

Address Screener FAQ's

Q1. How do I put in a New Request?

A1.

- From main menu click **New Request**
- Choose **department, repository** and **product**
- Enter information, click **Submit**

Q2. How do I set up my subscriber code information?

A2.

- Log in as an Administrator
- Click **Administration**
- Click **Company Name, Departments, Add New**
- Name department
- Assign the department to either a specific group or all groups
- Check off which repositories you will be using
- Enter in any end user information if needed
- Click desired bureau tab to enter subscriber code information, click **Save**

Q3. How do I set up labels?

A3.

- Log in as an Administrator
- Click **Administration, Company Name, Label Setup**
- Choose **label type, font style & font size**, click **Save**

Q3. How do I add a user?

A3.

- Log in as an Administrator
- Click **Administration, Company Name, Users, Add New**
- Enter in all required information including assigning group and user levels, click **Save**

Q4. How can I set up a default department?

A4.

- Log in as an Administrator
- Click **User Setup**
- Under **Product Selection**, choose the **default department, default repository, secondary repository** if needed and **default product**, click **Save**

Q5. What is the Address Queue?

A5.

The **Address Queue** is where the **Results, Accepted, Hold, and Completed Queues** are. All addresses go into the Results Queue after submission. You can then move them to the appropriate queue.

Q6. How do I move an address from the Results Queue into the Accepted Queue?

A6.

- From main menu click **Address Queue**
- Choose **Accept, Hold** or **Delete** application
- Click **Update Status**

Q7. How do I view a report in any of the queues?

A7.

- To view reports, look under the Reports column
- Click on the icon under Reports
- Report displays in Adobe

Q8. How do I print labels?

A8.

- Option 1-To manually print out a label;
 - From main menu click **Address Queue**
 - Click **Accepted** or **Completed Queue**;
 - Identify correct record
 - Click on **Generate Labels**
 - The labels will be generated in Adobe, which can be printed out
- Option 2-To have the labels automatically print out;
 - From main menu click **User Setup, Default Preferences**
 - Choose **Generate Labels when page is full**, click **Save**

Q9. Is there a way I can control the number of social security numbers that display on the New Request screen?

A9.

- From main menu click **User Setup, New Request Preferences**
- Choose the number of social security number fields on the **New Request** page, click **Save**

Q10. Is there a way to change my password within the system?

A10.

- From main menu click **User Setup, Change Password**
- Enter User ID
- Enter old password
- Enter new password, confirm, then **Save**

Q11. How do I disable a user that I no longer want to access the system?

A11.

- From main menu click **Administration, Users**, edit user
- Uncheck the **Enabled** box, click **Save**

Q12. How do I delete reports out of the system?

A12.

- From main menu click **Address Queue**
- Click **Completed** queue
- Check off applications to be deleted or check the top box to the right of “**App No**” to delete all on page, click **Delete**

Q13. I have a question regarding my bill, who do I contact?

A13.

- From main menu click **Support**, or
- Call 1-800-492-2001 option 4