Frequently Asked Questions (FAQs) - TU CIBIL CONNECT

Note: Across the TU CIBIL Connect portal nodal / user email ID should always be in lower case

Generic Questions on TU CIBIL Connect

1. TU CIBIL Connect Portal can be used for which all Bureaus?
Ans. TU CIBIL Connect can be used for Commercial, MFI Bureau and Commercial .

2. How do I access TU CIBIL Connect Portal?
Ans. You can visit https://www.cibil.com/
1. Click on **'Partner Login'**, from drop down click **Commercial**.
2. On Clicking Commercial, **Enquiry CIIBL Commercial screen** will open in a new tab,
3. You will find 2 links **Forgot password** and **Unlock ID** on clicking these links it will redirect you to TUCIBIL Connect web page
4. Or through web browser enter https://www.cibil.com/TUCIBILConnect,
   In the web address bar and access TUCIBIL Connect Portal

3. **TUCIBIL Connect Portal can be used for which all-commercial user roles?**
Ans. TUCIBIL Connect Portal can be used for following user roles.
* CIR_Web
* iSCAN_Web

4. How can a user reset his password online?
Ans. User to do following:
1. From the internet browser access the TransUnion CIBIL website, type the web address https://www.cibil.com/
2. Click on **Partner Login,** from drop down click **Commercial**
3. On clicking Commercial, **Commercial Enquiry** screen will open in a new tab
4. Click on **Forgot password link,** it will route you to **TU CIBIL Connect** portal OR through web browser enter https://www.cibil.com/TUCIBILConnect to directly access TUCIBIL Connect web page.
5. Click on **Commercial Bureau** tab
7. Click on **Reset Password** from the drop down to set new password through TU CIBIL Connect.

4. How can a user unlock commercial web enquiry ID?
Ans. User to do following:
1. From the internet browser access the TUCIBIL Connect Portal by clicking
https://www.cibil.com/TUCIBILConnect/ or through TUCIBIL web page i.e.
https://www.cibil.com/
2. Click on **Partner Login,** from drop down click on **Commercial**
3. On clicking Commercial, **Enquiry CIBIL Commercial** screen will open in a new tab
4. Press on <u>**Unlock ID**</u> link; it will redirect you to TUCIBIL Connect web page
5. Click on Commercial tab
6. Click on **Unlock User ID** from the drop down to unlock the ID through TU CIBIL
Connect

5. Which browsers can I use to access https://www.cibil.com/ and
https://www.cibil.com/TUCIBILConnect/
Ans. The URL is compatible with the following browsers:
- Internet Explorer 9 or above
- Google Chrome 30 or above
- Mozilla Firefox 30 or above
- Opera 10.60 or above
- Safari 5 or above

Frequently Asked Questions by Users on TU CIBILCONNECT

1. As a User, what all activities can I perform through TU CIBIL Connect Portal?
Ans. a) Reset password for commercial user ID
    b) Request to update the registered email ID for commercial bureau
     c) Unlock the commercial User ID

2. As a user, for which all commercial user roles I can perform above listed activities as given in Q1
Ans. You can perform online activities only for following commercial user roles
   a) Cir_web
   b) iScan_web

3. Can I use this portal to reset other bureau IDs?
Ans. Yes, through TUCBIL Connect you can reset password for Commercial and MFI Bureau User IDs

4. When I enter the ID, it gives me an Error, Please enter Valid Email ID?
Ans. Please enter the correct Commercial User ID registered at TransUnion CIBIL. In case, you are unaware of the same or in any doubt contact your Nodal Officer

5. What User ID I should enter?
Ans. Commercial Bureau User ID carrying user role as cir_web or iScan_web, shared by the designated Nodal officer of your Organization.

6. Which email ID is to be entered?
Ans. Enter the Email ID registered with Transunion CIBIL for Commercial Bureau. If you are unaware of the same then kindly, contact your Nodal officer.

7. I have completed the Reset password procedure Online, how will I get the password?
Ans. On successful request for reset password:
a) You will receive a link through an automated email on your registered email ID, click on the link
b) A page with option to set your new password will open
c) Create your own password and access the Commercial Bureau with your user ID and password

8. I have not received the Reset password Link
Ans. If you have successfully requested for reset password through the TU CIBIL Connect portal and not received an email with a link to reset your password within an hour, please write to idsupport@transunion.com with User ID and Email ID for resolution.

9. For how long the set / reset password Link will be valid
Ans. The set / reset password link is active for 24 hours, or until the password is set / reset, whichever is earlier; post which the link will expire. If the link has expired before you have set / reset password, you will have to initiate 'reset password' at TU CIBIL Connect

10. The set / reset password link delivered to me is not opening
Ans. There might be some technical problem, please email the following details to idsupport@transunion.com The team will check and get back to you.
User ID :
Email ID :
Date & Time when automated email received:

11. On clicking the Link, I am getting a message that the link is expired
Ans. The link is active for 24 hours, or until the password is set, whichever is earlier; post which the link will expire, you may re-raise the request to reset password at TU CIBIL Connect

12. I have raised the reset password request multiple times; will I still get the password?
Ans. For every single attempt of resetting the password through TU CIBIL Connect, a Link will get generated which will be shared on your registered email ID through automated email. In case if you have raised multiple requests, please consider the latest Link delivered to you, as the previous links will become invalid.

13. I want to unlock my Commercial user ID
Ans. Through TU CIBIL Connect, you can unlock ID. You just need a valid Commercial Bureau User ID and the registered email ID to proceed.

14. Will I be able to reset password, which is expired?
Ans. Yes, you can change the password, which is expired through TU CIBIL Connect

15. What type of user IDs can I reset from TU CIBIL Connect Portal
Ans. Only web enquiry ID with CIR and iSCAN Role can be reset through TU CIBIL Connect

16. After filling in the details to reset password, I am unable to submit the request
Ans. Please make sure of the following at the time of password reset;
a) You have entered a valid Commercial Bureau User ID and email ID registered at TU CIBIL.
b) Tick the check box given alongside the message highlighted in red i.e. in case of c2c & batch id reset, shut down the system (client connecting to TUCIBIL) before the password reset to avoid lockout of the account) to proceed

17. Will I be able to reset password for Inactive IDs
Ans. No, you cannot reset password for Inactive IDs through TUCIBIL connect Reset password option.

18. What is the Criteria for setting Password?
Ans. The criteria for setting password -
a) Password length - Minimum of 14 characters and maximum of 30 characters
b) Password should not be same as 8 recent passwords
c) Complexity - at least one of each of the following:
1. Upper case alpha (A - Z)
2. Lower case alpha (a - z)
3. Numeric (0 - 9)
d) Minimum & maximum password age: 1 - 90 days
e) Password is case sensitive
f) Should not contain special symbols (<>% (') ("))

19. I am a new user, where will I get the ID/password.
Ans. You will get the ID/password from the designated Nodal Officer of your organization. Please contact your Nodal Officer.

20. How many times can I change the Password in a day through TU CIBIL Connect?
Ans. You can change the password only once a day, if it is a successful attempt. Advice to User - to store the password securely once changed through TU CIBIL Connect

21. How to deactivate the ID, in case of Transfer or Resignation from Services
Ans. Please contact your Nodal Officer for any update / deactivation of User ID

22. How to change the registered Email ID
Ans. Registered email ID can be updated by following the below steps:
a) From the internet browser access the TUCIBIL Connect website, type the web address https://www.cibil.com/TUCIBILConnect/
b) The TU CIBIL Connect Portal will open
c) From the Commercial Bureau drop down, select change email ID option
d) A new page will open, enter the details & submit
e) On successful submission an automated email will go to the Nodal Officer for approval
f) Once Nodal officer approves the request for change in email ID User will receive confirmation along with a link to Reset password on the newly registered email ID

23. Who is authorized to approve / Reject the change email ID Request?
Ans. Designated Nodal Officer from your financial Institution/Bank is authorized to approve/ reject the change email ID request initiated by the user

24. Will I get an email on successful change of email ID?
Ans. You will receive an automated email with status Approved /Rejected by Nodal Officer

25. When I raise the request to change email ID, It is giving me an error of Invalid domain name
Ans. Kindly check with your Nodal officer for valid domain name

26. What details are required to reset the Commercial password online?
Ans. You need to have;
a) Commercial Bureau User ID and
b) Email ID registered with Transunion CIBIL corresponding to the Commercial Bureau User ID

27. For how long the Unlock ID Link will be valid.
Ans. The unlock ID link is active for 24 hours, or until you have ticked the check box to unlock the user ID, whichever is earlier; post which the link will expire. If the link has expired before you have submitted the unlock request by ticking the check box, you will have to initiate 'unlock request' at TU CIBIL Connect

28. Can I reset password or Unlock ID for Commercial C2C and Batch through TU CIBIL Connect?
Ans. No, you cannot perform any online activities available on TUCIBIL Connect Portal for commercial C2C and Batch IDs

29. While unlocking / resetting password for my ID, I am getting error of Inactive user ID please contact User Management team to Activate the same.
Ans. Due to inactivity of 45 days, system automatically inactivates such IDs and TUCIBIL User Management Team can only activate those.