

TransUnion Direct: How to Download a Digital Certificate with Administrator Assistance

Quick Reference Guide for Mozilla Firefox

Getting Started- What you need to know

Both the user and the administrator need to be present at the user's PC. The user should log into his/her computer as usual.

Administrators: Please download your own digital certificate before assisting users. To help users download their certificates, you'll need your:

- 1) User ID
- 2) Password

To assist users who have forgotten their account information or to view a list of all users within your location(s), log into TransUnion Direct and search by user or click "View all users" within Administration. As necessary, you can look up the user's ID, reset the password, and/or reset the challenge question.

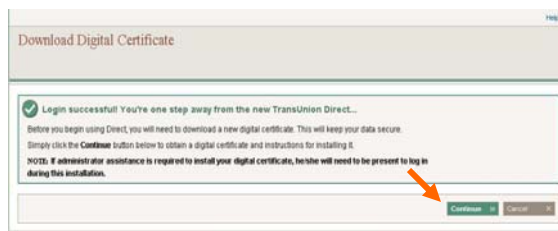
Users: To download your digital certificate, you'll need to know your:

- 1) User ID
- 2) Password
- 3) Challenge Response= Answer to the Challenge Question for your account. Sample challenge question: "What is the name of your first pet?" (New users will create one when they log in for the first time.)

1) Open a web browser window and go to TransUnion Direct (<https://direct.transunion.com>). The user should enter his/her User ID and Password then click **Log In**. If a pop-up window asks you to choose your digital certificate, click **Cancel**.



2) This page informs the user that a digital certificate must be downloaded in order to use TransUnion Direct. To begin the process, click **Continue**.



3) Click the blue **Launch the certificate download wizard** link. A pop-up window will open.



4) In the "Download Digital Certificate with Administrator Assistance" window, the administrator should enter his/her User ID and Password then click **Continue**.



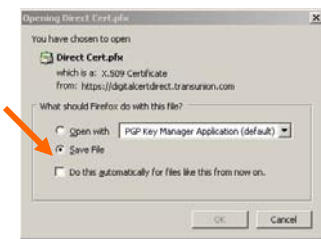
5) In the "Download Digital Certificate" window, the user should enter his/her Password (if prompted) and Challenge Response then click **Continue**.



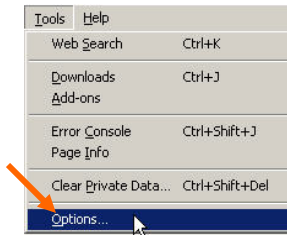
6) In the same pop-up window, instructions will appear. Click **Download Certificate** within Step 1.



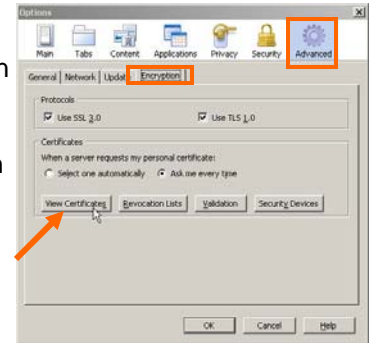
7) Choose "Save," specify a file name and location on your hard drive, and click **OK**. Close the Download Manager.



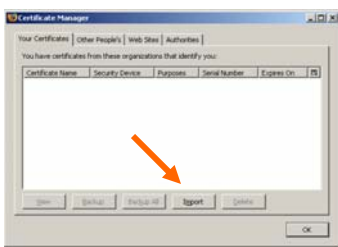
8) Go back to the Firefox browser window, select Tools then select Options.



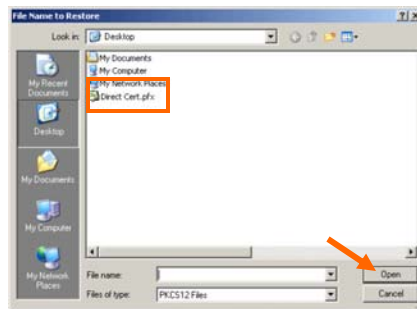
9) Select the Advanced tab then select the Encryption sub-heading, then click **View Certificates** to open the Certificate Manager.



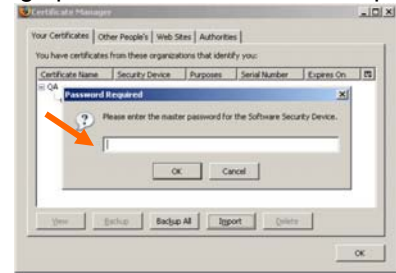
10) Click **Import**, within the Certificate Manager screen.



11) A dialog box will appear. Browse to the location where you saved the certificate file. Click on the certificate file name ("Direct Cert.pfx" or similar). Then click **Open**.



12) If you use Firefox to manage passwords and are prompted to "Enter the master password," enter the password you use to manage passwords within Firefox. If you do not use Firefox to manage passwords, continue to Step 13.



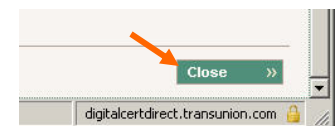
13) **IMPORTANT:** When prompted to "enter the password that was used to encrypt this certificate," enter your Challenge Response, then click **OK**.



14) When alerted that the certificate was successfully installed, click **OK**.



15) Your certificate will now appear in the Certificate Manager. Click **Close** to exit the instructions pop-up and return to the main browser window.



16) Under Step B, click the checkbox to confirm that the download was successful then click **Continue**.



17) Almost done! Click **Log Out**. Close all internet browser windows and any other programs connected to the internet. The site will not recognize that the digital certificate has been installed until you have done this.



18) Open a new browser window and go to TransUnion Direct (<https://direct.transunion.com>). Remember to save the web address to your Favorites or Bookmarks!



19) The user should enter his/her User ID and Password then click **Log In**. If a Client Authentication window pops up, click on your user ID then click **OK**.

20) You're now ready to use TransUnion Direct! To download a User Guide and access other helpful resources, click the Help link on any page.