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 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

2. Enter your User ID and password (temporary password).
3. Click Log In.
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.

6. The DEG Log In screen appears.
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.

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.
Forgotten Challenge Question

1. If you forgot your challenge question, when requesting your temporary password, select Click here in the Challenge Question paragraph.
2. Type your User ID and click **Submit**. Your challenge question will be emailed to you.

### 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.

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

5. The User Profile Screen appears. See Step 4 in the “Creating a User Profile” section above for field entry information.
6. Your user profile has been saved. Click Go to the Mailbox to log in to the Data Exchange Gateway.
7. The Data Exchange Gateway Log In screen appears.