

SSO (Single Sign-On) User Guide

English V1.0



Contents

Contents	
Account setup	2
Login.....	6
Forgot password	9
Wrong password entered/account locked.....	12

1. Account setup

The first time you access the system you will be asked to setup your account with password and multi factor authentication.

First setup your password

Welcome to Experian Nordics B2B UAT, Test!
Create your Experian Nordics B2B UAT account

 Enter new password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Your password cannot be any of your last 13 passwords

Repeat new password

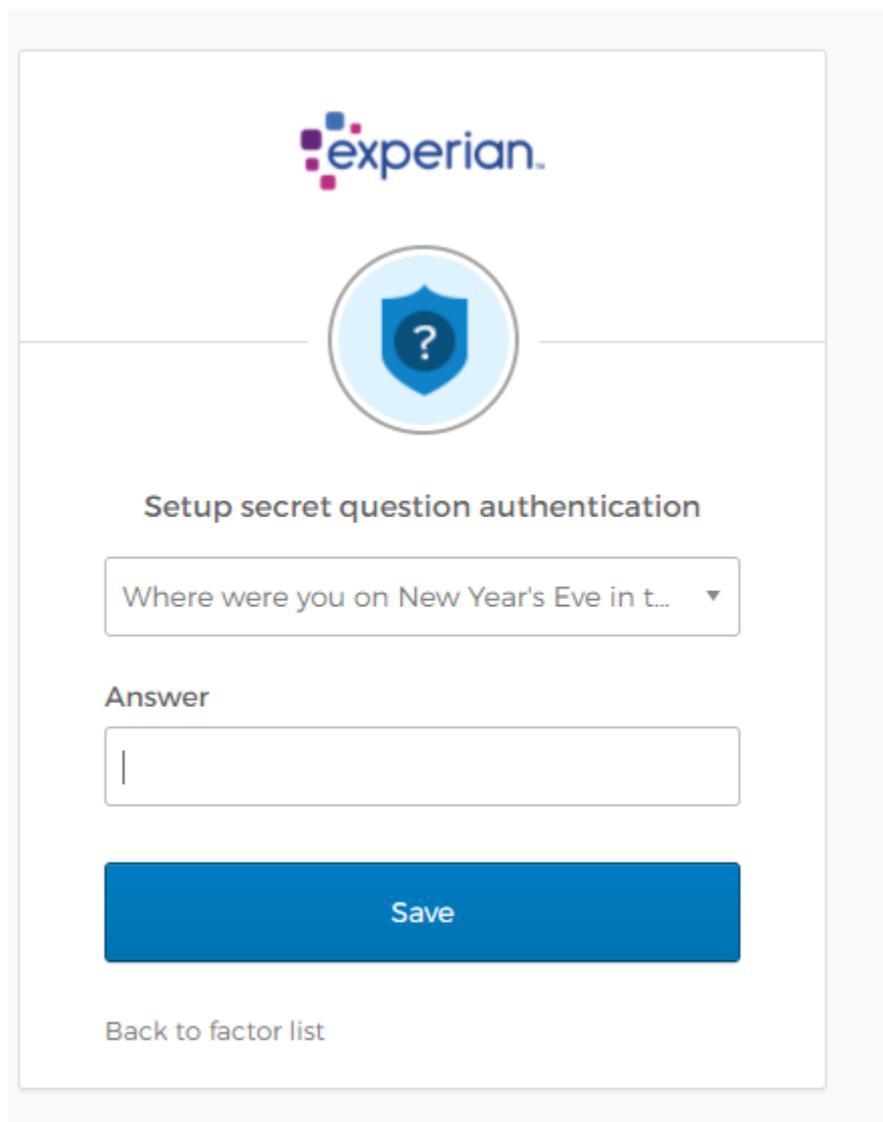
 Choose a forgot password question

What is the food you least liked as a child?

Answer

Then choose a forgot password question and answer that question. This will be used to reset your password, should you forget it going forward. Be aware that you can choose which question you would like to answer by clicking the field and scrolling through the options. At the bottom of the list you will find an opportunity to create your own security question. Make sure your answer is a minimum of 4 characters. And ensure that the answer is something you will remember going forward, as this will ensure you can self serve, if you forget your password in the future.

You will then be asked to set up another security question which is for logging in when using the system.

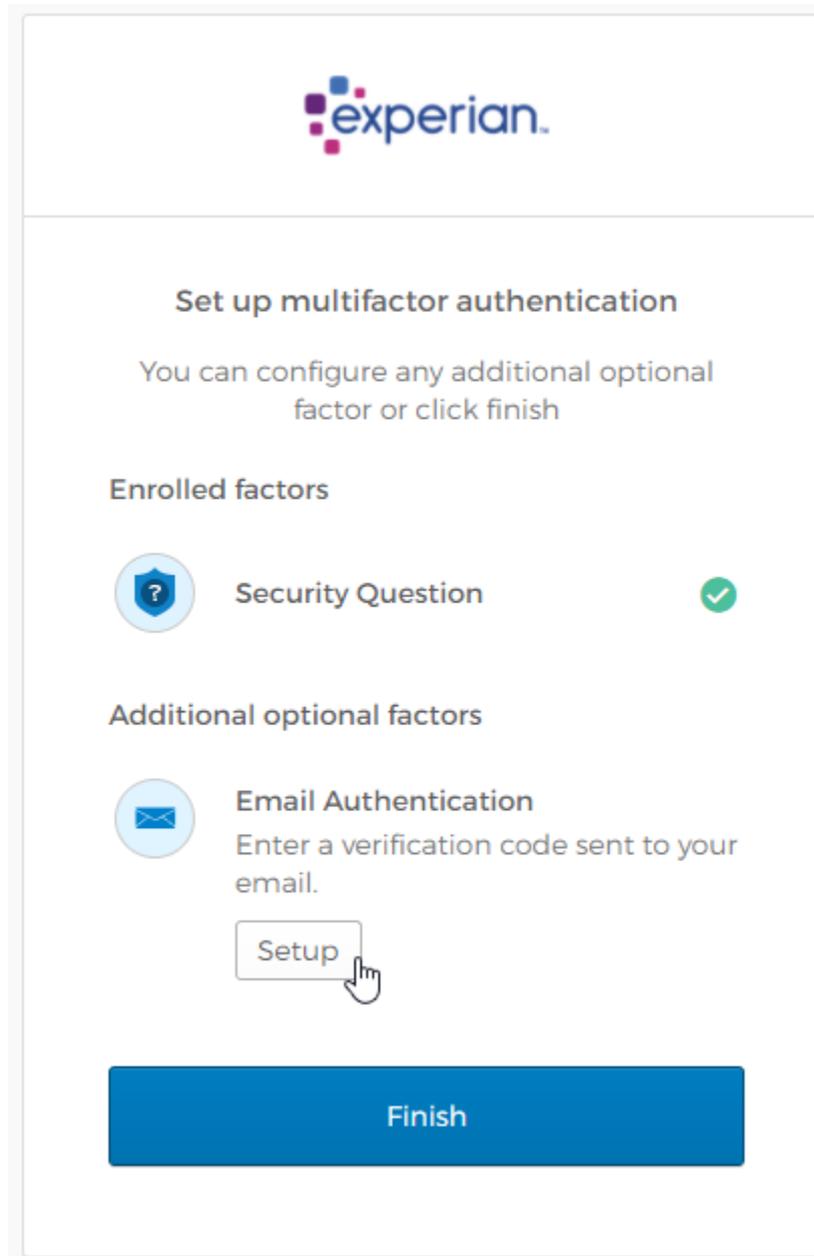


The screenshot shows a web form for setting up a secret question. At the top is the Experian logo, followed by a blue shield icon with a white question mark. The main heading is "Setup secret question authentication". Below this is a dropdown menu with the text "Where were you on New Year's Eve in t...". Underneath the dropdown is a text input field labeled "Answer" with a vertical cursor. A large blue "Save" button is positioned below the answer field. At the bottom left of the form area is a link that says "Back to factor list".

You can choose between a set of questions. Make sure you choose one that you will be able to remember the answer to, as you will be using it to log in.

You will then get the option to setup email authentication. This is not a mandatory step, but Experian highly recommends you set it up to give you greater flexibility when signing in. It will provide you with the opportunity to choose between signing in by EITHER answering the security questions or being sent a onetime 6-digit code via email going forward.

Click - Setup



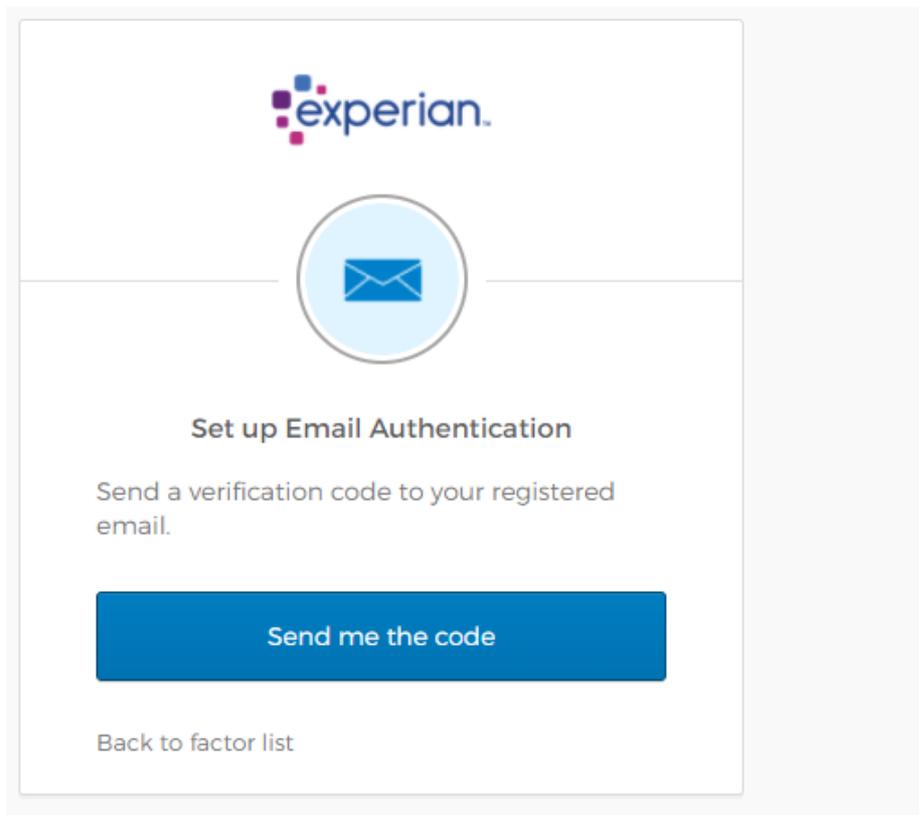
The screenshot shows the Experian logo at the top. Below it, the heading "Set up multifactor authentication" is centered. Underneath, a sub-heading reads "You can configure any additional optional factor or click finish".

The "Enrolled factors" section contains one item: "Security Question", which is accompanied by a shield icon with a question mark and a green checkmark to its right.

The "Additional optional factors" section contains one item: "Email Authentication", which is accompanied by an envelope icon. Below this item is a "Setup" button with a hand cursor pointing to it.

At the bottom of the screen is a large blue button labeled "Finish".

Click “send me the code”







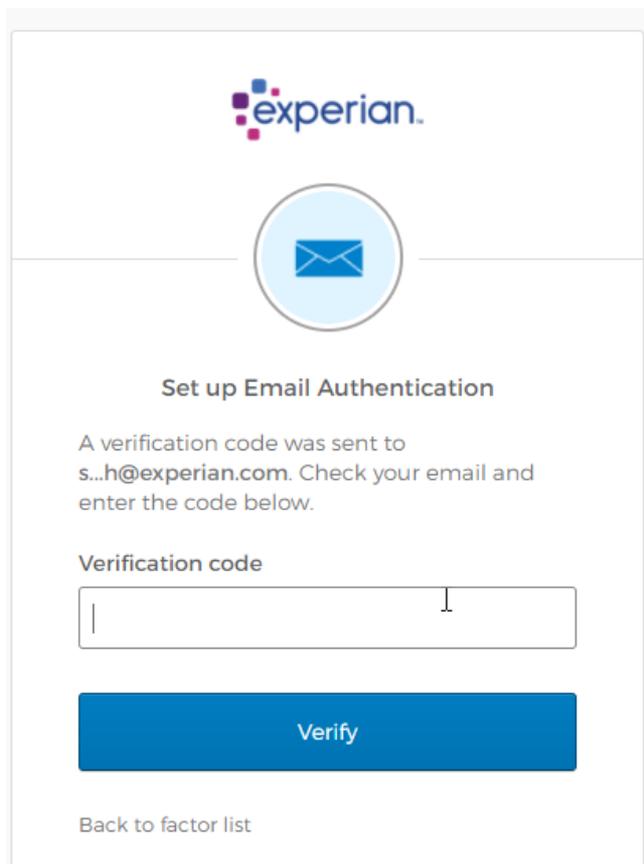
Set up Email Authentication

Send a verification code to your registered email.

[Send me the code](#)

[Back to factor list](#)

You will receive a 6-digit code via email. Enter the code in the field.







Set up Email Authentication

A verification code was sent to s...h@experian.com. Check your email and enter the code below.

Verification code

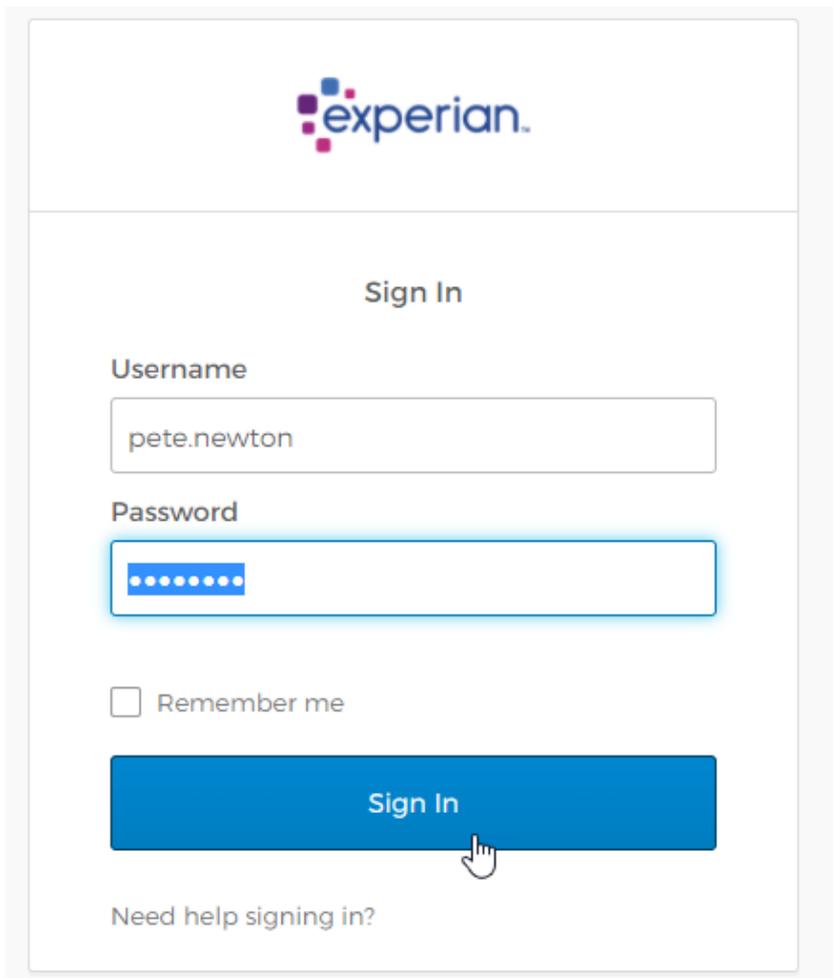
[Verify](#)

[Back to factor list](#)

Your account is now activated and you are ready to use your Experian products.

2. Login

Fill userid and password



The screenshot shows the Experian login interface. At the top is the Experian logo. Below it is the heading "Sign In". There are two input fields: "Username" containing "pete.newton" and "Password" which is masked with blue dots. Below the password field is a checkbox labeled "Remember me". A large blue "Sign In" button is centered below the checkbox, with a mouse cursor hovering over it. At the bottom left of the form area is the text "Need help signing in?".

Complete the answer to the security question

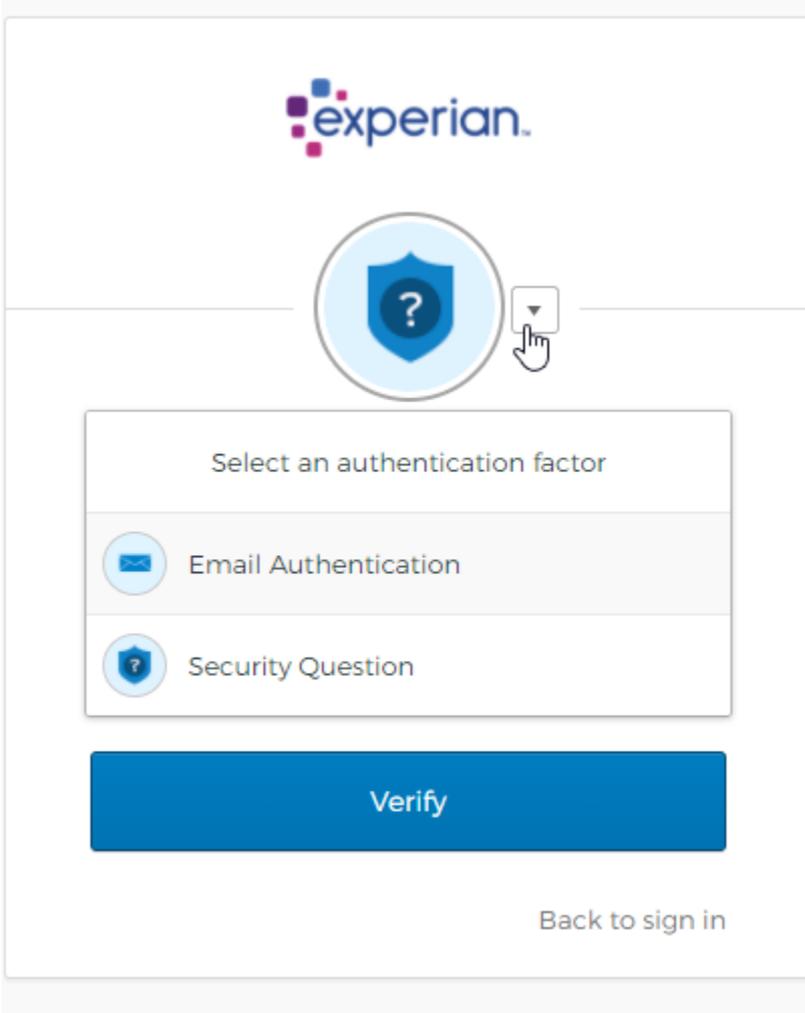


Security Question

What is your favorite security question?

[Back to sign in](#)

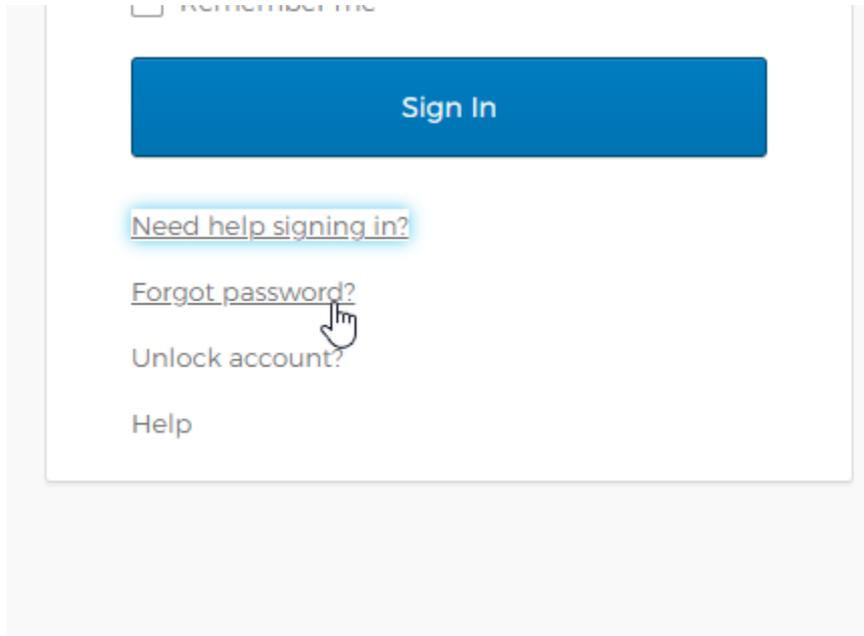
Or (if you set up the option to have a one-time-code sent, you can choose that option by clicking the arrow under the Experian logo.



The image shows a screenshot of the Experian authentication interface. At the top center is the Experian logo, which consists of a cluster of colored squares (purple, blue, red) to the left of the word "experian." in a blue sans-serif font. Below the logo is a circular icon containing a blue shield with a white question mark. To the right of this icon is a small white square with a black downward-pointing arrow and a hand cursor pointing at it, indicating a dropdown menu. Below these elements is a white rectangular box with a thin border. Inside this box, the text "Select an authentication factor" is centered at the top. Below this text are two selectable options, each with a circular icon on the left and text on the right. The first option has an envelope icon and the text "Email Authentication". The second option has a shield with a question mark icon and the text "Security Question". Below this selection box is a large, solid blue rectangular button with the word "Verify" centered in white text. At the bottom right of the entire interface is the text "Back to sign in" in a smaller, grey font.

Forgot password

Click forgot password on the login screen.



☐ Remember me

Sign In

[Need help signing in?](#)

[Forgot password?](#)

[Unlock account?](#)

[Help](#)



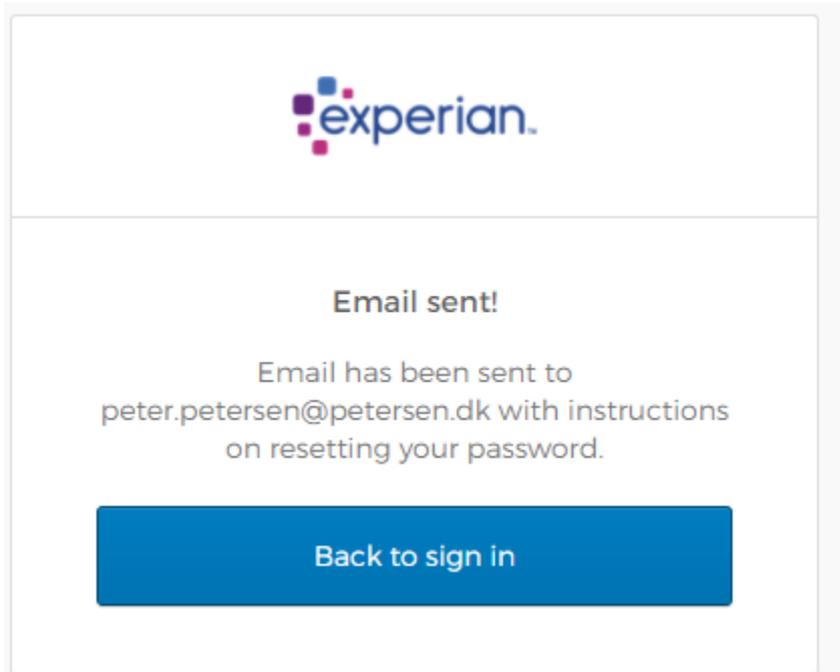
Reset Password

Email or Username

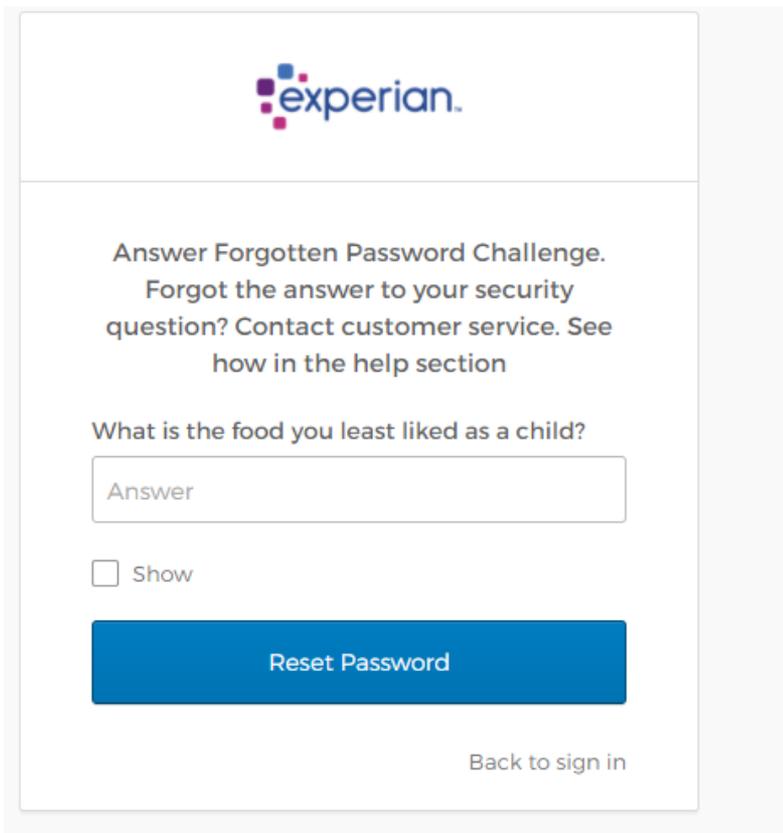
Reset via Email

[Back to sign in](#)

You will receive an email with instructions to the email address we have registered for you.



Click the link in the email. This will bring you to the below screen where you will be asked to enter the answer to the security question you set up, when you activated your account.





Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Your password cannot be any of your last 13 passwords

New password

Repeat password

Reset Password

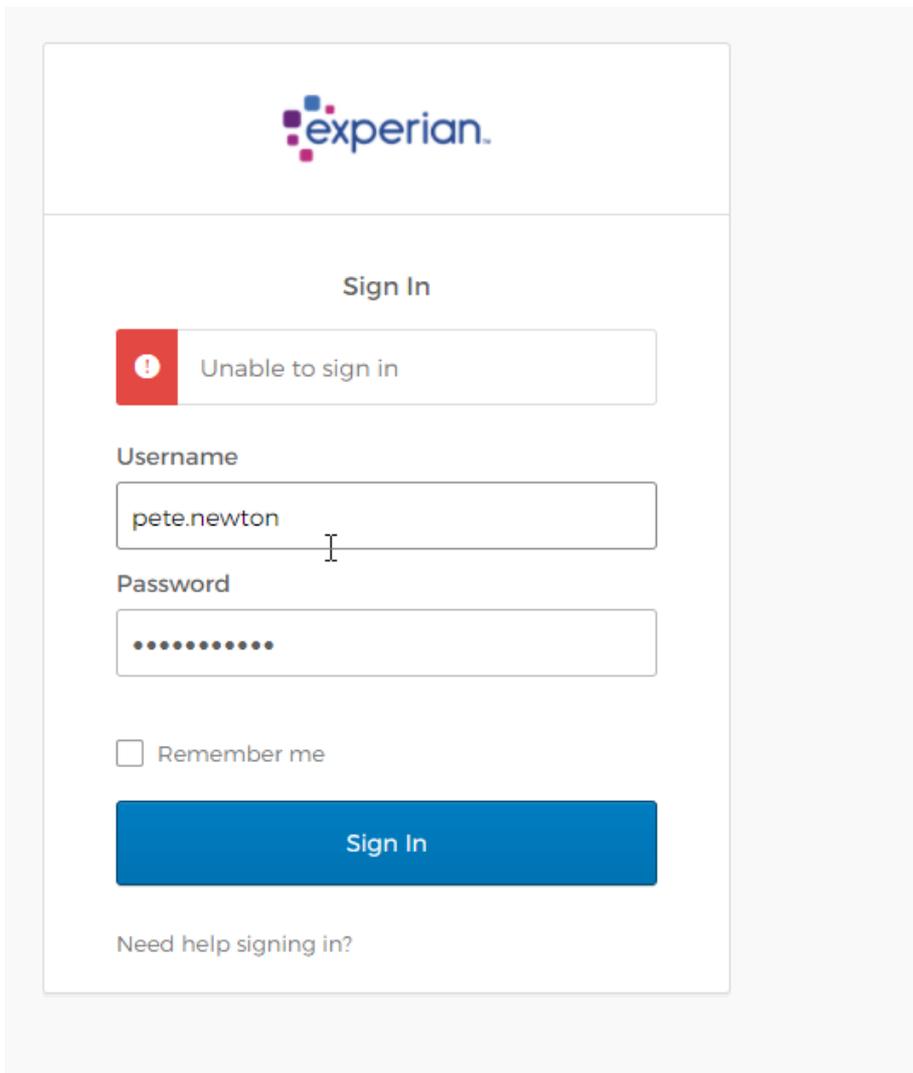
[Back to sign in](#)

Answer the question and set up a new password.

If you have forgotten the answer to the security question, you will need to contact Experian Customer Service who will assist in resetting the question.

3. Wrong password entered/account locked

If you enter your password wrong you will see the below error



The screenshot displays the Experian sign-in interface. At the top center is the Experian logo. Below it, the text "Sign In" is centered. A red error banner with a white exclamation mark icon and the text "Unable to sign in" is positioned above the input fields. The "Username" field contains the text "pete.newton" and has a cursor at the end. The "Password" field is filled with ten black dots. Below the password field is a checkbox labeled "Remember me" which is currently unchecked. A large blue "Sign In" button is located below the checkbox. At the bottom of the form, there is a link that says "Need help signing in?".



Unlock account

Email or username

Send Email

[Back to sign in](#)

You have several attempts, but the account will lock for security reasons after a number of attempts. Should this happen, you will receive an email to the email address we have registered for you. In this email you will get instructions on how you can unlock the account yourself.

Click the link in the email. Type your username or email address.

You will be sent a second email. Click the link in the email and answer the security question you set up when creating your account



Answer Unlock Account Challenge

What is the food you least liked as a child?

Show

Unlock Account

[Back to sign in](#)

Your account will now be unlocked, and you can go back to signing in. If you do not remember the answer to the Unlock account question, you will need to contact Experian Customer Service who can help resetting it for you.