Table of Contents

Purpose ........................................................................................................................................... 1
Technical Support Information................................................................................................... 1

Logging in ....................................................................................................................................... 2

Uploading a File ............................................................................................................................. 3

Downloading a File ........................................................................................................................ 6

Accessing the Activity Log ............................................................................................................ 9
Activity Log Field Information .................................................................................................... 10
Types of Activities .................................................................................................................... 10

Exporting the Activity Log ........................................................................................................... 11

Opening a Help Ticket ................................................................................................................ 13
Purpose

This user guide provides step-by-step instructions on how to navigate and use the Data Exchange Gateway (DEG). For password assistance, see the Password Management User Guide.

For other Frequently Asked Questions, see the online help from the Welcome screen of the Data Exchange Gateway.

Technical Support Information

For technical assistance, please email edt@transunion.com or call 1-888-495-3110, Monday to Friday, 8:30 a.m. – 4:30 p.m. Central Time (CT).
Logging in

To log into the Data Exchange Gateway (DEG), perform the following steps:

2. Enter your user ID and password.
3. Click Log in.
4. The DEG Home page appears
Uploading a File

To upload a file from the DEG Home page, perform the following steps:

1. From the DEG Home page, click **Send File to TU** in the left navigation bar.

2. The Send a File to TU screen appears.
3. Select the **ToTU** mailbox path or the appropriate ToTU folder if more than one mailbox exists. Click **Browse**.

The Mailbox listed above the **Filename** field is the current mailbox selected.

4. On the Choose File screen, navigate through the folder/directory structure to locate the file that should be sent to TransUnion. Select the file and then click **Open**.
5. Click Go.

6. A screen appears indicating that the file has been uploaded to the mailbox for processing.
Downloading a File

To download a file, perform the following steps:

1. From the DEG Home page, click **Receive File from TU** in the left navigation bar.

2. The Receive a File from TU screen appears.
3. Navigate to the desired From TU folder and click Go.

4. The Mailbox Search Results screen appears.

To download the file, click the Download the File icon at the beginning of the results row. Files will be available for downloading for seven consecutive calendar days.

- Any file not retrieved within seven consecutive calendar days is removed from the system.
- The Downloads Remaining column at the end of the row (at the far right) indicates whether the file has already been downloaded (0 = downloaded; 1 = not downloaded).
- To sort the search results, click the column name of the data you want to use for the sort criteria. Double-click to alternate between ascending and descending order.
5. On the Save As screen, navigate to the location where you want the file to be saved, and then click Save.

6. At the completion of the download, the file is saved to the desired location. Click Close.
Accessing the Activity Log

The Activity Log provides a history of mailbox activity for a rolling 90-day period. The information can be downloaded and saved as a .csv or .xml file.

Activity Log information includes:

- The date and time files were sent and received
- The file size
- The user ID for uploaded or downloaded files
- Error processing details (if any)

To access the Activity Log, perform the following steps:

1. From the DEG Home page, click **Activity Log** in the left navigation bar.

2. The Activity Log screen appears, displaying mailbox activity from the past 90 days.
Activity Log Field Information

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailbox</td>
<td>The mailbox path in which a file or process executed</td>
</tr>
<tr>
<td>Direction</td>
<td>An indicator of whether the file was inbound to TransUnion or outbound to the customer</td>
</tr>
<tr>
<td>Activity Date/Time</td>
<td>The date and time of the activity</td>
</tr>
<tr>
<td>Activity Result</td>
<td>An indicator of whether the activity was a success or failure (“Error”)</td>
</tr>
<tr>
<td>File Name</td>
<td>The name of the file submitted or received</td>
</tr>
<tr>
<td>File Size</td>
<td>The size of the file</td>
</tr>
<tr>
<td>Message</td>
<td>The information about the activity</td>
</tr>
<tr>
<td>User</td>
<td>The user ID of the individual who submitted or downloaded the file</td>
</tr>
</tbody>
</table>

The user ID appears only for successful uploads or downloads.

Types of Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Decryption Error</td>
<td>Error</td>
<td>The file sent to TransUnion could not be processed because it could not be decrypted. Encrypt the file using the TransUnion public key and resend the file.</td>
</tr>
<tr>
<td>File Extension Error</td>
<td>Error</td>
<td>File could not be processed because it was an invalid file type. Ensure your file format is one of the following: &quot;.zip,&quot; &quot;.pgp,&quot; &quot;.gpg,&quot; &quot;.txt,&quot; &quot;.dat,&quot; or &quot;.bin.&quot; Uncompressed or unencrypted files should be in a text format with ASCII or UNICODE characters. After the file format has been resolved, resend the file in one of the supported formats for processing.</td>
</tr>
<tr>
<td>File Format Error</td>
<td>Error</td>
<td>The file format sent is not supported. Valid file formats are ASCII or UNICODE characters for unencrypted or unzipped files. Review the file to confirm the format is valid, and then resend for processing.</td>
</tr>
<tr>
<td>File Size Large Error</td>
<td>Error</td>
<td>The file sent could not be processed because it was too large to be transferred. Refer to the file size limits in the “Frequently Asked Questions” section in the DEG online help.</td>
</tr>
<tr>
<td>Message Available for Download</td>
<td>Success</td>
<td>File is available to be downloaded.</td>
</tr>
<tr>
<td>Message Transfer Successful</td>
<td>Success</td>
<td>File was successfully transferred to TransUnion for processing.</td>
</tr>
</tbody>
</table>
Exporting the Activity Log

To export the Activity Log, perform the following steps:

1. From the Activity Log screen, click CSV or XML from the Export options field.

If you cannot find the Export options field, use the right scroll bar to navigate to the bottom of the page. The Export options will appear after the last row of the table.

2. A File Download pop-up window appears. Click Open to view the file immediately, or click Save to store the Activity Log.
3. When the Save As screen appears, navigate to the desired location. Rename the file, if desired. Then click Save.
Opening a Help Ticket

To open a Help ticket, perform the following steps:

1. From the DEG Home page, click **Open a Help Ticket** in the left navigation bar.

2. Log in again to the Data Exchange Profile Home page.
3. The Open a Help Ticket screen appears.

4. Select a Service Issue from the drop-down list of choices.
5. Describe the issue that you need assistance with and click **Next**.

6. Verify the information you have populated is correct. If the information is correct, click **Submit**. Otherwise, click **Edit** to make changes to your request.
7. After your ticket has been submitted, you will be notified of the successful creation and will receive a ticket number for future reference.