



# Data Exchange Gateway Password Management Guide

Use this guide to assist with password management. Password help topics include the following:

- Creating a User Profile
- Forgotten Password
- Forgotten Challenge Question
- Updating Your Profile or Changing Your Password
- Password Expiration

For technical assistance, please email [edt@transunion.com](mailto:edt@transunion.com) or call 1-888-495-3110, Monday through Friday, 8:30 a.m. – 4:30 p.m. (CST).

## Creating a User Profile

You will have received two emails with the following information:

- Your user ID and
  - Your temporary password
1. Log in to the Data Exchange Gateway (DEG) Profile Manager at <https://datagatewayprofile.transunion.com>.
  2. Enter your User ID and password (temporary password).
  3. Click **Log In**.

TransUnion | Data Exchange Gateway

Please log in

Welcome to the TransUnion Data Exchange Gateway, where authorized users can modify their security profile including password and email address changes.

This application is only for the use of TransUnion customers. If you are not currently a TransUnion customer and would like to learn more about our services and capabilities, please visit our website at [www.transunion.com/business](http://www.transunion.com/business).

If you are an existing customer and you are having problems accessing the site, please call TransUnion Data Exchange Gateway Technical Support at 1-888-495-3110 or e-mail us at [edt@transunion.com](mailto:edt@transunion.com).

**Log In**

To access the TransUnion Data Exchange Gateway, please enter your User ID and Password below, then click the **Log In** button.

\* User ID

\* Password

[Forgot your password?](#)

**Log In** >>

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4. When the Create Profile screen appears, do the following:

- Type your temporary password in the **Current Password** field.
- Type a **New Password**.



Passwords must be between 8 and 20 characters and include at least 2 letters and 2 numbers.

- Retype your new password in the **Re-enter Password** field.
- Type your **Email Address**.
- Type your phone number in the **Telephone** fields.
- Select a **Challenge Question** from the drop-down list.
- Type your challenge response in the **Response** field. (For this, we recommend that you use all lowercase letters.)
- Click **Save**.

5. Your user profile has been saved. Click **Go to the Mailbox** to log in to the DEG.

The screenshot shows the 'Home' page of the Data Exchange Gateway Profile Manager. At the top left is the TransUnion logo and the text 'Data Exchange Gateway'. Below this is a 'Home' header. A green checkmark icon is next to the text 'Profile Updated' with the subtext 'Your profile has been updated.' Below this is a 'Welcome, JCUSTOM' section with a paragraph of instructions. To the right of this text is a box containing three links: 'Go to the Mailbox' (circled in red), 'Update your Profile', 'Open a Help Ticket', and 'Log Out'. At the bottom of the page, there is a footer with 'CUSTOMER SUPPORT edt@transunion.com', copyright information for 2010 TransUnion LLC, and links to 'TransUnion.com', 'Privacy Policy', and 'Terms of Use'.

6. The DEG Log In screen appears.

The screenshot shows the 'Log In' screen of the Data Exchange Gateway. At the top left is the TransUnion logo and the text 'Data Exchange Gateway'. Below this is a 'Log In' header. A paragraph of instructions reads: 'To log into the DEG, enter your user ID and password, and then click the Log In button.' Below this is a 'User Information' form with two input fields: 'User ID' and 'Password'. Below the 'Password' field are two links: 'Forgot your password or login issues?' and 'For information on managing your passwords, download the DEG User Guide'. Below the form is a 'Log In' button. Below the form is a 'Configuration Details for First-time Users' section with a blue information icon and a paragraph of instructions. Below this is a footnote: '1) Follow the instructions in the DEG Frequently Asked Questions to access the Data Exchange Gateway using Internet Explorer.'

## Forgotten Password

1. If you forget your password, then click **Forgot your password or login issues?** from the login screen to have a temporary password emailed to you.

TransUnion. Data Exchange Gateway

Log In

To log into the DEG, enter your user ID and password, and then click the Log In button.

User Information

\* User ID

\* Password

[Forgot your password or login issues?](#)

For information on managing your password, download the DEG User Guide.

Log In »

**i** Configuration Details for First-time Users

If you are not using Internet Explorer, have already configured your browser, or are otherwise able to access the Data Exchange Gateway successfully, you may ignore this information.

If you are using Internet Explorer, you may need to configure your browser in order to successfully access the Data Exchange Gateway.

» Follow the instructions in the DEG Frequently Asked Questions to access the Data Exchange Gateway using Internet Explorer.

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2. When the Request Temporary Password screen appears, do the following:
  - Type your User ID in the corresponding field.
  - Type your challenge response in the Challenge Response field.
  - Click **Submit**.
  - Check your email for your temporary password.
  - Login to the Data Gateway Profile Manager again to reset your password.

The screenshot shows the 'Request Temporary Password' page. It includes a header with the TransUnion logo and 'Data Exchange Gateway'. The main heading is 'Request Temporary Password'. Below this, there are three paragraphs of instructions. The first paragraph explains that a temporary password can be requested by entering information and clicking the Submit button. The second paragraph states that once received, the temporary password can be used to re-enter the application. The third paragraph provides contact information for customer support. A note indicates that an orange star marks required fields. The 'User Validation' section contains three input fields: 'User ID', 'Challenge Question', and 'Challenge Response'. The 'Challenge Question' field has a note that says 'For your protection, your challenge question is not displayed. [Click here](#) if you have Forgotten your challenge question.' At the bottom right of the form, the 'Submit' button is circled in red, along with a 'Cancel' button. The footer contains customer support contact information and copyright details.

## Forgotten Challenge Question

1. If you forgot your challenge question, when requesting your temporary password, select **Click here** in the Challenge Question paragraph.

This screenshot is identical to the one above, showing the 'Request Temporary Password' page. However, in this version, the 'Click here' link in the 'Challenge Question' field is circled in red, highlighting the instruction for users who have forgotten their challenge question. The 'Submit' button is no longer circled.

2. Type your User ID and click **Submit**. Your challenge question will be emailed to you.

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### Request Challenge Question

If you have forgotten your challenge question you may request a reminder by entering the information below and clicking the Submit button. Your challenge question will be sent to the e-mail address on file for your User ID.

\* Orange star indicates required field.

**User Validation**

\* User ID

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## Updating Your Profile or Changing Your Password

1. If you want to update your user profile or change your password, then select the **Change Password** at the left navigation from the home page of the DEG.

TransUnion. | Data Exchange Gateway

Home Page  
Receive File from TU  
Send File to TU  
Activity Log  
**Change Password**  
Open a Help Ticket  
Help  
Log Out

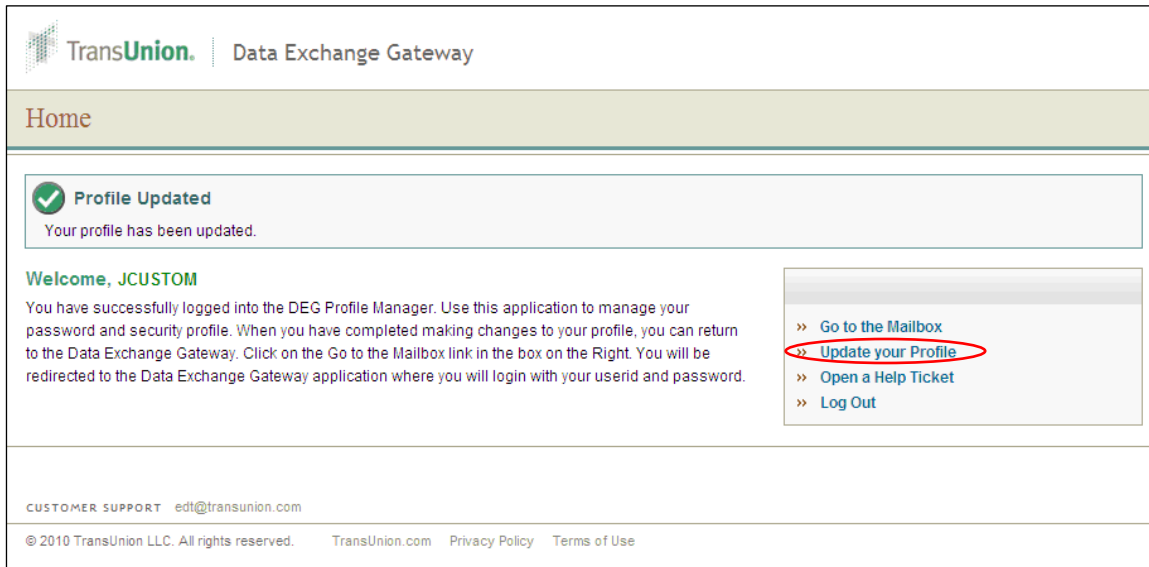
### Welcome to TransUnion's Data Exchange Gateway

The Data Exchange Gateway (DEG) allows you to send and receive files with TransUnion. If you have any questions on how to use the application, please click on the Help link at the left for more information.

For technical support, please email us at [edt@transunion.com](mailto:edt@transunion.com) or call 1-888-495-3110 M-F 8:30 AM – 4:30 PM Central.

2. Following Steps 1-3 in the [“Creating a User Profile”](#) section above.

3. Click **Update your Profile** from the Data Exchange Gateway Profile Manager home screen.



4. The User Profile screen appears. You can change your password, update your email address, telephone number, or change your challenge question. Click **Save** when you have completed your changes. See Step 4 in the "[Creating a User Profile](#)" section for additional information.

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### Update Profile

To update your profile, enter your current password and make any changes necessary, then click the **Save** button.

\* Orange star indicates required field.

**NOTE: If you enter a new password, you must also re-enter that new password.**

**User**

User ID JCUSTOM

\* Current Password

**New Password**

New Password

Re-enter Password

**Contact Information**

\* Email Address

\* Telephone    X

**Security**

\* Challenge Question

\* Response

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5. Your profile has been saved. You can log out or go to the mailbox and log in with your new password information.

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### Home

**Profile Updated**  
Your profile has been updated.

**Welcome, JCUSTOM**

You have successfully logged into the DEG Profile Manager. Use this application to manage your password and security profile. When you have completed making changes to your profile, you can return to the Data Exchange Gateway. Click on the Go to the Mailbox link in the box on the Right. You will be redirected to the Data Exchange Gateway application where you will login with your userid and password.

- » [Go to the Mailbox](#)
- » [Update your Profile](#)
- » [Open a Help Ticket](#)
- » [Log Out](#)

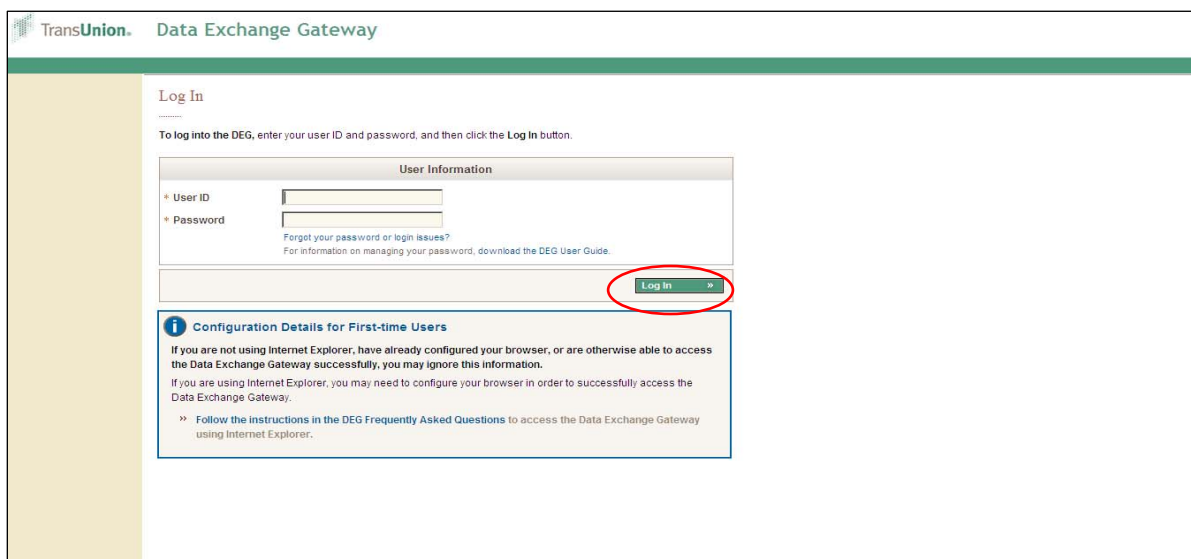
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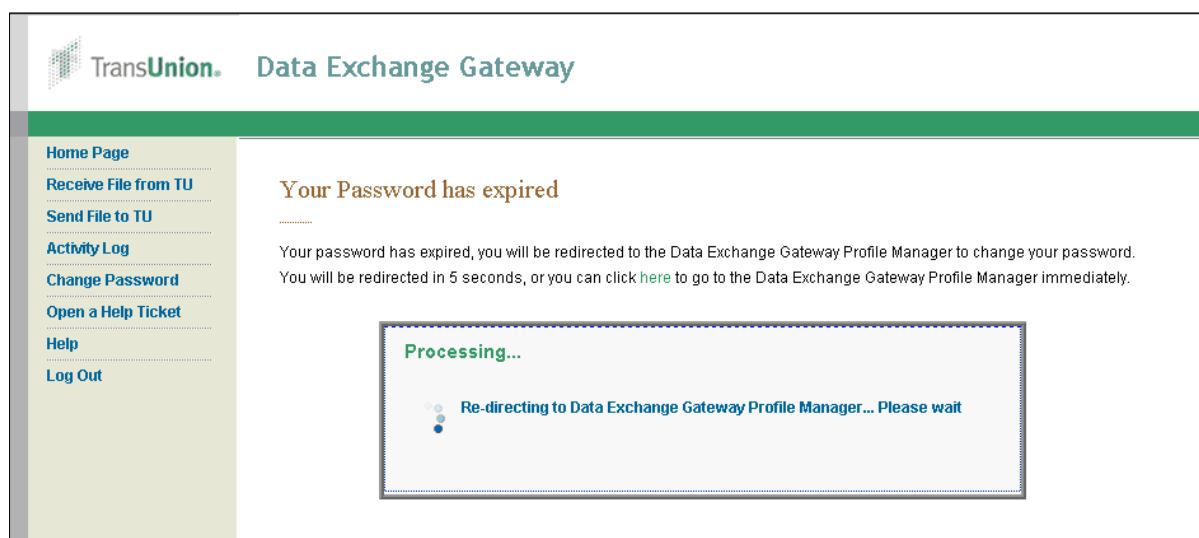


## Password Expiration

1. When your existing password expires, you will need to create a user profile (if you do not have one) to do the following:
  - Change your password.
  - Set up your contact email.
  - Create your challenge question.
2. When you log in to the DEG, you are redirected to the Data Exchange Gateway Profile Manager. Click **Log In**.



3. The Your Password has expired screen appears.



4. After re-directing, the Please log in screen appears. Click **Log In**.

TransUnion | Data Exchange Gateway

### Please log in

Welcome to the TransUnion Data Exchange Gateway, where authorized users can modify their security profile including password and email address changes.

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#### Log In

To access the TransUnion Data Exchange Gateway, please enter your User ID and Password below, then click the **Log In** button.

\* User ID

\* Password   
[Forgot your password?](#)

**Log In >>**

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5. The User Profile Screen appears. See Step 4 in the “[Creating a User Profile](#)” section above for field entry information.

TransUnion | Data Exchange

## Update Password

**i** Before you may access the Data Exchange, you must update your password.  
**i** Please complete or confirm the Contact Information and Security fields below.

To change your password, enter your current password and new password information. After making an additional updates that are needed, click the **Save**.

\* Orange star indicates required field.

**Current Password**

User ID TESTNEW

\* Current Password [Masked]

**New Password**

\* New Password [Masked]

\* Re-enter Password [Masked]

**Contact Information**

\* E-mail Address testnew@xyz.com

\* Telephone 555 555 5555 x 555

**Security**

\* Challenge Question What was the name of your first childhood pet ?

\* Challenge Response ryder  
Hint: Use all lower case and do not include spaces.

**Save** >> Cancel X

6. Your user profile has been saved. Click **Go to the Mailbox** to log in to the Data Exchange Gateway.

TransUnion | Data Exchange Gateway

## Home

**Profile Updated**  
Your profile has been updated.

**Welcome, JCUSTOM**  
You have successfully logged into the DEG Profile Manager. Use this application to manage your password and security profile. When you have completed making changes to your profile, you can return to the Data Exchange Gateway. Click on the Go to the Mailbox link in the box on the Right. You will be redirected to the Data Exchange Gateway application where you will login with your userid and password.

- Go to the Mailbox
- Update your Profile
- Open a Help Ticket
- Log Out

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7. The Data Exchange Gateway Log In screen appears.

TransUnion Data Exchange Gateway

Log In

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To log into the DEG, enter your user ID and password, and then click the **Log In** button.

**User Information**

\* User ID

\* Password

[Forgot your password or login issues?](#)  
For information on managing your password, download the DEG User Guide.

**Log In** >

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