



Security Designate Guide

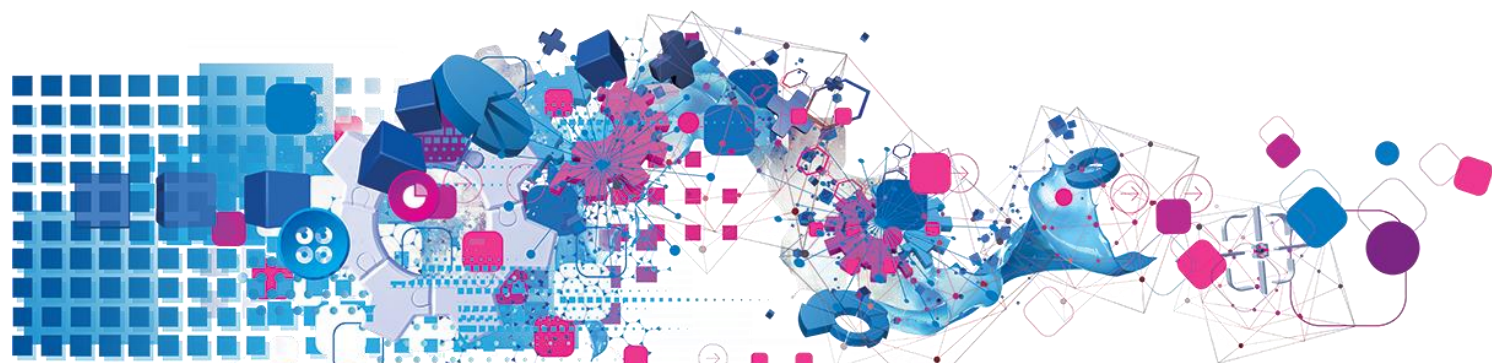
Experian Web Access Control System

v1.5

February 2018

Global Single Sign-On Services

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1. INTRODUCTION

1.1 WELCOME

THIS TRAINING GUIDE IS THE SOLE PROPERTY OF EXPERIAN INFORMATION SOLUTIONS AND MAY NOT BE REPRODUCED OR TRANSMITTED IN ANY FORM OR BY ANY MEANS, ELECTRONIC OR MECHANICAL, INCLUDING PHOTOCOPYING, RECORDING, OR OTHERWISE, WITHOUT THE PRIOR WRITTEN PERMISSION OF INFORMATION SECURITY, EXPERIAN.

Welcome! Experian Information Technology division has implemented the Experian Web Access Control System that allows for the delegated administration of Users. The Security Designate role in this process is extremely critical, as you are the first point of contact and validation outside of Experian. New and/or existing customers like you; hereafter referred to as a Security Designate; will be validated and approved by Experian. You will be able to logon to the Experian Web Access Control System to create and maintain your organization's users.

1.2 FOREWORD

Experian recognizes that the Internet is at the core of our business model. As a public network, the Internet provides a virtually limitless platform for any organization conducting business in a global marketplace. Using such open, public network does expose Experian to risks, which must be mitigated through secure processes and procedures. In conjunction, with secure process and procedures, applications such as the one being implemented by Experian helps to build an environment of trust between the end user and Experian

1.3 DEFINITIONS

This document contains references to the terms that are explained below.

No.	Term	Meaning
1.	Access Control	What users can access (resources) on a Web Server
2.	Authentication	How to prove a user's identity
3.	Authorization	Which functions can a user perform within an application
4.	Delegated Administration	Which administrators can implement policy beyond the central administration group
5.	Entitlement Logon (EntLogon)	Used by end-users of Experian's Internet accessible products to logon to Security Services prior to accessing a product.
6.	Intrusion Detection and Response	Used to define an attack and what policies can be implemented to respond to the intrusion
7.	Experian Web Access Control System (EWACS)	Used to add, maintain and lock new Security Designates to the Security Services Application
8.	Single Sign-On (SSO)	Seamless access across Web servers, having one User ID that grants access to multiple web-enabled products

1.4 EXPERIAN WEB ACCESS CONTROL SYSTEM

The Experian Web Access Control System uses specially created on-boarding screens to create and provision external users into the system. The Experian Web Access Control System is a graphical user interface tool and is used by Experian's Security Administration department. The Experian Web Access Control System allows for delegated administration (while still allowing Experian the ability to control security practices) without using the RSA Administrative Client.

1.5 OVERVIEW

Detailed screens-shots and descriptions of functionality will cover:

- Registration and Login
- Adding Subcode(s)
- End-User Creation
- User Administration
- Entitlement Review
- Generate Reports
- Help
- Forgot Password
- Retrieve Account ID
- User Re-register

2. REGISTRATION AND LOGIN

EWACS incorporates embedded login to Experian's Single Sign-On (SSO) services. User accounts would be provisioned by a Help Desk Associate who shall enter and submit the credentials for authentication.

2.1 FIRST-TIME LOGIN

Once Experian's Security Administration team has granted the Security Designate access to Experian Web Access Control System, the Security Designate must logon to the system via a web browser by clicking on the link provided on the registration email.

The first-time logon refers to the first logon to the system. During this first logon, you will be asked to update your User ID (optional), change your password, provide a shared secret and answer, and finally validate your email address.

NOTE: The email address is critical to the operation and security of our system. All communications of user credentials are sent to this email address. Use of a personal email address is not acceptable.

For the first-time login, users will click on a link provided via email:

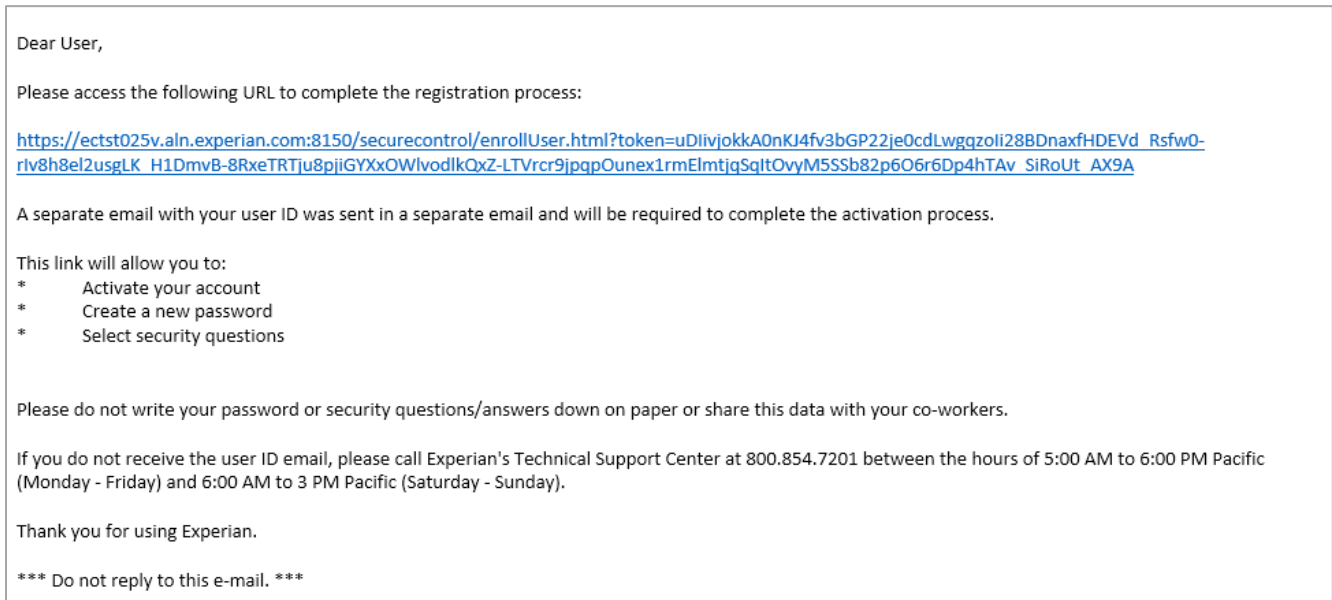


Figure 1 - Registration Link Email

Note: The registration link is only valid for the first 10 minutes after it is sent. A provision for re-requesting the registration link is available if the 10 minute time-out has expired.

The first-time a user logs in a registration screen will be displayed (Figure 2), on this screen the following task and options are presented and should be completed prior to using the account:

1. The user will have a one-time option to update the Account ID.
Note: This is optional depending on the organization's line of products.
2. The user will have the option to update and confirm his/her email address (this is the primary email that the EWACS system will use to send communications/notices to the user).
3. The user will create a password (based on Experian password controls and requirements).
4. The user will choose questions and provide answers for "In case you forget..." options.
5. The user will agree to the terms and conditions by acknowledging through the checkbox, which once checked will provide a "Complete Registration" button.

Please update your account information

User ID temp.test02

Email

Confirm Email

New Password

New Password

Confirm New Password

New password
 - must be a minimum of 8 characters
 - must contain combination of upper and lowercase letters
 - must contain a numeric character

For 2-Step Phone Authentication

Using 2-step authentication helps protect your account by requiring more than just a password to login. When you sign in with 2-step authentication, you will verify your identity using both a password and a code that you receive on your phone.

Note: Changes in phone contacts will be saved only when update profile button is clicked.

Country Code	Contact Number	Contact Label
+56 (CL) <input type="text"/>	<input type="text"/>	<input type="text"/>

In case you forget your credentials...

Question 1

Answer

Question 2

Answer

Question 3

Answer

Question 4

Answer

Question 5

Answer

Terms and conditions

- a) I Agree NOT to disclose my password or shared secret to any other person.
- b) I Agree NOT to order credit reports or other data from Experian's site except in the performance of your official duties for your company.
- c) I agree that I will only use this website, and information obtained from this website, in accordance with the terms and conditions of the contract between my organization and Experian.
- d) I Agree NOT to attempt to test the limits of access to the Experian information provided, or execute or use any function which is not directly related to the performance of my specific job function.
- e) I Agree to inform my security designate when my job function no longer requires access to Experian's systems.
- f) I Understand that I am responsible for transactions which take place under the user id I am issued and understand that accounts may be monitored by Experian.
- g) I have read, and understood the cookies information [link](#) and understand that this site and other Experian sites use cookies.

I have read, understood, and agree to the terms and conditions above.

Figure 2 - First Time Registration Screen

Once registration is complete, the user will now use the Account ID and password selected to authenticate to EWACS.

2.2 STANDARD LOGIN

To logon to EWACS:

1. Access the [EWACS](#) website:
 - a. The initial login screen will be presented
 - b. At the prompt, enter User ID and Password and then click “Login” button.

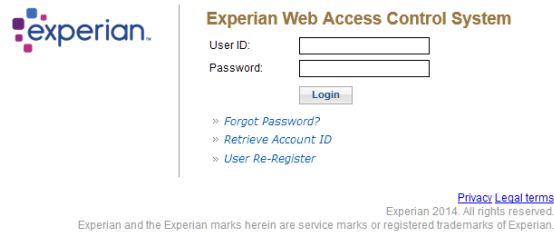


Figure 3 - EWACS User ID / Password Prompt (Login Screens)

Note: On this same screen the options for Forgotten Password Services, Retrieve User ID, and Re-registration are available.

- c. If the password is correctly entered and authenticated, the user will be granted access.

3. USER AND GROUP FUNCTIONS

3.1 DASHBOARD

Upon successful login, a Security Designate is presented with the Dashboard screen:

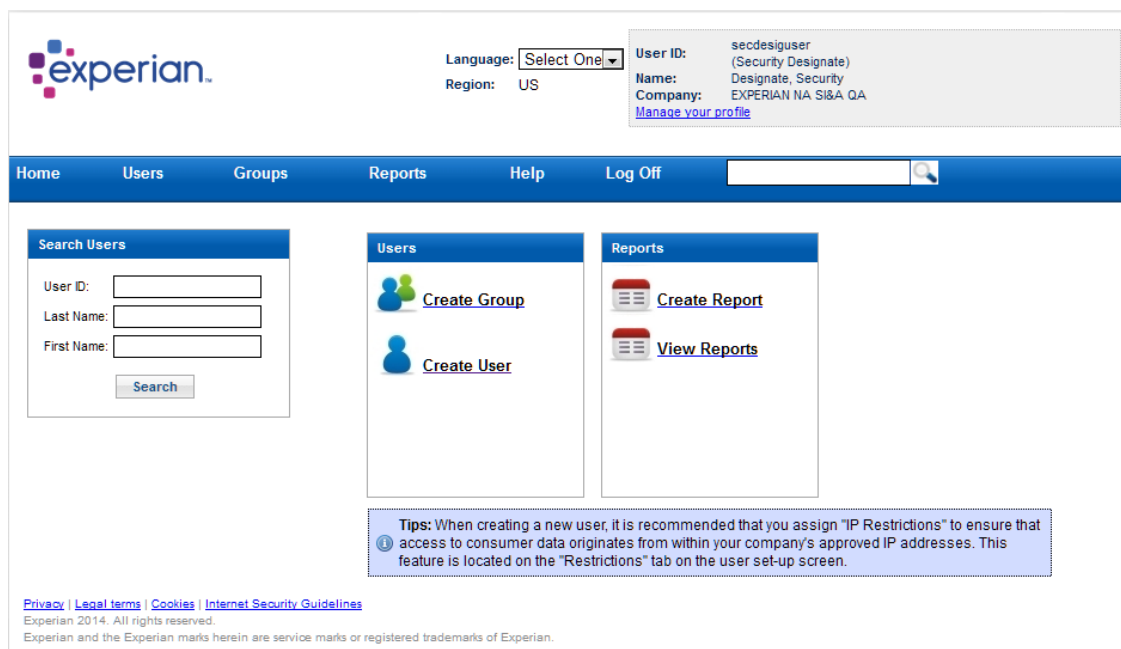


Figure 4 - Security Designate Dashboard View

The Dashboard contains quick links to commonly used functions such as Creating/Editing Users, Creating Groups, and Reporting Functions.

Delegation occurs with the creation of Groups under your company which allow for subsets of user administration and access control. Within the Group creation process; Sub-codes can be assigned to determine the product access each user within a group will have access to.

Under each group; end users can be created and assign Subcodes that are available to that group.

Note: The need to handle subcodes is optional and would depend on the organization's line of products.

3.2 USER PROFILE

1. Click the “Manage your profile” link to update your email address, password, and security questions.

NOTE: You need to remember the current password if you want to change it. If you do not remember it, you need to reset it by using the “Forgot Password” functionality described in section 4.



Figure 5 - Manage your profile link

2. On the profile update page, you need to change the information on the fields you want to update.

Please update your account information

User ID

Email

Confirm Email

Current Password (required)

Current Password

New Password

New Password

Confirm New Password

New password
- must be a minimum of 8 characters
- must contain combination of upper and lowercase letters
- must contain a numeric character

In case you forget your credentials...

Question 1 What is your best friend's first name?

Answer

Question 2 What was the nickname of your grandfather?

Answer

Question 3 What is your paternal grandfather's first name?

Answer

Question 4 What is the first name of your oldest niece?

Answer

Question 5 What is the first name of the best man at your wedding?

Answer

Terms and conditions

a) I Agree NOT to disclose my password or shared secret to any other person.

b) I Agree NOT to order credit reports or other data from Experian's site except in the performance of your official duties for your company.

c) I agree that I will only use this website, and information obtained from this website, in accordance with the terms and conditions of the contract between my organization and Experian.

d) I Agree NOT to attempt to test the limits of access to the Experian information provided, or execute or use any function which is not directly related to the performance of my specific job function.

e) I Agree to inform my security designate when my job function no longer requires access to Experian's systems.

f) I Understand that I am responsible for transactions which take place under the user id I am issued and understand that accounts may be monitored by Experian.

g) I have read, and understood the cookies information [link](#) and understand that this site and other Experian sites use cookies.

I have read, understood, and agree to the terms and conditions above.

Figure 6 - Profile update page.

3. To apply the update, you need to tick the checkbox as your agreement and then the "Update Profile" button will show up.

I have read, understood, and agree to the terms and conditions above.

Figure 7 - Update Profile button

- Once clicked the “Update Profile” button, you will be redirected to a screen showing your request has been successfully processed. After clicking the link to return to the home page you would be redirected there. If you changed your password, you need to login again using the new password.



Request has been processed successfully.

Profile update successfully completed.

Please [click here](#) to get back to home page.

Figure 8 - Success screen

3.3 CREATING A NEW GROUP

Groups are created to facilitate management of sets of users with different access capabilities. All companies will have a “Top Group”. Smaller “sub” groups can be created in a nested fashion and will inherit the parent groups’ capabilities. Any products assigned to a Parent group will be made available to its child groups. Once a product is made available to a group, a designate of that group will be able to grant themselves access to those groups.

To create a group, follow these steps:

- On the home page, select the ‘Create Group’ option either under the Groups menu or under the Users section on the dashboard:

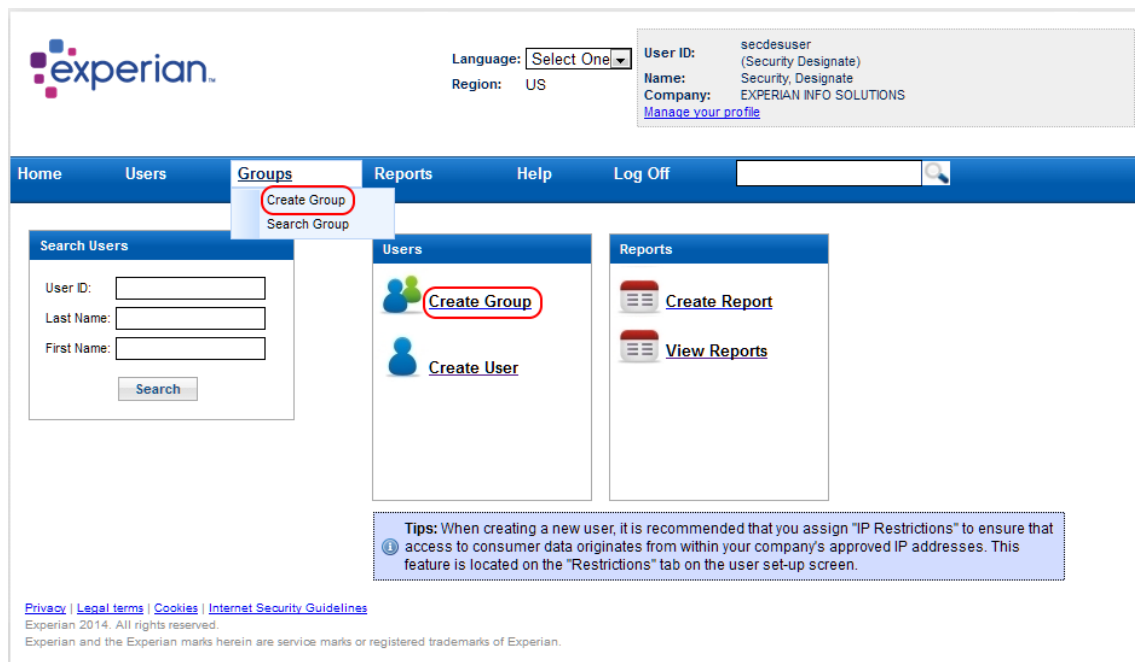


Figure 9 - Create Group

2. A pop up message will appear. Here you can select under what Company you wish you to create the new group. This group will be a subset of the company, but can also be a subset of another group within the same company:

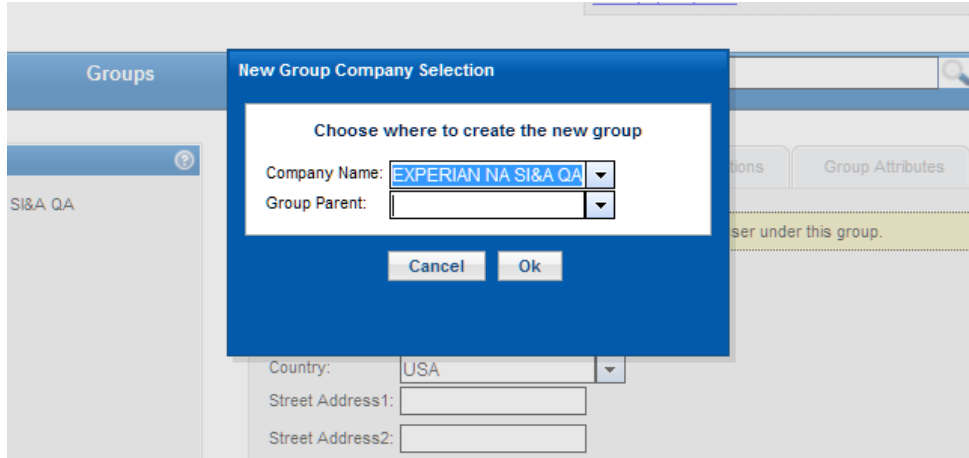


Figure 10 - Company / Group Selection

3. Populate the new group information as needed and click the create button:

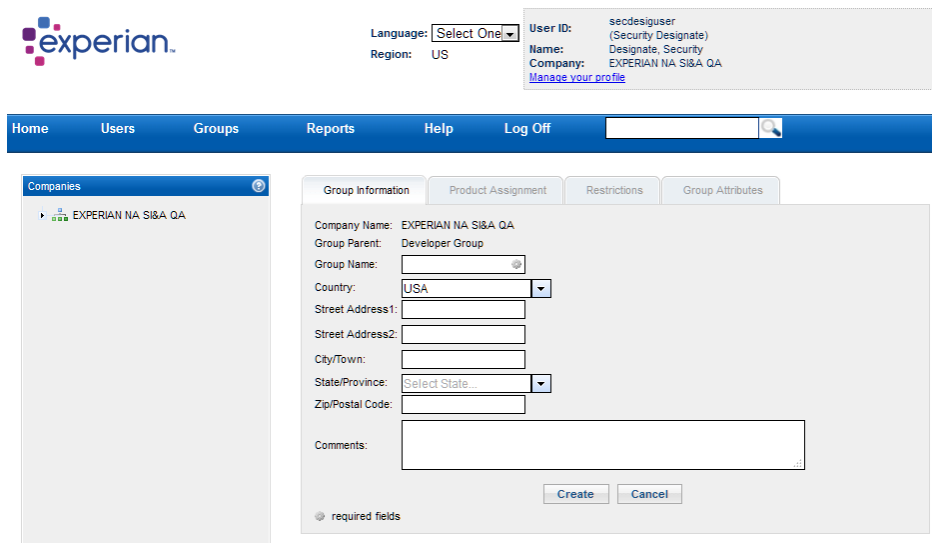


Figure 11 - Group Information

NOTE: All group information can be entered into this area to help distinguish it in the Company (and group) it will fall under.

4. After clicking the "Create" button, you will be shown a confirmation screen.

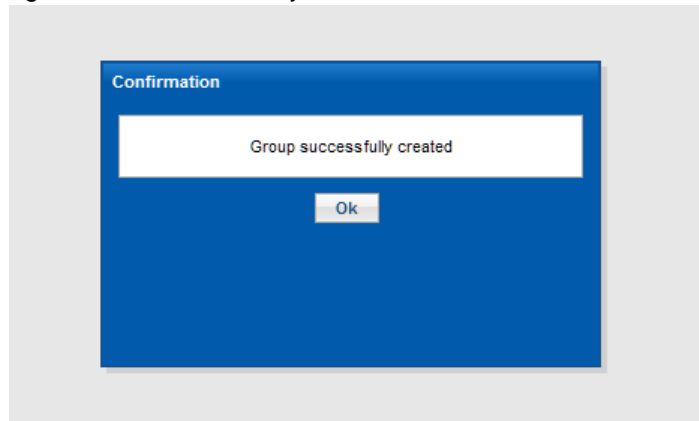


Figure 12 - Confirmation Screen

5. Click “OK” button, the system will present you a screen with the available products (SSO integrated applications) for the group. Select the needed product and click “Next” button.

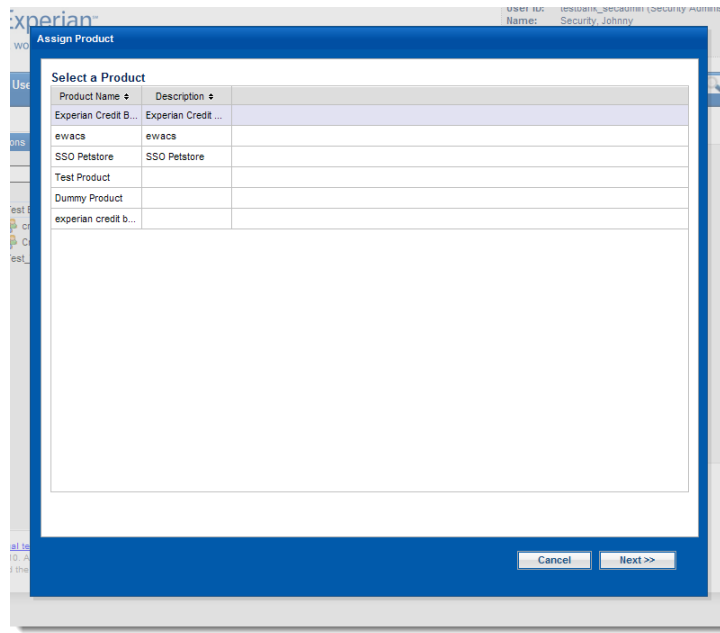


Figure 13 - Product Selection Screen

6. On the next screen please add the new Subcode and click the “Add” button and select the required ID’s. If desired, add a Description for the Subcode.

Note: Subcode may not be required for all Experian products.

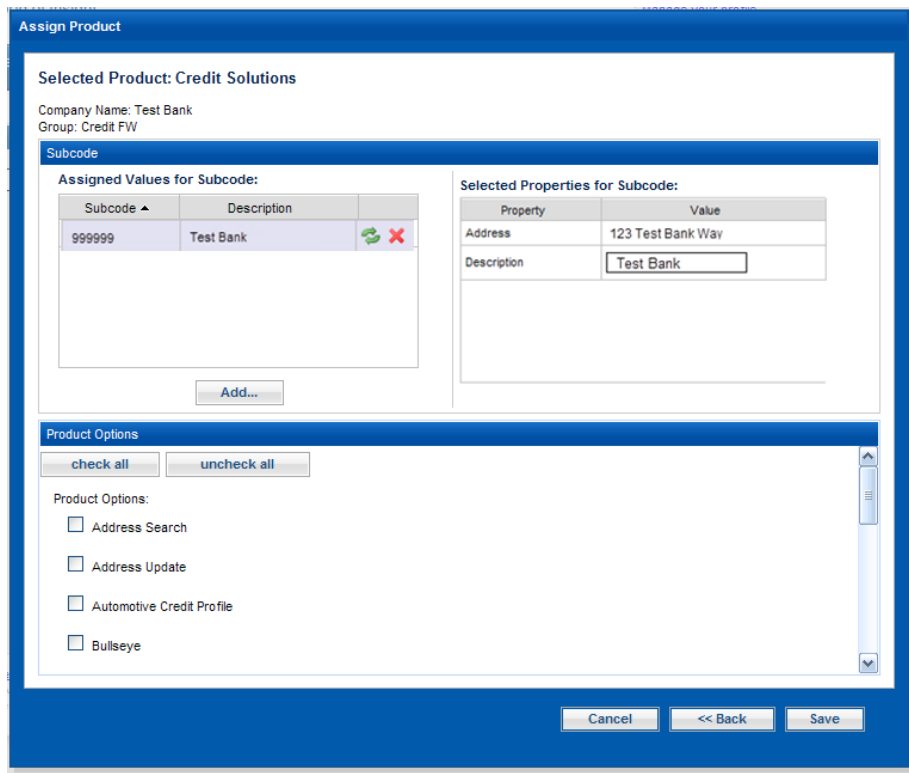


Figure 14 - Subcode Screen

7. Click the “Save” button.

8. If more Subcode's are needed (and available) please use the Product Assignment tab, click on the "Assign Product" button and repeat step 5 as needed.

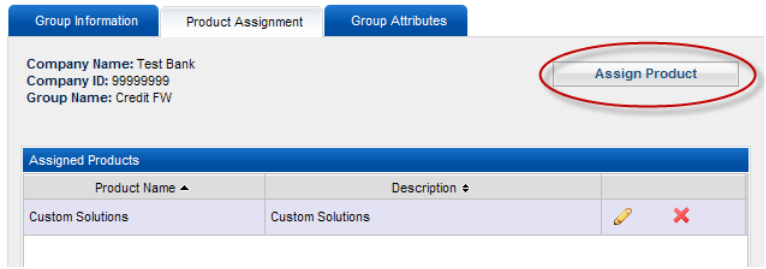


Figure 15 - Assignment Tab

TIP: Alternate way of creating groups

Please note that you can also create a group by right clicking and selecting 'Add Group' function in the left pane. The difference is that new group will be created under the selected group as a parent group.

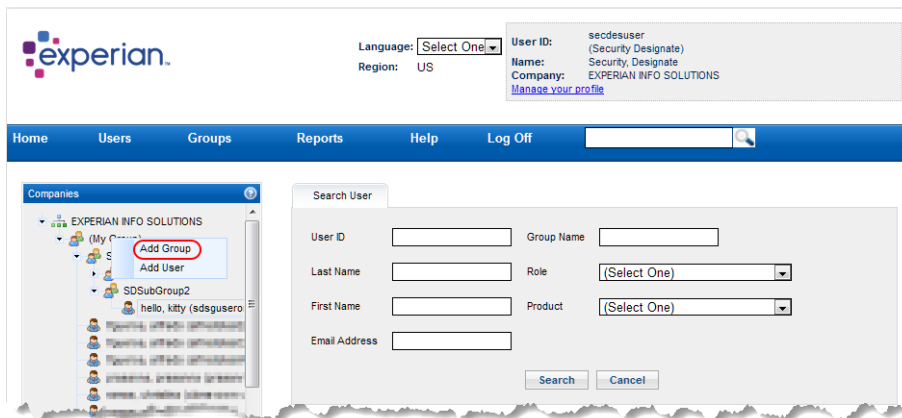


Figure 16 - Add Group Function

You need to provide all the necessary information related to the group as described on step 3 above.

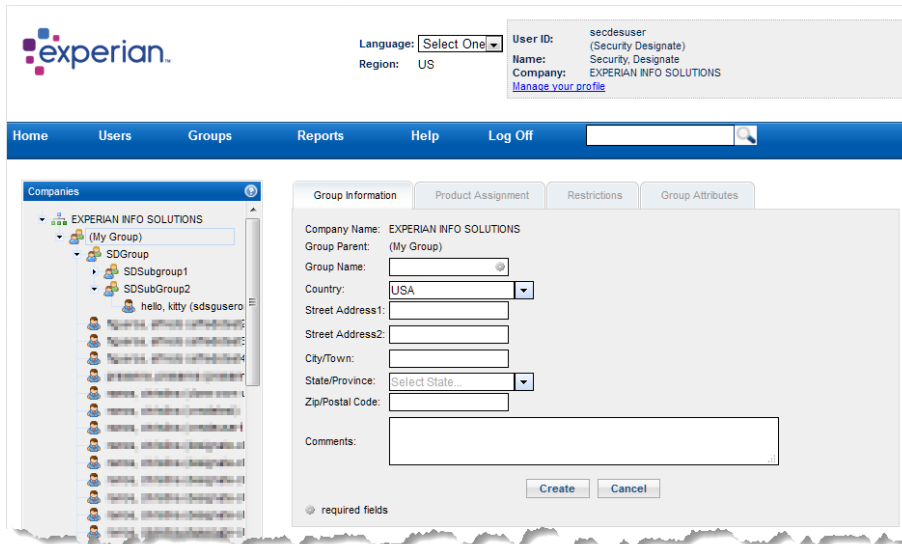


Figure 17 - Edit Group Information Screen

3.4 CREATING A NEW USER

NOTE: Users for companies fall into two role types:

- Security Designates: can create and administer other users at the company they belong to.
- End Users: will have access to the company's applications.

1. Select the "Create User" option under the Users menu or the Users section in the main pane.

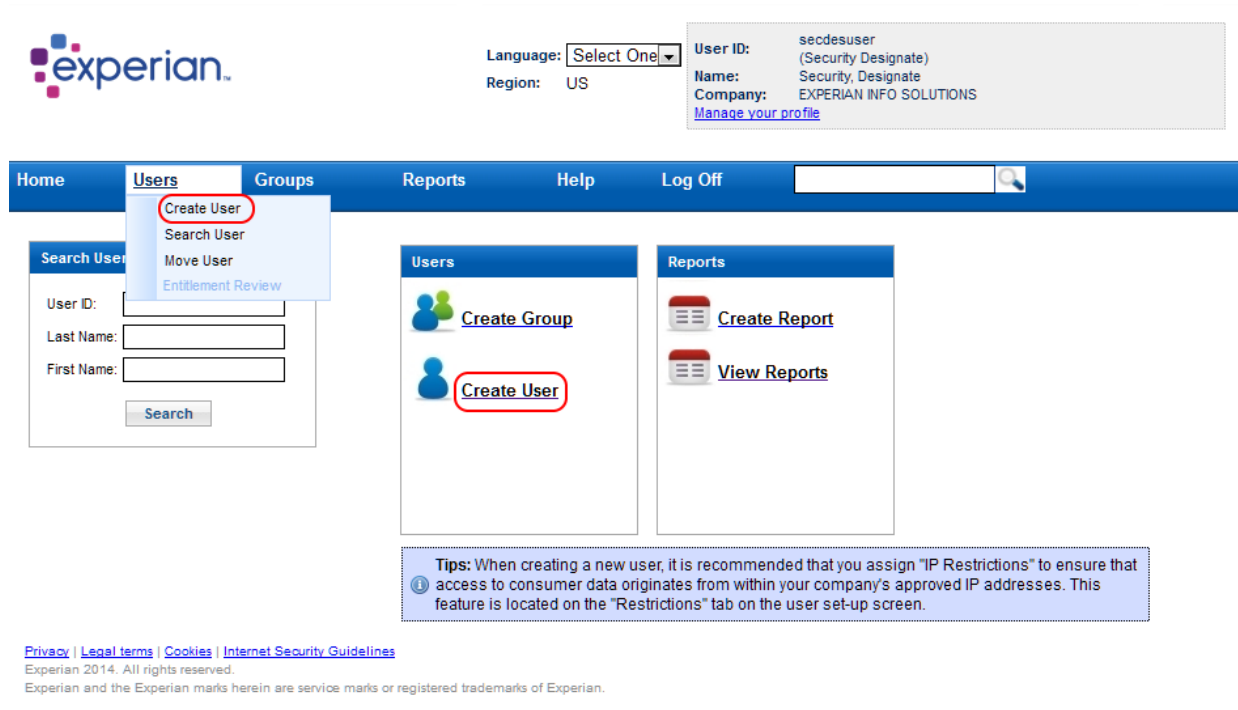


Figure 18 - Create User

2. Select the desired group this user will belong to from the drop down box (if you need to create a new group please refer to the Create new group section).

Note: Unless the user you are creating is a peer, (i.e. a Bureau Admin or Security Designate) they should be placed into a selected group so that they will be able to inherit all of the Subcode assignments as needed from the Group assignment.

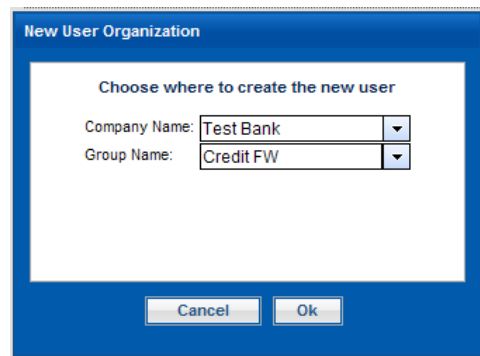


Figure 19 - Group Selection

3. Populate the user information section. The fields with the gear (⚙️) symbol are required fields.

The screenshot displays a 'User Information' form with the following fields and values:

- UserID:** testbank_enduser1 (required, green checkmark)
- Company Name:** Test Bank
- Group Name:** Credit FW
- Last Name:** Creditchecker (required)
- First Name:** Nancy (required)
- Role:** End User (dropdown)
- Telephone:** 1234567890 (required)
- Country:** USA (dropdown)
- Street Address1:** 123 Anystreet
- Street Address2:** (empty)
- City/Town:** Fort Worth
- State/Province:** Texas (dropdown)
- Zip/Postal Code:** 76050

Below the main fields, there is a section for email with the instruction: "Email will be used for distributing account information. Please insert user's unique email address." It includes fields for "Email Address" and "Retype Email Address", both containing placeholder text. A checkbox is present with the text: "Please select the checkbox if you would prefer to NOT send the email to the newly created user." Below this, there are "Start Date" (Jun 6, 2012) and "End Date" (empty) fields, both with calendar icons. A "Comments" text area is also present. At the bottom, there are "Create" and "Cancel" buttons. A legend at the bottom left indicates that a gear icon represents "required fields".

Figure 20 - User Information Screen

Indications:

- The User ID must be 8 to 32 characters in length, should not contain any spaces, and should be in lowercase.
- The email address will be used for all security communications. It is highly recommended that each user has a unique email address to ensure that User ID and password information is passed to the correct individual. No generic (or shared) email addresses should be used.
- The Start/End Date determines the life time of the account (the end date can be left blank if security policy permits).
- The "Role" drop down list box should be selected to specify if the user being created requires the ability to create other users (a Bureau Administrator) or not (End User)
- Once you have created the User ID, the next step is to assign the user products and their associated properties.

NOTE: Product properties vary depending on the product being selected. The sample used here may differ from the properties shown for your product.

4. After clicking the "Create" button, you will be shown a confirmation screen. Click "OK".

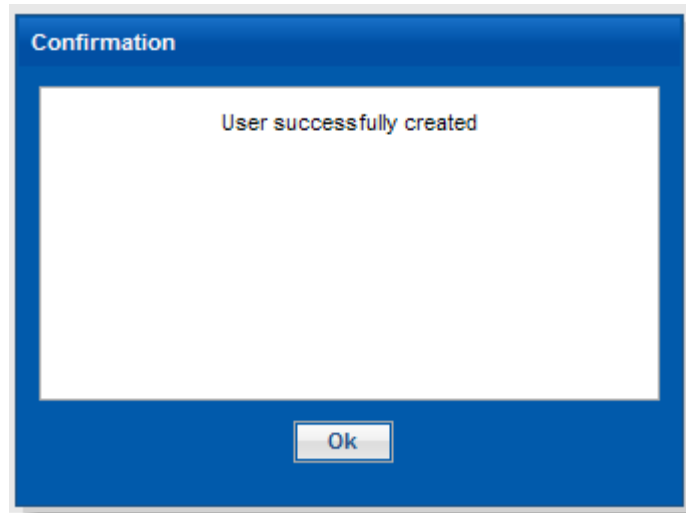


Figure 21 - User Confirmation Screen

5. The system will present you a screen with the option to Add Sub-codes. Click the "Add..." button on the middle of the screen.

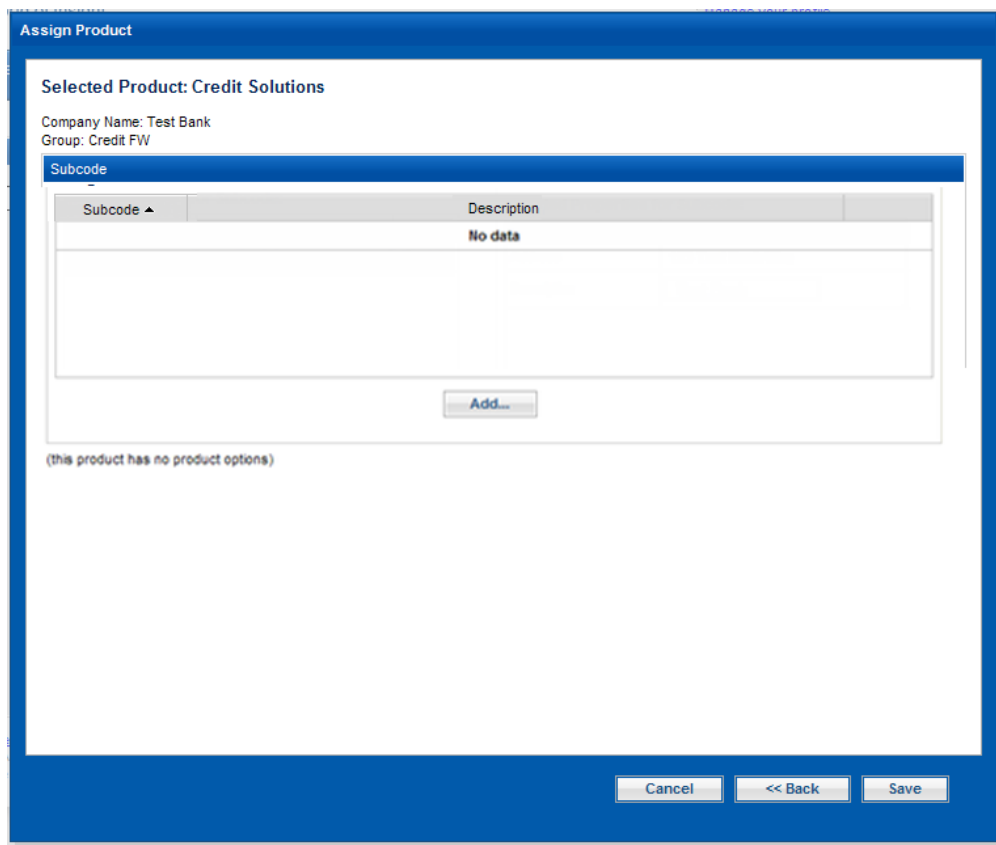


Figure 22 - Product Selection Screen

6. On the popup window enter the subcode to be added. Click “Add” button to verify the new entry.

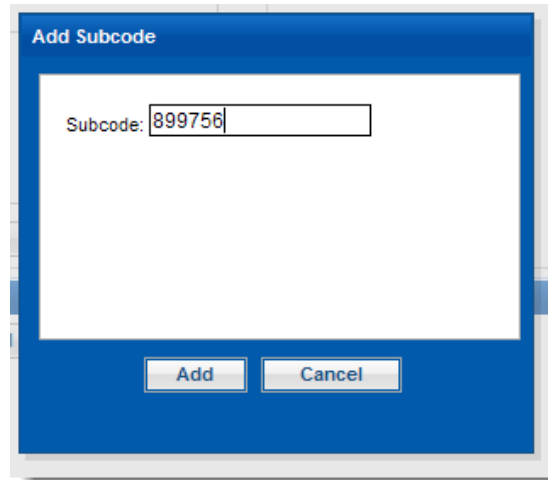


Figure 23 - Add Subcode Popup

7. On the next screen select the needed Subcode(s), the system will move them to the assigned section automatically. Once you are done adding all the necessary subcodes, click the “Save” button.

Note: Depending of the range of products available for you company, subcodes may not be required.

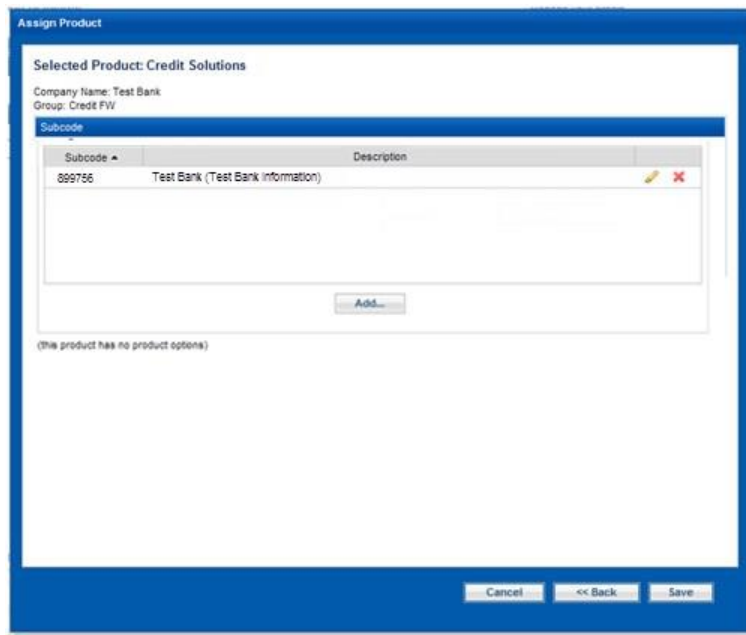


Figure 24 - Subcode Assignment

- If more products are needed please use the Product Assignment tab, click on the “Assign Product” button and repeat step 6 as needed.

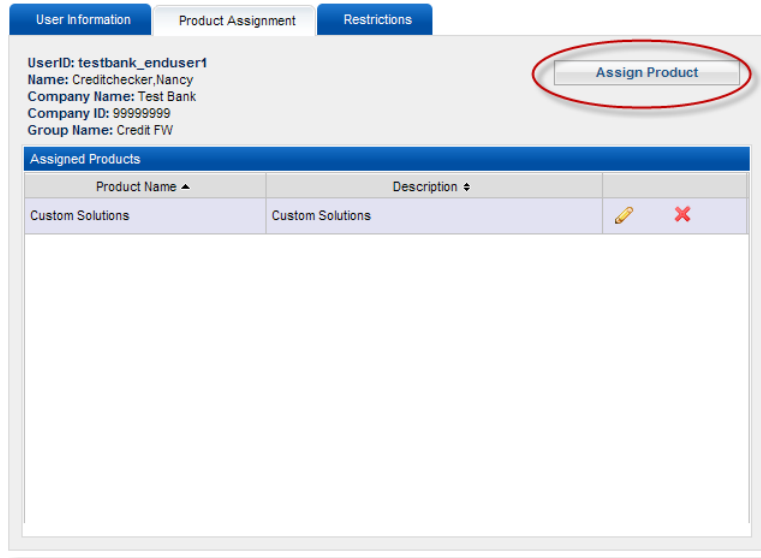


Figure 25 - Product Assignment Tab

- Experian emphasizes the use of restrictions to ensure a secure usage of our systems. We recommend the addition of Time of day access and IP filter to restrict the unauthorized access. Please contact your network administrator to ensure accurate IP address restriction.

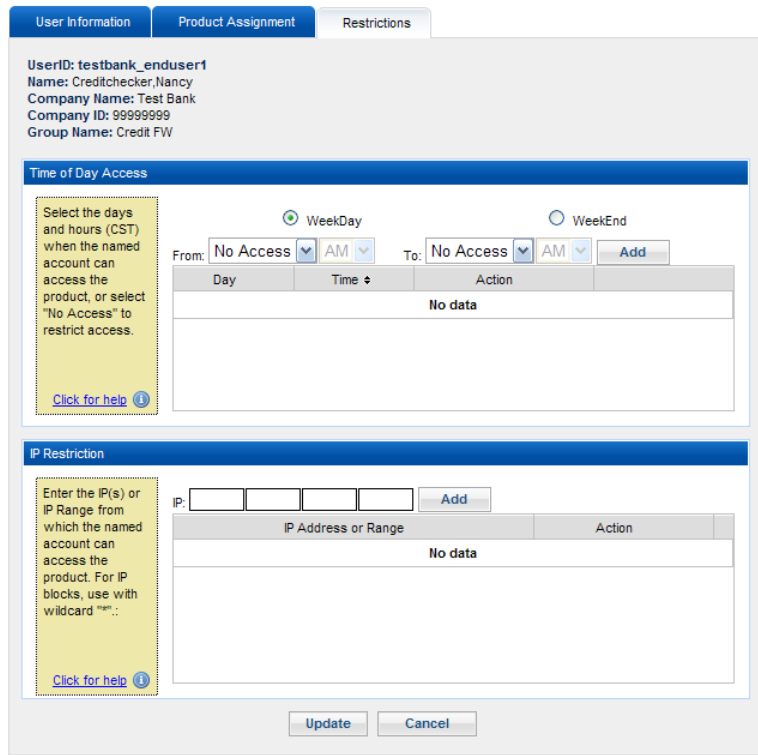


Figure 26 - Restrictions Tab

TIP: Alternate way of creating users

If you have groups(s) already created, you can create a user after right click a selected group node in the left pane. The difference is that you cannot change the group.

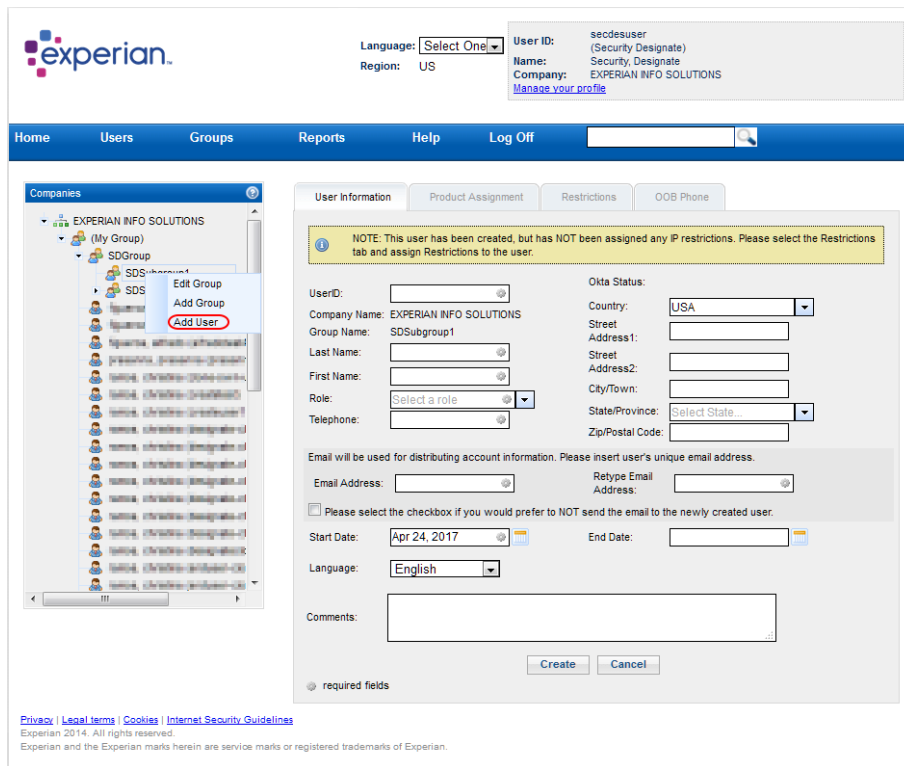


Figure 27 - Add User Function

3.5 SEARCHING EXISTING USERS

1. You can search for existing users(s) in the Search Users pane or Search User under the 'Users' menu.

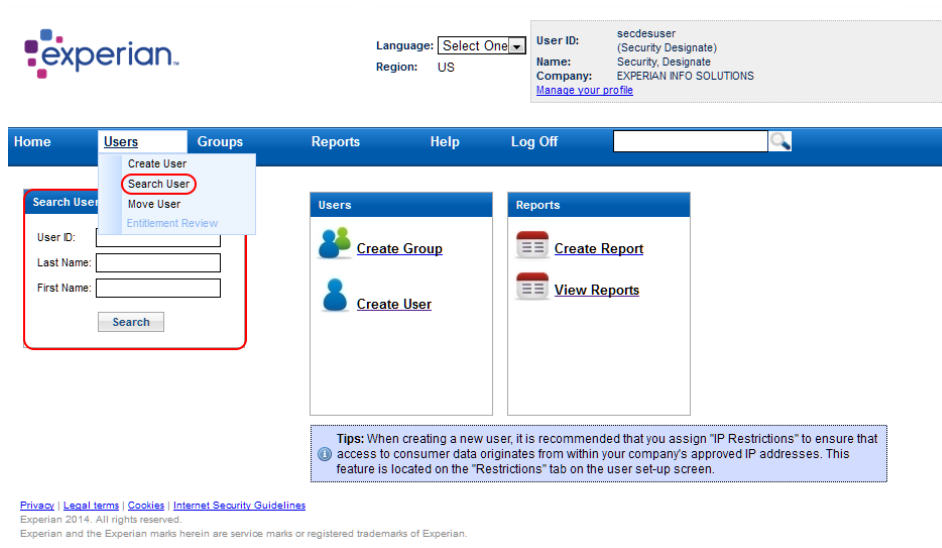


Figure 28 - Search Users

- a. You can use any combination of criteria

- b. The usage of wildcard is allowed – using an asterisk(*) will search for any user (e.g. if you specify a User ID of "testbank*", the system will display all the User IDs that start with "testbank").

The 'Search Users' pane contains three input fields: 'User ID' with the text 'testbank*', 'Last Name', and 'First Name'. Below these fields is a 'Search' button.

Figure 29 - Search Users Pane

TIP: Another way of searching users:

Searching users under the “Users” menu provides additional criteria such as group name, email address, role, and product.

The screenshot shows the Experian user management interface. At the top, there is a navigation bar with 'Home', 'Users', 'Groups', 'Reports', 'Help', and 'Log Off'. A 'Search User' form is displayed with the following fields: 'User ID', 'Group Name', 'Last Name', 'Role' (dropdown menu), 'First Name', 'Product' (dropdown menu), and 'Email Address'. There are 'Search' and 'Cancel' buttons at the bottom of the form. On the left, a 'Companies' sidebar shows 'EXPERIAN NA S&A QA'. At the top right, user profile information is visible: 'User ID: secdesiguser (Security Designate)', 'Name: Designate, Security', and 'Company: EXPERIAN NA S&A QA'.

Figure 30 - Search Users from Users > Search User

2. Results are displayed on the “User Search Results” pane.

The 'User Search Results' pane displays a table with the following data:

User ID	Last Name	First Name	City	Company ID	Company Name	Group
testbank_se...	Security	Johnny		10000	Experian Company	TOP
testbank_en...	Creditchecker	Sally	Sydney	10199	Test Bank	TOP:Credit Servi...
testbank_en...	Creditchecker	Nancy	Sydney	10199	Test Bank	TOP:Credit Servi...

Below the table are 'Edit User' and 'Search' buttons.

Figure 31 - Search Results

3.6 EDITING AN EXISTING USER

1. On the Search results screen (explained at the previous section) select the user that needs to be updated and click the “Edit User” button.

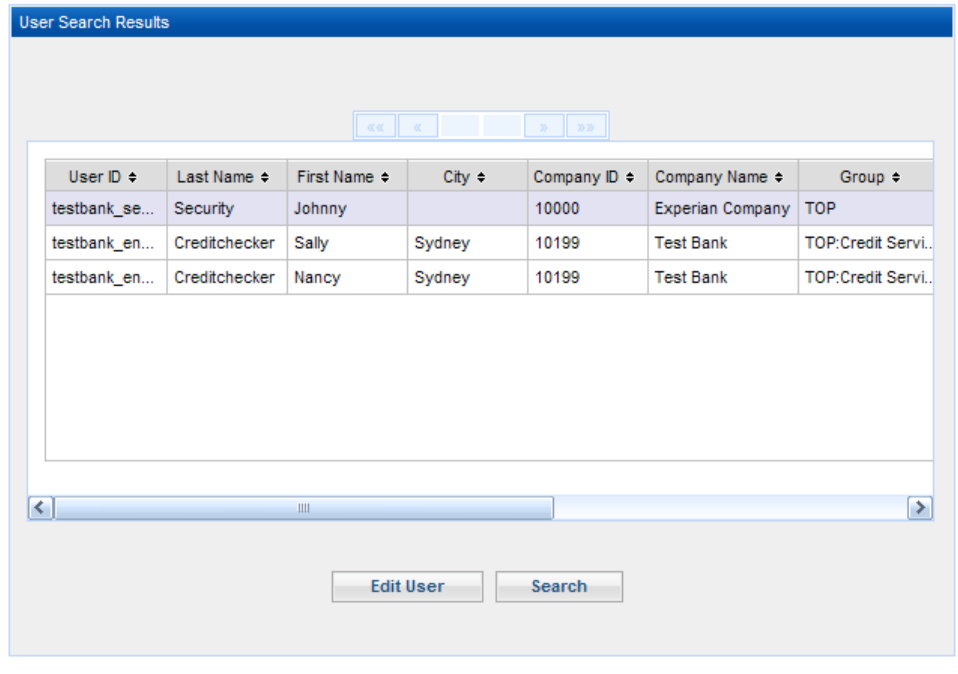


Figure 32 - Search Results

TIP: Alternative way of finding user(s):

You can find users to be edited in the left pane from fully expanded groups under a company. The pane will be displayed once any function for Users or Groups has been selected. The 'Edit User' function will be showed up along with other user functions upon right clicking on the selected user in the left pane.

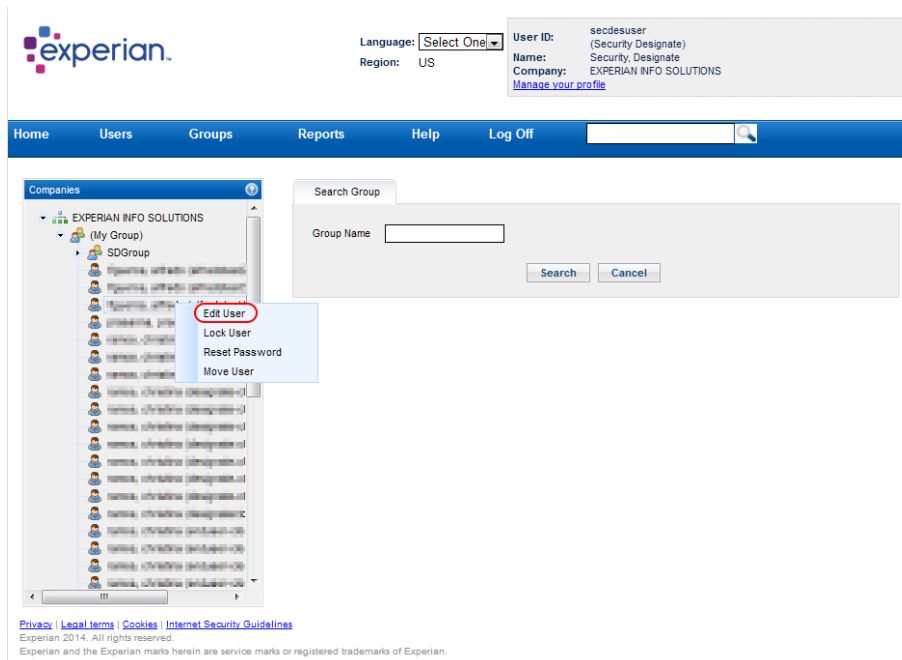


Figure 33 - Edit User Function in the left Pane.

- The system will take you to the "User Information" page where you can edit applicable user properties. Switching to the "Product Assignment" or "Restrictions" tabs would allow to edit products, subcodes, and/or restriction settings respectively.

Figure 34 - User Information Page

Figure 35 - User Restrictions

- Other actions are available by clicking on the additional buttons at the bottom of the "User Information" tab:
 - "Lock" button to block the user from accessing the system.

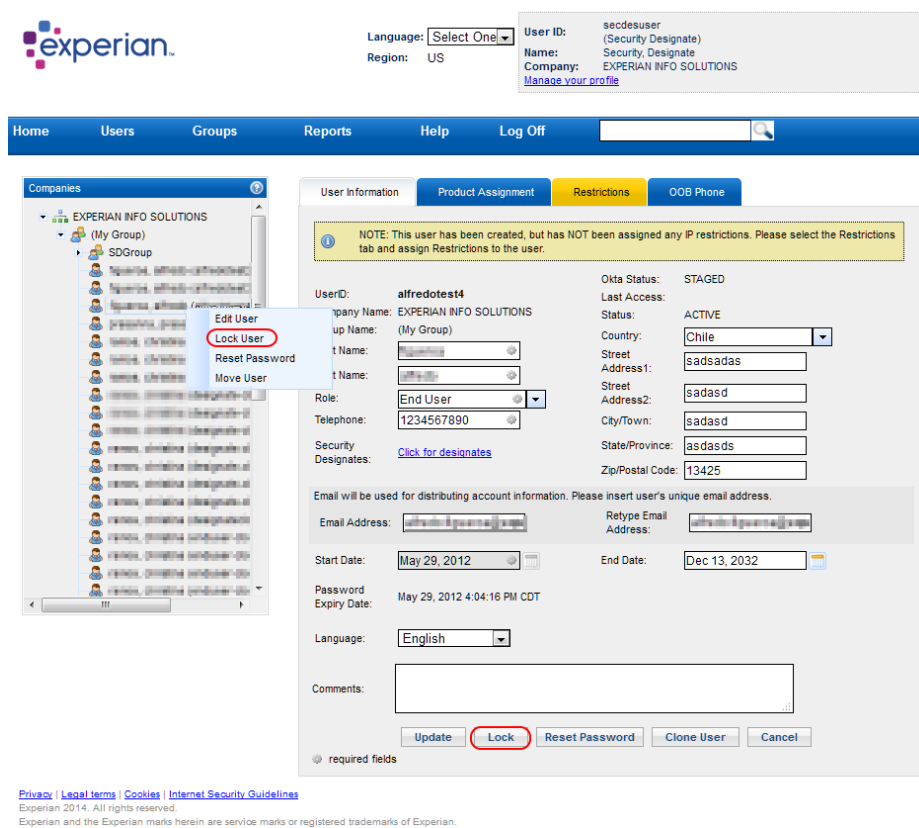


Figure 36 - Lock User Function

TIP: You can lock the user by clicking the "Lock" button in the "User Information" tab or using the "Lock User" function by right clicking the user to be locked in the left pane expanding the tree under your company.

- On the popup window, you need to choose the appropriate reason for locking the user from the drop-down list.

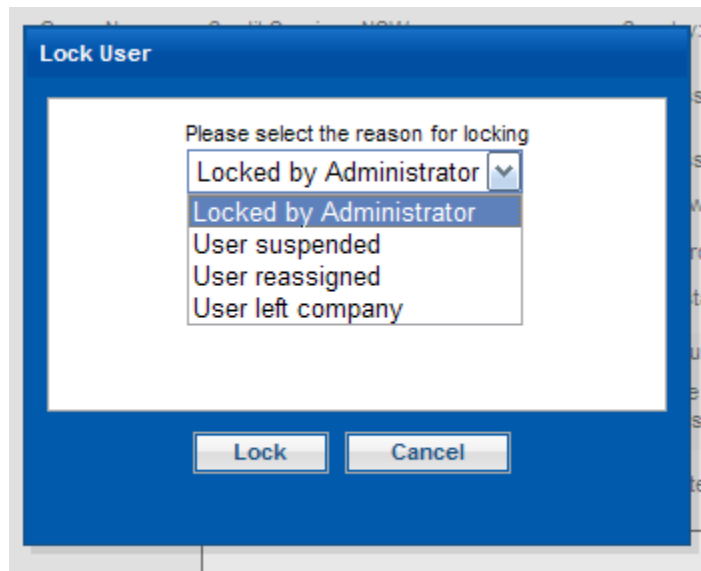


Figure 37 - Lock Options

- “Reset Password” button to send a password reset link to the user.

The screenshot shows the Experian user management interface. At the top left is the Experian logo. To the right, there are fields for Language (Set to 'Select One') and Region (Set to 'US'). Further right is a user profile summary for 'secdesuser' (Security Designate) with a 'Manage your profile' link. Below this is a navigation bar with 'Home', 'Users', 'Groups', 'Reports', 'Help', and 'Log Off'. The main content area is divided into tabs: 'User Information', 'Product Assignment', 'Restrictions', and 'OOB Phone'. The 'Restrictions' tab is active. A yellow notification box at the top of the user information panel states: "NOTE: This user has been created, but has NOT been assigned any IP restrictions. Please select the Restrictions tab and assign Restrictions to the user." The user information form includes fields for UserID (alfredotest4), Company Name (EXPERIAN INFO SOLUTIONS), First Name, Last Name, Role (End User), Telephone (1234567890), Okta Status (STAGED), Last Access, Status (ACTIVE), Country (Chile), Street Address1 (sadsadas), Street Address2 (sadasd), City/Town (sadasd), State/Province (asdasds), and Zip/Postal Code (13425). There are also fields for Email Address and Retype Email Address, Start Date (May 29, 2012), and End Date (Dec 13, 2032). At the bottom of the form, there are buttons for 'Update', 'Lock', 'Reset Password' (highlighted with a red circle), 'Clone User', and 'Cancel'. A 'Comments' text area is also present. At the bottom left of the page, there are links for 'Privacy', 'Legal terms', 'Cookies', and 'Internet Security Guidelines', along with copyright information for Experian 2014.

Figure 38 - Reset Password Functions

- A confirmation popup window appears. Click the “Reset Password” button to send a password reset link to the user.

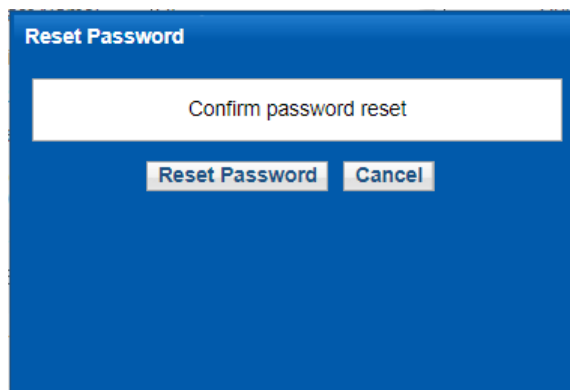


Figure 39 - Reset Password Confirmation

- “Clone User” button used to create a new id with the same access as the one selected.

The screenshot shows a user management interface with four tabs: 'User Information', 'Product Assignment', 'Restrictions', and 'OOB Phone'. The 'Restrictions' tab is active. A yellow notification box at the top states: 'NOTE: This user has been created, but has NOT been assigned any IP restrictions. Please select the Restrictions tab and assign Restrictions to the user.' Below this, the user details for 'alfredotest4' are displayed, including company name 'EXPERIAN INFO SOLUTIONS', group 'My Group', and various address fields. At the bottom, a row of buttons includes 'Update', 'Lock', 'Reset Password', 'Clone User' (highlighted with a red circle), and 'Cancel'. A legend indicates that fields with a gear icon are required.

Figure 40 - Clone User

Info: Once cloned the user would have the same company, group, and accesses but the rest of the mandatory user information would need to be populated before being able to create the new user.

The screenshot shows the 'User Information' tab selected. A yellow notification box at the top states: 'NOTE: This user has been created, but has NOT been assigned any IP restrictions. Please select the Restrictions tab and assign Restrictions to the user.' The form fields are mostly empty, with 'Company Name' set to 'EXPERIAN INFO SOLUTIONS' and 'Group Name' set to '(My Group)'. The 'Role' dropdown is set to 'Select a role'. At the bottom, there are 'Create' and 'Cancel' buttons. A legend indicates that fields with a gear icon are required.

Figure 41 - User Information Screen for Cloned User

- After all the changes are applied click the “Update” button to save the changes.

Figure 42 - Update User Information

3.7 MOVING AN EXISTING USER

- To move a user, select “Move User” under “Users” menu. This would bring up the “Search User” screen.

Figure 43 - Move User Function

- You can use any field for searching users in the "Search User" panel on the main pane. Click the "Search" button once the search criteria have been provided.

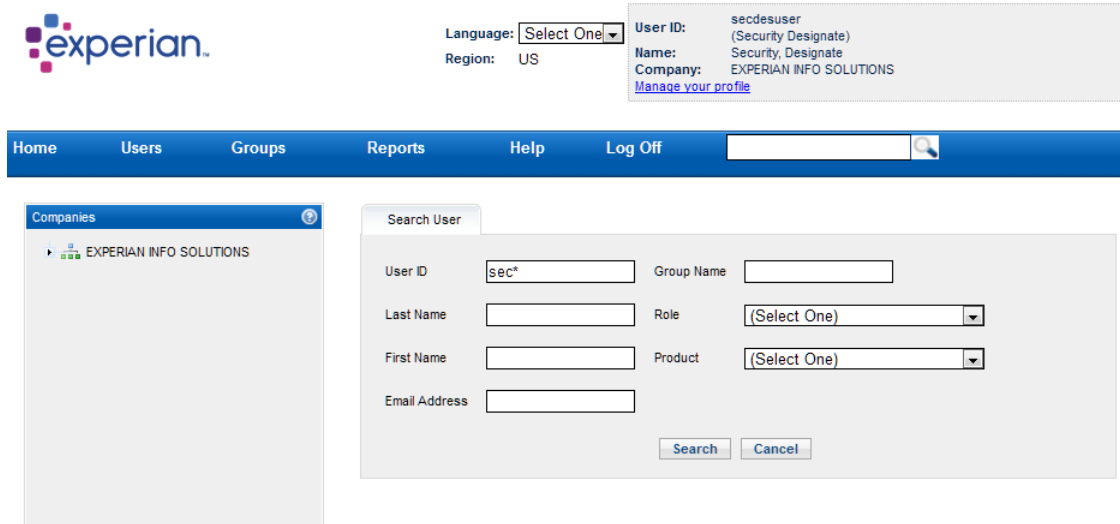


Figure 44 - Search User pane

- Select the user you want to move in the search result by left clicking a row. Click the "Move User" button to move the user or the "Search" button to initiate a new search.

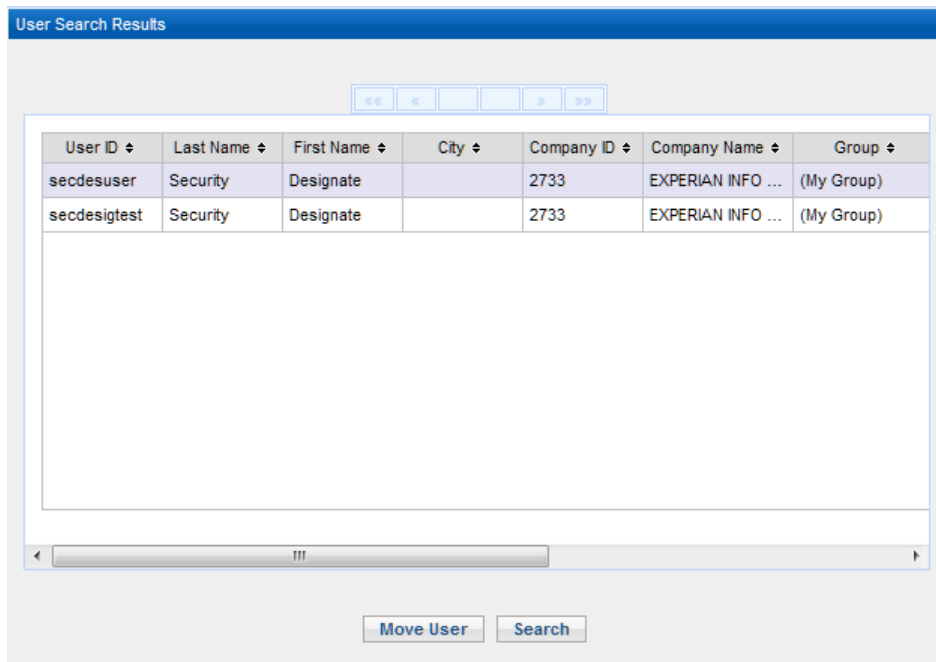


Figure 45 - User Search Results Pane

- The “Move User Info” page is displayed in the main pane. On the “Target Group” field choose the group you want to move the user into and click the “Update” button.

Move User Info

UserID: **sdsguserone**

Company Name: EXPERIAN INFO SOLUTIONS

Current Group: SDSubgroup1

Target Group: **(My Group)**

Last Name: SDGroup

First Name: SDSubGroup2

Role: SDSubGroup2

Telephone: 1254563256

Start Date: Apr 24, 2017

End Date: Dec 13, 2032

Last Access:

Status: ACTIVE

Country: USA

Street

Address1:

Street

Address2:

City/Town:

State/Province:

Zip/Postal Code:

Update Cancel

required fields

Figure 46 - Move User Info Screen

- A “Confirmation Changes” popup appears reminding that all available product(s) and product options in the current group will be removed. You need to update product(s) and product options under the new group on a further step.

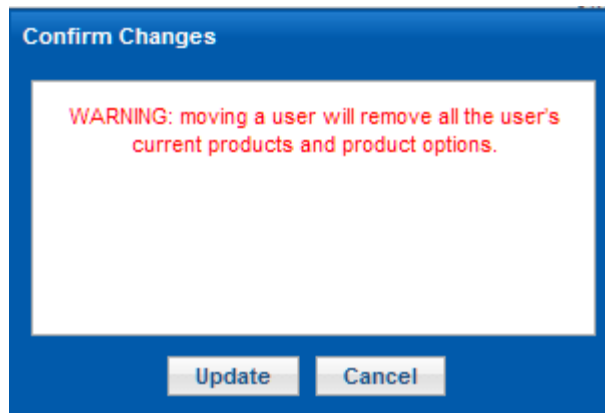


Figure 47 - Confirm Changes Popup

After clicking the “Update” button, a “Confirmation” dialog would appear validating that the user has been moved successfully.

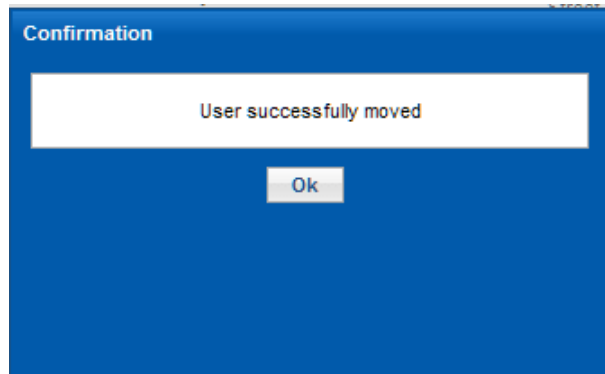


Figure 48 - Confirmation Popup

- The updated information will be shown. At this point you should switch to the “Product Assignment” tab if you want to update product(s) and product options available under the new group.

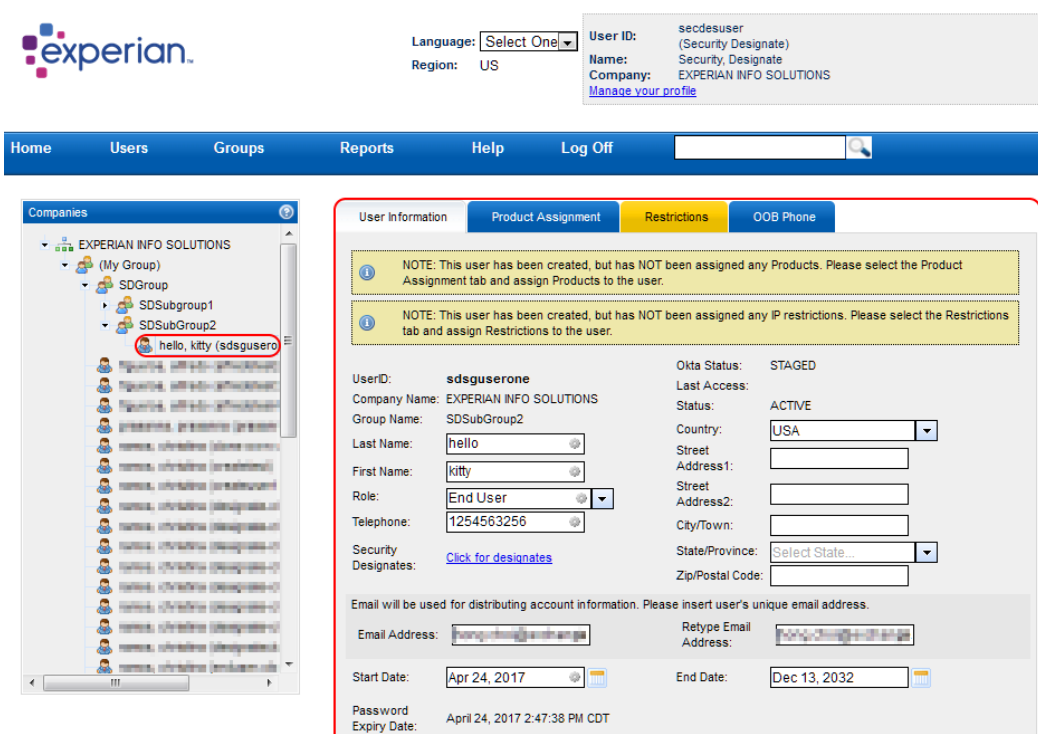


Figure 49 - Updated Group - User Information

TIP: You can also access the 'Move User' functionality by right-clicking the user node in the left pane under your company.

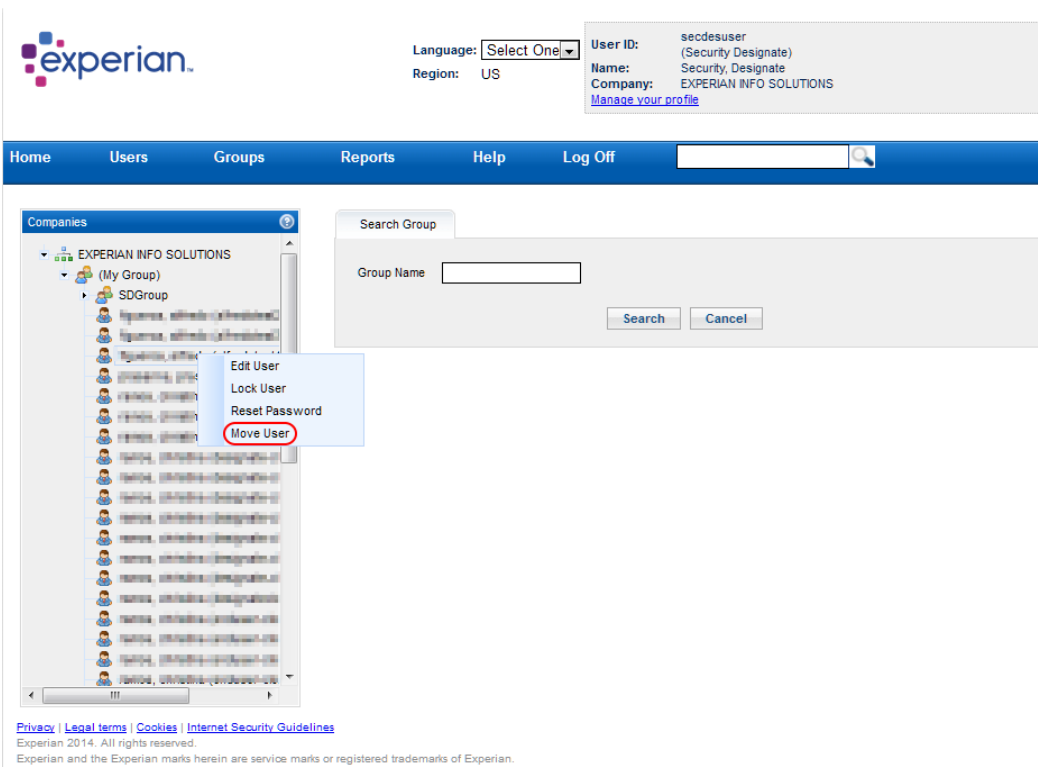


Figure 50 - Move User Option - Left Pane

3.8 SEARCHING GROUPS

1. To search for a group you can use “Search Group” function under “Groups” menu.

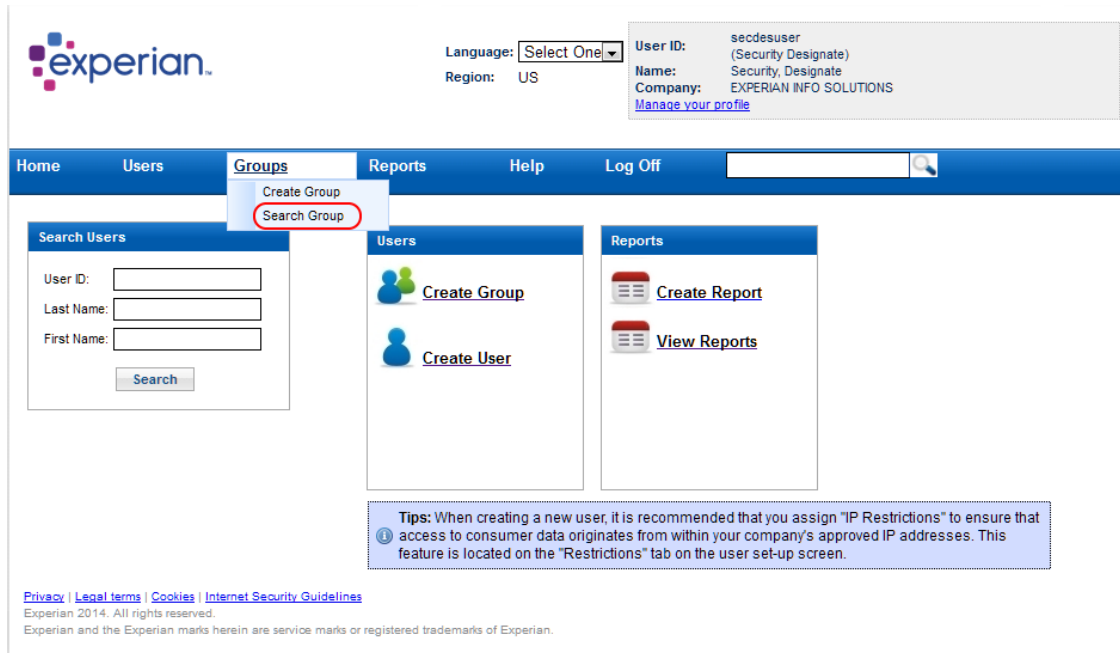


Figure 51 - Search Group - Groups Menu

2. Enter the name criteria you want to look up.

The screenshot shows the 'Search Group' panel. It has a title 'Search Group' and a text input field labeled 'Group Name' containing the text 'sd*'. Below the input field are two buttons: 'Search' and 'Cancel'.

Figure 52 - Search Group Panel

3. Group(s) search results are displayed in the main pane based on your search criteria. You can select a group in the results and then click “Edit Group” button to enter the edit screen or press the “Search” button to initiate another search.

The screenshot shows the 'Group Search Results' table. It has a blue header and a table with four columns: Group Name, Group Description, Company Name, and Group Hierarchy. The results are as follows:

Group Name	Group Description	Company Name	Group Hierarchy
SDGroup		EXPERIAN INF...	(My Group):SDGroup
SDSubgroup1		EXPERIAN INF...	(My Group):SDGroup:SDSubgroup1
SDSubGroup2		EXPERIAN INF...	(My Group):SDGroup:SDSubGroup2

Below the table are two buttons: 'Edit Group' and 'Search'.

Figure 53 - Group Search Result

TIP: If you know where the group is located you can browse to it on the "Companies" tree on the left pane. By right clicking on the group you can access the group's available actions.

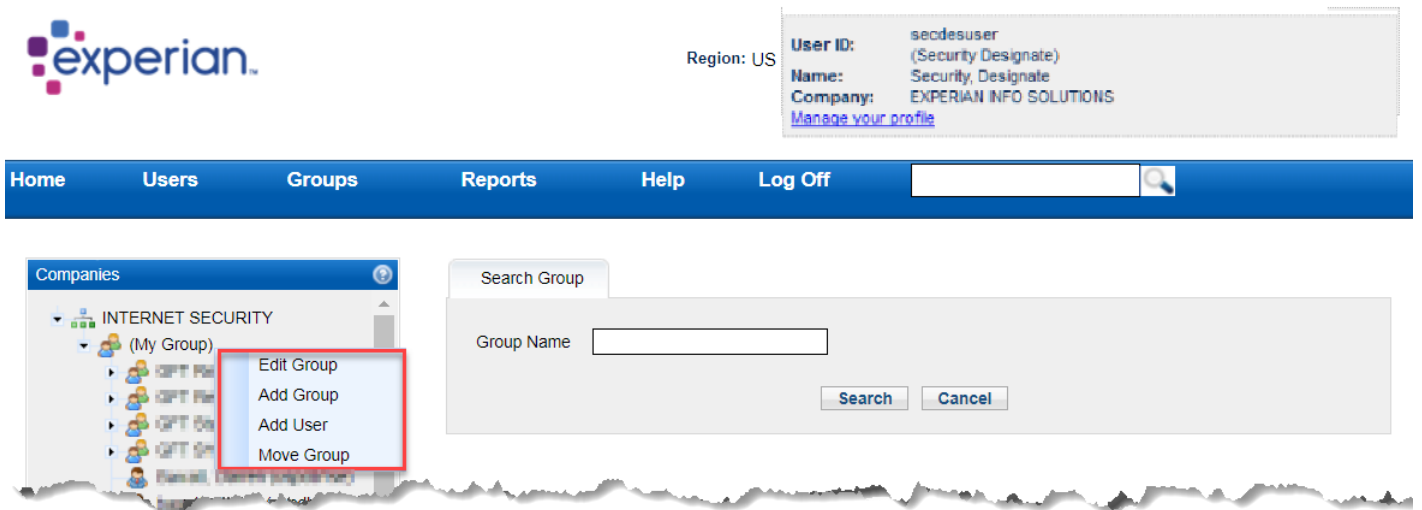


Figure 54 - Group Options - Left Pane

3.9 EDITING EXISTING GROUP

1. Once you find the desired group with either method mentioned on the "Search Existing Group" section you can modify the group by:
 - a. Clicking "Edit Group" button on "Group Search Results".

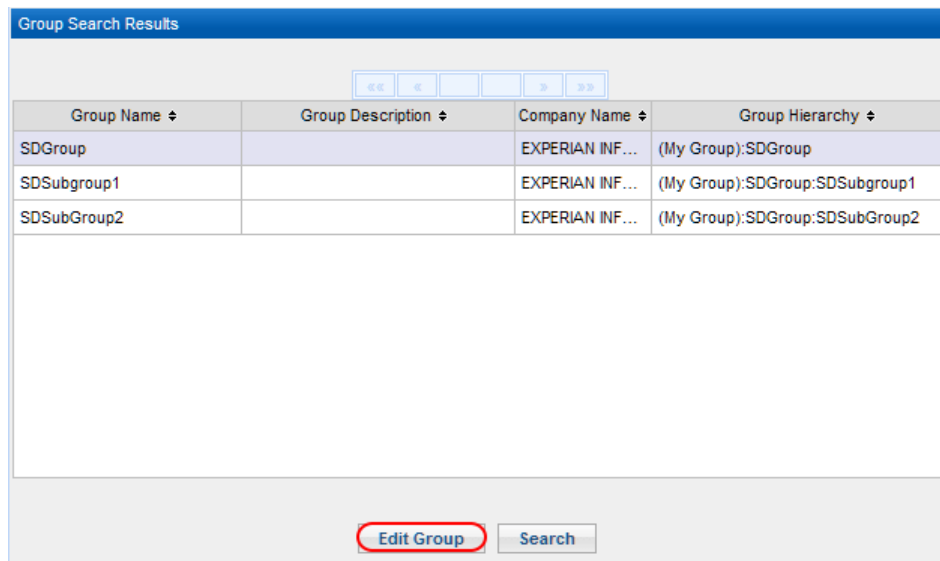


Figure 55 - Edit Group Button - Search Group Result

- b. Selecting "Edit Group" on the right click context menu on the "Companies" tree.

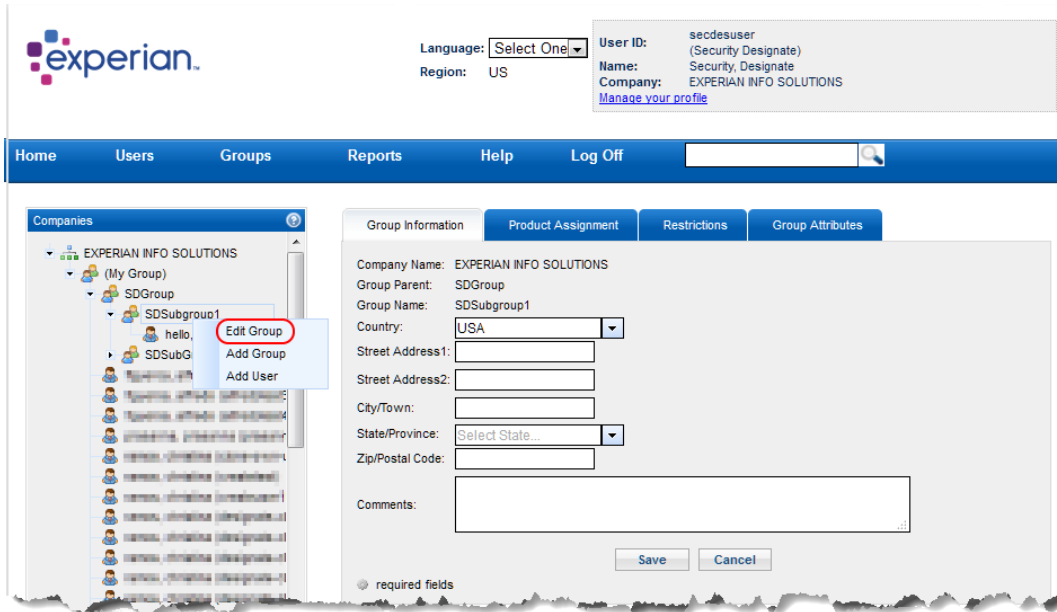


Figure 56 - Edit Group Function - Left Pane

2. Provide the information you need to update in the screen and click the "Save" button.

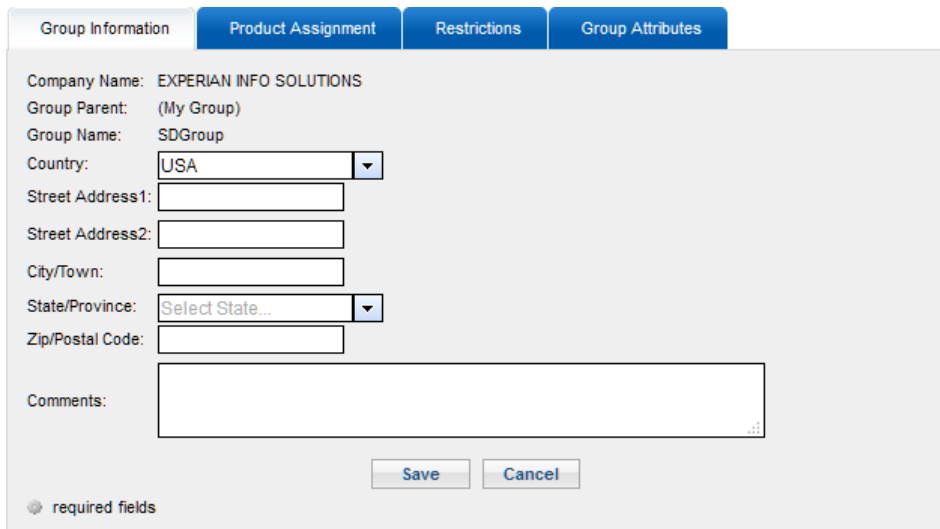


Figure 57 - Group Information Update Screen

4. ENTITLEMENT REVIEW FUNCTIONALITY

Experian has implemented an annual attestation period that can be assigned to a company to allow security designates to attest company users' access.

4.1 Accessing the entitlement review page

If a security designate company has an active entitlement review in progress, there will be an additional menu item at the end of the Users menu named “Entitlement Review” this takes the security designate to the Entitlement Review page where they can complete their review. The menu item is disabled if there is no entitlement review currently in progress and a tooltip is show explaining that you cannot see an entitlement review until it becomes active.

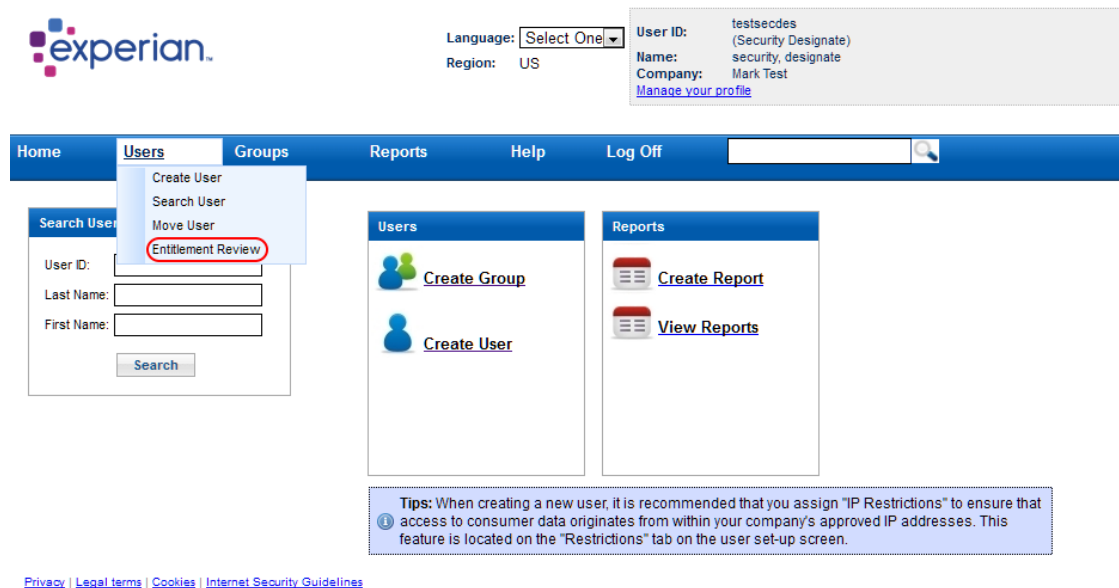


Figure 58 - Entitlement Review Menu Item Enabled

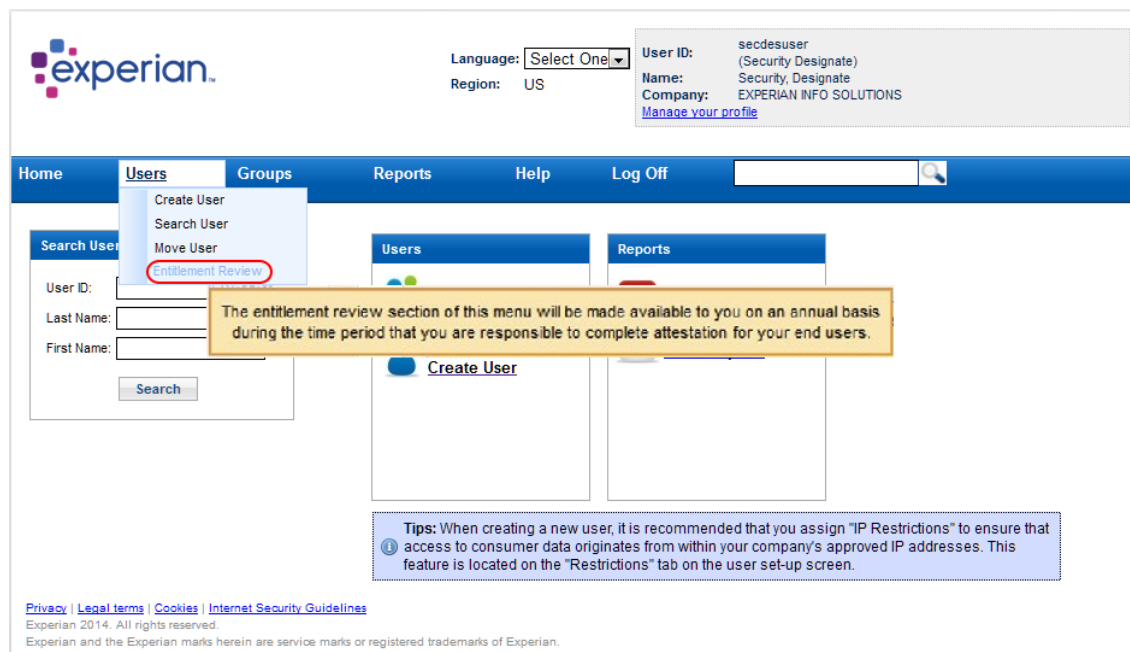


Figure 59 - Entitlement Review Menu Item Disabled (with tooltip)

4.2 Using the entitlement review page

The entitlement review page consists of a paged table of company users which require attestation within the active quarter. Users can be marked as reviewed by checking the Reviewed checkbox, additionally user lock status can be updated along with user IP restrictions.

Language: Region: US

User ID: testsecdes (Security Designate)
Name: security, designate
Company: Mark Test
[Manage your profile](#)

Home Users Groups Reports Help Log Off

Entitlement Review

Mark All Reviewed Mark All Unreviewed

Reviewed	User ID	First Name	Last Name	Email A
<input type="checkbox"/>	marktest2	mark	test	
<input type="checkbox"/>	mgsecdes	First	Last	
<input type="checkbox"/>	testuser20	test	user	
<input type="checkbox"/>	dhsecdes	dan	harr	
<input type="checkbox"/>	testsecdes	designate	security	
<input type="checkbox"/>	dantesteight	dan	testeight	
<input type="checkbox"/>	dantesteleven	dan	testeleven	
<input type="checkbox"/>	dantestfive	dan	testfive	
<input type="checkbox"/>	dantestfour	dan	testfour	

Save Cancel

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Figure 60 - Entitlement Review table

Columns listed in the table:

- Reviewed
- User ID
- First Name
- Last Name
- Email address
- Group
- Status (editable)
- Product options
- Restrictions (editable)

There are also buttons available to Mark all Reviewed or Mark all Unreviewed which will affect every user in the table. Changes to the users in the table can be saved by clicking the “Save” button and confirming the attestation dialog. The “Cancel” button discards changes in the table and returns the designate to the dashboard. However, if the entitlement review is overdue and the security designates admin capabilities have been restricted, pressing the cancel button will

only discard changes from the table and the user will remain on the entitlement review page until the entitlement review is completed.

4.2.1 Why am I redirected to the entitlement review page?

If a company's entitlement review is in progress, the security designate will be taken to the entitlement review page straight after they login. However, if a company's entitlement review is now 30 days or more after the start of the review and not complete; the security designate will be taken to the entitlement review page since will have restricted administration abilities which will require to complete the entitlement review before they can proceed to do anything else.

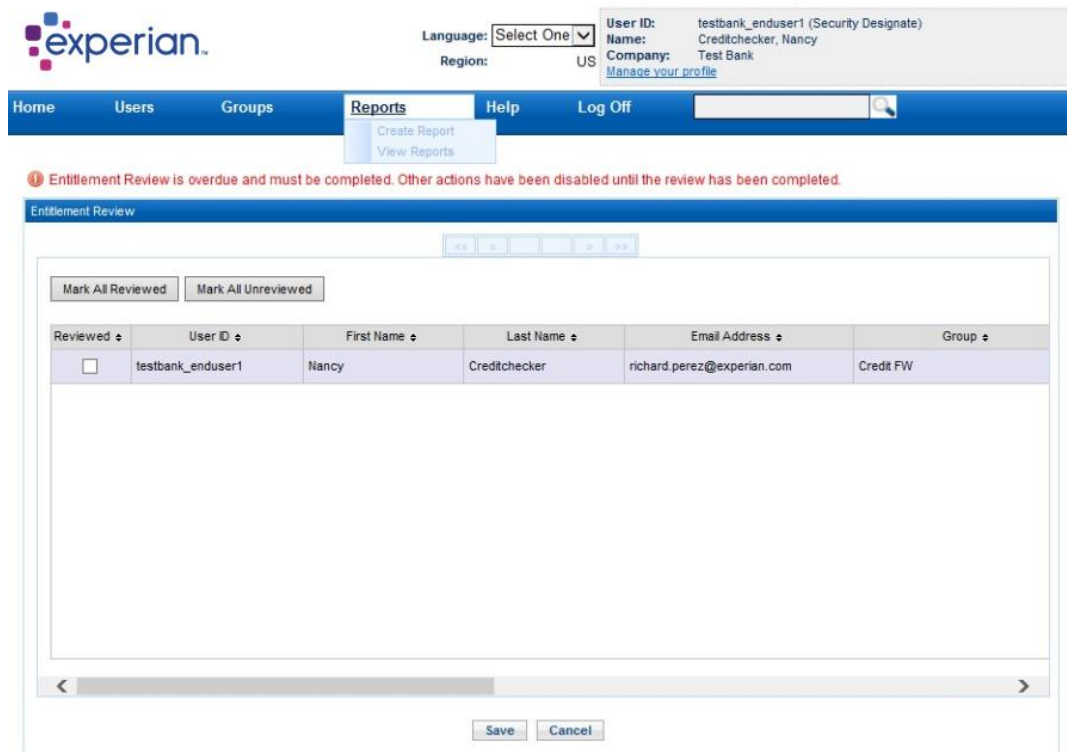


Figure 61 - Entitlement Review Page - Restricted (menus greyed out)

5. REPORTING FUNCTIONALITY

5.1 Create Report

1. From the Dashboard, select 'Create Report' either from "Reports" menu or from "Reports" area on main pane as seen on Figure 62.

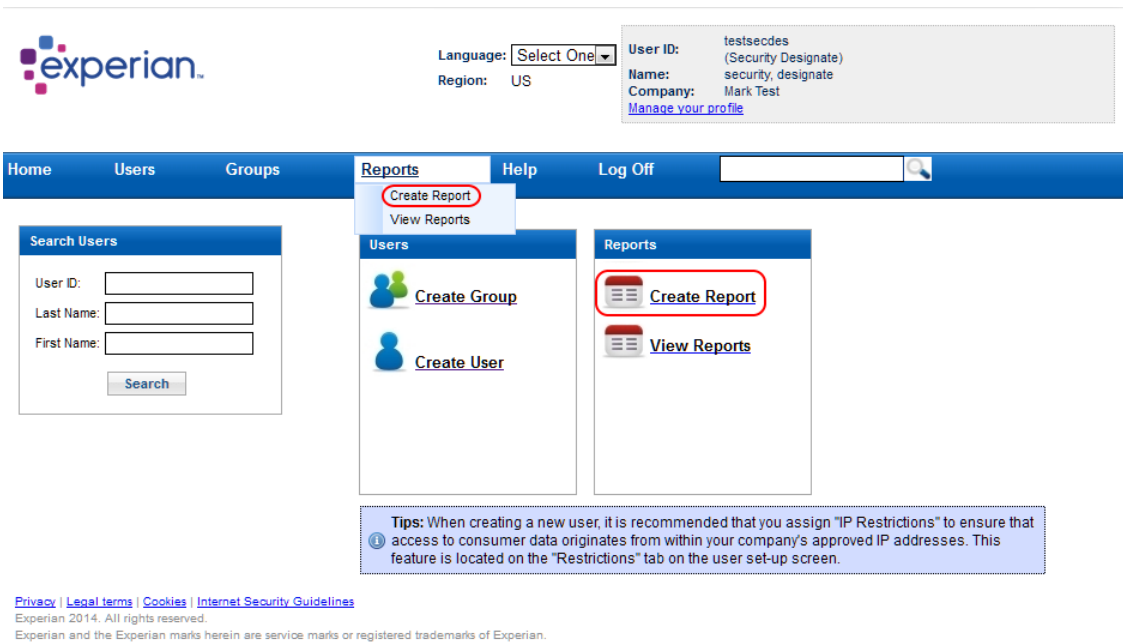


Figure 62 - Create Reports

2. You will be presented with a list of report templates to choose from:

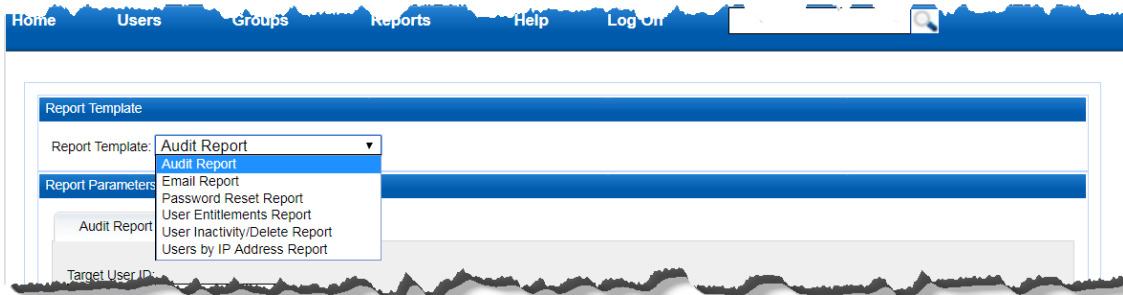


Figure 63 - Report Templates list

5.1.1 Audit Report

5.1.1.1 Audit Report Criteria

This report allows viewing the changes made to user accounts by an administrator. These changes could be first time login user id change, email updates, unlock, lock, etc. Basically, any changes made to a user account by an administrator can be viewed in this report depending on the report criteria. Press “Run” buttons once all desired fields are populated.

Report Template

Report Template:

Report Parameters

Audit Report

Target User ID:

Admin User ID:

Start Date:

End Date:

Group:

Event:

Figure 64 - Audit Report Screen

5.1.1.2 Audit Report Results

The report lists the administrator account information (who changed the account details), the target user's account details (whose account was changed), the company and group of the target user, the action taken on the account (i.e. email, login, create), as well as the date and time the account was changed.

Report Template

Report Template:

Report Parameters

Email Report

Target User ID:

Group:

Start Date:

End Date:

Figure 66 - Email Report

5.1.2.2 Email Report Results

The sender is the administrator account that trigger the Email. The report lists the sender user account, sender email address, the date the email was sent, the receiver email address as well as the subject of the email sent.

Report Results

Sender User ID	Sender First Name	Sender Last Name	Sender Email	Email Date	Target User ID
secdesuser	Designate	Security	testsecdes@experian.com	MAY 23 2017 16:17:24	secdesuser
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:48:16	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:48:05	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:48:04	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:48:04	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:45:41	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:45:19	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:45:19	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:45:19	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:42:54	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:42:31	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:42:31	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:42:30	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:39:46	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:37:50	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:37:50	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 23 2017 12:37:49	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 22 2017 23:00:23	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 22 2017 23:00:16	testsecdes@experian.com
testsecdes	John	Smith	john.smith@experian.com	MAY 22 2017 23:00:16	testsecdes@experian.com

Figure 67 - Email Report Result Screen

5.1.3 Password Reset Report

5.1.3.1 Password Reset Report Criteria

This report traces the password resets done in SSO system. Press button once all desired fields have been populated.

experian.

Language: Region: US

User ID: testsecdes (Security Designate)
Name: security, designate
Company: Mark Test
[Manage your profile](#)

Home Users Groups Reports Help Log Off

Report Template

Report Template:

Report Parameters

Password Reset Report

Target User ID:

Start Date:

End Date:

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Figure 68 - Password Reset Report Screen

5.1.3.2 Password Reset Report Results

The report displays the account id of the user, the account details of the user like first name, last name and email address, the password reset date, the IP address of the machine from where the password reset was done, the type of the user who performed the password reset, the status of the action taken.

Report Results

1 2 3

Target User ID	Target First Name	Target Last Name	Target Email	Reset Date (US/Central time)	IP Address	Reset Type
secdesuser	Designate	Security	secdes@secdes.com	MAY 23 2017 16:19:51	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 22 2017 13:25:04	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 22 2017 13:19:19	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 22 2017 12:55:58	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 19 2017 10:37:11	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 17 2017 10:27:44	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 17 2017 10:24:01	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 15 2017 17:53:38	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 15 2017 17:53:06	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 15 2017 17:20:43	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 15 2017 16:37:55	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 15 2017 15:09:46	N/A	R_Super_Admin
mteu201705121509	test	test	mteu201705121509@mteu.com	MAY 12 2017 16:14:17	N/A	R_Super_Admin
mteuththt	t	t	mteuththt@mteu.com	MAY 12 2017 15:07:37		R_Security_Admi
test20147	t	t	test20147@mteu.com	MAY 12 2017 14:48:29	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 12 2017 14:44:59	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 12 2017 14:38:52	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 12 2017 14:31:38	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 12 2017 12:36:19	N/A	R_Super_Admin
rd0000a_admin_0000	Admin	Admin	rd0000a_admin_0000@rd0000a.com	MAY 11 2017 16:22:19	N/A	R_Super_Admin

PDF CSV Close

Figure 69 - Password Reset Report Result Screen

5.1.4 User Entitlements Report

5.1.4.1 User Entitlement Report Criteria

This report would present status of the different entitlements each user has on the selected products. Press “Run” button once all desired fields have been populated.

Report Template

Report Template:

Report Parameters

User Entitlement Report

Group

Status

Product

Product Options

User Role

Figure 70 - User Entitlements Report Screen

5.1.4.2 User Entitlements Report Results

The report displays the user entitlements details under a specified group with information of the status (ACTIVE, LOCK or ALL) of the user for each product, product options, and user role.

Report Results

User ID	First Name	Last Name	User Status	Company Code	Group Name	
bulk_tst53	bulkFirst	bulkLast	LOCK	20000	Company 2 Group 1	SSO
bulk_tst53	bulkFirst	bulkLast	LOCK	20000	Company 2 Group 1	SSO
bulk_tst53	bulkFirst	bulkLast	LOCK	20000	Company 2 Group 1	SSO

PDF CSV Close

Figure 71 - User Entitlements Report Result Screen

5.1.5 User Inactivity/Delete Report

5.1.5.1 User Inactivity/Delete Report Criteria

This report helps search users that have been locked or deleted due to inactivity. Press “Run” button once all desired fields have been populated.

Report Template

Report Template: ▼

Report Parameters

User Inactivity/Delete Report

Target User ID:

Group:
▼

Last Name:

Start Date:

End Date:

Status:
▼

Figure 72 - User Inactivity/Delete Report Screen

5.1.5.2 User Inactivity/Delete Report Results

The report displays the user account details, the date the user last accessed the application, the date when the user account was locked/deleted, as well as the company and group of the user.

Report Template

Report Template:

Report Parameters

Users By IP Address Report

IP Address:

Figure 74 - Users by IP Address Report Screen

5.1.6.2 Users by IP Address Report Results

The report displays the user account details accessed with specific IP address.

Report Results

User ID	Date/Time	IP Address	Company	Company ID	Company Group	Role	Last Name	
proa_email	11-02-2016 12:00:22	10.10.**	proa-company	88274	proa-group1	Security Des...	proa	
testsecdes	25-05-2012 02:46:01	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	Security Des...	test	
testsecdes	04-04-2012 18:56:46	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	Security Des...	test	
testsecdes	21-12-2011 09:51:12	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
testsecdes	21-12-2011 09:59:59	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
testsecdes	21-12-2011 09:58:39	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
thomas_email	20-10-2016 14:05:47	10.10.**	EXPERIAN SA (S...)	88274	Team	End User	thomas	
testsecdes	12-07-2013 13:55:50	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
testsecdes_email	10-08-2016 16:06:19	10.10.**	INTERACT SECURITY	88274	Corporate Group	End User	test	
testsecdes_email	10-08-2016 11:11:21	10.10.**	INTERACT SECURITY	88274	Corporate Group	End User	test	
testsecdes_email	10-08-2016 07:40:49	10.10.**	INTERACT SECURITY	88274	Corporate Group	End User	test	
testsecdes_email	09-08-2016 16:21:20	10.10.**	INTERACT SECURITY	88274	Corporate Group	End User	test	
testsecdes	03-08-2011 12:02:00	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	Security Des...	test	
testsecdes	23-05-2011 17:21:37	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	Security Des...	test	
testsecdes_email	14-02-2014 15:42:57	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
testsecdes	22-12-2011 13:44:15	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
testsecdes	22-12-2011 13:42:35	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
testsecdes	22-12-2011 13:40:03	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
testsecdes	22-12-2011 13:39:09	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	
testsecdes	22-12-2011 13:28:19	10.10.**	EXPERIAN SA (S...)	88274	Corporate Group	End User	test	

Figure 75 - Users by IP Address Report Result Screen

5.1.7 PDF/CSV Export Option

TIP: All reports can be exported to PDF or CSV (Excel compatible) format by using the “PDF” or “CSV” button in the report result window respectively.

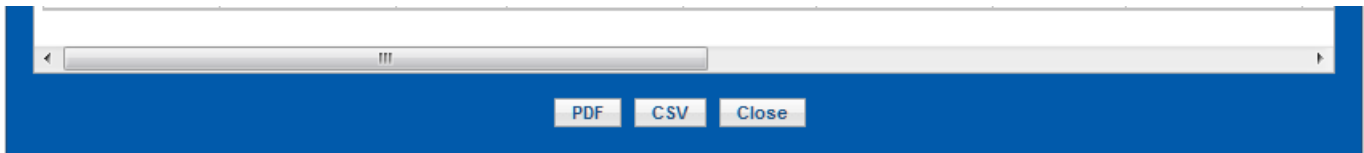


Figure 76 - Export Report Options

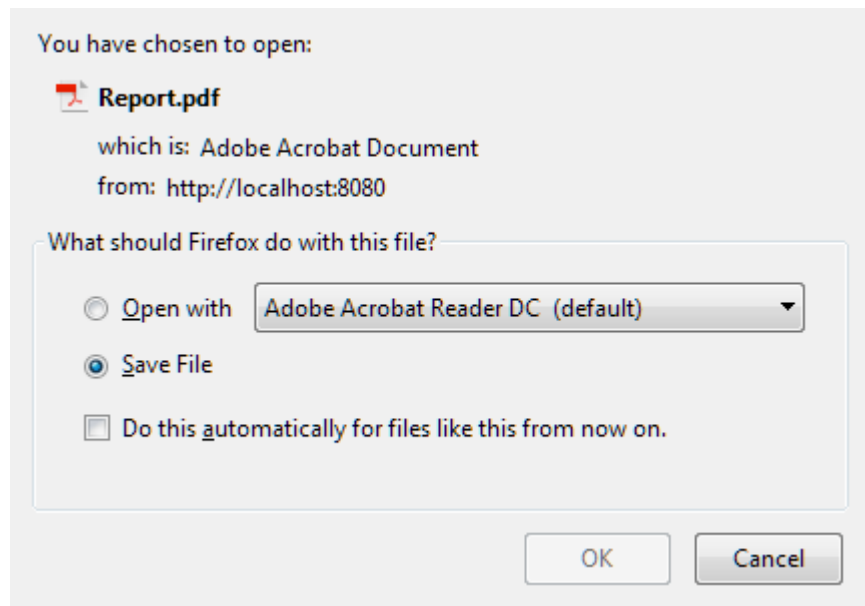


Figure 77 - PDF Export Report Option

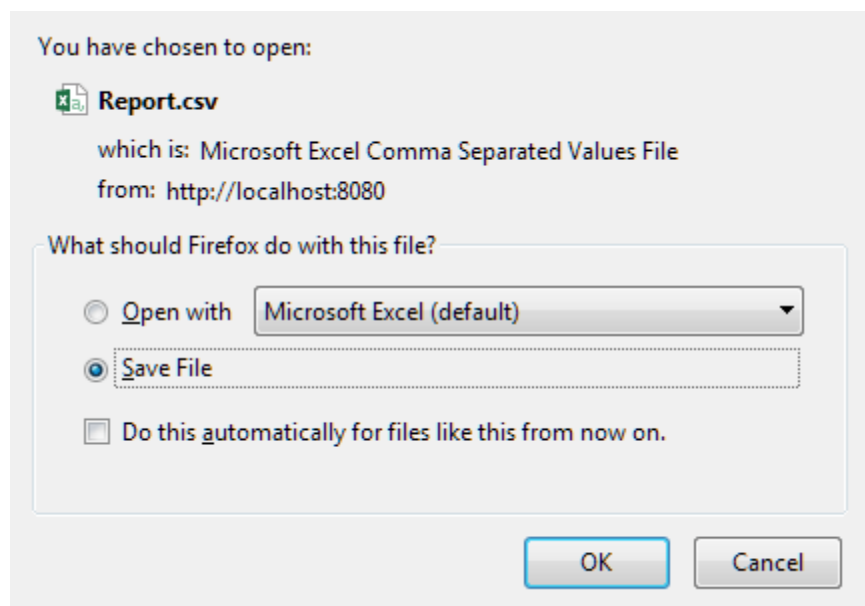


Figure 78 - CSV Export Report Option

5.2 Schedule or Save Reports

When creating a new report instead of running it ad-hoc you can choose to schedule it (daily, weekly, or monthly) or save it for future use.

This is done by using the “Schedule” or “Save” button respectively on the “Create Report” window.

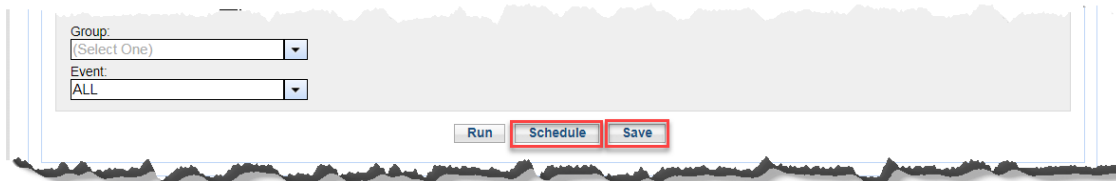


Figure 79 - Schedule and Save Options

A pop up screen would show up to name the report and define a list of email recipients for the report. The only difference between the “Schedule” and “Save” popup is the presence of the schedule drop-down.

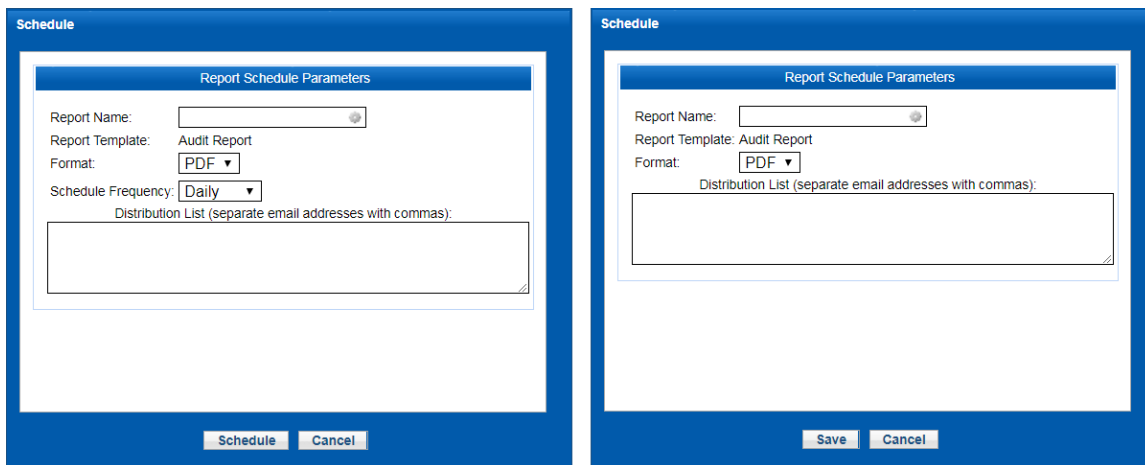


Figure 80 - Schedule and Save popup

A scheduled report would arrive on the configured frequency to the list of recipients. Saved reports would be available on the “View Report” panel for use or edit.

5.3 View Report

“View Reports” option allows you to view reports which have been previously saved or where created using the schedule functionality.

The screenshot shows the Experian dashboard interface. At the top left is the Experian logo. To its right are fields for Language (Set to 'Select One') and Region (Set to 'US'). Further right is a user profile box showing 'User ID: testsecdes (Security Designate)', 'Name: security, designate', and 'Company: Mark Test', with a 'Manage your profile' link. The main navigation bar includes 'Home', 'Users', 'Groups', 'Reports', 'Help', and 'Log Off'. The 'Reports' menu is open, with 'View Reports' circled in red. Below the navigation bar, there are three main sections: 'Search Users' with input fields for User ID, Last Name, and First Name; 'Users' with 'Create Group' and 'Create User' buttons; and 'Reports' with 'Create Report' and 'View Reports' buttons, where 'View Reports' is also circled in red. A tip box at the bottom states: 'Tips: When creating a new user, it is recommended that you assign "IP Restrictions" to ensure that access to consumer data originates from within your company's approved IP addresses. This feature is located on the "Restrictions" tab on the user set-up screen.' Footer links include Privacy, Legal terms, Cookies, and Internet Security Guidelines.

Figure 81 - View Reports

The available reports will be displayed in the “Saved and Scheduled Reports” view. Here you have three main actions: Run (▶), Edit (✎), or Delete (✖).

The screenshot shows the 'Saved and Scheduled Reports' screen. It features a table with the following data:

Report Name	Report Template	Schedule Frequency	Format	Distribution List	Action
Test_WeeklyReport	Email Report	weekly	PDF	Click to view	▶ ✎ ✖
Test_SaveReport	Audit Report		PDF	Click to view	▶ ✎ ✖
Test_NeverReport	Users by IP Address Report	never	PDF	Click to view	▶ ✎ ✖

Figure 82 - Saved and Scheduled Reports Screen

6. HELP

EWACS system provides several help documents, which can be selected under the “Help” menu in the Dashboard.

You will be presented with a list of documentation for help:

- User Guide (Security Designate Guide)
- Security Guide (Security Requirements)
- Tutorial (EWACS Tutorial)

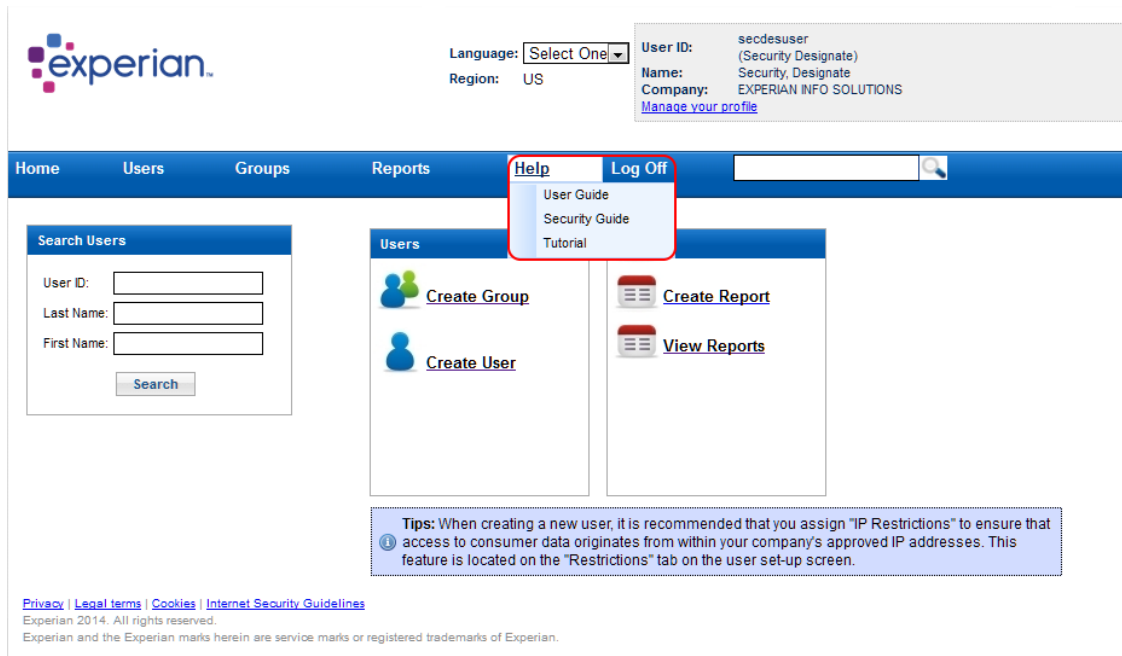


Figure 83 - Help Menu

7. CREDENTIALS ASSISTANCE

7.1 FORGOT PASSWORD (PASSWORD RESET PROCESS)

The 'Forgot Password' link allows you to reset your password should you forget your current credentials. You must know your answer to the shared secret question before the system will be able to grant you a temporary password.

To reset your password using the forgot password link:

1. Access the EWACS page as you would normally do.

2. Prior to logging on, click on the 'Forgot Password?' link.

Experian Web Access Control System

User ID:

Password:

[» Forgot Password?](#)

[» Retrieve Account ID](#)

[» User Re-Register](#)

[Privacy](#) [Legal terms](#)

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Figure 84 - Forgot Password? Link

3. Fill in the "Account ID" and the "Email" field.
4. Click on the "Submit Request" button.

Forgot Password (Password Reset Process)

User ID

Email

[Privacy](#) | [Legal terms](#) | [Cookies](#) | [Internet Security Guidelines](#)

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Figure 85 - Forgot Password (Password Reset Process)

5. The system will check for your valid Account ID and compare the email address with the stored information and if valid, email a link to the registration page which will allow for resetting/changing the password.

Request has been processed successfully.

Your request has been processed and an email has been sent to you.
The email has instructions that may be time sensitive.

[Privacy](#) | [Legal terms](#) | [Cookies](#) | [Internet Security Guidelines](#)

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Figure 86 - Confirmation Screen

6. The system will email a link to the registration page which will allow for resetting/changing the password.

Dear User,

Please access the following URL to reset the password for your Experian account.

https://ectst025v.aln.experian.com:8150/securecontrol/resetProfile.html?token=IC6aaWH0zjWCO-BLlTK0t8lIGhNMzDCNxRr7trY0bfZ3GzZ8dSYmlvp7Erdzlic69Ey5bUcUfpmiQJfSDnGqHXollnNT34n9EGvKRULZPif3qeRZ7uu4KRW8cA_0_77BoSr2pVlak9gQWJd_kt-2JJ9BIOe1oalgUyTKJpNE

If you have questions, please call Experian's Technical Support Center at 800.854.7201 between the hours of 5:00 AM to 6:00 PM Pacific (Monday - Friday) and 6:00 AM to 3 PM Pacific (Saturday - Sunday).

*** Do not reply to this e-mail. ***

Figure 88 - Email Sample for Password Reset

7. The registration page will be displayed to the user allowing to create a new password.

Figure 87 - Email Sample for Password Reset

7.2 RETRIEVE ACCOUNT ID

The “Retrieve Account ID” link allows you to retrieve your account ID in case it has been forgotten.

To retrieve your account ID, you need to:

1. Access the EWACS page as you would normally do.
2. Prior to logging on, click on the “Retrieve Account ID” link.

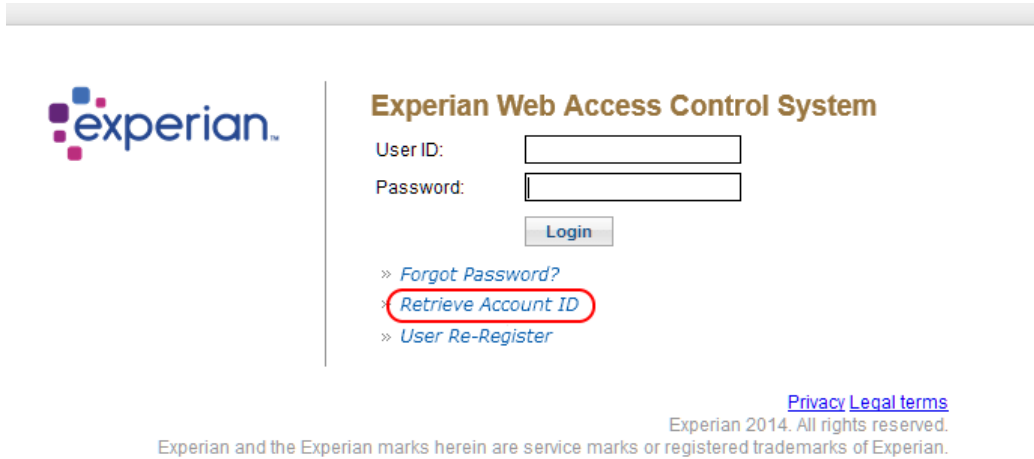


Figure 89 - Retrieve Account ID (Account ID Retrieve Process)

3. Fill in the "Email" field.
4. Click on the “Submit Request” button.

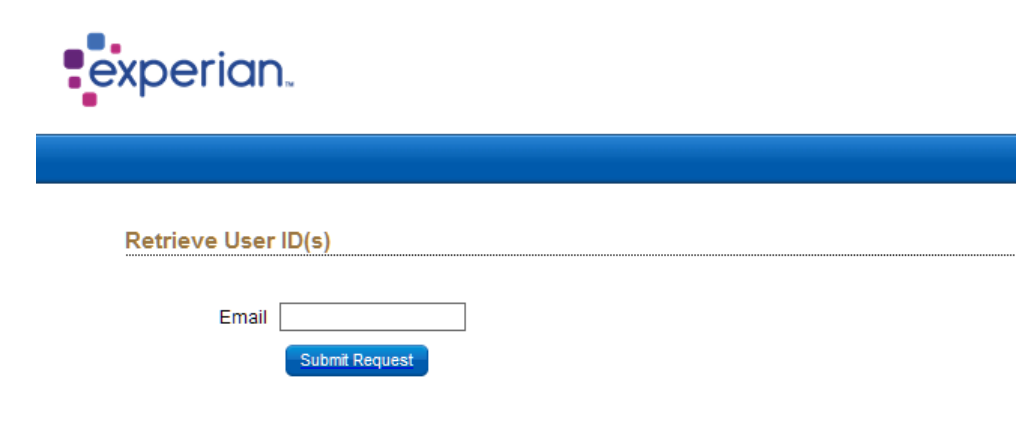


Figure 90 - Request Email for Retrieving User ID(s) Screen

5. A confirmation page would be displayed.

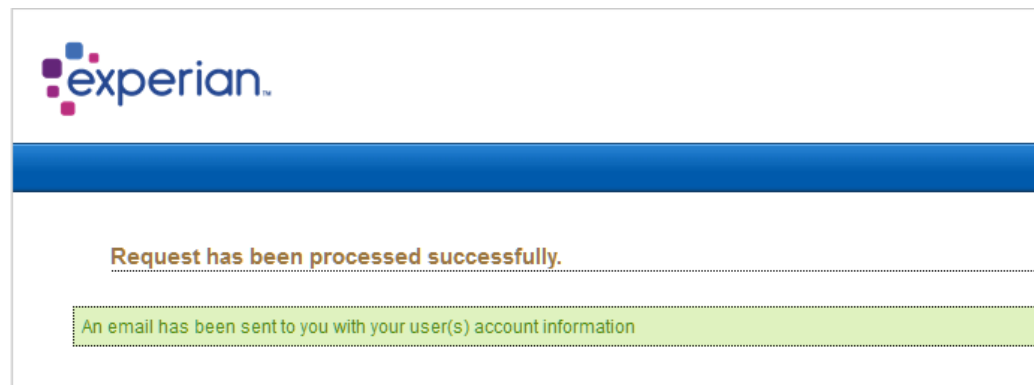


Figure 91 - Retrieve User ID Confirmation

6. Once the request has been successfully processed, the system will send an email containing your account ID(s).

Your user id is:
'secduser'
'secdesiguser'
|
Please keep this id confidential. Do not share it with your co-workers.

*** Do not reply to this e-mail. ***

Figure 92 - Sample Email for Retrieve User ID(s)

7.3 USER RE-REGISTER

The "User Re-Register" link allows you to register a user who had been created but needs to register again.

To access this link:

1. Access the EWACS page as you would normally do.
2. Prior to logging on, click on the "User Re-Register" link.

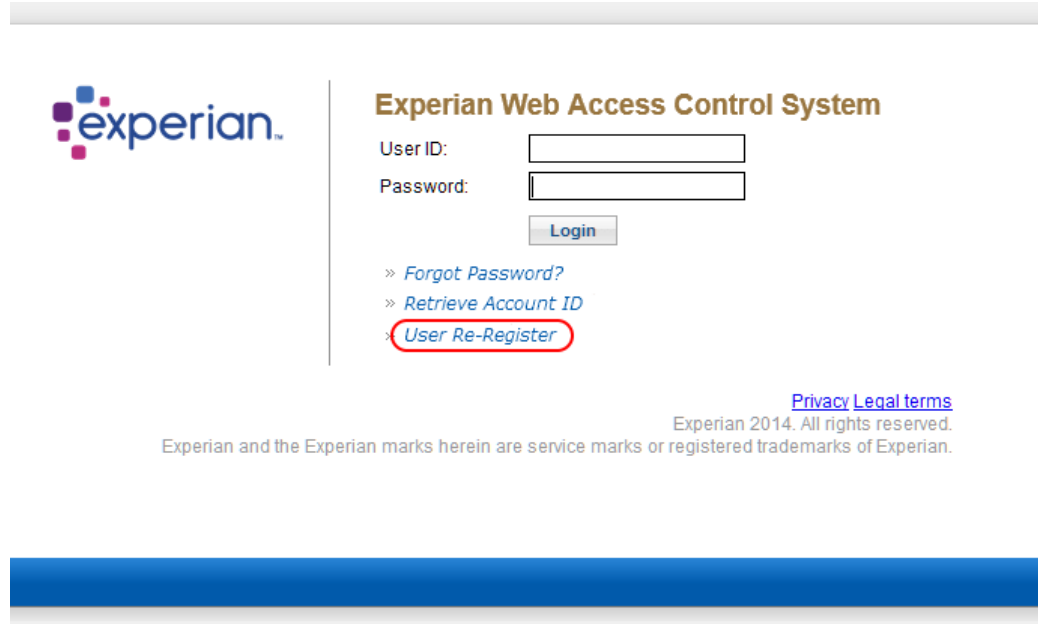


Figure 93 - User Re-Register Link

3. Fill in the "Account ID" and the "Email" field.

- Click on the "Submit Request" button.



User Registration

User ID

Email

Figure 94 - User ID and Email for User Registration Screen

- A confirmation page would be displayed.

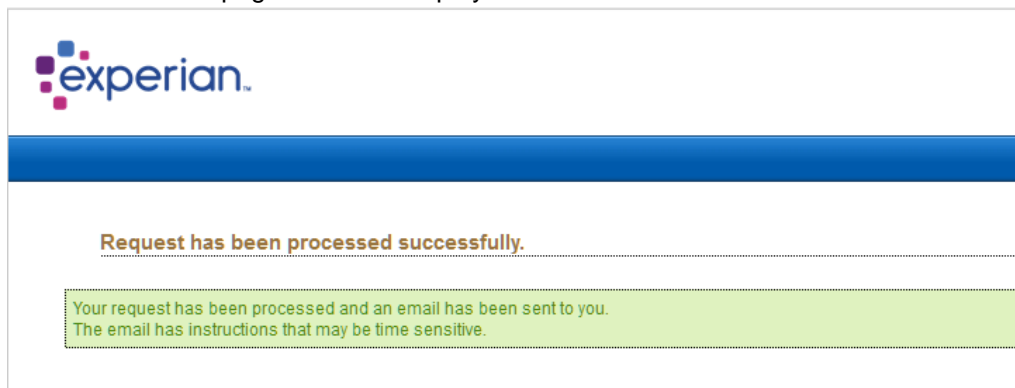


Figure 95 - Re-Register User Confirmation

- Once the request has been successfully processed, the system will send an email containing a URL link to re-register.

Please access the following URL to complete the registration process:

<https://ectst025v.aln.experian.com:8150/securecontrol/enrollUser.html?token=7p4FxiPMS8zx1oV-3yw4rYXlo8OrXHueCc0vSrsoJNJS7MLTmGsB2MXPgtx2cNLH24e6uAD0UpxuKbDMqRwGkdMDJtdk2fFw5CstVn18RJHXixRk0m49KJNcUT00cb4Z2H6f3z0NxPTOZFgTC E18Eny1Q2iFFv2qCXum1bjCqYY>

The above link is valid only for 10 minutes. Please try to register as soon as possible.

By following this link you can set up your new password, and secret questions and answers. These questions and answers can be used to reset your password if you forget it.

Please don't write your password or security questions/answers down on paper or share this data with your co-workers.

You will receive your User ID in a separate e-mail message.

If you do not receive this message with your User ID, please call Experians Technical Support Center at 800.854.7201 between the hours of 5:00 AM to 6:00 PM Pacific (Monday - Friday) and 6:00 AM to 3 PM Pacific (Saturday - Sunday).

*** Do not reply to this e-mail. ***

Figure 96 - Re-registration Email Sample

Experian® SSO Services Connects your business processes, services, content, and data to channel partners, internal teams, and independent developers in an easy and secure way.

- Global Single Sign On Services
