Credit Probe FAQ's

Q1. What do I do if I forget my password?
A1.
Contact your **System Administrator**. If you cannot contact your System Administrator, contact TCI's Technical support via e-mail at support@tcicredit.com or by phone at 1-800-492-2001 option 1

Q2. How do I pull a report?
A2.
- From main menu click **New Application,**
- Choose the **department, bureau** and **type of report**
- Fill in all the necessary applicant information, click **Submit**

Q3. How do I view a pulled report?
A3.
- From main menu click **Search**
- Click on the second **Search** to the right of the screen, which will bring up a mass search of all pulled reports. You can also narrow down the search by filling in **Search Criteria** information
- Once you have the applicant information up in the **Search** screen, click on the link for **Report** and view the report

Q4. I am getting an error message from the bureaus, what should I do?
A4.
If you are getting an error message back from the bureau, you can check the following:
1. Are your **bureau codes** active and up to date?
2. Are you turned on by the bureau for the **product** you want to pull?
3. **Recheck the input** of the application. Ex. Make sure the address or social security number is entered correctly and if you have more than one department, make sure the correct department is being used.
4. If you have checked everything and are still getting error messages then please contact us by calling 1-800-492-2001 option 1. Please have all your error information ready to troubleshoot.

Q5. Where does the telephone line go into the Credit Probe Laptop?
A5.
The telephone line gets plugged into the left side of the laptop.

Q6. My laptop is not dialing out, why?
A6.
1. Check your phone line. Make sure the line is plugged properly into the

Laptop.

2. Your phone line should be a valid **analog telephone line** that is able to get a dial tone.

3. If your phone lines need a **9** or any other number to get an outside line or needs a long distance code, this needs to be added to the telephone in the **TCI Remote Access** settings.

4. **Check your settings**. If the laptop is new or has just been replaced, your credit bureau member codes may not be programmed into the system. Make sure that you have your credit bureau information and follow the programming instructions provided with the laptop.

Q7. Do I need to have internet access to use the Credit Probe system?
A7.
No. Only your existing dial up phone line is necessary. TCI is providing the communication network.

Q8. How do I set up TCI Remote Access?
A8.
- From main menu click **Setup**, **Company**, **Internet Settings**
- Click on the drop down for **Use Dial up Network,** choose **TCI Remote Access**
- Click on **Search**, choose the **City**, **State** or **Search by Area Code** for a phone number in your area, highlight and copy into the appropriate primary and secondary telephone number fields, put in any special phone number circumstances **EX: 9 to dial to an outside line**
- Enter the **User ID** and **Password** provided by a TCI Technician
- Click on **Submit,** then **Close. Save** all information on the **Company Setup** page

Q9. How do I set up my subscriber code information?
A9.
- Log in as an Administrator
- From main menu click **Setup**, **Departments, Add New Department**
- Name the department
- Assign the department to either a specific group or all groups
- Check off which repositories you will be pulling reports from
- Enter in any end user information if needed
- Click on the desired bureau tab to enter subscriber information, click **Save**.

Q10. How do I add a user?
A10.
- Log in as an Administrator
- From main menu click **Setup, Users, Add New User** at the top right of the screen
- Enter in all required information including assigning a group and user level

- Under **User Options** choose whether or not the user will have access to viewing and deleting the credit report, click on **Save**

Q11. How do I print out a report?
A11.

- Option 1-To manually print out a report;
  - Click **Search**
  - Identify correct record,
  - Click on **Report** link, click **Print**
- Option 2-From Search
  - Put a **check** in the box just left of the report you wish to print
  - Click **Print** at the top of the page
- Option 3-To have all reports print out automatically when pulled,
  - From main menu click on **User Preferences**
  - Scroll down to **Miscellaneous,**
  - Check off the box for **Automatically print bureau responses,** then **Save**

Q12. How do I manually delete a report?
A12.

- From main menu click **Search**
- Pull up the report you want to delete
- Check the box to the left of the report, click **Delete**

Q13. How can I automatically delete out reports after a certain amount of days?
A13.

- From main menu click **Setup**, **Company**
- Go to the **Security** section, **Automatic Deletion Period**
- Choose the amount of days to auto delete, click **Save**

Q14. How can I change my password within the program?
A14.

- From main menu click **Change Password**
- Enter your user ID and current password
- Type new password, confirm it, click **Save**

Q15. I have a question regarding my bill, who do I contact?
A15.

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

Q16. How do I set up a default department, default bureau and default product for the application page?
A16.
- From main menu click **User Preferences**,
- Under **Product Selection** choose the default department, bureau and product
- Click **Save**

Q17. Is there a way within the program that I can hide a field so that it will not display on the application?
A17.
- From main menu click **User Preferences**
- Go to the field or fields that you do not want to display on the application
- Choose the appropriate choice from the drop down
- Minimize or hide the field. ****Minimizing the field will still allow you access to the field on the application if you want through a "collapsible" section and hiding the field will remove the field entirely from the application .***You cannot hide a required field****
- To display the field, go back to **User Preferences** and turn it on again

Q18. How can I control the days and times a user has access to the program?
A18.
- From main menu click **Setup, Company, Security,**
- Choose the **days** and **times of operation** that you want to allow your user's access to, click **Save**

Q19. How can I change the time zone within the program?
A19.
- From main menu click **Setup, Company, Security**
- Choose **time zone,** click **Save**

Q20. I have pulled a report and when I go to Search to view the report, I click on the report link and I get a pop up message that says "You are not permitted to view reports". Why can't I see the reports and how can I fix it?
A20.
You are not enabled to view reports. The Administrator will need to log in
- From main menu click **Setup, Users**
- Click on the user you wish to edit
- Go to **User Options,** choose **"yes"** from the **View Credit Report** drop down, click **Save**

Q21. How do I run a tracking report?
A21.
- From the main menu click **Tracking**
- Choose the month, click **Refresh**
- To print from here, click **Print**

Q22. How can I edit and resubmit an already pulled application?
A22.

- From main menu click **Search** identify the appropriate application
- Click on the **transaction number** of the application, edit information, click **Resubmit**
- Search for the application as you normally would

Q23. How do you enable a specific group within your company to be able to delete cre5it reports?
A23.
****For security purposes this can only be changed by an Administrator**

- From main menu click **Setup, Groups**
- Click on the link for that particular group
- Check the box **" Enable users to delete credit report",** click **Save**

Q24. How do I disable a user who no longer works for my company?
A24.

- From main menu click **Setup, Users**
- Click on appropriate user name
- Uncheck the **Enabled** box, click **Save**

Q25. Do you have to shut down the laptop at night? How?

A25.

Yes. It is a good idea to shut down the laptop at night; power surges or spikes may occur that may cause the system to shut down improperly. This causes errors and problems with the system.

- Go to **Start, Shut Down,**
- Choose **Shut Down Computer**
- After PC shuts down, power off the laptop by pressing the power button located on the left side of the laptop.