

Experian - User Guide for Approvers

MYEXPERIAN SERVICE & SUPPORT PORTAL APPROVER USER GUIDE EXPERIAN PUBLIC VERSION 3.0 DATE: JUNE 2025



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1 Approvals Explained

Authorised Signatories are nominated **client contacts** who are **responsible** for submitting or approving end user access requests.

All access requests should be submitted or approved by an Authorised Signatory (or a Security Reviewer in their absence) within your organisation.

How does this benefit me?

Our enhanced checks give you greater control over who in your organisation can access sensitive data - helping keep your information even more secure.

What do I need to do?

Please ensure that all access requests are submitted by an Authorised Signatory, or the Authorised Signatory promptly approves the request, to avoid any delays.



2 MyExperian Access Management Requests Explained

Using the MyExperian Service & Support portal you can complete your access management requests for:

- Adding New Users
- Amending existing user access
- Removing access
- Ad-hoc user reports (lookups)
- Updates to Authorised Signatory and Security Reviewer

Important:

All access requests must be submitted by or approved by an Authorised Signatory or Security Reviewer within your organisation.

If you (as a named Authorised Signatory or Security Reviewer) submit the request, it will be automatically approved and then processed.

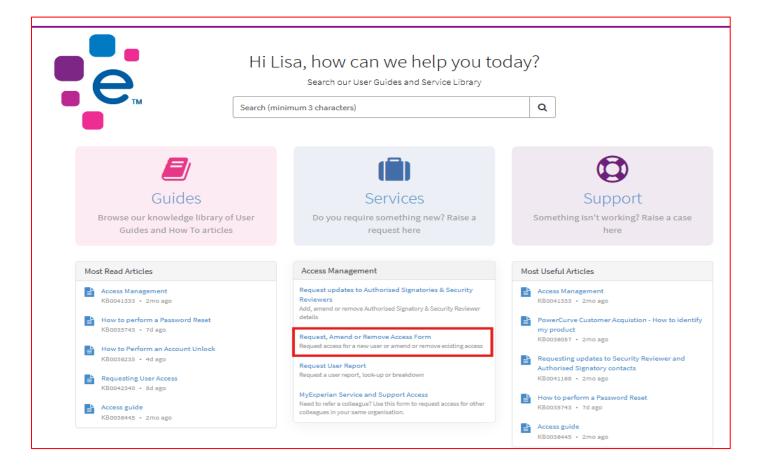
If another user (who is not an approver) submits an access request, we will issue an approval request to you (as the named Authorised Signatory or Security Reviewer). We will require your approval before we can begin processing the request.

3 Requesting User Access

To submit a request to add, amend or remove one or more users please use the 'Request, Amend or Remove Access Form' within our MyExperian Service & Support portal.

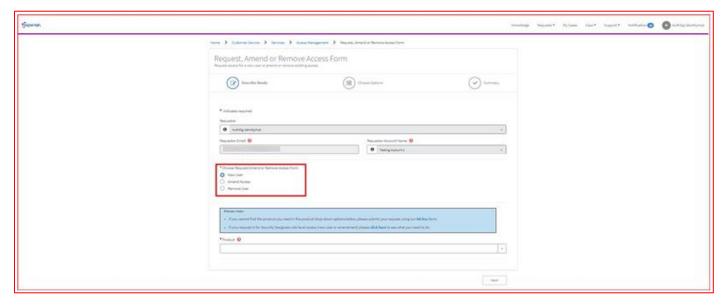
You can also locate this form from the home page by searching "access" on the Home page or below the 'Services' icon as per below:



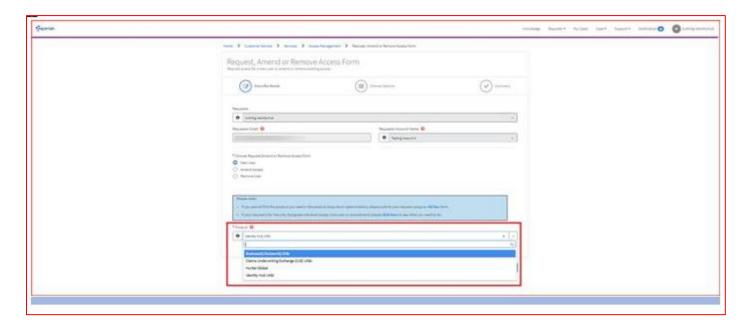


Select the request type you wish to make (to add New User, Amend User or Remove User):



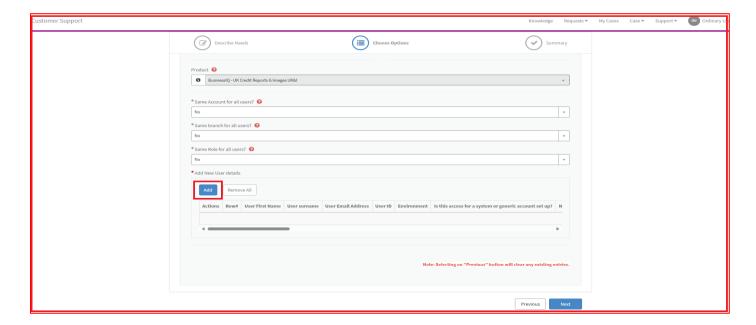


To add or amend user access you should also select the required product and click 'Next':





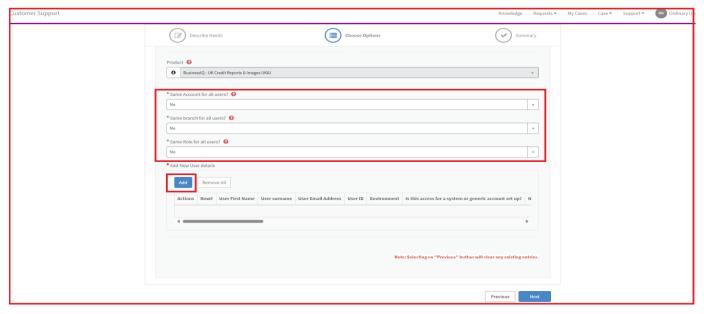
The access request form for the product selected will then populate. Click 'Add' to enter the user details:



Multi-user option: if you are submitting a request for multiple users who all need the same account number, branch and/or role (if available) you can enter this here.

You should then proceed to click 'Add' to enter the individual user details.





The user credentials page will then open, here you should enter the user details along with any account, product roles and options required (if not entered on the previous page). The mandatory required fields are shown with an Asterix (form options may vary depending on the product selected):



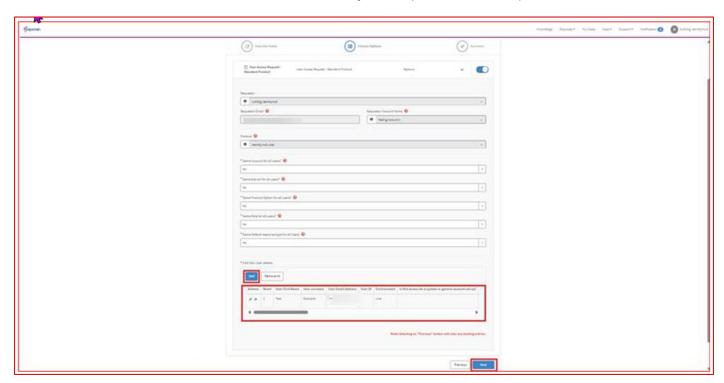
Knowledge Article





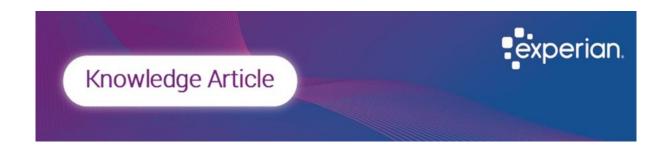
Once you have entered the user details click 'Add'. This will return you to the main form.

Here you will see the user information you entered in the summary table; you can now click 'Add' to enter more users or click 'Next' to submit your request once complete:

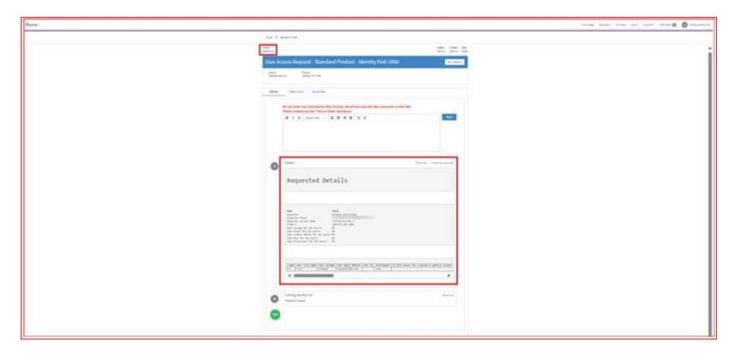


You can now click submit!





Your Case reference number and request details can be viewed in your customer activity log and Case records:



4 Approving access requests

All access requests must be submitted by or approved by an Authorised Signatory or Security Reviewer within your organisation.

If you (as a named Authorised Signatory or Security Reviewer) submit the request, it will be automatically approved and then processed.

If another user (who is not an approver) submits an access request, we will issue an approval request to you (as the named Authorised Signatory or Security Reviewer). We will require your approval before we can begin processing the request.

If we require your approval for an access request, we will send you an **Approval Request Notification** by email:



Knowledge Article



The email will contain the full details of the request include:

- Requester name
- Request type
- Product
- Users requested



I. Approving requests by email:

Once you have reviewed the request information in the notification you can approve or reject the request by email, just reply by clicking on the link in the body of the email (highlighted below).



If you reject the request, please tell us why.

If you approve the request, we will now start to process it.

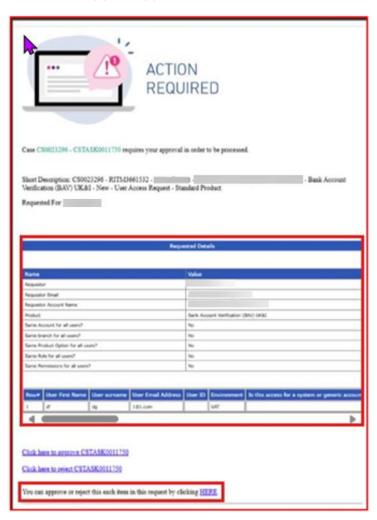
Once your response is sent your approval action is complete.



II. Approving requests via the MyExperian portal:

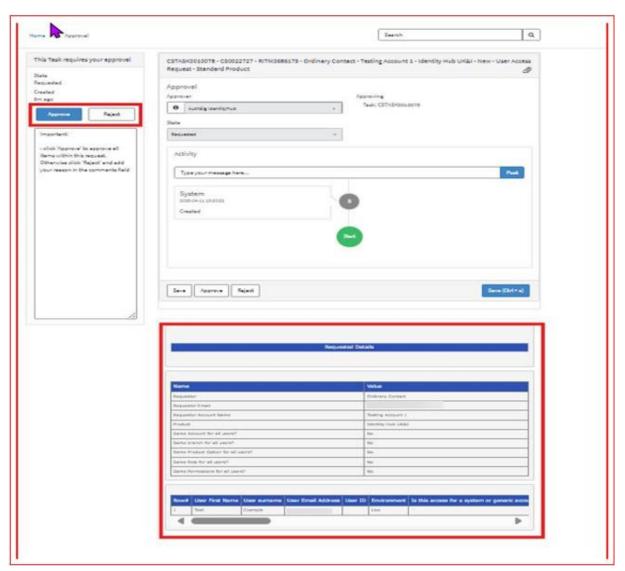
You can review and approve / reject requests directly in the MyExperian Service & Support portal.

Click on the highlighted link (shown below) to directly access the MyExperian Service & Support approval task.





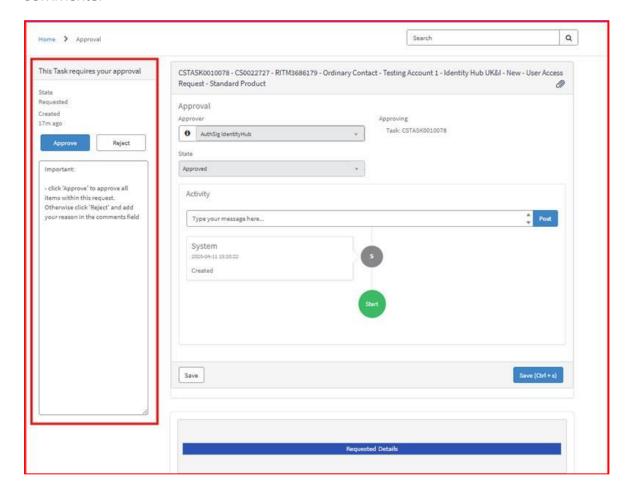
Once the Approval Task has populated in the MyExperian Service & Support portal you can review the full details of the request and Approve / Reject as required.





You should only use this screen to review the request details and to Approve or Reject the request.

Use the Approval task section on the left to click Approve or Reject and to add your comments:



If you Approve the request, we will start to process it.

If you Reject the request, please tell us why in the comments. We will then close the request and inform the requester it was rejected by the approver.

Once your response is submitted your approval action is complete.