



## **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 and MFI Bureau.

#### **2. How do I access TU CIBIL Connect Portal?**

**Ans.** You can visit <http://www.cibil.com/>, Click on 'Partner Login', from drop down click **Microfinance**. On Clicking Microfinance, **MEMBER LOG IN page for Microfinance Bureau** will open in a new tab; press on "Click here" option of "Forgot your password [Click here](#) to reset it"

#### **3. 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 <http://www.cibil.com/>
2. Click on **Partner Login**, from drop down click **Microfinance**
3. On clicking Microfinance, **MEMBER LOG IN page for Microfinance Bureau** screen will open in a new tab
4. Press on Click here option of "Forgot your password. [Click here](#) to reset it"
5. On clicking [Click Here](#), **TU CIBIL Connect** portal will open in a new tab
6. Click on **MFI 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 MFI ID online?**

**Ans.** User to do following:

1. From the internet browser access the TransUnion CIBIL website, type the web address [www.cibil.com](http://www.cibil.com)
2. Click on **Partner Login**, from drop down click **Microfinance**
3. On clicking Microfinance, **MEMBER LOG IN for Microfinance Bureau** screen will open in a new tab
4. Press on Click here option of "Forgot your password. [Click here](#)
5. On clicking [Click Here](#), **TU CIBIL Connect** portal will open in a new tab
6. Click on **MFI Bureau** tab
7. 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/MFI/login>**

**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 MFI 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 also reset password for Consumer Bureau User ID as well

**3. When I enter the ID, it gives me an Error, Please enter Valid Email ID?**

**Ans.** Please enter the correct MFI User ID registered at TransUnion CIBIL. In case, you are unaware of the same or in any doubt contact your Nodal Officer

**4. What User ID I should enter?**

**Ans.** MFI Bureau User ID shared by the designated Nodal officer of your Organization.

**5. Which email ID is to be entered?**

**Ans.** Enter the Email ID registered with Transunion CIBIL for MFI Bureau. If you are Unaware of the same, then kindly contact your Nodal officer.

**6. 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 MFI Bureau with your user ID and password

**7. 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](mailto:idsupport@transunion.com) with **User ID and Email ID** for resolution.

**8. 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

**9. 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](mailto:idsupport@transunion.com) the team will check and get back to you.

- a) User ID:
- b) Email ID:
- c) Date & Time when automated email received:

**10. 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

**11. 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.

**14. I want to unlock my MFI user ID**

**Ans.** Through TU CIBIL Connect, you can unlock ID. You just need a valid MFI Bureau User ID and the registered email ID to proceed

**15. Will I be able to reset password, which is expired?**

**Ans.** Yes, you can change the password, which is expired through TU CIBIL Connect

**16. What type of user IDs can I reset from TU CIBIL Connect Portal?**

**Ans.** MFI User IDs for following Channels, can be reset through TU CIBIL Connect

- Web Enquiry ID
- CPU to CPU ID
- Batch/Tape ID

**17. 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 MFI 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

**18. 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

**19. 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 (<>% (') ("))

**20. 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.

**21. 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

**22. 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

**23. 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 <http://www.cibil.com/>
- b) Click on **Partner Login**, from drop down click **Microfinance**
- c) On clicking Microfinance, **MEMBER LOG IN for Microfinance Bureau** screen will open in a new tab
- d) Click on Click here of "Forgot your password. [Click here](#) to reset it"
- e) On clicking [Click Here](#), **TU CIBIL Connect** portal will open in a new tab
- f) Click on **MFI Bureau** tab
- g) From the MFI Bureau drop down, select change email ID option

- h) A new page will open, enter the details & submit
- i) On successful submission, an automated email will go to the Nodal Officer for approval
- j) Once Nodal officer approves the request for change in email ID, user will receive an automated email along with a link to reset password

**24. How to change the registered Email ID**

**Ans.** Please follow the steps given in point # 23

**25. 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

**26. 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

**27. 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

**28. What should I enter in User Name field?**

**Ans.** Please enter your Full Name (only alphabets)

**29. What details are required to reset the MFI password online?**

**Ans.** You need to have;

- a) MFI Bureau User ID and
- b) Email ID registered with Transunion CIBIL corresponding to the MFI Bureau User ID

**30. Can I reset my MFI Data Upload User ID Password through TU CIBIL Connect?**

**Ans. Yes,** you can reset the password for data upload user ID through TU CIBIL Connect.

**31. 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