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 Bureau?
Ans. TU CIBIL Connect can be used for Consumer & MFI Bureau.

2. How do I access TU CIBIL Connect Portal?
Ans. You can visit https://www.cibil.com/, Click on **'Partner Login'**, from drop down click **Consumer**. On Clicking Consumer, **MEMBER LOG IN for CONSUMER CIR screen** will open in a new tab, Click on Click here to reset your password for Member / Nodal

3. How can a user reset his password online for Consumer Bureau?
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 **Consumer**
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
6. Click on **Consumer 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 the user ID online for Consumer Bureau?
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 **Consumer**

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

5. Which browsers can I use to access https://consumer.transunion.com/
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 consumer user ID
    b) Request to update the registered email ID
    c) Unlock User ID

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

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

4. How different is TU CIBIL Connect Portal from CIBIL EDGE?
Ans. From TU CIBIL Connect the users can:
a) Reset password
b) Request update to the registered email ID at TU CIBIL
c) Unlock the User ID

5. What User ID I should enter?
Ans. Consumer Bureau User ID 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 Consumer 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 Consumer 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 consumer user ID
Ans. Through TU CIBIL Connect, you can unlock ID. You just need a valid Consumer 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. Consumer User IDs for following Channels, can be reset through TU CIBIL Connect
- Web Enquiry ID
- CPU to CPU ID
- Batch ID

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 Consumer 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. What do you mean by the Message Highlighted in Red on the Reset Password Page?

Ans. It emphasizes that the CPU-to-CPU user should first shut down the system (client connecting to TU CIBIL), before proceeding to reset the password online in order to avoid the lockout of the account

18. What is the Criteria for setting Password?
Ans. The criteria for setting password -
a) Password length - Minimum of 8 characters and maximum of 30 characters
b) Password should not be same as the last 5 passwords resetted
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. Can I reset my NSF ID/password?
Ans. Yes, through TU CIBIL Connect you can also reset the password for your NSF User ID

21. How to reset the NSF Password?
Ans. You can reset the NSF password by following below steps -
a) You can navigate the Link through Consumer Login Page by clicking on 'Click Here to reset your password for Member/Nodal'
b) Select 'Reset Password' under the NSF Bureau tab
c) Reset password screen will open
d) Fill in the requisite details and submit
e) On successful submission you will get a Link through an automated email on your registered email ID
f) Click on the Link, set the new password and access the NSF bureau with the new User ID / password.

22. 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 is to store the password securely once changed through TU CIBIL Connect

23. 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

24. Can I change registered email ID?

Ans. Yes, you can by following below steps:

a) From the internet browser access the TransUnion CIBIL website, type the web address https://www.cibil.com/

b) Click on **Partner Login,** from drop down click **Consumer**

c) Consumer Login Page will open, Click on **Click Here** to reset your password for Member / Nodal

d) The TU CIBIL Connect Portal will open

e) From the Consumer Bureau drop down, select change email ID option

f) A new page will open, enter the details & submit

g) On successful submission an automated email will go to the Nodal Officer for approval

h) Once Nodal officer approves the request for change in email ID User will receive confirmation along with a link to Reset password

25. 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 TransUnion CIBIL website, type the web address https://www.cibil.com/

b) Click on **Partner Login,** from drop down click **Consumer**

c) Consumer Login Page will open, Click on **Click Here** to reset your password for Member / Nodal

d) The TU CIBIL Connect Portal will open

e) From the Consumer Bureau drop down, select change email ID option

f) A new page will open, enter the details & submit

g) On successful submission an automated email will go to the Nodal Officer for approval

h) Once Nodal officer approves the request for change in email ID User will receive confirmation along with a link to Reset password

26. Who is authorized to approve / Reject the change email ID Request?
Ans. Nodal Officer is authorized to approve/ reject the change email ID request initiated by the user

27. 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

28. 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

29. What should I enter in User Name field?
Ans. Please enter your Full Name.

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

31. **Can I reset my Data submission User ID Password through TU CIBIL Connect**?
Ans. No, you cannot reset the password for data submission user ID through TU CIBIL Connect. To reset data submission password please contact idsupport@transunion.com

32. 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