



TU CIBIL CONNECT

**- Reset Password, Change Registered Email ID &
Unlock ID**

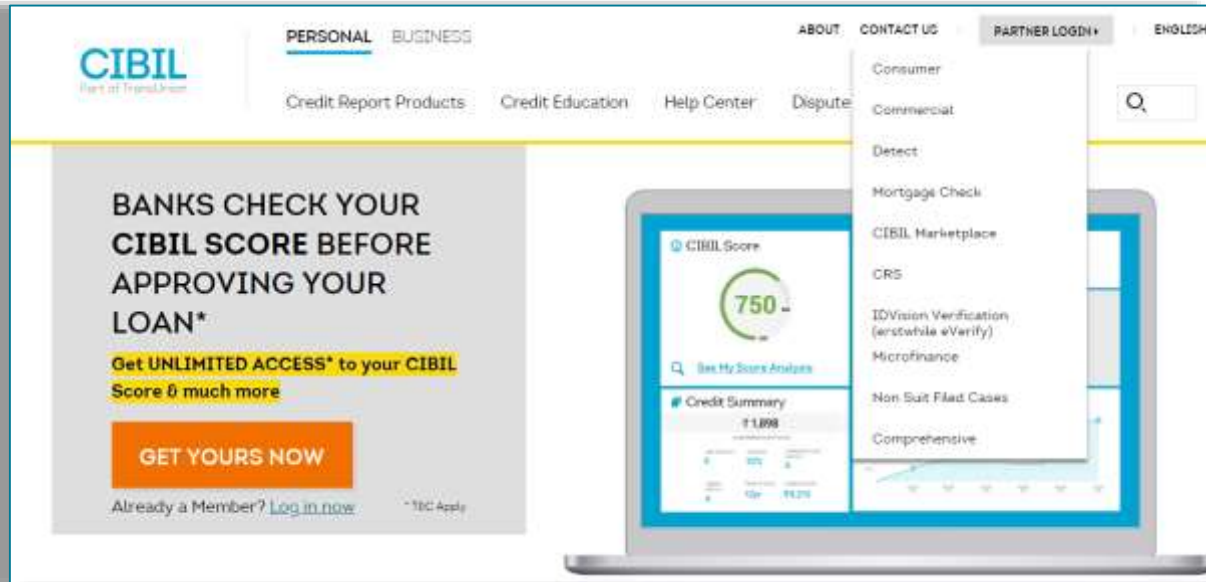
User Guide

July'20



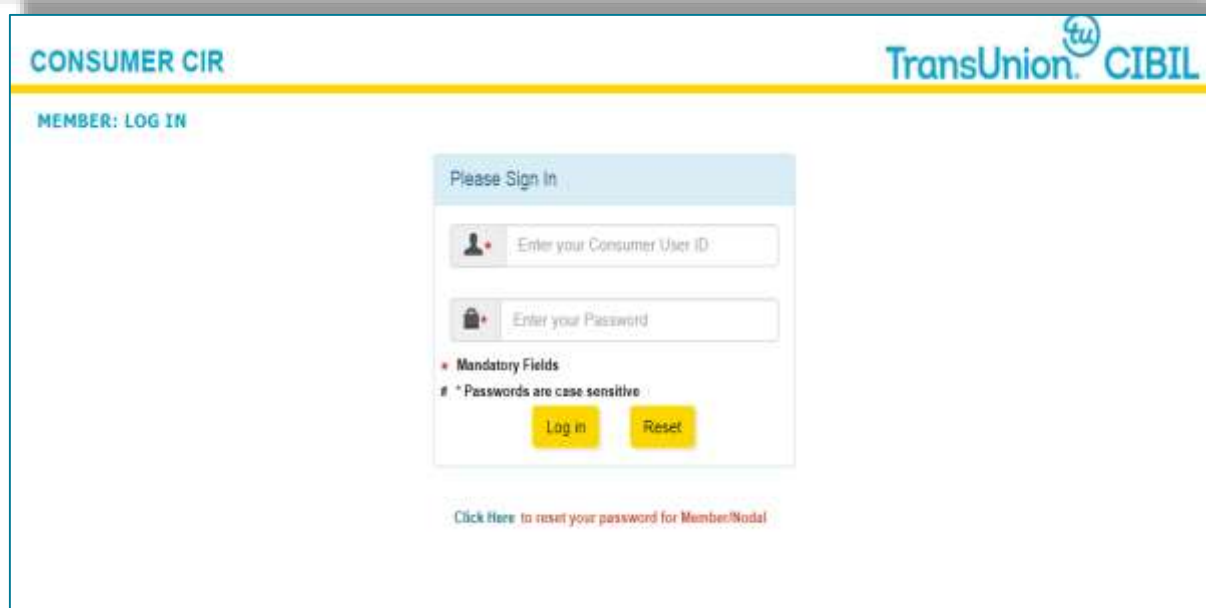
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TU CIBIL Connect Portal



Screen 1

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 **Consumer**



Screen 2

3. On clicking Consumer, **MEMBER LOG IN for CONSUMER CIR** screen will open in a new tab
4. Click on [Click Here](#) to reset your password for Member / Nodal
5. On clicking [Click Here](#), **TU CIBIL Connect** portal will open in a new tab

Password Reset

TU CIBIL Connect Portal – Reset Password



Screen 3

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

Member Password Reset Request

Consumer Bureau > Reset Password

Password Reset

User ID *

D122331001_1

Email ID *

navinheratshekhar+248@gmail.com

Captcha*

9xeUh

9xeUh

Submit Clear

Screen 4

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 – Reset Password



TransUnion CIBIL Consumer Bureau NSF Bureau Consumer Admin

Member Password Reset Request

Consumer Bureau > Reset Password

Password Reset

Incorrect Details. Please contact your Nodal Officer.

User ID *
DI22331001_1

Email ID *
navinheratshekhar+2433@gmail.com

Captcha*
nyQv4

Type the above captcha here.

Submit Clear

Screen 5

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

“Incorrect Details. Please contact your Nodal Officer”

Member Password Reset Request

Consumer Bureau > Reset Password

Password Reset

An email has been sent to your registered email ID to reset your password.

User ID *
Enter your User ID

Email ID *
e.g. amit.kumar@abcbank.com

Captcha*
r941e

Type the above captcha here.

Submit Clear

Screen 6

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 – Reset Password

Subject: TU CIBIL Consumer Bureau-Consumer Login ID Reset Password Link

Dear Rahil,

Welcome to TransUnion CIBIL.

To reset your password, click [here](#) or paste the following link into your browser:

<https://www.cibilhawk.com/IdManagement/memberPasswordReset?ref=S0kySDZCQzhGOeM4%2B29iqWqOz94w%2BzK7B1Y%3D>

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

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

Thank you,

User Management Team

Email: idsupport@cibil.com

Phone: 022-66384700/66384600 (Monday to Friday -10am to 6pm)

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 Consumer Bureau-Consumer Login ID Reset 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 – Reset Password



Screen 7

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
- **Tick the Box – All users** to read the instruction highlighted in red and **tick the check box before Submit**
- **C2C and Batch users** - to follow instruction highlighted in red - **Shut down and restart the application connected to TU CIBIL before entering the reset password**
- **Submit** - click submit to proceed

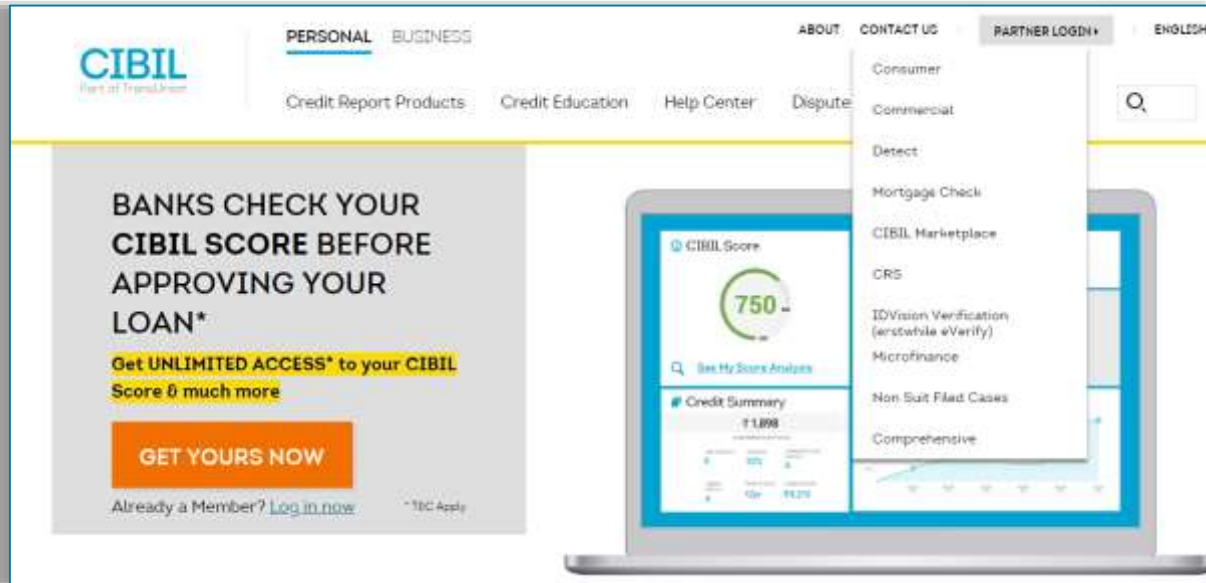
Screen 8

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 Consumer Login Page.
17. Please enter your user ID and reset password to access TU CIBIL Consumer Bureau.



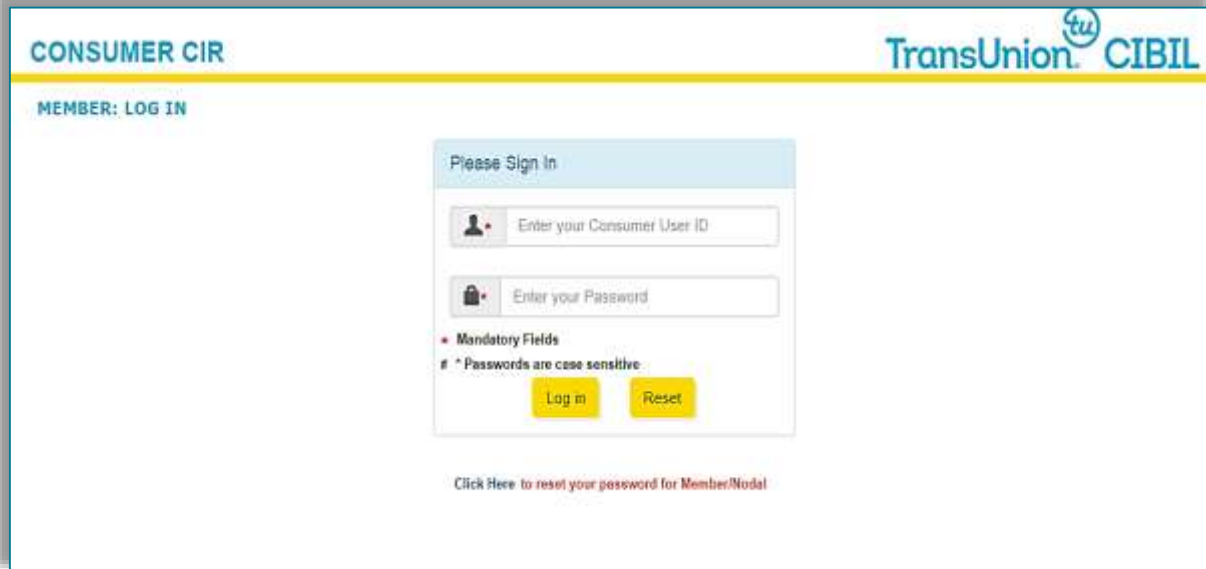
Request Change in Registered Email ID

TU CIBIL Connect Portal – Change Registered Email-ID



Screen 1

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 **Consumer**



Screen 2

3. On clicking Consumer, **MEMBER LOG IN for CONSUMER CIR** screen will open in a new tab
4. Click on [Click Here](#) to reset your password for Member / Nodal
5. On clicking [Click Here](#), **TU CIBIL Connect** portal will open in a new tab

TU CIBIL Connect Portal – Change Registered Email-ID



Screen 3

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



Screen 4

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 entered in New email ID field
 - **User Name** – enter the Name of User
 - **Branch Name** – enter the branch name or location
 - **Mobile Number** – enter the Mobile 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

TU CIBIL Connect Portal – Change Registered Email-ID



Change Registered 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 5 – 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.

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 *

User Name:*

Branch Name:

Mobile Number:*

Captcha*

Type the above captcha here.

Screen 6 – 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”.



TU CIBIL Connect Portal – Change Registered Email-ID

Subject: TU CIBIL Consumer Bureau - email registration request confirmation

Dear abcd,

Welcome to TransUnion CIBIL.

This is to inform that your request for change to your registered email ID is approved by the Nodal Officer.

To set your password, click [here](#) or paste the following link into your browser:

<https://www.cibilhawk.com/IdManagement/memberPasswordReset?ref=S0kySDZCQzhG0dTZR8huDu%2BP0r0KYI4%2FFrA%3D>

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

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

Thank you,

User Management Team
Email: idsupport@cibil.com
Phone: 022-66384700/66384600 (Monday to Friday -10am to 6pm)

Subject: TU CIBIL Consumer Bureau - Change in email ID request rejected

Dear ruce,

Welcome to TransUnion CIBIL.

Your request for change in the registered email ID is rejected by the Nodal Officer.

For any clarification, please contact your Nodal Officer.

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

Thank you,

User Management Team
Email: idsupport@cibil.com
Phone: 022-66384700/66384600 (Monday to Friday -10am to 6pm)

This is a system generated email. Please do not reply to this email.

Screen 7

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 Consumer Bureau –email registration request confirmation”

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

Screen 8

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

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

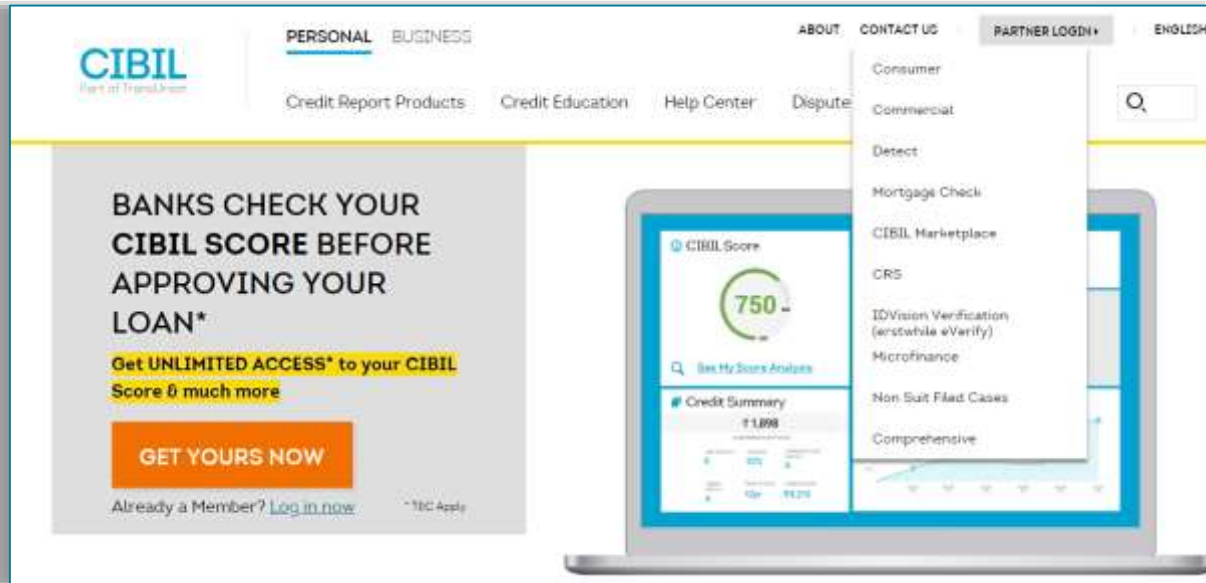
14. Please contact the Nodal Officer, if request is rejected

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



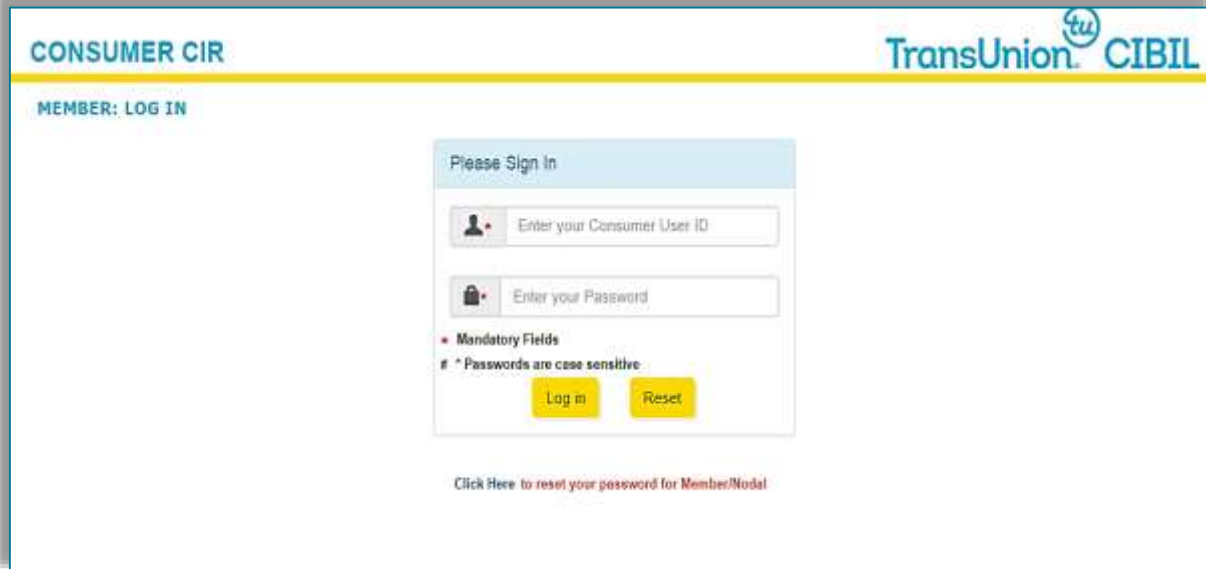
Unlock User ID

TU CIBIL Connect Portal – Unlock User ID



Screen 1

1. From the internet browser access the TransUnion CIBIL website, type the web address www.cibil.com
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Screen 2

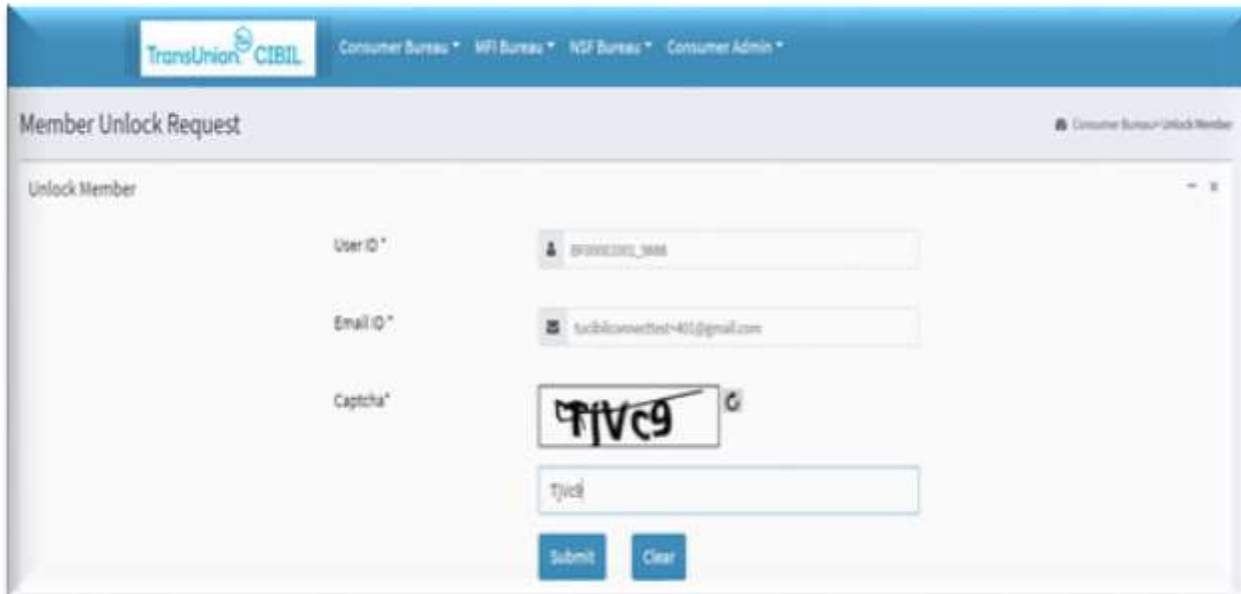
3. On clicking Consumer, **MEMBER LOG IN for CONSUMER CIR** screen will open in a new tab
4. Click on [Click Here](#) to reset your password for Member / Nodal
5. On clicking [Click Here](#), **TU CIBIL Connect** portal will open in a new tab

TU CIBIL Connect Portal – Unlock User ID



Screen 3

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



Screen 4

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 – Unlock User ID



Member Unlock Request

Unlock Member

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

User ID *

Email ID *

Captcha *

Type the above captcha here.

Screen 5

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”

Member Unlock Request

Unlock Member

Your request has been submitted successfully. Please check your registered Email ID

User ID *

Email ID *

Captcha *

Type the above captcha here.

Screen 6

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 ”

Member Unlock Request

Unlock Member

User ID is already unlock

User ID *

Email ID *

Captcha *

Type the above captcha here.

Screen 7

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

“ User ID is already unlock”

TU CIBIL Connect Portal – Unlock User ID



From: <idsupport@cibil.com>
Date: Sunday, May 17, 2020
Subject: TUCIBIL Consumer Bureau - Unlock ID
To: tucibilconnecttest+401@gmail.com

Dear jennifer,

Welcome to TransUnion CIBIL.

You had requested for Unlock ID BF02331001_9888

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

<https://192.168.51.221:9145/IdManagement/unlockMemberRequest?ref=S0kySDZCQzhGOblDlta9w0kmKh103c7Kzfc%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)

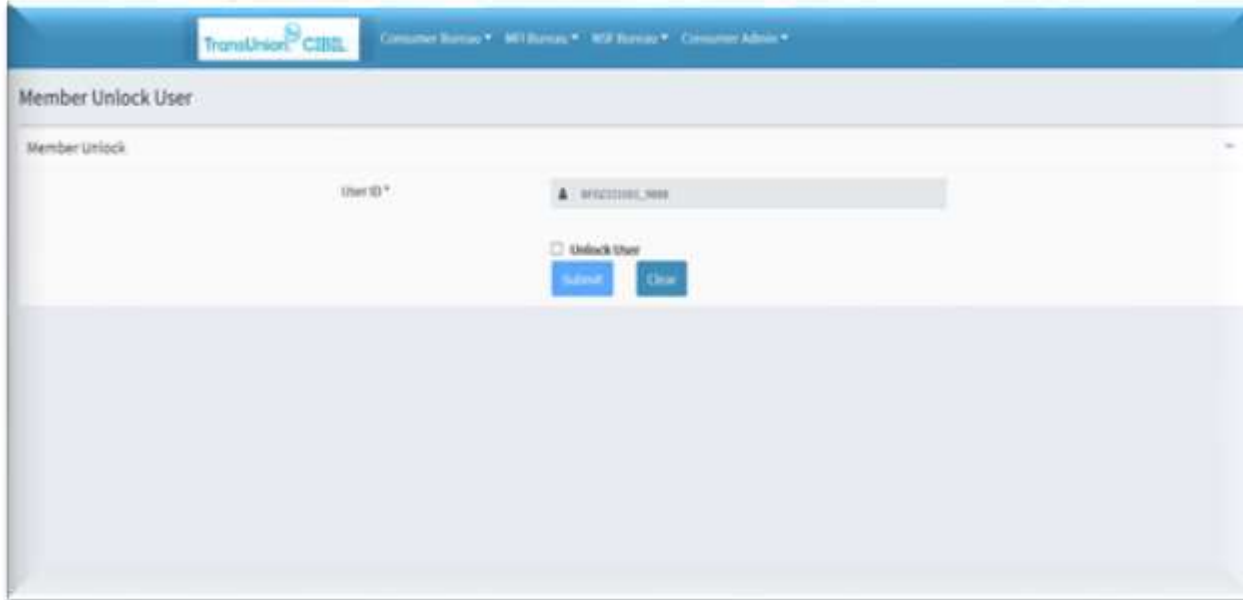
13. On successful submission of request, an automated from **idsupport@transunion.com** will be delivered to **registered** email ID of the User with subject –

“TU CIBIL Consumer 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

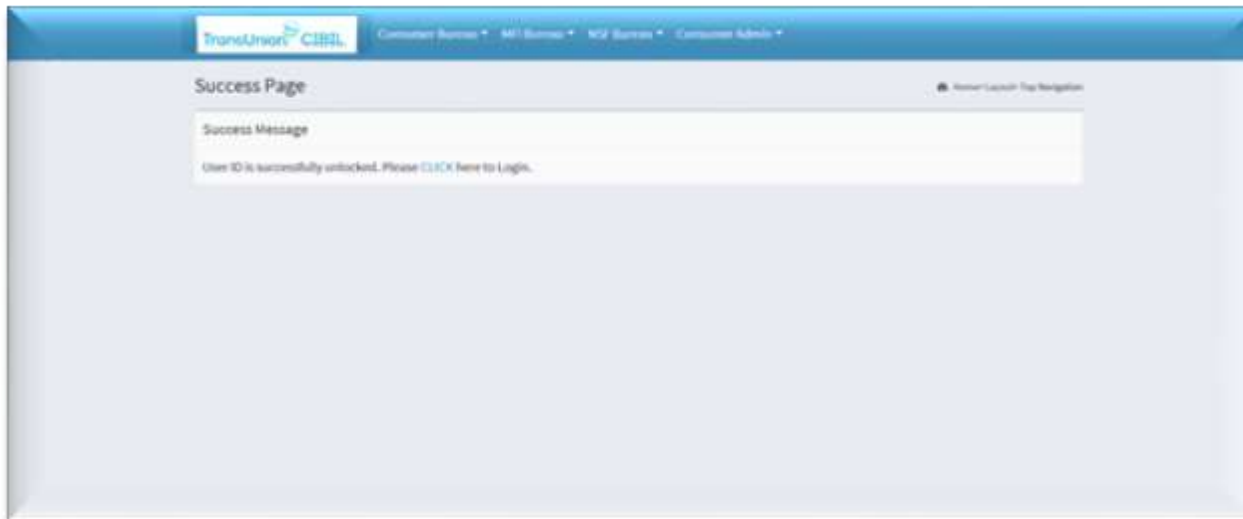
TU CIBIL Connect Portal – Unlock User ID



Screen 8

15. On clicking the Unlock ID link, Member Unlock User screen with following fields will be displayed
 - **User ID** – User ID will be pre-populated
 - **Check Box with Unlock User** – Tick the Box
 - **Submit** - click submit to proceed
16. On clicking submit button, Success page will open with a message “ User ID is successfully unlocked”. Please [click](#) here to Login

Imp Note - Once the user ID is successfully unlocked, the Link expires



Screen 9

17. On clicking “[click](#) here to login”, User will be taken to the Consumer Login Page.
18. Please enter your user ID and password to access TU CIBIL Consumer Bureau.

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@cibil.com

Thank You