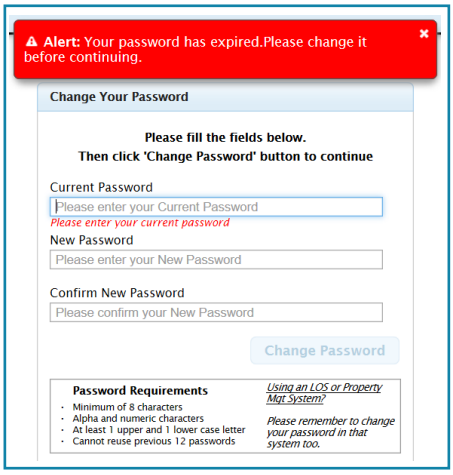
TRAINING

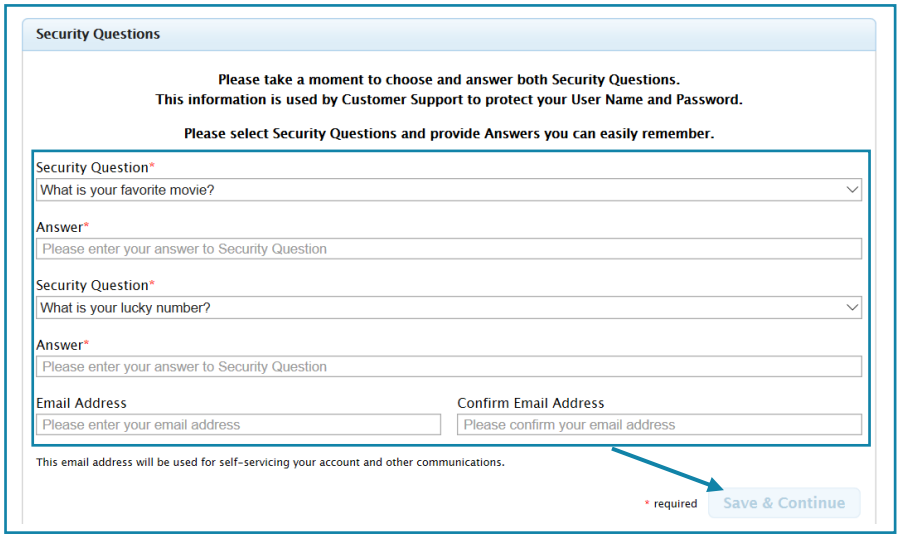
Getting Started & Ordering Credit

Factual Data

- 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



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



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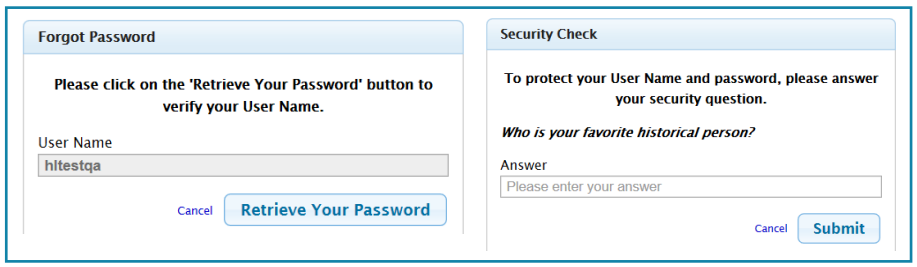
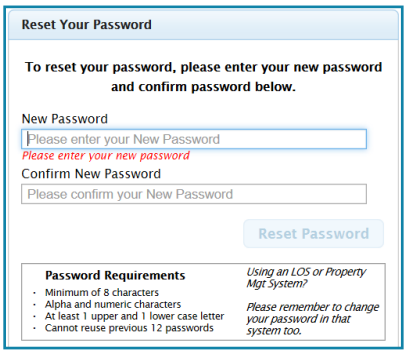
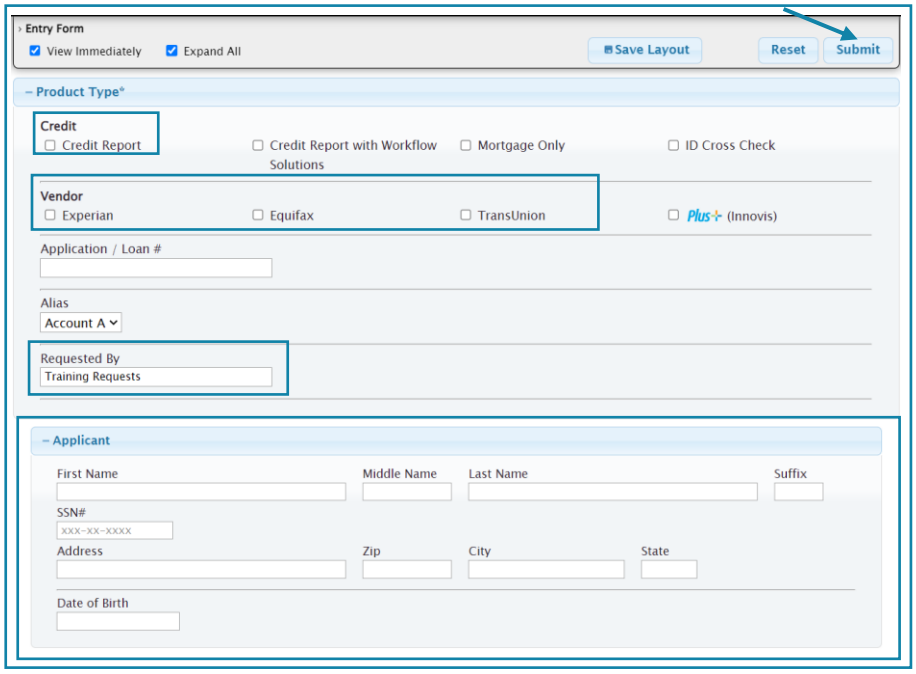
- Clicking '**Forgot Password?**' will copy your **User Name** and then ask that you answer a **security question**; if answered correctly, you can **reset** the password





- 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

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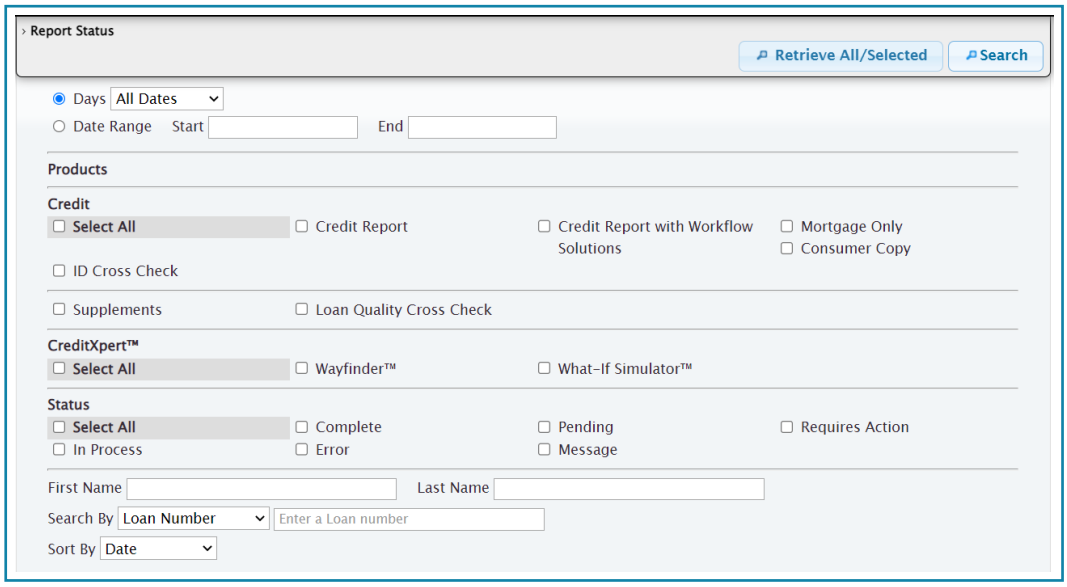
- From the Report Status screen, users can find existing credit reports in the Enterprise Platform system
- Users can search by **various criteria**:
  - Name
  - Status
  - Loan/Reference Number
  - SSN
  - Date
- Clicking **Retrieve/All Selected** will download the reports – this option does incur 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



- 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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