

NG ID CREATION

Frequently Asked Questions

Access to Experian platform is provided to Bureau Members of Experian. Retrieval of a report involves creation of a user id.

Access to an Experian platform involved creation of a Nextgen User ID. These are of two types:

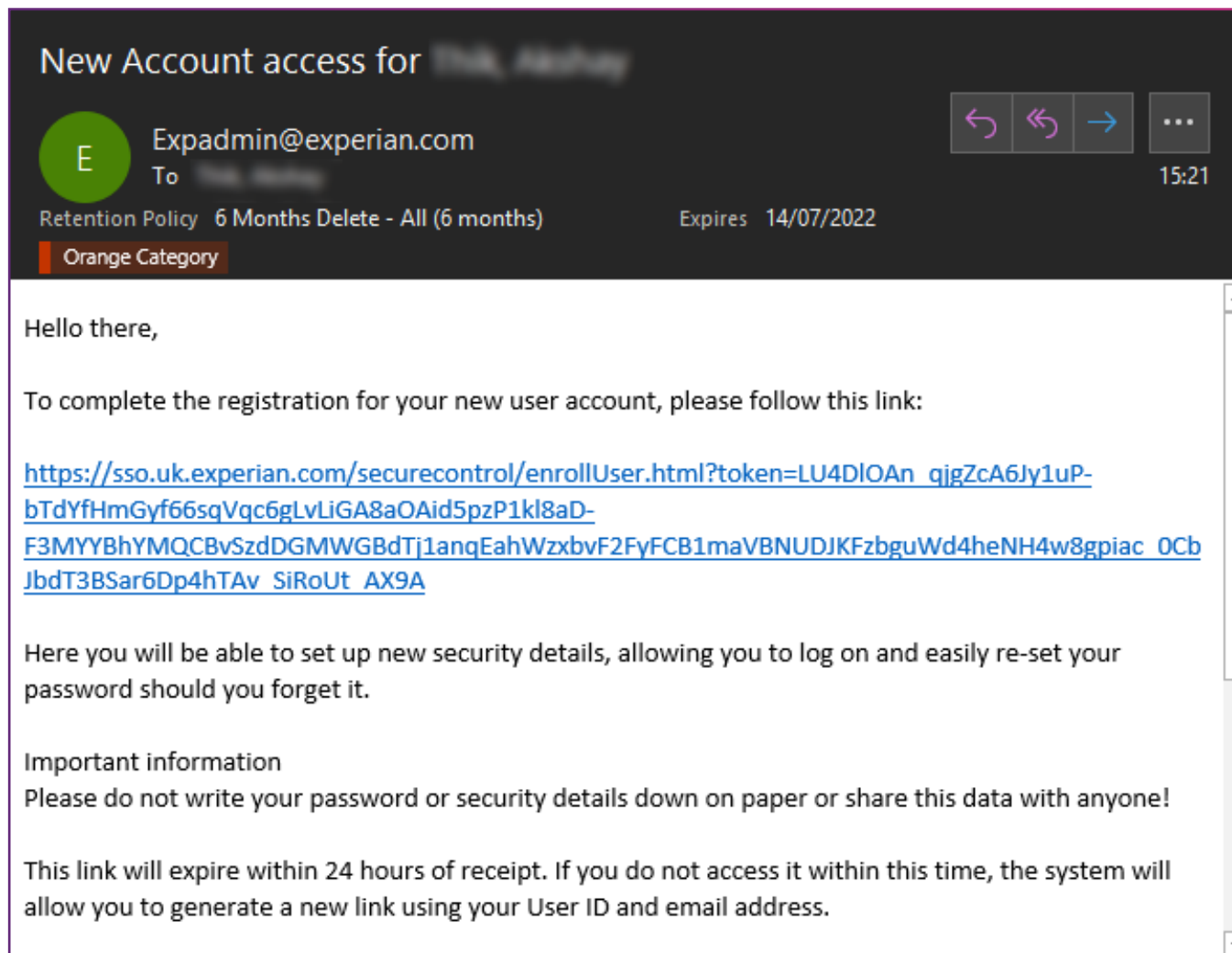
- Cpu2cpu ID – System integration
- Webpull ID – using a URL to access a report

Validation before raising request:


- We create only one user id against 1 email address
- Email address should be of:
 - A company domain
 - Not a generic – without the identification of an individual who is to use the user ID
 - Yahoo/Live/Gmail/Outlook and other such domains

Once the user ID is created the user receives 3 emails:

- Registration Email –



New Account access for [redacted]

 Expadmin@experian.com
To [redacted] 15:21

Retention Policy 6 Months Delete - All (6 months) Expires 14/07/2022

Orange Category

Hello there,

To complete the registration for your new user account, please follow this link:

https://sso.uk.experian.com/securecontrol/enrollUser.html?token=LU4DIOAn_qjgZcA6Jy1uP-bTdYfHmGyf66sqVqc6gLvLiGA8aOAid5pzP1kl8aD-F3MYYBhYMQCBvSzdDGMWGBdTj1anqEahWzxbvF2FyFCB1maVBNUDJKFzbgWd4heNH4w8gpiac_0CbJbdT3BSar6Dp4hTAv_SiRoUt_AX9A

Here you will be able to set up new security details, allowing you to log on and easily re-set your password should you forget it.


Important information
Please do not write your password or security details down on paper or share this data with anyone!

This link will expire within 24 hours of receipt. If you do not access it within this time, the system will allow you to generate a new link using your User ID and email address.

Once the user ID is created the user receives 3 emails

- User ID details –

New Account User ID for **Thik, Akshay**

 Expadmin@experian.com
To **Thik, Akshay**

Retention Policy 6 Months Delete - All (6 months) Expires 14/07/2022

Orange Category

Sat 15/01/2022 15:21

Reply Reply All Forward

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

You have received this e-mail as a confirmation of the creation of a new account with Experian's Web Access Control System.

The User ID for Thik, Akshay is: **akshay.thik_1234**. The e-mail address of this user is: **akshay.thik@experian.com**

Please forward this information to the owner of this account.


If you experience any problem with the id, call the Experian Service Support Desk on 0115 934 4444.

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

Once the user id is created the user receives 3 emails

- Product Assignment –

New Product Assigned

 Expadmin@experian.com
To [Redacted]

Retention Policy 6 Months Delete - All (6 months) Expires 14/07/2022

Orange Category

Sat 15/01/2022 15:27

← Reply ← Reply All → Forward ...

Hello there,

We are pleased to confirm that Experian Credit Bureau India has been added to your Experian account [Redacted].
Please log in at <https://nxg-india.experian.com/nextgen-ind-pds/> to begin using Experian Credit Bureau India

Thank you for using Experian. If you experience any problems, please call us.

Kind regards,
Experian Service Support Desk
+44 (0)333 000 3030

Email reference - new product

Please do not reply to this message as this email address isnt monitored.

Once the user ID is created the user receives 3 emails

- When user clicks on registration link, the user is directed to set up new password and answers to security questions.

Please update your account information

User ID

Email

Confirm Email

New Password

New Password

Confirm Password

New password

- must be a minimum of 8 characters
- must contain combination of upper and lowercase letters
- must contain a numeric character
- do not use &, æ, ø, å, Æ, Ø, Å

In case you forget your credentials...

Question 1

Answer

Question 2

Answer

Question 3

Answer

Question 4

Answer

Question 5

Answer

Terms and conditions


- I Agree NOT to disclose my password or shared secret to any other person.
- 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.
- 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 organisation and Experian.
- 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.
- I Agree to inform my security designate when my job function no longer requires access to Experian's systems.
- 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.
- I have read, and understood the cookies information [link](#) and understand that this site and other Experian sites use cookies.

Once the user ID is created the user receives 3 emails

- Post this the user needs to acknowledge terms and conditions by clicking on check box and complete registration

I have read, understood, and agree to the terms and conditions above. [Complete Registration](#)

- Post that the user will be able to see below page which says registration process completed

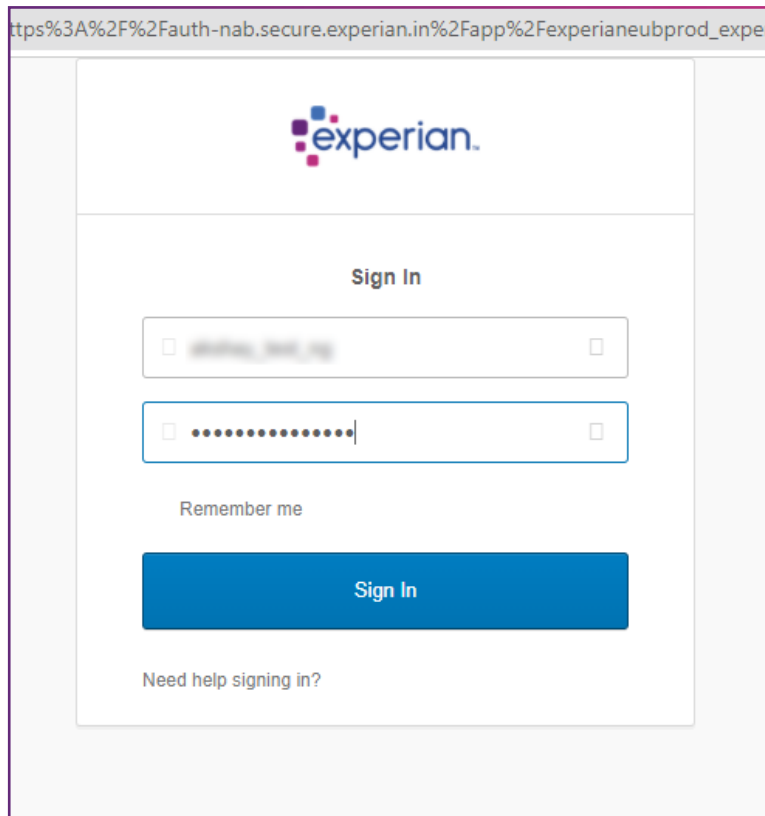
 Language : ▼

Request has been processed successfully.


You have successfully completed your registration.
Please [click here](#) to login.

Once the user ID is created the user receives 3 emails

- User needs to access following link to access CIR pull platform with newly created ID and password.
<https://nxg-india.experian.com/nextgen-ind-pds/>



https%3A%2F%2Fauth-nab.secure.experian.in%2Fapp%2Fexperianeubprod_expe



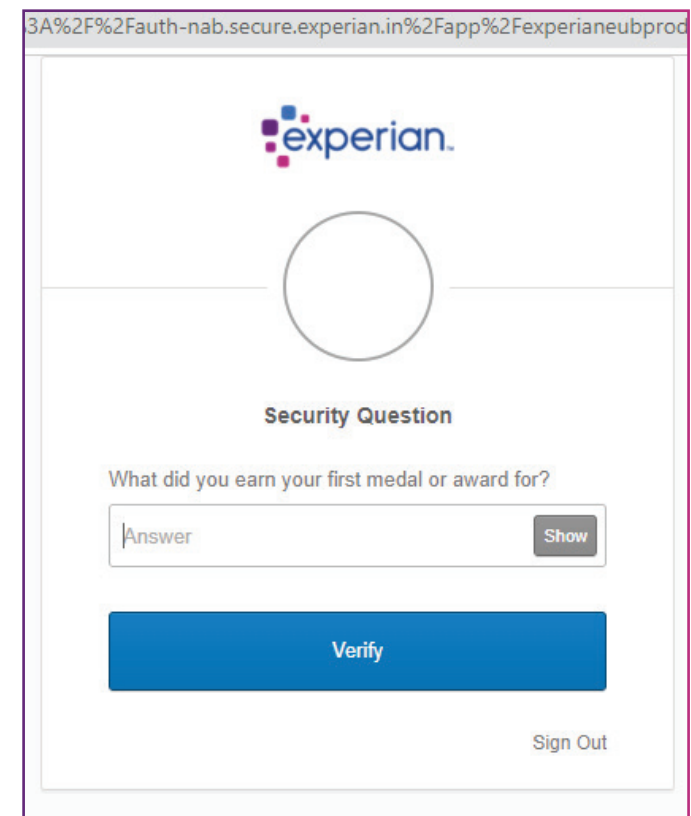
Sign In

Remember me


Sign In


Need help signing in?

- Post the password entry, the user needs to provide answer to one of the security question which was set during the registration process



3A%2F%2Fauth-nab.secure.experian.in%2Fapp%2Fexperianeubprod





Security Question

What did you earn your first medal or award for?

Show

Verify

Sign Out

Post this the user can now enter the details of the Customer and retrieve the Credit Information Report.

Please note that the user ID needs to be accessed frequently to avoid getting locked/ de-activated as per the Information Security Policy of Experian.

The user ID gets locked if you haven't used it even once in 90 days

- The forgot password link does not function if the user ID is locked
- Experian Customer Support can unlock the user ID and reset your password in this instance

The user ID gets de-activated if you haven't used it even once in 180 days

- The forgot password link does not function if the user ID is locked
- The record of this user ID gets deleted from our records

Experian Customer Support team can create a new user ID in this instance. Please write to Customer.Support@in.experian.com or call 022 – 6641 9010 for us to be able assist you with this.

