Credit Screener 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 either via e-mail at support@tcicredit.com or by phone at **1-800-492-2001 option 1**.
If you have an **e-mail** address:

- Click on the link for **"Forgot Your Password"**
- Enter your company ID, user ID and e-mail address
- TCI will send you a **temporary** user ID and password so that you can log into the program
- Once in the program, you will be prompted to create a permanent password.

Q2. How do I pull a report?
A2.

- From main menu click **New Application**
- Choose department, bureau and product
- Enter all required applicant information
- Scroll down, click **Submit** This will submit the application to the bureau.
- If you click on **Save** here, the application will be saved to the database and can be retrieved later on through **Search**

Q3. I'm getting "Session Timed Out", what does that mean?
A3.
"**Session Timed Out"** message means the program has timed out for either inactivity or security measures. Close out of the program and log back in. In certain situations you may need to close the actual browser window and reopen the browser window and then log back into the program.

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 actual application itself. Ex. Make sure the phone number or social security number does not have any dashes, make sure all fields are filled out 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 TCI technical support by clicking on the **Tech Support** menu option on the main page of the program, then clicking on the **Support** icon. An e-mail will be generated to our support department and a tech will contact you as soon as possible. You can also contact us by calling 1-800-492-2001. Please have all your error information ready to troubleshoot.

Q5. How do I add a user to my parent company?
A5.

- Log in as the Administrator
- From main menu click **Setup**
- Click **company name**, click **Users**
- Click **Add New User** at the top right of the screen
- Enter all required information, assign 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 **Save**

Q6. How do I add a user to my child company?
A6.

- Log in as the Administrator
- From main menu click **Setup**
- Click on the letter that corresponds with the first letter of the child company account. Once child company is visible on screen, click on link for child companies name, click **Users**
- Click **Add New User**, enter all required information, click **Save**

Q7. How do I set up a department for my parent company?
A7.

- Log in as the Administrator
- From main menu click **Setup**, click **company name**
- Click **Departments**, enter a name for department
- Assign the department to either a specific group or all groups
- Check off which repositories reports will be pulled from
- Click desired bureau tab to enter subscriber code information, click **Save**

Q8. How do I set up a department for my child company?
A8.
You must create an Administrative log in for the child company, log in as the Administrator of the child company, then follow steps in **A7.**

Q9. How do I print a report?
A9.

- **Option #1**- To print a report that has been just pulled, click on **Print** button on the top of the report
- **Option #2-**Bring up a previously pulled report through **Search,** click on **REPORT** link, click on **Print** button.
- **Option #3-**To have all reports print automatically once they are pulled,
    - From main menu click on **User Preferences, Product Selection,**

- Check off the box for **Automatically print out report when submitted,** the **Save**

Q10. How do I pull up an application/report through search?
A10.

- From main menu click **Search.**
- Fill in **Application type** and **Criteria**, click **Search**
- To do a quick search on a particular application, go to the **Search for App** box at the top of any page in the program, fill in either a last name or social security number, click **Go.** This will bring up the application you are searching for.

Q11. I have a question regarding my bill, who do I contact?
A11.

- Contact billing@tcicredit.com or
- Call 1-800-492-2001 option 4

Q12. How do I set up permissible purpose on my account?
A12.

- From main menu, click **Set up,**
- Click on link for the **company name**
- Click on **Departments**
- Click on department name, (if you only have one end user), add in end user information on first page of department settings
- Click on appropriate tab for which bureau you are pulling from and enter the correct permissible purpose code, click **Save**.

******If the end user and permissible purpose codes change per application:***

- Click **User Preferences**
- Go to **Permissible Purpose Information,** make sure that this area is maximized and checked off
- When you enter an application, click **Misc Info** tab, enter in all necessary permissible purpose and end user information
- Submit the application as you normally would.

Q13. How do I disable a user who no longer works for my company?
A13.

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

Q14. How do I set up IP address restrictions for a particular user in the program?
A14.

- From main menu click **Setup**

- Click **company name**,
- Click on **Users**, click on the user's name
- Scroll down to **User Options**, check the box for **IP allowed**
- Enter in the IP address, or range of IP addresses allowed, click **Save**

Q15. Is there a way that I can hide a field so that it will not display on the application?
A15.
- From main menu click **User Preferences**
- Scroll down to the field or fields that you do not want to display on the application
- Choose the appropriate choice from the drop down
- Choose minimize or hide 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

Q16. How can I control the number of times a user can access the program with an invalid log in before getting locked out of program?
A16.
- From main menu click **Setup**
- Click **company name**
- On **Company Profile** page scroll down to **Security**
- Click on the drop down, choose the number of failed log in attempts your company will allow a user before lock out. You can choose from **0-10**.
- Choose the amount of time in minutes from **0-60** that the user will be locked out

Q17. How do I manually delete a report?
A17.
- From main menu click **Search**
- Bring up report to be deleted
- Put a check in box to the left of report
- Click **Delete**

Q18. How can I set the program to automatically delete out reports after a certain amount of days?
A18.
- From main menu click **Setup**
- Click on company's name
- On the **Company Profile** page scroll down to **Company Preferences**
- Check off box for **Enable Automatic Deletion of records**

- Click on drop down for **Number of Days,** choose amount of days for the deletion, click **Save**

Q19. How can I change the password within the program?
A19.

- From main menu click **Change Password**
- Enter the current user ID, current password, new password, confirm the change
- Click **Save**

Q20. How do I pull a Tracking Report?
A20.

- From the main menu click **Tracking**
- Choose the client, bureau, type of **Tracking Report** to pull, and date range
- Click **Refresh**. The **Tracking Report** will display in Adobe which can be printed out