My Credit Screener Stand-Alone
FAQ's

Q1. What do I do if I forget my password?
A1.
Contact your System Administrator. If you cannot contact your System Administrator then 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**
- Enter all necessary applicant information
- Click **Submit**

Q3. I am getting an error message from the bureaus, what should I do?
A3.
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.

Q4. How do I install My Credit Screener?
A4.
There are two ways to install **My Credit Screener:**
- If you are installing from the CD, put the CD into the CD ROM drive and the CD will auto run *****If the CD does not auto run, double click on My Computer, double click on the CD ROM drive and it the disk will start to install***
- You will be prompted to choose the type of install
- Choose **Stand- Alone**
- Click **Next,** you will be prompted through the entire install

You can also choose to download the software via the internet:
- Go to **tcicredit.com**
- Click **Downloads,** follow the prompts to download

Once the program is installed:
- Click on the **My Credit Screener** icon
- The program will open up and will prompt you through the company set up
- Call **1-800-492-2001 option 1** for **technical support**.

Q5. Do I need to have internet access to use My Credit Screener software?
A5.
No. If you already have internet access on your PC then you can use My Credit Screener with your own internet access but if you do not have internet access then you will access the program using TCI's Remote Access. You do however need to have Internet Explorer installed on your PC for My Credit Screener to work.

Q6. If I do not have internet access on my PC then how can I get Internet Explorer installed on my PC or what do I do if I do not have the right version of Internet Explorer on my PC?
A6.
We have included **Internet Explorer** version **5.0.29** on the **My Credit Screener** disk, so you can install the correct version right from the CD

- Double click **My Computer**
- Right click the **CD ROM** drive
- **Browse** the CD for the **IE** install
- Double click it and install

Q7. How do I set up TCI Remote Access?
A7.

- From main menu click **Setup**, **Company**, **Internet Settings**
- Click on 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

Q8. How do I set up my subscriber code information?
A8.

- 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 end user information, if needed
- Click the desired bureau tab to enter subscriber information, click **Save**

Q9. How do I add a user?
A9.

- You must be logged in as an Administrator
- From main menu click **Setup, Users, Add New User** at the top right of the screen

- Enter 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 **Save**

Q10. How do I view a pulled report?
A10.

- 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

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 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. What is the My Credit Screener engine?
A18.
The **My Credit Screener** engine is a communications page where a user can view the communications between the PC and its destination server. All **TCI Remote Access** set up information is viewable through here as well as the ability to pause/resume communications, and view database location information. The engine will automatically open up when the first report is pulled and will remain open until the program is closed.

Q19. How can I control the days and times a user has access to the program?
A19.

- 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**

Q20. How can I change the time zone within the program?
A20.

- From main menu click **Setup, Company, Security**
- Choose **time zone,** click **Save**

Q21. 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?
A21.
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**

Q22. How do I run a tracking report?
A22.

- From the main menu click **Tracking**
- Choose the month, click **Refresh**
- To print from here, click **Print**

Q23. How can I edit and resubmit an already pulled application?
A23.

- 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

Q24. How do you enable a specific group within your company to be able to delete credit reports?
A24.
****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**

Q25. How do I disable a user who no longer works for my company?
A25.

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