



TU CIBIL CONNECT

- Reset Password, Change Registered Email ID & Unlock ID(Commercial)

User Guide

April'21



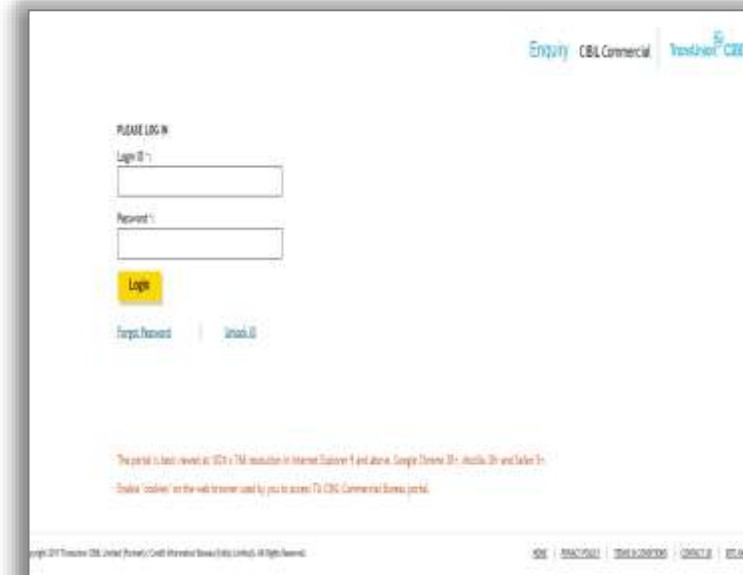
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TU CIBIL Connect Portal



Screen 1

1. From the internet browser access TUCIBIL Connect website, type the web address <https://www.cibil.com/TUCIBILConnect>



Screen 2 & 3

1. Or From the internet browser access the TransUnion CIBIL website, type the web address www.cibil.com
2. Click on **Partner Login**, from drop down click **Commercial**
3. Either by clicking on **Forgot Password** or **Unlock ID** Link it will redirect you to TUCIBIL Connect portal

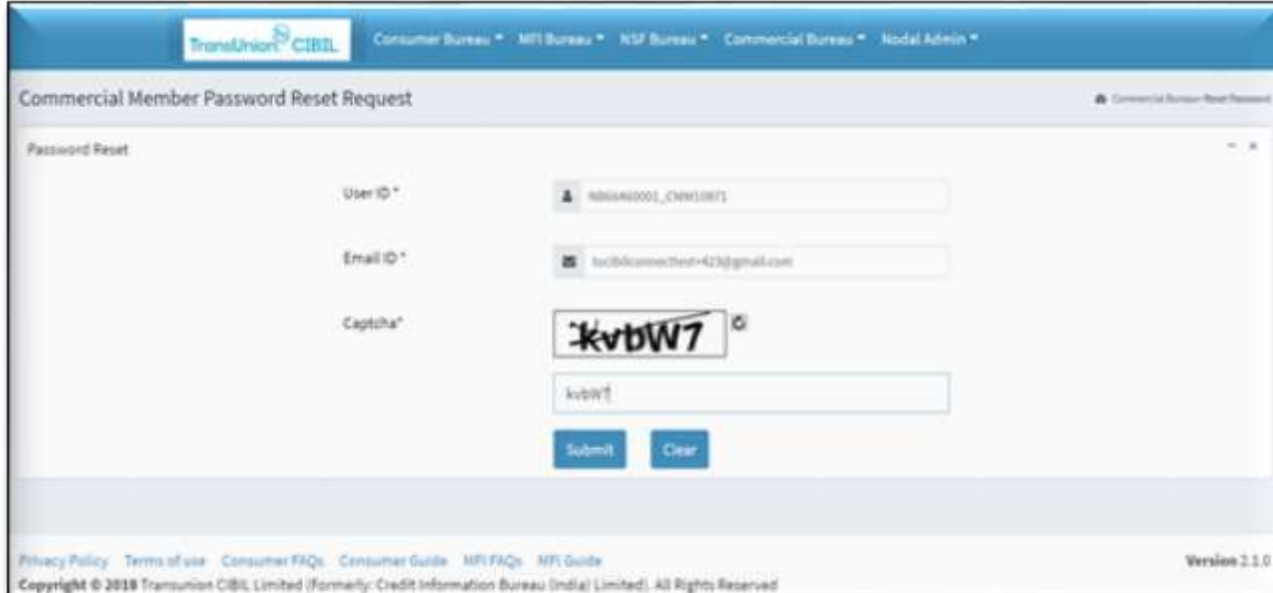
Password Reset

TU CIBIL Connect Portal Commercial – Reset Password



Screen 4

6. Click on **Commercial Bureau** tab
7. Click on **Reset Password** from the drop down to set new password through TU CIBIL Connect



Screen 5

8. On clicking Reset Password– **Member Password Reset Request** screen will open with an option to **enter** the **User ID**, **email ID** and **Captcha**.
9. To reset password enter the **User ID**, **Email ID**, **Captcha** and click **Submit**

Enter valid email ID in **lower case** e.g xyz@abcbank.com

TU CIBIL Connect Portal Commercial– Reset Password



The screenshot shows the 'Commercial Member Password Reset Request' page. At the top, there is a navigation bar with 'TransUnion CIBIL' and menu items for 'Consumer Bureau', 'MF3 Bureau', 'NSF Bureau', 'Commercial Bureau', and 'Nodal Admin'. The page title is 'Commercial Member Password Reset Request'. Below the title, there is a 'Password Reset' section. A red error message box at the top of the form reads: 'Incorrect Details. Please contact your Nodal Officer.' Below the message, there are three input fields: 'User ID *' with the value 'NH6690001_CMM3117', 'Email ID *' with the value 'tuconnecttest1437@gmail.com', and 'Captcha*' with the image 'M26NS'. Below the captcha field is a text input for 'Type the above captcha here.' and two buttons: 'Submit' and 'Clear'.

Screen 6

10. If the User ID and Email ID combination is not correct following message will be displayed

“Incorrect Details. Please contact your Nodal Officer”

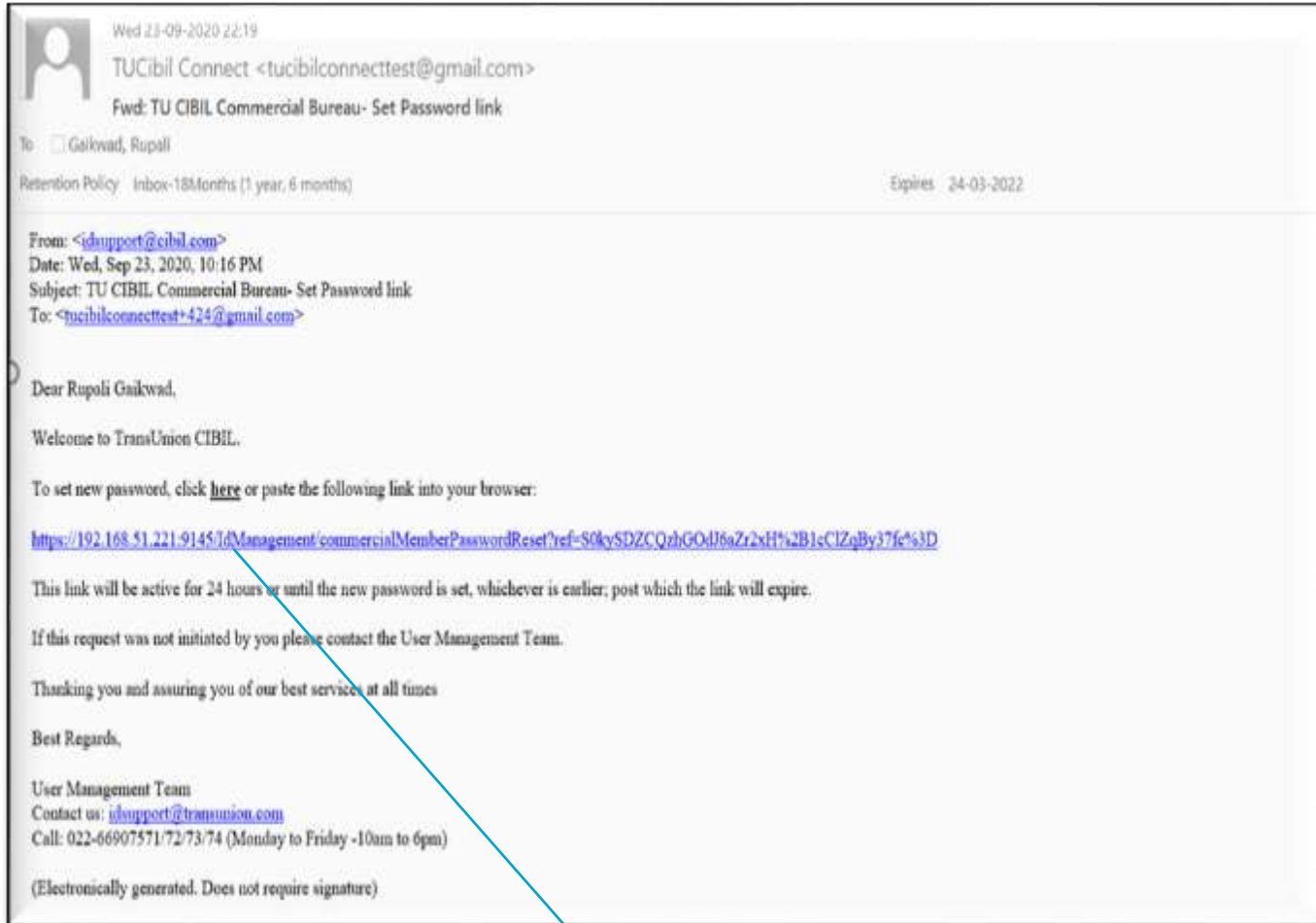
The screenshot shows the 'Commercial Member Password Reset Request' page. At the top, there is a navigation bar with 'TransUnion CIBIL' and menu items for 'Consumer Bureau', 'MF3 Bureau', 'NSF Bureau', 'Commercial Bureau', and 'Consumer Admin'. The page title is 'Commercial Member Password Reset Request'. Below the title, there is a 'Password Reset' section. A green success message box at the top of the form reads: 'An email has been sent to your registered email ID to reset your password.' Below the message, there are three input fields: 'User ID *' with the value '1234567890', 'Email ID *' with the value 'eg.user@tuconnect.com', and 'Captcha*' with the image 'LKECM'. Below the captcha field is a text input for 'Type the above captcha here.' and two buttons: 'Submit' and 'Clear'.

Screen 7

11. If the User ID and Email ID combination is correct following message will be displayed

“An email has been sent to your registered email ID to reset your password ”

TU CIBIL Connect Portal Commercial– Reset Password



12. On successful submission of request, an automated email from **idsupport@cibil.com** will be delivered to **registered** email ID of the User with subject –

“TU CIBIL Commercial - Set Password Link”

13. To **reset password** click on ‘click **here**’ or copy the link to your Internet browser

Reset password link will be active for 24 hours or until the password is set, whichever is the earlier, post which the link will expire

TU CIBIL Connect Portal Commercial – Reset Password



Screen 8

14. On clicking the reset password link, Member Password Reset screen with following fields will be displayed

- **User ID** – User ID will be pre-populated
- **Set Password** – Set your new password as per guidelines in the Note (highlighted in blue) below Submit button
- **Confirm Password**: enter the same password as entered in Set Password
- **Captcha** - enter Captcha
- **Submit** - click submit to proceed

Member Password Reset

Update Password

User ID

Set Password

Confirm Password

Captcha

Submit

Cancel

Note

1. Password length - Minimum of 10 characters and maximum of 30 characters.
2. Complexity - Must use at least 3 of the following:
 - Upper case Alpha (A-Z)
 - Lower case Alpha (a-z)
 - Numeric (0-9)
 - Special Character ("!@#\$%^&*~_+{}|'\"/>

Screen 9

15. If correct details are entered following message will be displayed:
“Your Password is set successfully Please [click](#) here to Login”

16. On clicking “[click](#) here to login”, User will be taken to the Commercial Login Page.

17. Please enter your user ID and reset password to access TU CIBIL Commercial Bureau.

Success Page

View User To Login

Success Message

password is successfully created. You can now successfully sign using the ID provided.



Request Change in Registered Email ID

TU CIBIL Connect Portal Commercial – Change Registered Email-ID



Screen 1

1. From the internet browser access TUCIBIL Connect website, type the web address <https://www.cibil.com/TUCIBILConnect>



Screen 2 & 3

1. From the internet browser access the TransUnion CIBIL website, type the web address www.cibil.com
2. Click on **Partner Login**, from drop down click **Commercial**
3. Either by clicking on **Forgot Password** or **Unlock ID** Link it will redirect you to TUCIBIL Connect portal

TU CIBIL Connect Portal Commercial– Change Registered Email-ID



Screen 4

6. Click on **Commercial Bureau** Tab
7. Click on **Change Email ID** from the drop down to change the Registered email through TU CIBIL Connect

Screen 5

8. On clicking Change Email ID, **Change Registered Email ID** screen will open with an option to enter :
 - **User ID** – enter the user ID
 - **New email ID** – enter the new email ID
 - **Confirm new email ID** – enter the email ID field
 - **First Name**– enter the First Name of User
 - **Last Name** – enter the Last Name of User
 - **Branch/City Name** – enter the branch/city name or location
 - **Mobile /Telephone Number** – enter the Mobile or Landline Number
 - **Captcha** - Enter the **Captcha** and **Submit**

Enter valid email ID in **lower case** e.g xyz@abcbank.com

Fields marked with asterisk (*) are mandatory



Change Registered Email-ID

Consumer Bureau - Change Email ID

Change Email-ID

Incorrect details. Please contact your Nodal Officer.

User ID *

New email ID *

Confirm new email ID *

User Name *

Branch Name:

Mobile Number: *

Captcha *

Type the above captcha here.

Screen 6 – unsuccessful request

9. If incorrect details are entered, following error message will be displayed –

“Incorrect Details. Please contact your Nodal Officer”

10. User is requested to contact his Nodal Officer if error message in point 9 is displayed.

TransUnion CIBIL

Consumer Bureau * RF1 Access * RF2 Access * Commercial Bureau * World Access *

Commercial Change Registered Email-ID

Change Email-ID

Your request is sent to the Nodal Officer for approval. You will receive an email confirmation.

User ID *

New email ID *

Confirm new email ID *

First Name *

Last Name *

Branch/City Name:

Mobile/Supplier Number: *

Captcha *

Type the above captcha here.

Privacy Policy Terms of use Consumer FAQs Corporate/Securities RF1 FAQs RF2 FAQs

Version 2.1.0

Screen 7 – successful request

11. If correct details are entered request for Change email ID will be forwarded to your Nodal Officer for approval and below message will be displayed -

“Your request is sent to the Nodal Officer for approval. You will receive an email confirmation”

Imp Note :

User cannot process change registered Email-ID request if the commercial User ID is either **Inactive** due to non-usage for 45 days OR **Permanently disabled / terminated** due to non-usage for 90 days.

TU CIBIL Connect Portal Commercial – Change Registered Email-ID



From: <idsupport@cibil.com>
Date: Wed, 21 Oct, 2020, 20:42
Subject: TUCIBIL Commercial Bureau - Change Registered Email ID
To: <tucibilconnecttest+34@gmail.com>

Dear Sandeep,

Welcome to TransUnion CIBIL.

Your team member Mr. vaidehi narendran has placed an automated request to change registered email ID mapped to the Commercial Login ID NB66460001_CMM11226 same has been assigned your Nodal Admin Portal under the Pending request section.

Click here to login to <https://192.168.51.221:9146/IdManagementNodal/>

Once you approve/Reject the request on the link above, an automated email will be sent to vaidehi narendran informing email ID update along with the link to reset the password

If you need any assistance or have a question. Please contact User Management Team at idsupport@transunion.com

Thanking you and assuring you of our best services at all times.

Best Regards,

User Management Team
Contact us: idsupport@transunion.com
Call: 022-66907571/72/73/74 (Monday to Friday -10am to 6pm)
(Electronically generated. Does not require signature)

From: <idsupport@transunion.com>
Date: Tue, 17 Nov, 2020, 12:48
Subject: TUCIBIL Commercial Bureau - Rejected Change Registered Email ID request
To: <tucibilconnecttest+438@gmail.com>

Dear Sanjana Chopra,

Welcome to TransUnion CIBIL.

This is to inform, Nodal Officer has rejected your request to change registered e-mail ID.

For any clarification, please contact your Nodal Officer.

If this request was not initiated by you please contact the User Management Team.

Thanking you and assuring you of our best services at all times.

Best Regards,

User Management Team
Contact us: idsupport@transunion.com
Call : 022-66384700/66384600 (Monday to Friday -10am to 6pm)
(Electronically generated. Does not require signature)

Screen 8

12. Nodal Officer approval of the change email ID request - on approval by the Nodal Officer an email confirmation will be sent to the user with subject –

“TU CIBIL Commercial Bureau –Change Registered email ID”

Incase user wants to change password, click on the link in the email.

Screen 9

13. Nodal Officer rejects the change email ID request - an email intimation of rejection will be sent to the user with subject –

“TU CIBIL Commercial Bureau – change in email ID request rejected”

14. Please contact the Nodal Officer, if request is rejected

Reset password link will be active for 24 hours or until the password is set, whichever is the earlier, post which the link will expire



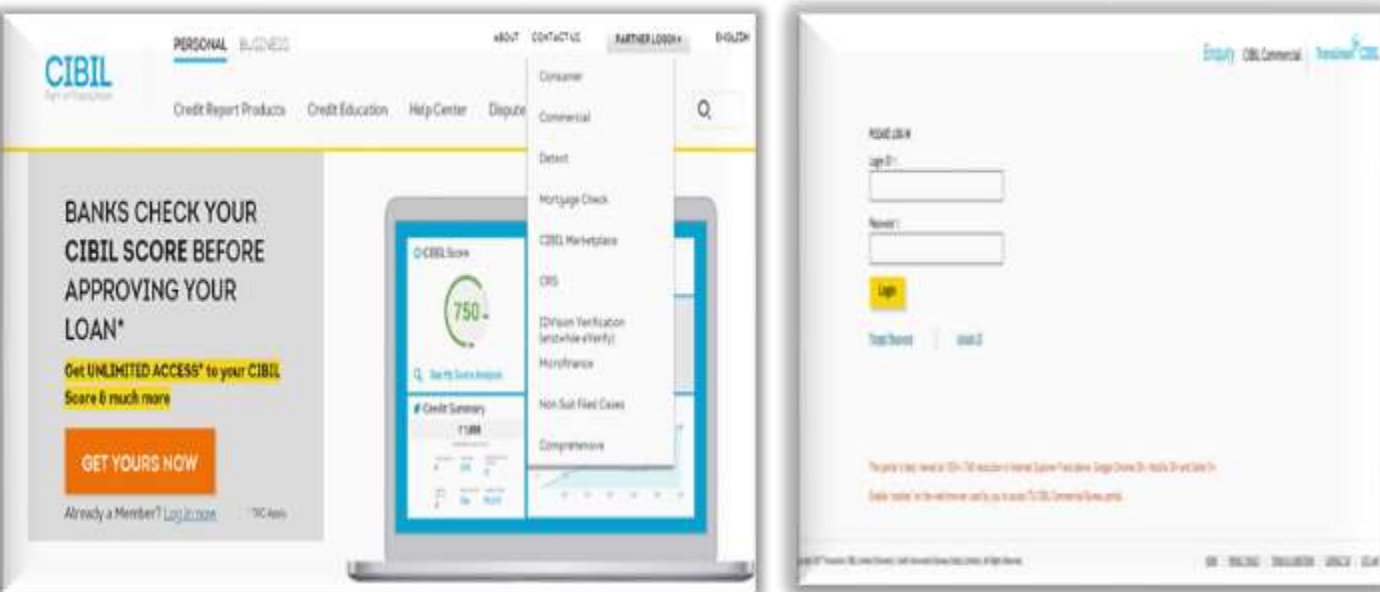
Unlock User ID

TU CIBIL Connect Portal Commercial – Unlock User ID



Screen 1

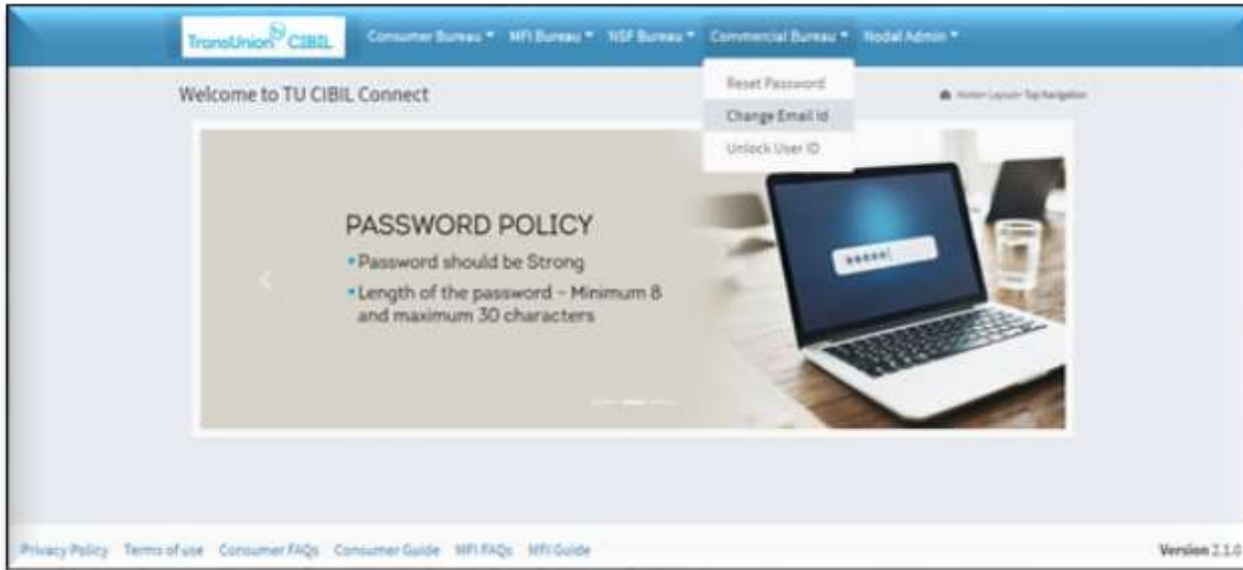
1. From the internet browser access TUCIBIL Connect website, type the web address <https://www.cibil.com/TUCIBILConnect>



Screen 2 & 3

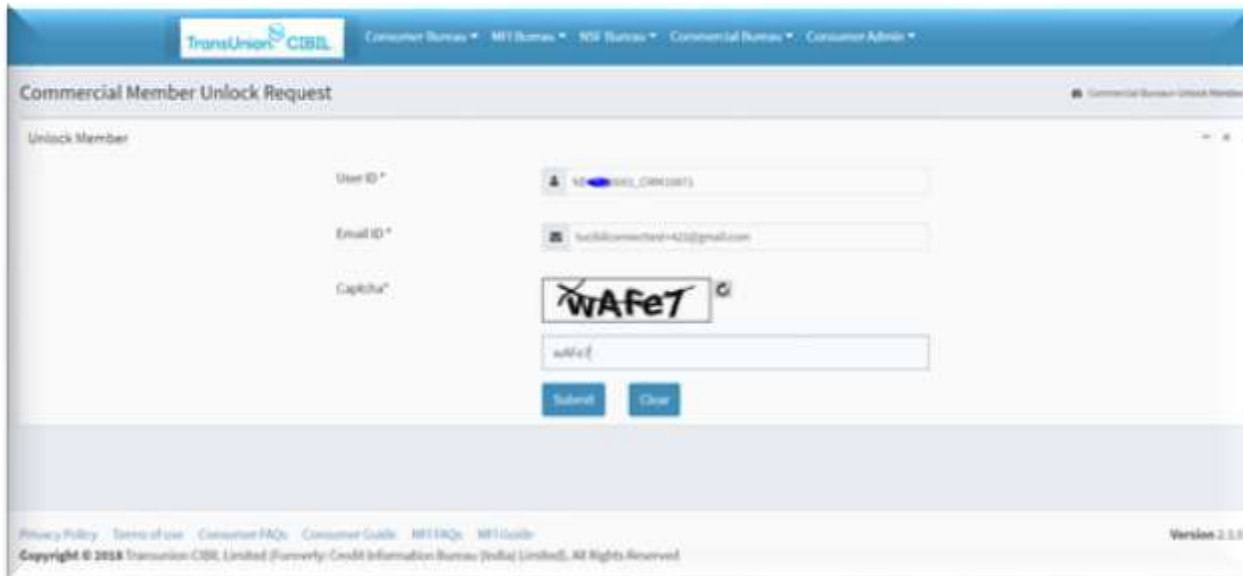
1. From the internet browser access the TransUnion CIBIL website, type the web address www.cibil.com
2. Click on **Partner Login**, from drop down click **Commercial**
3. Either by clicking on **Forgot Password** or **Unlock ID** Link it will redirect you to TUCIBIL Connect portal

TU CIBIL Connect Portal Commercial– Unlock User ID



Screen 4

6. Click on **Commercial Bureau** tab
7. Click on **Unlock User ID** from the drop down to unlock the ID through TU CIBIL Connect

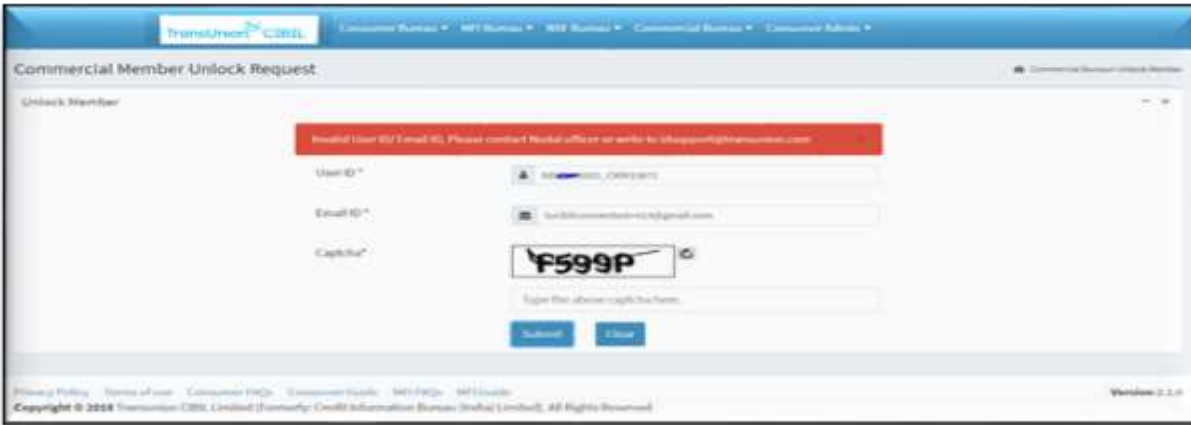


Screen 5

8. On clicking Unlock ID– **Member Unlock Request screen** will open with an option to **enter** the **User ID**, **email ID** and **Captcha**.
9. To Unlock enter the **User ID**, **Email ID**, Captcha and click **Submit**

Enter valid email ID in **lower case** e.g xyz@abcbank.com

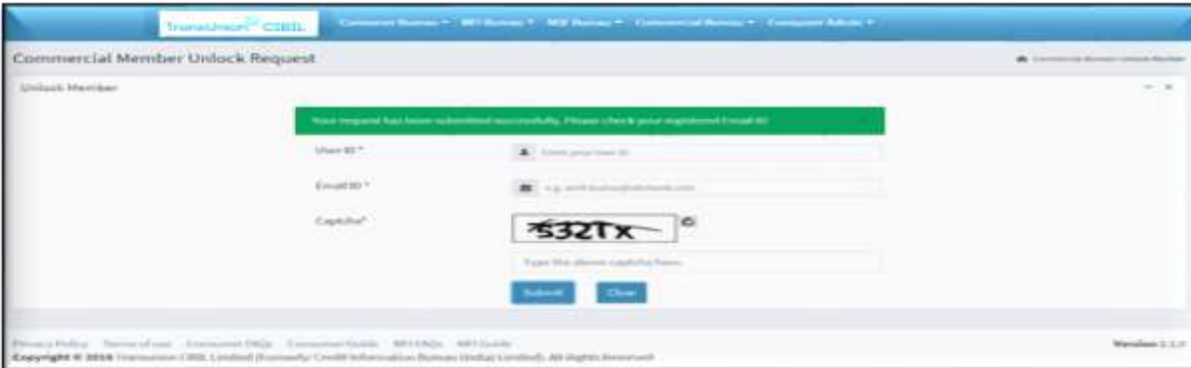
TU CIBIL Connect Portal Commercial– Unlock User ID



Screen 6

10. If the User ID and Email ID combination is not correct following message will be displayed

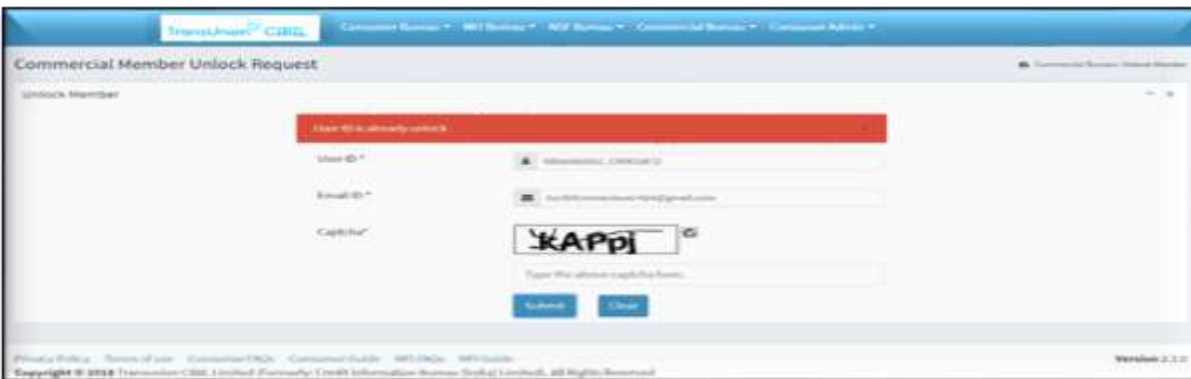
“Invalid User ID/Email ID, Please contact Nodal officer or write to idsupport@transunion.com”



Screen 7

11. If the User ID and Email ID combination is correct following message will be displayed

“Your request has been submitted successfully. Please check your registered email ID ”



Screen 8

12. If the user ID is not locked, following message will be displayed

“ User ID is already unlock”

Imp Note :

User cannot unlock commercial User ID that is either **Inactive** due to non-usage for 45 days OR **Permanently disabled / terminated** due to non-usage for 90 days.

TU CIBIL Connect Portal Commercial– Unlock User ID



From: <idsupport@cibil.com>
Date: Fri, 9 Oct, 2020, 19:27
Subject: TUCIBIL Commercial Bureau - Unlock ID
To: <tucibilconnecttest+423@gmail.com>

Dear Rupali Gaikwad,

Welcome to TransUnion CIBIL.

You had requested for Unlock ID NB66460001_CMM10871

Please click on the link given below and follow instructions on the site.

<https://192.168.51.221:9145/IdManagement/unlockMemberRequestForCommercial?ref=S0kvSDZCQzhGOVvjpJLsEN3A7oZSUXxf0l0%3D>

The above link is active for 24 hours, post that the link will expire

If you need an assistance or have a question, please contact User Management Team at idsupport@transunion.com

Thanking you and assuring you of our best services at all times.

Best Regards,

User Management Team
Contact us: idsupport@transunion.com
Call: 022-66907571/72/73/74 (Monday to Friday -10am to 6pm)
(Electronically generated. Does not require signature)

13. On successful submission of request, an automated from **idsupport@transunion.com** will be delivered to **registered** email ID of the User with subject –

“TU CIBIL Commercial Bureau – Unlock ID

14. To **Unlock ID** click on ‘click here’ or copy the link to your Internet browser

Unlock User ID link will be active for 24 hours or until the ID is unlocked successfully, whichever is the earlier, post which the link will expire



Compatible Browsers

TU CIBIL Connect 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

Support @ TUCIBIL

Contact the User Management Team at TUCIBIL

Email: idsupport@transunion.com

Thank You