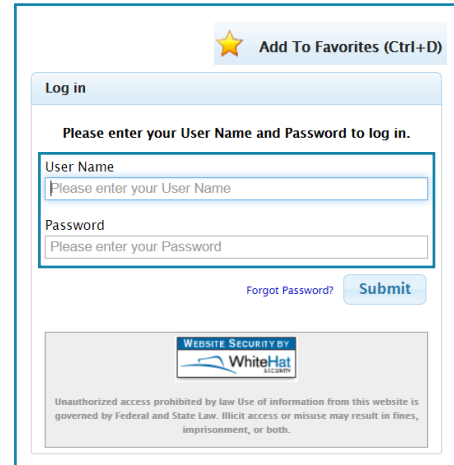
Confirm New Password
Please confirm your New Password

Change Password

Password Requirements

- Minimum of 8 characters
- Alpha and numeric characters
- At least 1 upper and 1 lower case letter
- Cannot reuse previous 12 passwords

*Using an LOS or Property Mgt System?
Please remember to change your password in that system too.*



Add To Favorites (Ctrl+D)

Log in

Please enter your User Name and Password to log in.

User Name
Please enter your User Name

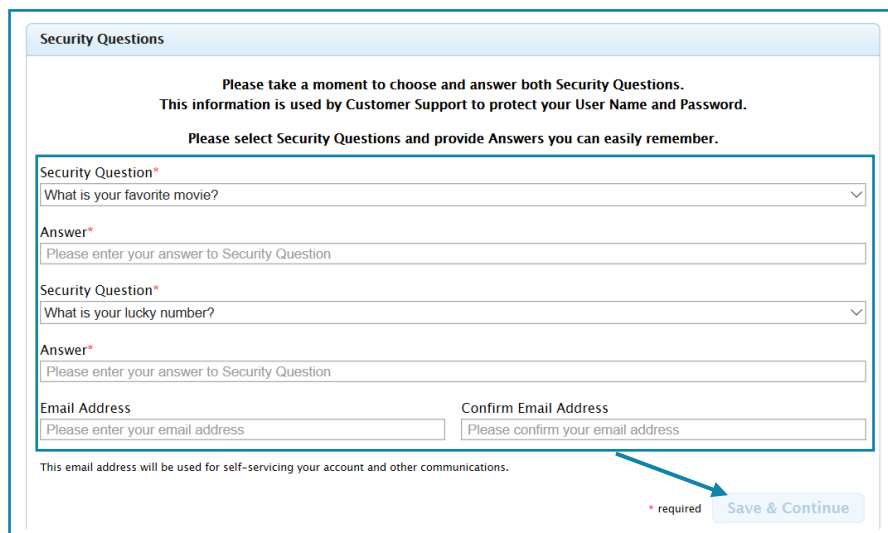
Password
Please enter your Password

[Forgot Password?](#) **Submit**

WEBSITE SECURITY BY WhiteHat

Unauthorized access prohibited by law Use of information from this website is governed by Federal and State Law. Illicit access or misuse may result in fines, imprisonment, or both.

- Select two security questions from the **dropdown menus** – they must be different
- Enter your **email address**
- **Save** changes



Security Questions

Please take a moment to choose and answer both Security Questions.
This information is used by Customer Support to protect your User Name and Password.
Please select Security Questions and provide Answers you can easily remember.

Security Question*
What is your favorite movie?

Answer*
Please enter your answer to Security Question

Security Question*
What is your lucky number?

Answer*
Please enter your answer to Security Question

Email Address
Please enter your email address

Confirm Email Address
Please confirm your email address

This email address will be used for self-servicing your account and other communications.

* required **Save & Continue**

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Getting Started & Ordering Credit

- Clicking '**Forgot Password?**' will copy your **User Name** and then ask that you answer a **security question**; if answered correctly, you can **reset** the password

Forgot Password

Please click on the 'Retrieve Your Password' button to verify your User Name.

User Name

Cancel **Retrieve Your Password**

Security Check

To protect your User Name and password, please answer your security question.

Who is your favorite historical person?

Answer

Cancel **Submit**

Log in

Please enter your User Name and Password to log in.

User Name

Password

Forgot Password? **Submit**

Website Security by WhiteHat

Unauthorized access prohibited by law. Use of information from this website is governed by Federal and State Law. Illicit access or misuse may result in fines, imprisonment, or both.

Reset Your Password

To reset your password, please enter your new password and confirm password below.

New Password

Please enter your new password

Confirm New Password

Reset Password

Password Requirements

- Minimum of 8 characters
- Alpha and numeric characters
- At least 1 upper and 1 lower case letter
- Cannot reuse previous 12 passwords

Using an LOS or Property Mgt System? Please remember to change your password in that system too.

- To order credit, select the **Products** you would like to order
- Select the **Vendors** you would like to order

- Loan Numbers** can be entered that follow your numbering scheme, or will be populated with a random number if nothing is entered
- The **Requested By** field can be filled with the processor's name, or will automatically populate with the requestor's login ID if nothing is entered

- In the next section, enter the **applicant's information** to pull credit
- There are two required fields that must be populated:
 - Name and Address
 - However, it is recommended the reports are pulled with all available information:

- Name, Address, Social and Date of Birth

- While only required fields need to be filled out, the more information provided, the more likely an accurate result will be returned
- If a SSN is not provided, it could result in a fragmented file. Tax ID's are not supported by the repositories and cannot be used in place of a SSN
- Click **Submit** to order the report

Entry Form

☒ View Immediately ☒ Expand All **Save Layout** **Reset** **Submit**

Product Type*

Credit

☒ Credit Report ☐ Credit Report with Workflow Solutions ☐ Mortgage Only ☐ ID Cross Check

Vendor

☒ Experian ☐ Equifax ☐ TransUnion ☐ Plus+ (Innovis)

Application / Loan #

Alias

Account A ▾

Requested By

Applicant

First Name Middle Name Last Name Suffix

SSN#

Address Zip City State

Date of Birth

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Getting Started & Ordering Credit

- From the Report Status screen, users can find existing credit reports in the Enterprise Platform system
- Users can search by **various criteria**:
 - Name
 - Status
 - Loan/Reference Number
 - SSN
 - Date
- Clicking **Retrieve/All Selected** will download the reports – this option does incur a charge and should only be used to initially retrieve a report
- Clicking **Search** will return all previously pulled reports
- Your search will return results as shown as below; click the **Complete/View Report** link to view the credit report

Applicant	Loan #	Reference #	Requested By	Date	Status	Type	Services
SAMPLE, SAM	XXXX1216	722192115489971	Test User 602001-99991	2022-07-11 12:44:34	Complete / View Report	Credit Report XPN,EFX,TRU	Select a service v

- To easily print the report, select the green '**Print Report**' button at the top right corner of the screen
 - Please note this feature is only available on **HTML** reports

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