



TU CIBIL CONNECT

MFI - Reset Password, Change Registered Email ID & Unlock User ID

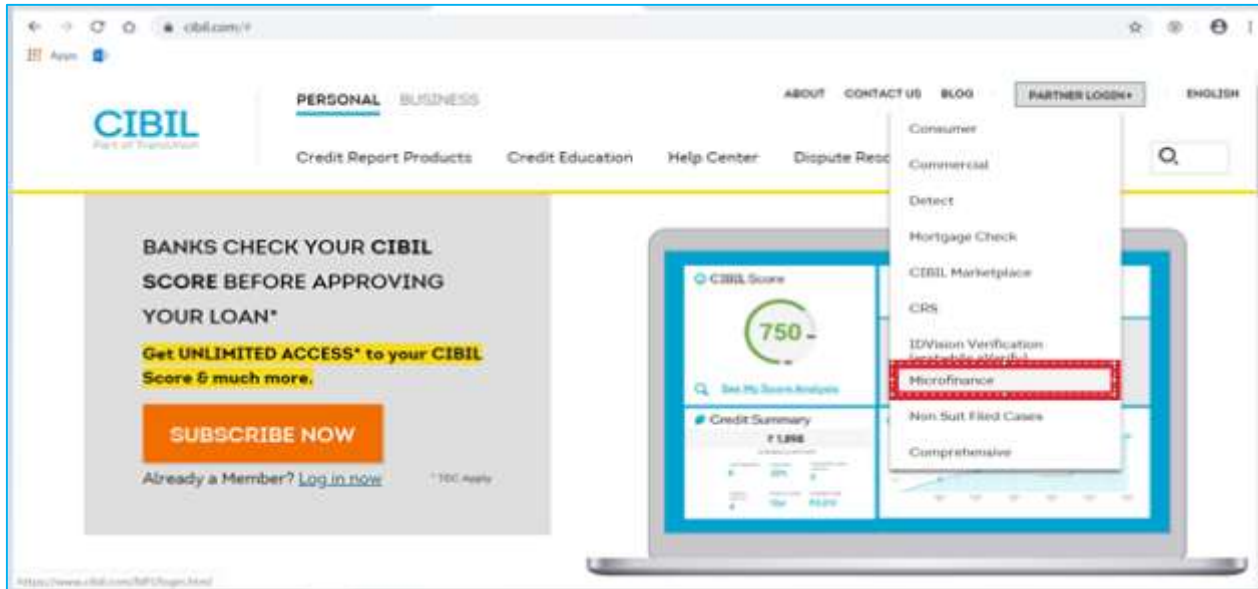
MFI User Guide

July'20



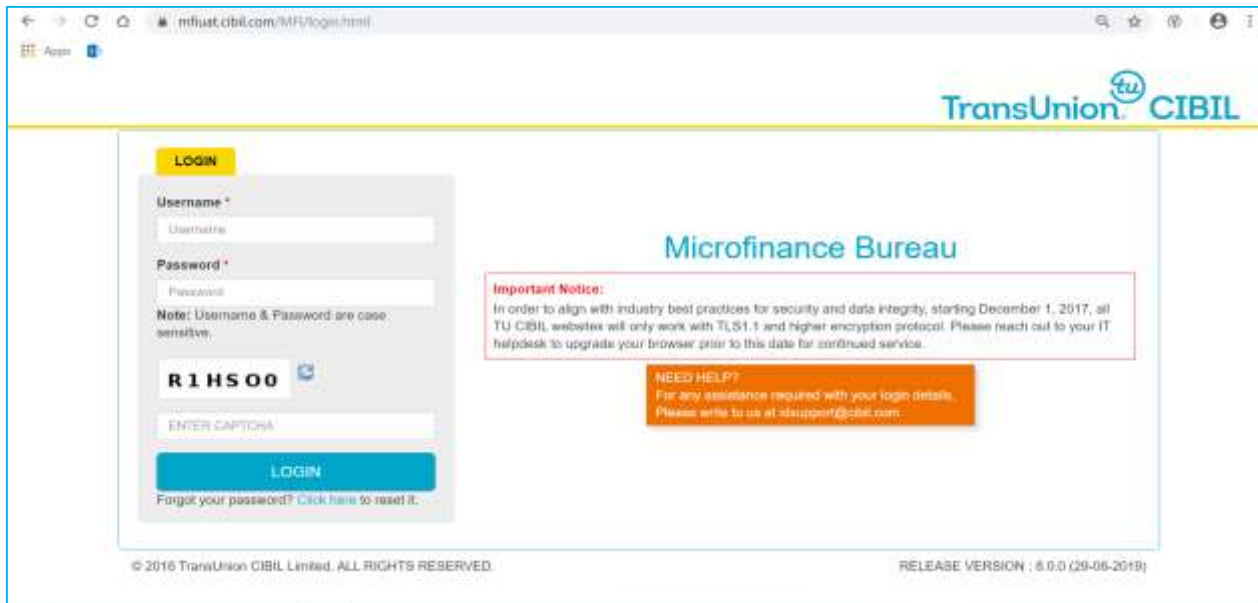
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TU CIBIL Connect Portal



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 **Microfinance**

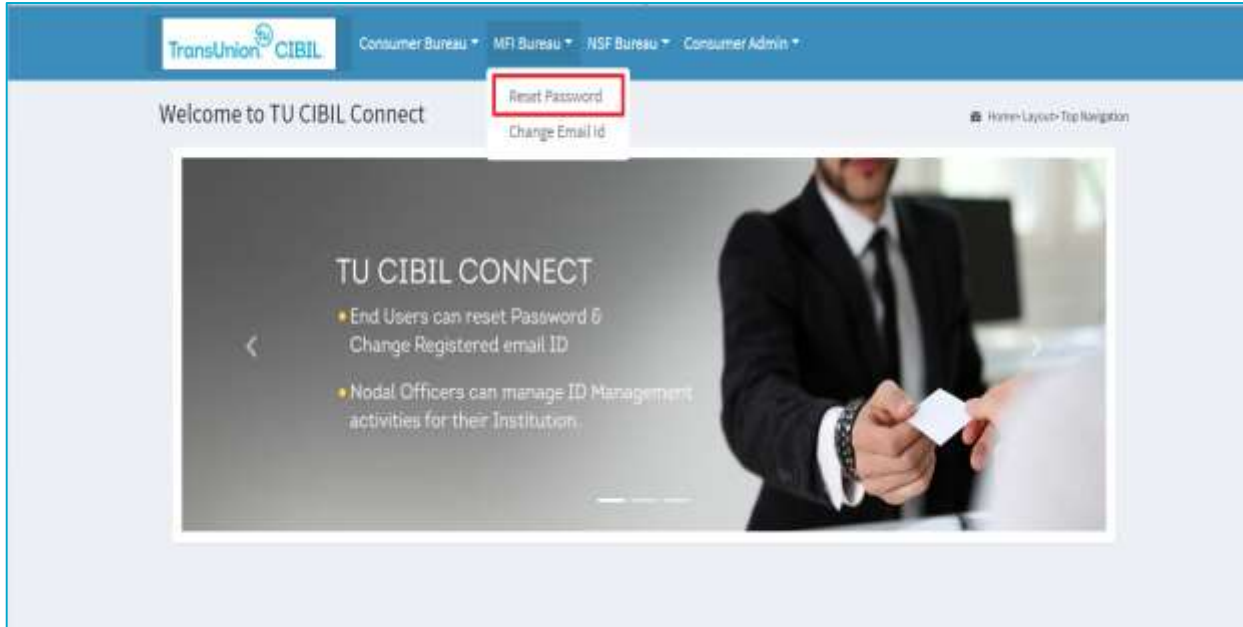


Screen 2

3. On clicking Microfinance, **MEMBER LOG IN for Microfinance Bureau** screen will open in a new tab
4. Click on **Forgot your password?** [Click here](#) to reset it.
3. On clicking [Click Here](#), TU CIBIL Connect portal will open in a new tab

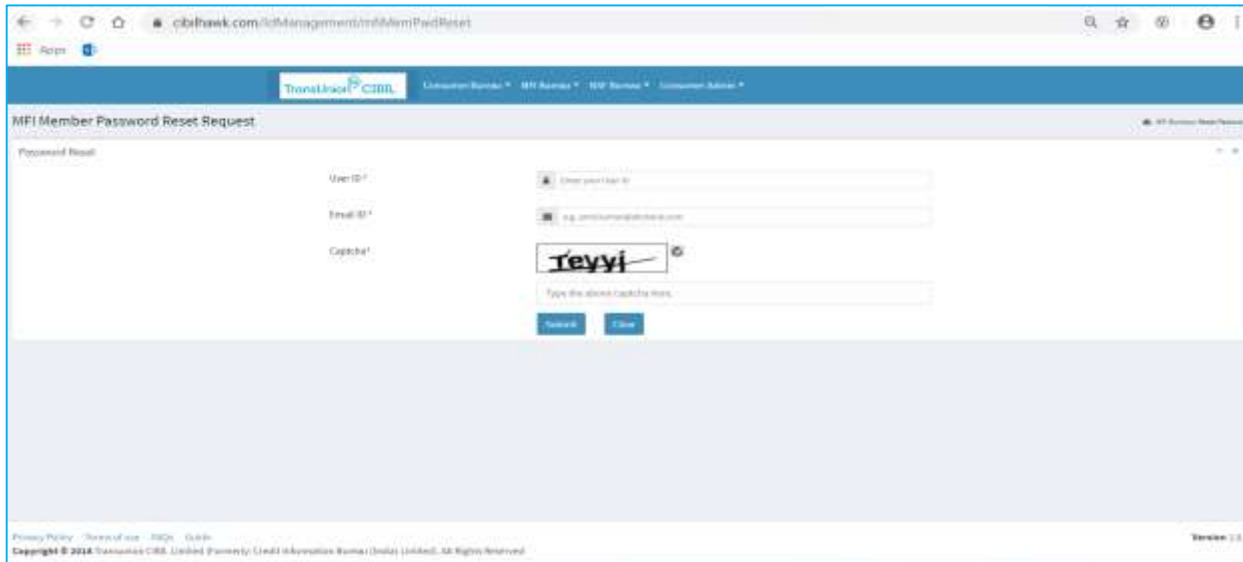
Password Reset

TU CIBIL Connect Portal – MFI Reset Password



Screen 3

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



Screen 4

8. On clicking Reset Password– **MFI 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 – MFI Reset Password



TransUnion CIBIL Consumer Bureau MFI Bureau NSF Bureau Consumer Admin

MFI Member Password Reset Request

Password Reset

Incorrect Details. Please contact your Nodal Officer.

User ID * HB06461005_MFI11272

Email ID * tu.cibilconnecttest+50@gmail.com

Captcha * 7zbeB

Type the above captcha here.

Submit Clear

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Version 1.0.1

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”

TransUnion CIBIL Consumer Bureau MFI Bureau NSF Bureau Consumer Admin

MFI Member Password Reset Request

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@ahcbank.com

Captcha * 2ntYu

Type the above captcha here.

Submit Clear

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Version 1.0.1

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 – MFI Reset Password

From: idsupport@cibil.com <idsupport@cibil.com>
Sent: 30 November 2019 15:22
To: Sharma, Kuldeep <Kuldeep.Sharma@transunion.com>
Subject: TU CIBIL MFI Bureau-MFI Login ID Reset Password Link

Dear Kuldeep Sharma,

Welcome to TransUnion CIBIL.

To reset your password, click **here** or paste the following link into your browser:

<https://www.cibilhawk.com/IdManagement/mfiMemberPasswordReset?ref=S0kySDZCQzhGOdXXXIid9faakDBGQyOhnJ0%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@transunion.com

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

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

This email including, without limitation, the attachments, if any, accompanying this email, may contain information for the use of the intended recipient. If you are not the intended recipient, be aware that any disclosure, copying,

12. On successful submission of request, an automated email from **idsupport@transunion.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** – MFI 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”

click here to Login.' At the bottom left is the footer: 'Privacy Policy Terms of use FAQs Guide Copyright © 2018 TransUnion CIBIL Limited (Formerly: Credit Information Bureau (India) Limited). All Rights Reserved'. At the bottom right is 'Version 1.0.1'."/>

TU CIBIL Connect Portal – MFI Reset Password



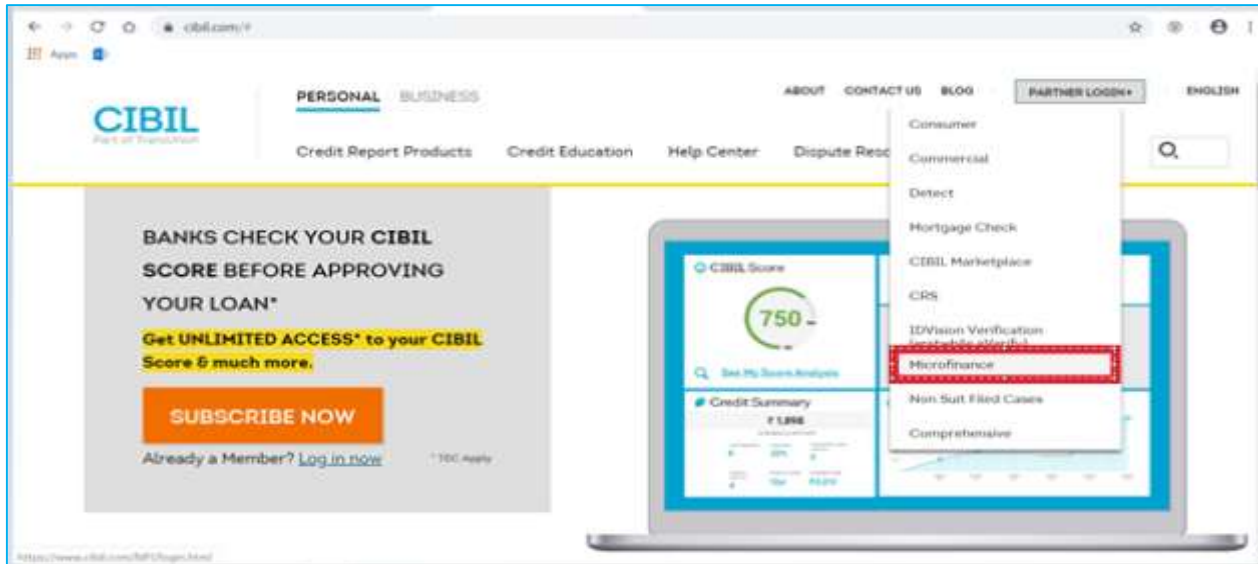
The screenshot shows the login interface for the TransUnion CIBIL Microfinance Bureau. At the top right, the 'TransUnion CIBIL' logo is displayed. Below it, the title 'Microfinance Bureau' is centered. On the left, there is a login form with a yellow 'LOGIN' button at the top. The form includes fields for 'Username *' (containing 'NB68461005_MFI11272') and 'Password *' (masked with dots). A note states: 'Note: Username & Password are case sensitive.' Below the password field is the 'S3FIDC' logo and a field containing 'S3FIDC'. A blue 'LOGIN' button is at the bottom of the form, with a link 'Forgot your password? Click here to reset it.' below it. To the right of the form, an 'Important Notice' box states: 'In order to align with industry best practices for security and data integrity, starting December 1, 2017, all TU CIBIL websites will only work with TLS1.1 and higher encryption protocol. Please reach out to your IT helpdesk to upgrade your browser prior to this date for continued service.' Below this is an orange 'NEED HELP?' box with the text: 'For any assistance required with your login details, Please write to us at idsupport@cibil.com'. At the bottom left, the copyright notice reads: '© 2016 TransUnion CIBIL Limited. ALL RIGHTS RESERVED.' At the bottom right, it says: 'RELEASE VERSION : 8.0.0 (23-08-2019)'.

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



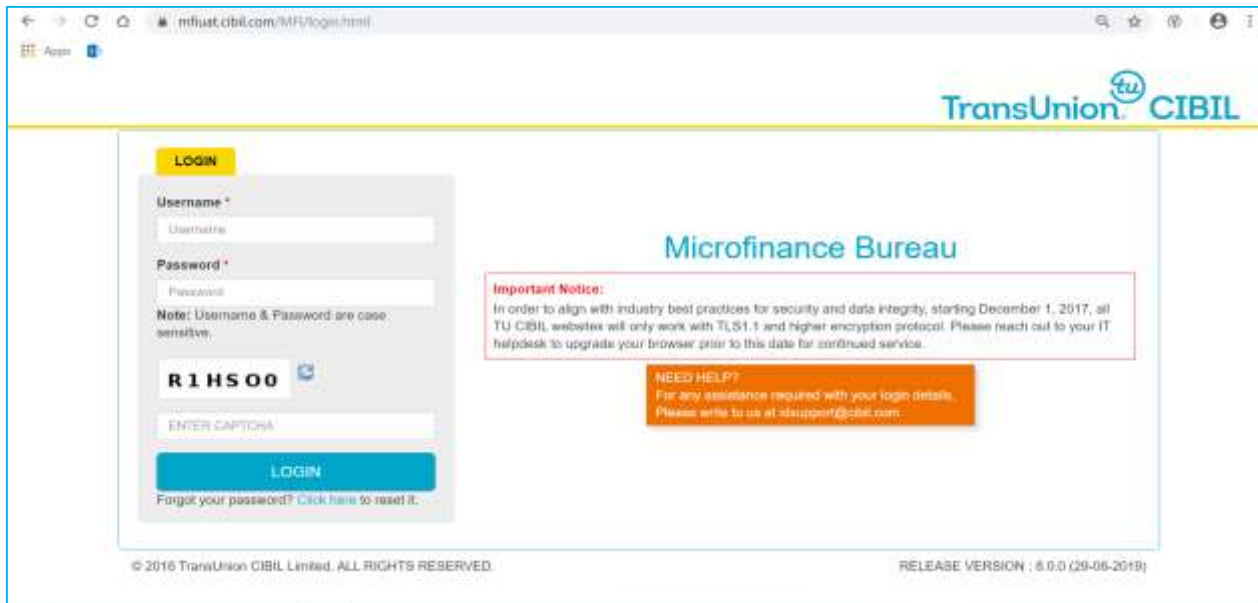
Request Change in Registered Email ID

TU CIBIL Connect Portal – Change Registered Email-ID for MFI



Screen 1

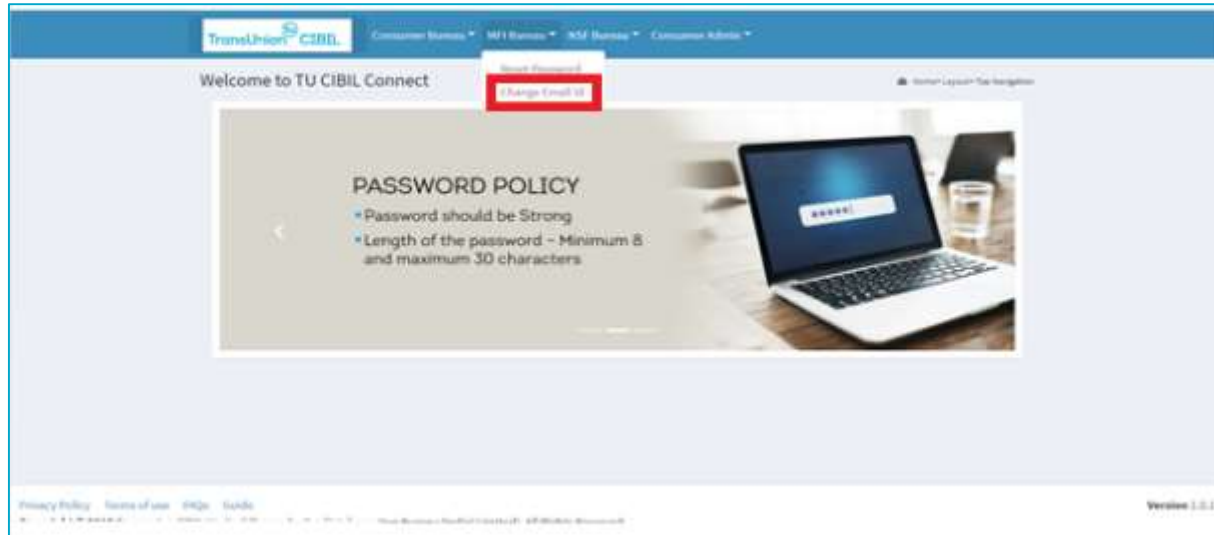
1. From the internet browser access the TransUnion CIBIL website, type the web address www.cibil.com
2. Click on **Partner Login**, from drop down click **Microfinance**



Screen 2

3. On clicking Microfinance, **MEMBER LOG IN for Microfinance Bureau** screen will open in a new tab
4. Click on **Forgot your password? Click here to reset it.**
3. On clicking **Click Here**, TU CIBIL Connect portal will open in a new tab

TU CIBIL Connect Portal – Change Registered Email-ID for MFI



Screen 3

6. Click on **MFI 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 for MFI



The screenshot shows the 'MFI Change Registered Email-ID' form. At the top, a red banner displays the error message: "Incorrect Details. Please contact your Nodal Officer." The form fields are as follows:

- User ID: 10000001_00000001
- New email ID: tuconnect@tuconnect.com
- Confirm new email ID: tuconnect@tuconnect.com
- User Name: tu
- Branch Name: Mumbai
- Mobile Number: 9876543210
- Captcha: ye2th

Buttons for 'Submit' and 'Clear' are at the bottom.

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.

The screenshot shows the same 'MFI Change Registered Email-ID' form, but with a green banner at the top displaying the success message: "Your request is sent to the Nodal Officer for approval. You will receive an email confirmation." The form fields are as follows:

- User ID: Enter your User ID
- New email ID: e.g. am@tuconnect.com
- Confirm new email ID: e.g. am@tuconnect.com
- User Name: e.g. Amit Kumar Sharma
- Branch Name: e.g. Gandhi Nagar Branch
- Mobile Number: e.g. 9876543210
- Captcha: EQ3LC

Buttons for 'Submit' and 'Clear' are at the bottom.

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



From: <idsupport@transunion.com>
Date: Sunday, December 1, 2019
Subject: TUCIBIL MFI Bureau - Approved Change Registered Email ID request
To: tucibilconnecttest+51@gmail.com

Dear ashu,

Welcome to TransUnion CIBIL.

This is to inform your Nodal officer has approved the request for change in the registered email id

Please click on the link given below to reset the password online.

<https://www.cibilhawk.com/IdManagement/mfiMemberPasswordReset?ref=S0kySDZCQzhGOY6C9XXhaoc02VcipJFVzhP%3D>

The above link is active for 24 hours, or until the password is set, whichever is earlier, post which 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: 022-66384700-66384600 (Monday to Friday - 10am to 6pm)
(Electronically generated. Does not require signature)

From: <idsupport@transunion.com>
Date: Sunday, December 1, 2019
Subject: TUCIBIL MFI Bureau - Rejected Change Registered Email ID request
To: tucibilconnecttest+51@gmail.com

Dear reetu,

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.

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)

This email, including, without limitation, the attachments, if any, accompanying this email, may contain information which is confidential or privileged and exempt from disclosure under applicable law. The information is

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 MFI 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 MFI Bureau – change in email ID request rejected”

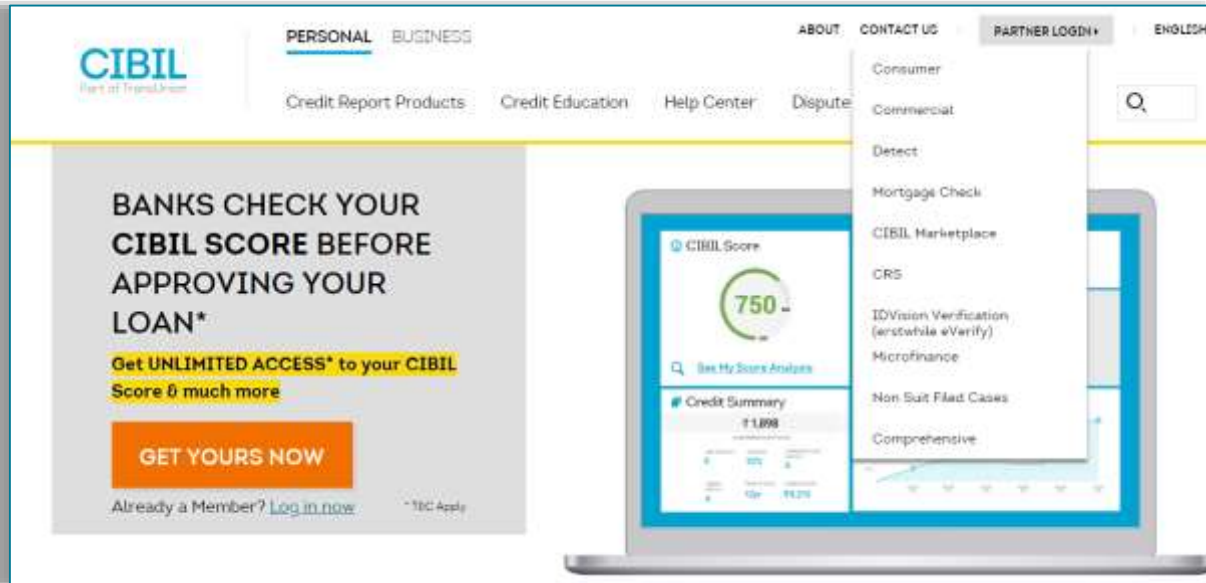
14. Please contact the Nodal Officer, if request is rejected

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



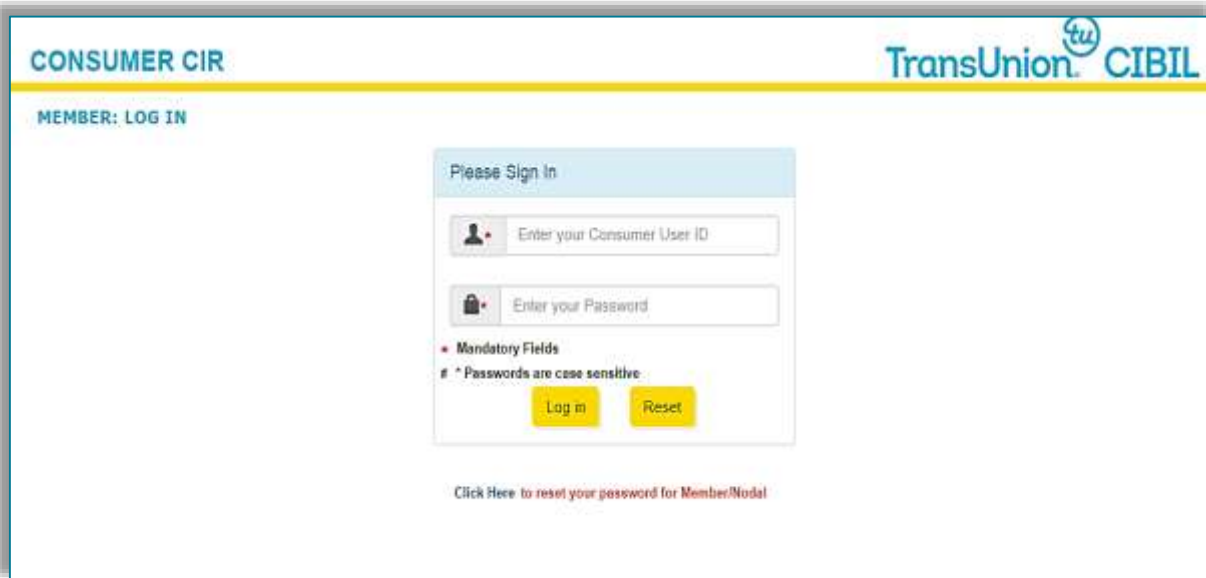
Unlock User ID

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
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 – 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



The screenshot shows the 'MFI Member Unlock Request' form. At the top, there's a navigation bar with 'TransUnion CIBIL' and links to 'Consumer Bureau', 'MFI Bureau', 'NSF Bureau', and 'Consumer Admin'. Below the header, the form title 'MFI Member Unlock Request' is displayed. A red error message box at the top states: 'Invalid User ID/Email ID, Please contact Nodal officer or write to idsupport@transunion.com'. The form fields include 'User ID' (with a placeholder 'mfiunlock_mfi12345'), 'Email ID' (with a placeholder 'mfi123@gmail.com'), and a 'Captcha' field showing the text 'sAb4e'. There are 'Submit' and 'Clear' buttons at the bottom.

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”

The screenshot shows the 'MFI Member Unlock Request' form. A green success message box at the top states: 'Your request has been submitted successfully. Please check your registered Email ID'. The form fields include 'User ID' (with a placeholder 'Enter your user ID'), 'Email ID' (with a placeholder 'e.g. mfi123@gmail.com'), and a 'Captcha' field showing the text 'HfUpN'. There are 'Submit' and 'Clear' buttons at the bottom.

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 ”

The screenshot shows the 'MFI Member Unlock Request' form. A red error message box at the top states: 'User ID is already unlock'. The form fields include 'User ID' (with a placeholder 'mfiunlock_mfi12345'), 'Email ID' (with a placeholder 'mfi123@gmail.com'), and a 'Captcha' field showing the text 'YWSJP'. There are 'Submit' and 'Clear' buttons at the bottom.

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



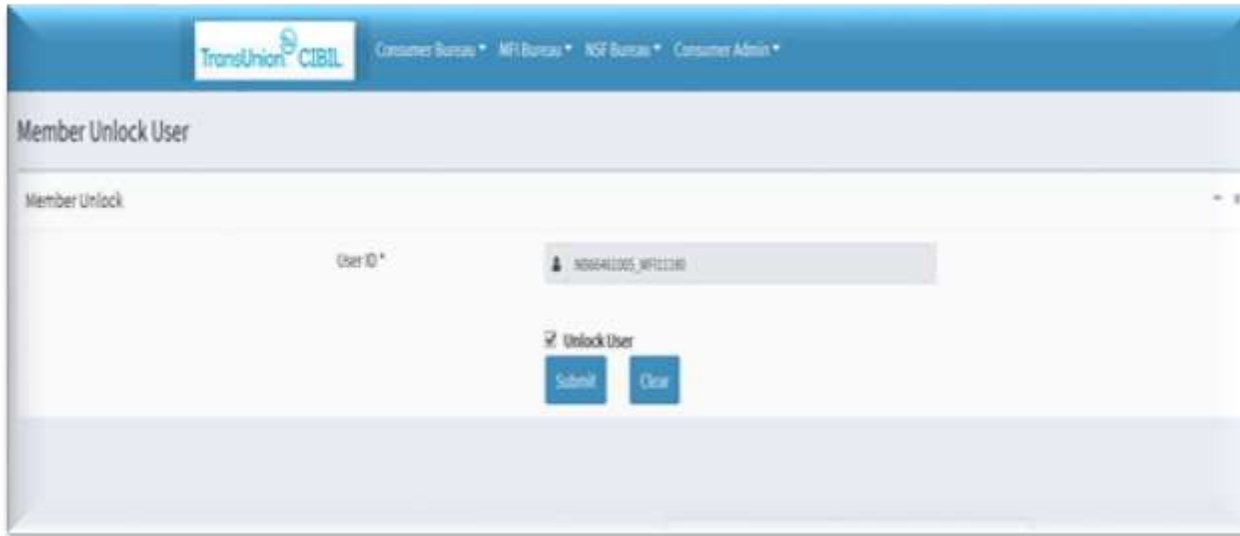
13. On successful submission of request, an automated from **idsupport@transunion.com** will be delivered to **registered** email ID of the User with subject –

“TU CIBIL MFI 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

CLICK here to Login.' There is a 'Member Layout Top Navigation' link in the top right corner." data-bbox="39 536 523 907"/>

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@transunion.com

Thank You