

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

## Quick Reference Guide for Internet Explorer

### 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.

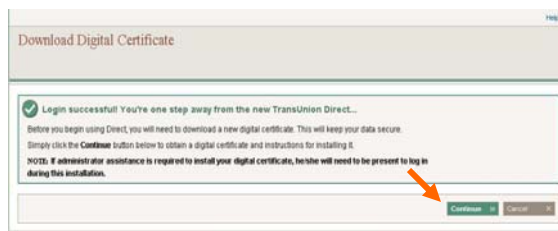
**Users:** To download your digital certificate, you'll need to know your:

- 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**.



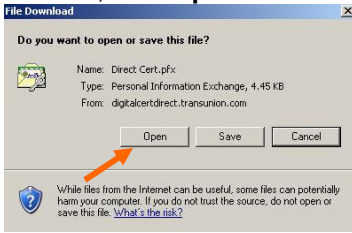
**5)** In the "Download Digital Certificate" window, the user should enter his/her Password (if prompted) and Challenge Response then click **Continue**.



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



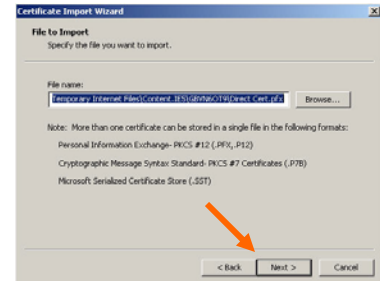
7) In the "File Download" window, click **Open**.



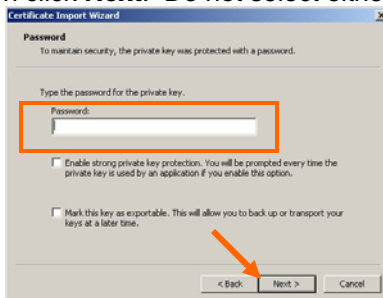
8) When the "Certificate Import Wizard" window opens, click **Next**.



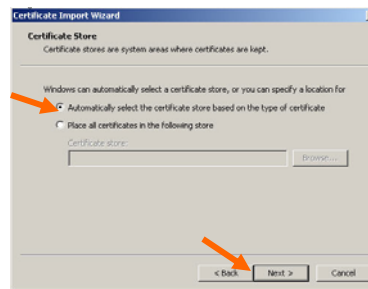
9) If the file name or your certificate "Direct Cert.pfx" does not appear in the window, use the Browse button to locate it, then click **Next**.



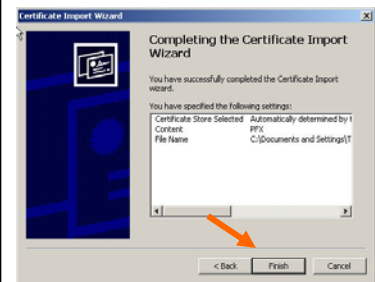
10) IMPORTANT: The user must enter his/her Challenge Response in the password field as the "Password for the private key" (NOT his/her password for TransUnion Direct) then click **Next**. Do not select either checkbox.



11) When the Certificate Store window appears, choose the "Automatically select the certificate store" option. Then click **Next**.



12) When notified that you have successfully completed the Certificate Import Wizard, click **Finish**.

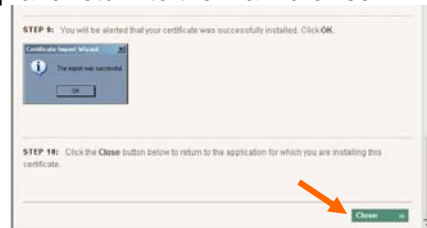


13) If you receive a security notice verifying the details of the certificate, click **Yes**.

14) When alerted that the import was successful, click **OK**.



15) Click **Close** at the end of the instructions to close the 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.