

Experian 2-Step Verification: User Guide

Singapore



Quick Guide To:

[Activating Your Account](#)

[Login](#)

[Reset Your Password](#)

[Unlock Your Account](#)



2-Step Verification: Activating Your Account

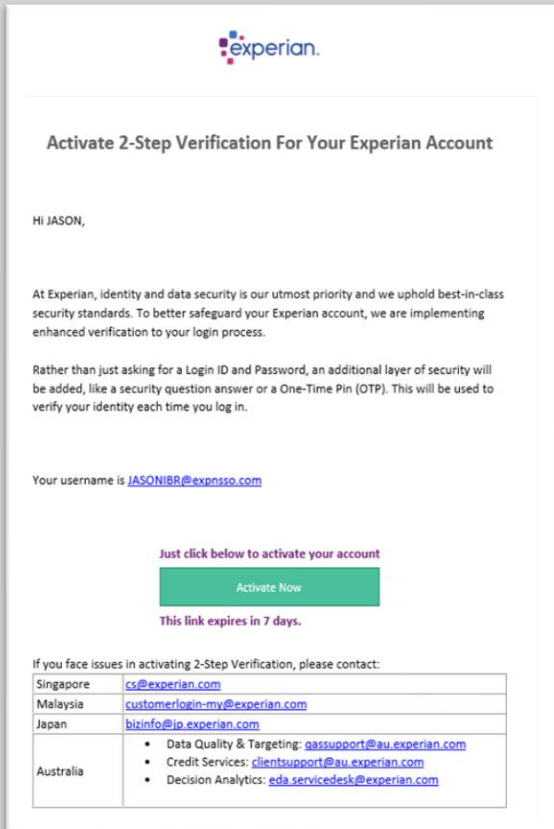


2-Step Verification: Activating Your Account



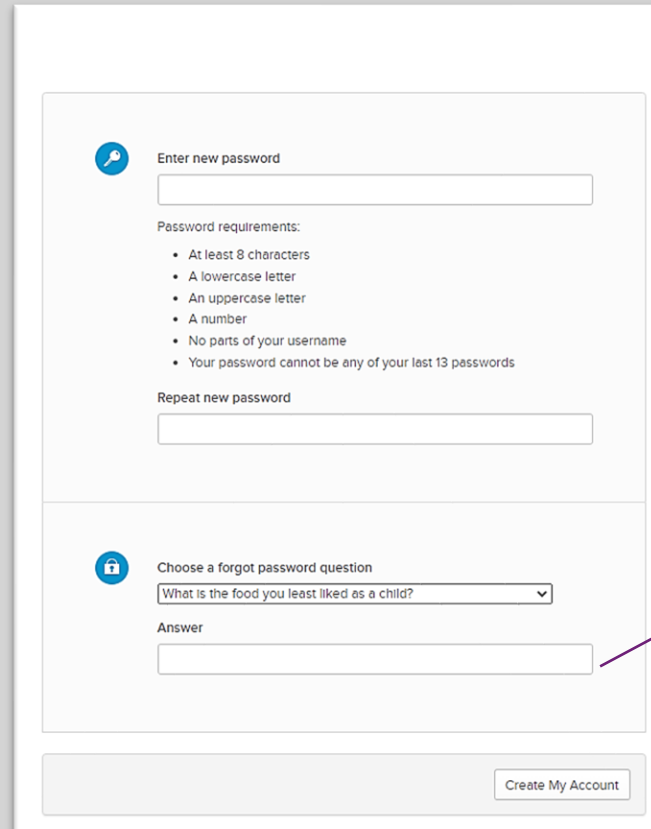
1

- Look out for the activation email from noreply@auth-apac.secure.experian.com.
- Click on activation link to create the Experian 2-Step Verification account.



2

- Create your password.
- Setup your security question for password recovery in the future.



This answer is required to reset your password or to unlock your account in future.

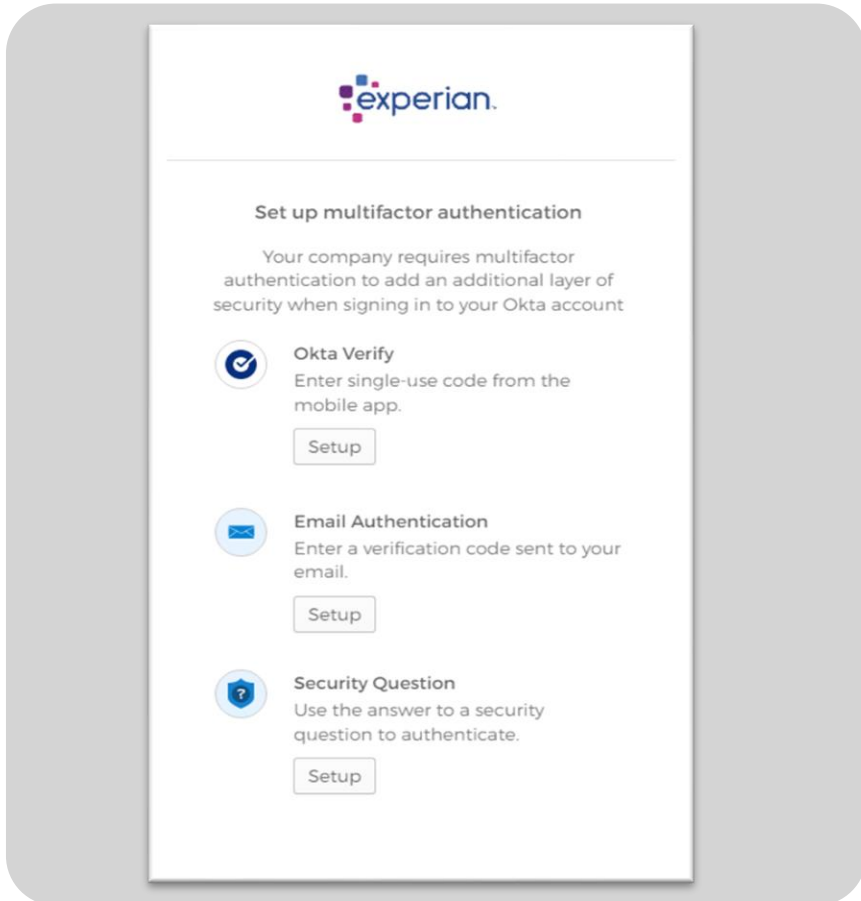


2-Step Verification: Activating Your Account



3

- Set up your second verification method.
- Only **one method is required**, however, you can choose to setup more than one method for your convenience.



How to setup Security Question



How to setup Email Authentication



How to setup Okta Verify



Setting up 2-Step Verification: Security Question



1

- From the list, select one Security Question and provide an answer.
- Click on 'Save'.
This will be used for login.

2

- If you wish to **set up only 1 method** for 2-Step Verification, **click on 'Finish'**.
- If you wish to **set up another method** for 2-Step Verification, **click on any 'Setup' button**.

3

- After completing your 2-Step Verification method setup, click on the application icon to continue using the Experian website.

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Setup secret question authentication

What is the name of your first stuffed a...

Answer

Save

Back to factor list

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Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

- Security Question ✓

Additional optional factors

- Okta Verify
Enter single-use code from the mobile app.
Setup
- Email Authentication
Enter a verification code sent to your email.
Setup

Finish

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Work +

Subscribed app



Setting up 2-Step Verification: Email Authentication



1

- Click on “**Send me the code**” to receive the email One Time Pin (OTP).

2

- Look out for the OTP email from noreply@auth-apac.secure.experian.com. The OTP is valid for 5 minutes.

3

- Enter the 6-digit OTP and click on “**Verify**”.

Singapore	cs@experian.com
Malaysia	customerlogin-my@experian.com
Japan	bizinfo@jp.experian.com
Australia	<ul style="list-style-type: none"> Data Quality & Targeting: gassupport@au.experian.com Credit Services: clientsupport@au.experian.com Decision Analytics: eda.servicedesk@experian.com

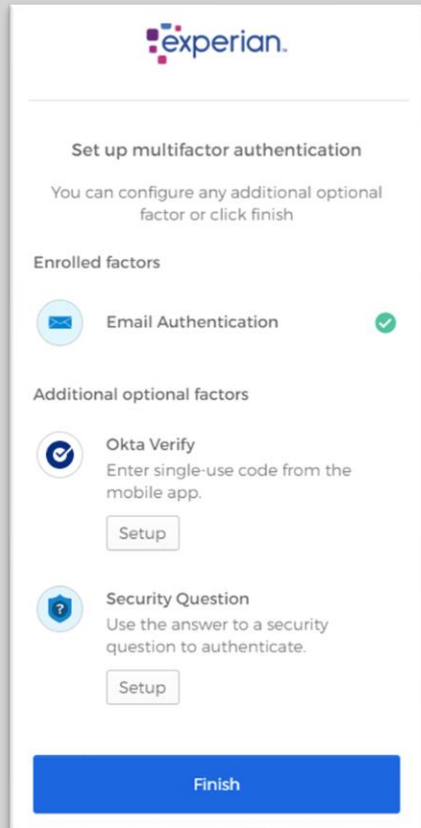


Setting up 2-Step Verification: Email Authentication



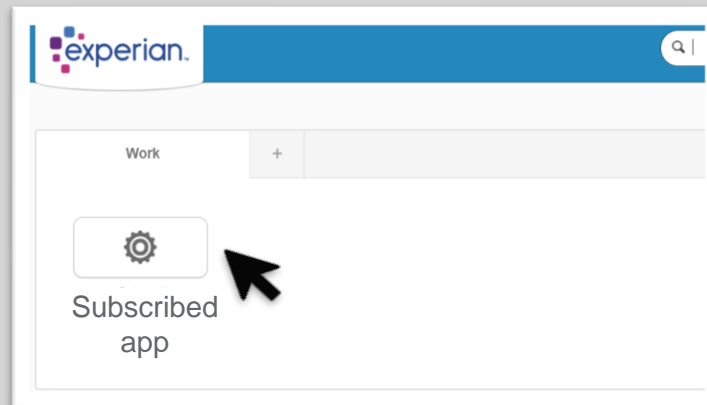
4

- If you wish to **set up only 1 method** for 2-Step Verification, **click on 'Finish'**.
- If you wish to **set up another method** for 2-Step Verification, **click on any 'Setup' button**.



5

- After completing your 2-Step Verification method setup, click on the application icon to continue using the Experian website.





Setting up 2-Step Verification: Okta Verify



1

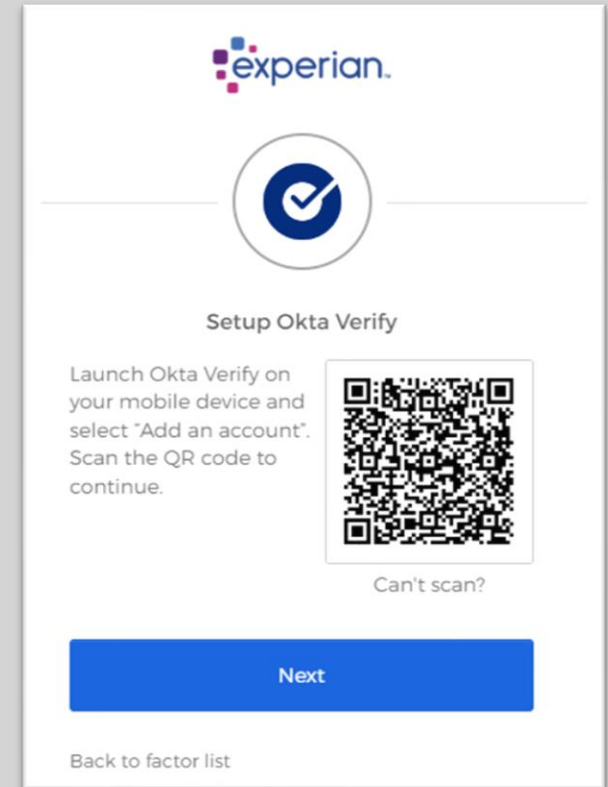
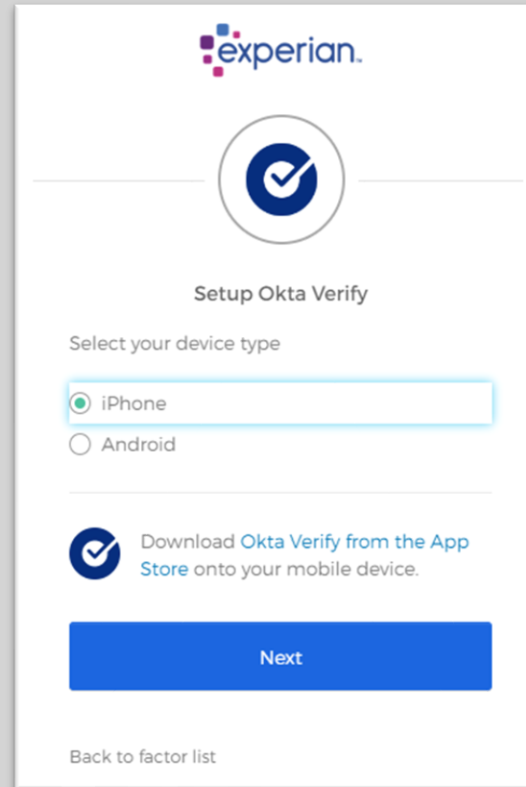
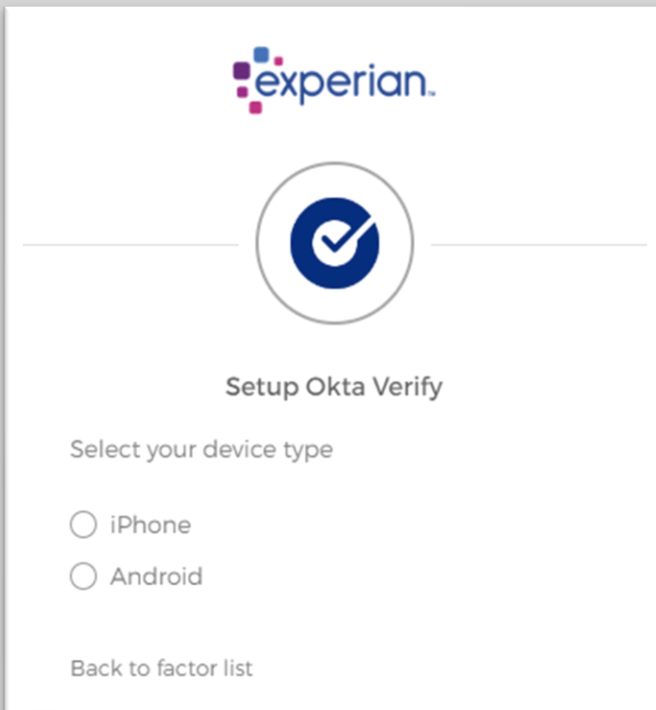
- To setup "Okta Verify", select device type either "iPhone" or "Android".

2

- Download the "Okta Verify" application from the App Store or Google Play store onto your mobile device.
- Select either "iPhone" or "Android" and click on "Next".

3

- Launch Okta Verify app on mobile device.
- Select "Add an account" and Scan the QR code.
- Click on 'Next'.





Setting up 2-Step Verification: Okta Verify



4

- Enter the 6-digit code from your Okta Verify app.
- Click on 'Verify'.

5

- If you wish to **set up only 1 method** for 2-Step Verification, **click on 'Finish'**.
- If you wish to **set up another method** for 2-Step Verification, **click on any 'Setup' button**.

6

- After completing your 2-Step Verification method setup, click on the application icon to continue using the Experian website.



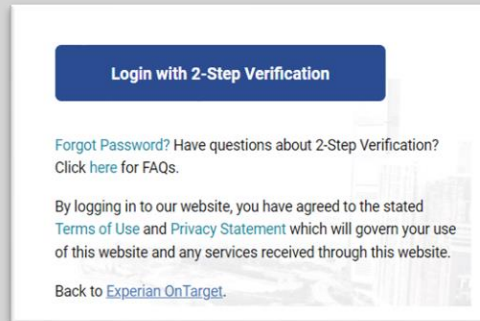
2-Step Verification: Login

2-Step Verification: Login



1

- New 2-Step Verification login screens for Experian websites.

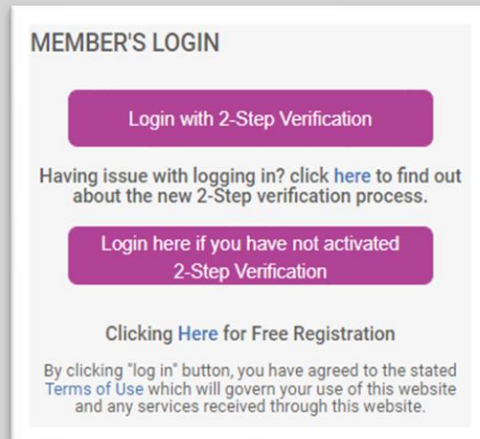


Login with 2-Step Verification

[Forgot Password?](#) Have questions about 2-Step Verification? Click [here](#) for FAQs.

By logging in to our website, you have agreed to the stated [Terms of Use](#) and [Privacy Statement](#) which will govern your use of this website and any services received through this website.

Back to [Experian OnTarget](#).



MEMBER'S LOGIN

Login with 2-Step Verification

Having issue with logging in? click [here](#) to find out about the new 2-Step verification process.

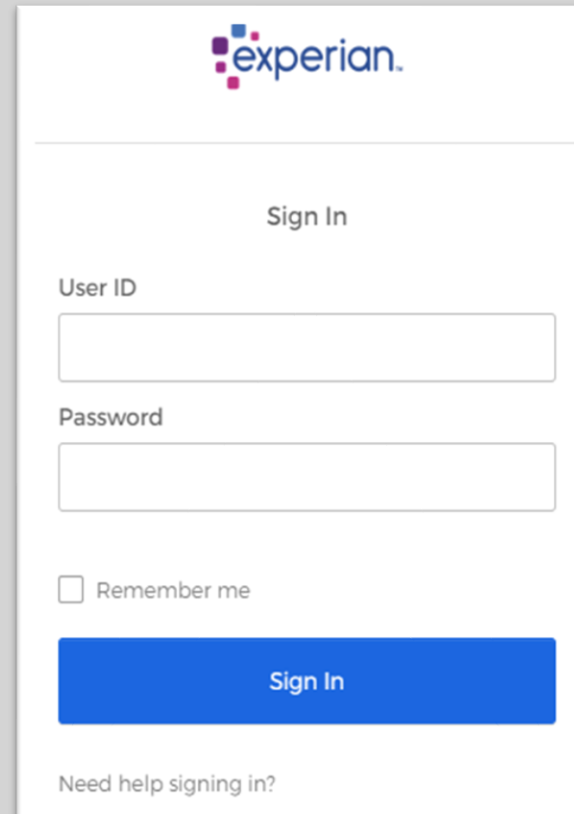
Login here if you have not activated 2-Step Verification


Clicking [Here](#) for Free Registration

By clicking "log in" button, you have agreed to the stated [Terms of Use](#) which will govern your use of this website and any services received through this website.

2

- Sign in with your existing User ID.
- Enter your password.





Sign In

User ID

Password

Remember me

Sign In

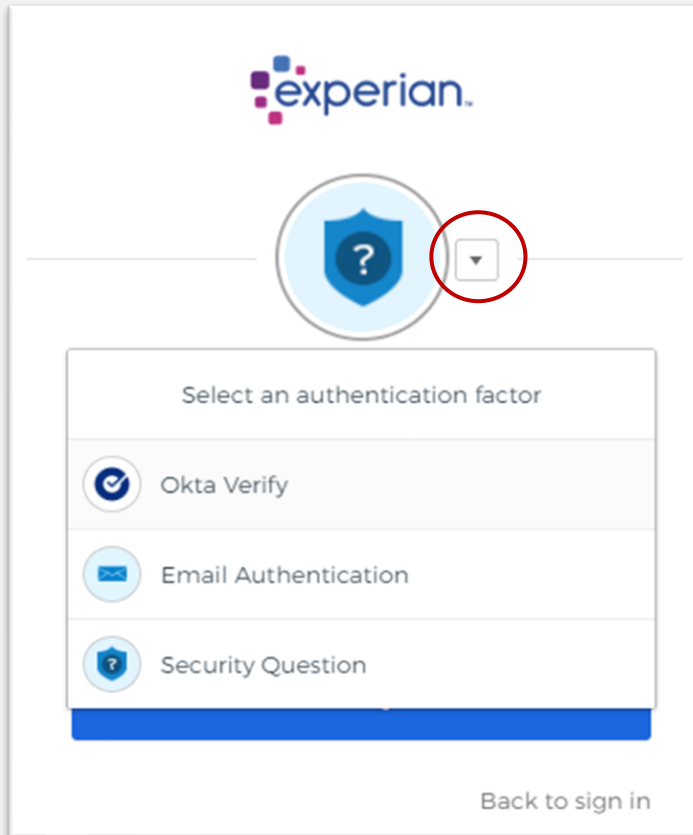
[Need help signing in?](#)

2-Step Verification: Login





3

- Skip this step if you have only one verification method.
- **If you have set more than one verification method**, please click on the drop-down arrow icon to select your preferred verification method to login.



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Select an authentication factor

- Okta Verify
- Email Authentication
- Security Question

[Back to sign in](#)



Login using
Security Question



Login using
Email Authentication



Login using
Okta Verify



2-Step Verification: Login with Security Question



1

- Answer the security question.
- Click on 'Verify' to login.

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Security Question

What is the name of your first stuffed animal?

Answer

Verify

2

- Upon successful login, you will be redirected to the Experian website.





2-Step Verification: Login with Email Authentication



1

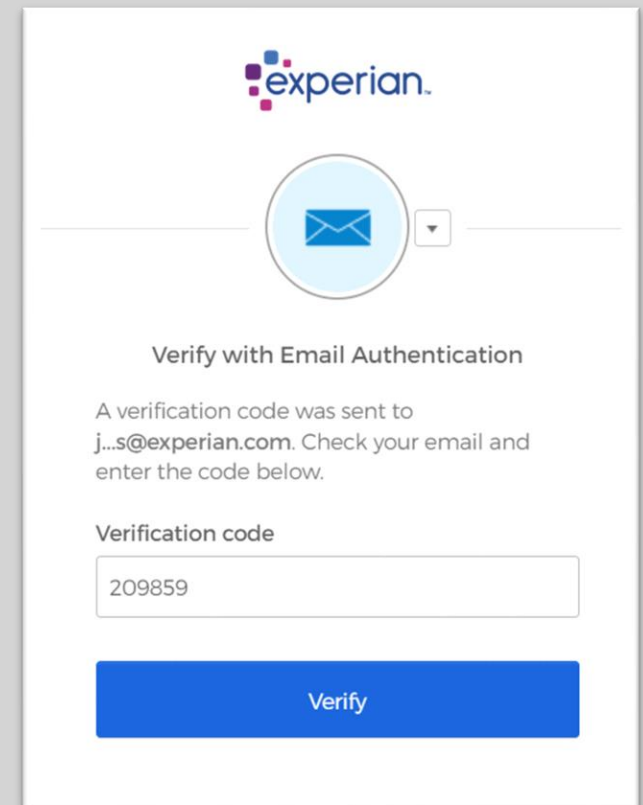
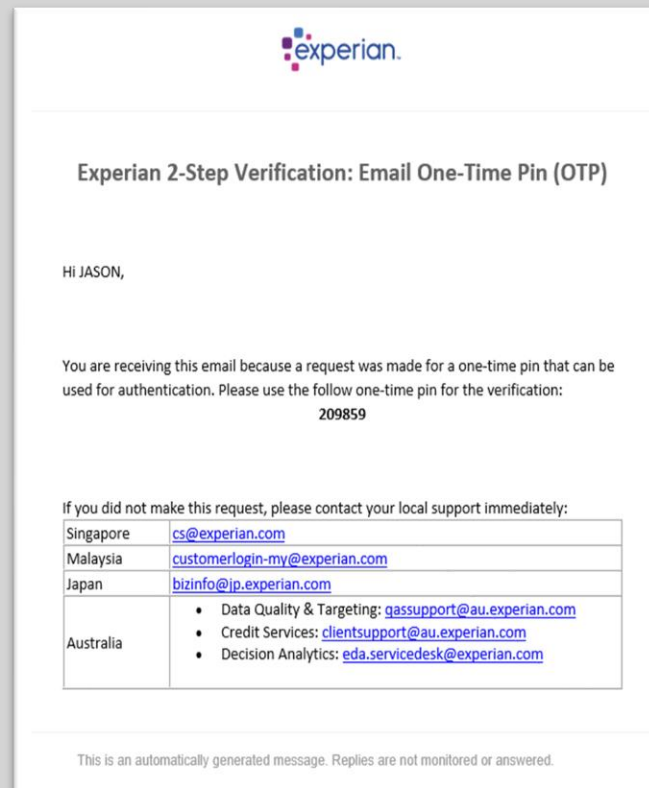
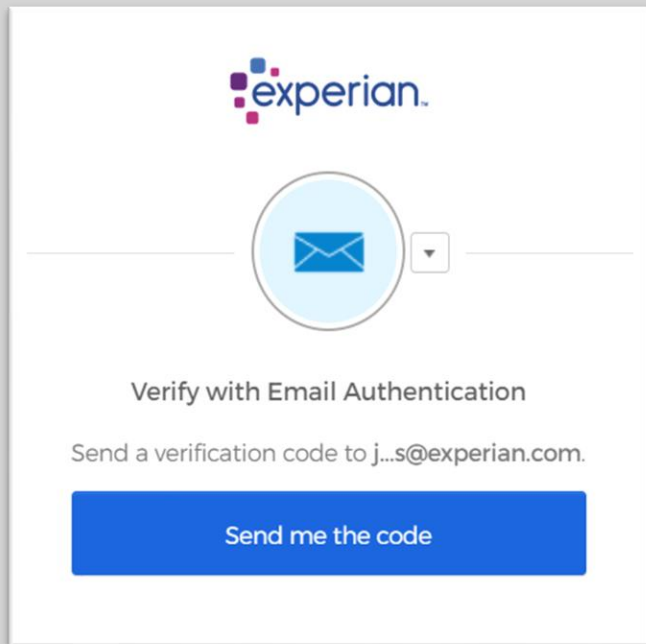
- Click on “**Send me the code**” to receive the email One Time Pin (OTP).

2

- Look out for the OTP email from noreply@auth-apac.secure.experian.com. The OTP is valid for 5 minutes.

3

- Enter the 6-digit OTP and click on “**Verify**”.
- Upon successful login, you will be redirected to the Experian website.





2-Step Verification: Login with Okta Verify



1

- Open Okta Verify app.
- Enter 6-digit code from the app.
- Click on 'Verify'.

2

- Upon successful login, you will be redirected to the Experian website.

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Okta Verify

Enter your Okta Verify passcode

Enter Code

Verify

Back to sign in





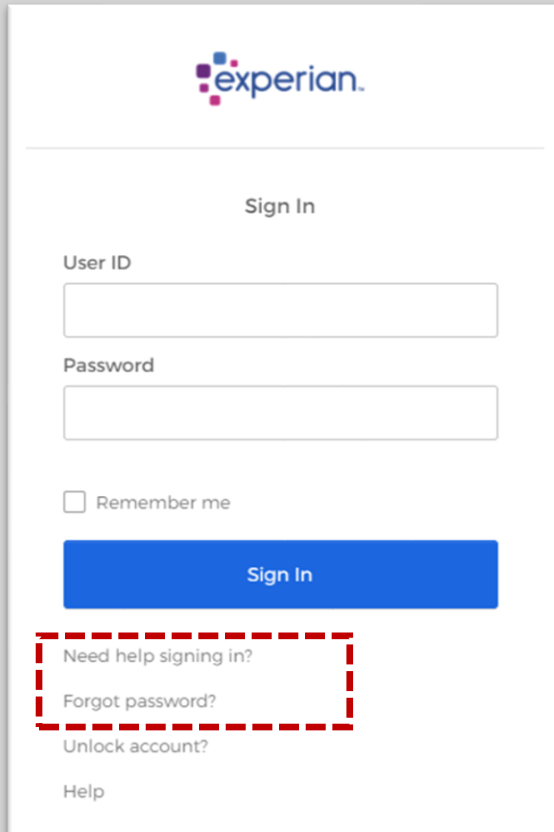
2-Step Verification: Reset Your Password

2-Step Verification: Forgot Password



1

- If you have forgotten your Login Password.
- Click on '**Forgot Password**' under the 'Need help signing in' section.



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Sign In

User ID

Password

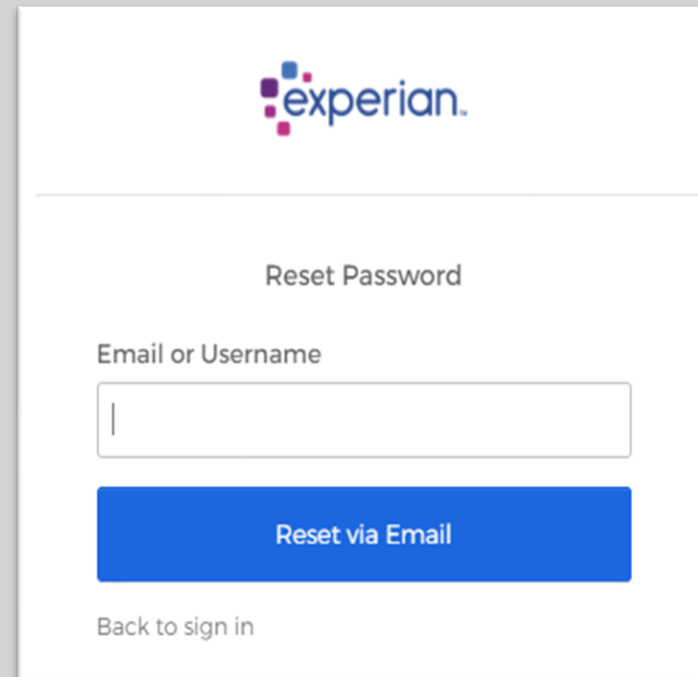
Remember me

Sign In

Need help signing in?
Forgot password?
Unlock account?
Help

2

- Enter your User ID and click on “**Reset via Email**”.
- To reset password, we recommend that you enter your User ID, instead of the email address.



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Reset Password

Email or Username

Reset via Email

[Back to sign in](#)

2-Step Verification: Forgot Password



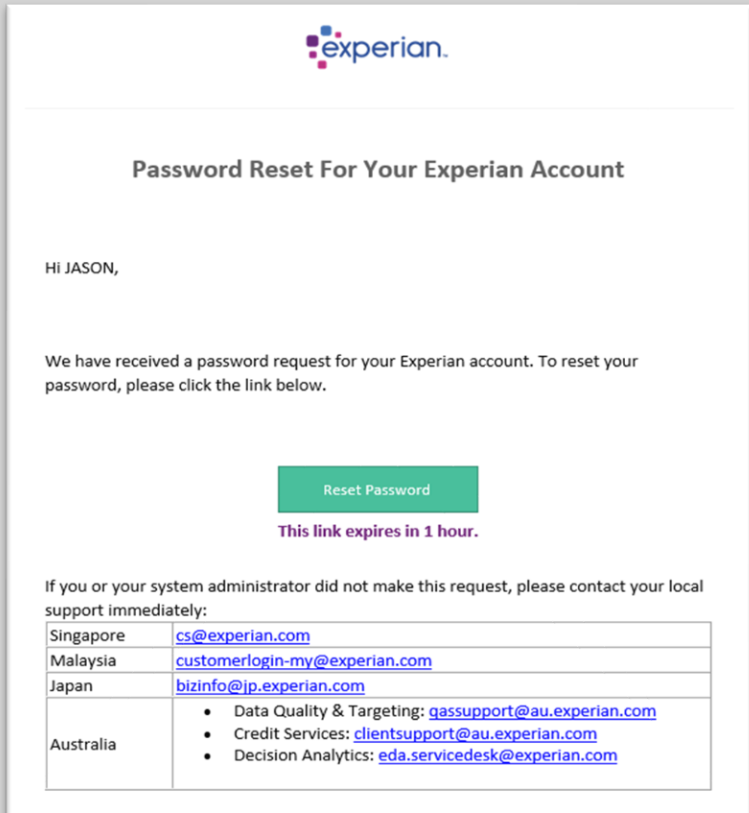
3

- You will receive an email with a “Reset Password” link from noreply@auth-apac.secure.experian.com.

The reset password link is valid for 1 hour.

4

- Enter the answer to the security question for password recovery.
- Click on “Reset Password” to submit your answer.



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Password Reset For Your Experian Account

Hi JASON,

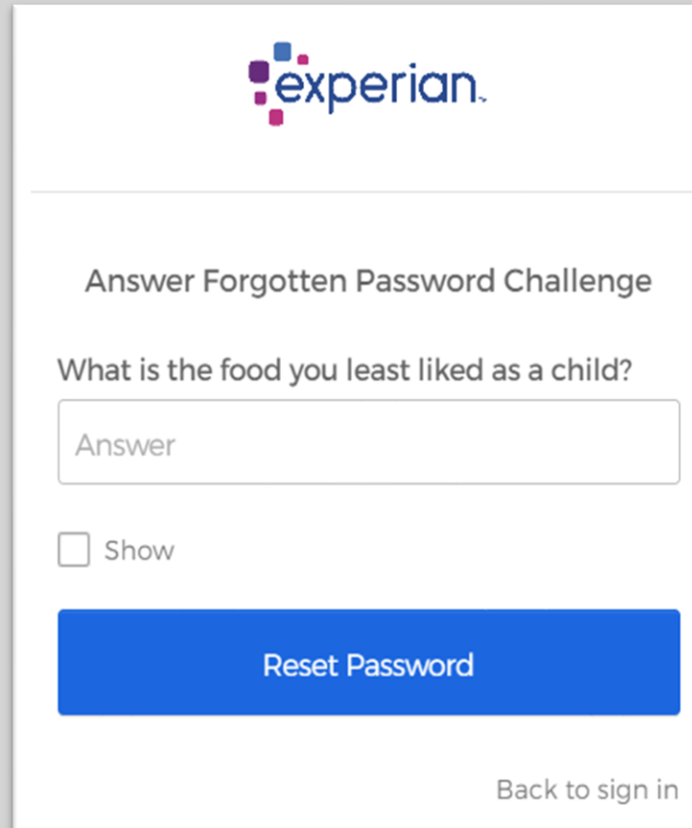
We have received a password request for your Experian account. To reset your password, please click the link below.

[Reset Password](#)

This link expires in 1 hour.

If you or your system administrator did not make this request, please contact your local support immediately:

Singapore	cs@experian.com
Malaysia	customerlogin-my@experian.com
Japan	bizinfo@jp.experian.com
Australia	<ul style="list-style-type: none">Data Quality & Targeting: gassupport@au.experian.comCredit Services: clientsupport@au.experian.comDecision Analytics: eda.servicedesk@experian.com



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Answer Forgotten Password Challenge

What is the food you least liked as a child?

Answer

Show

[Reset Password](#)

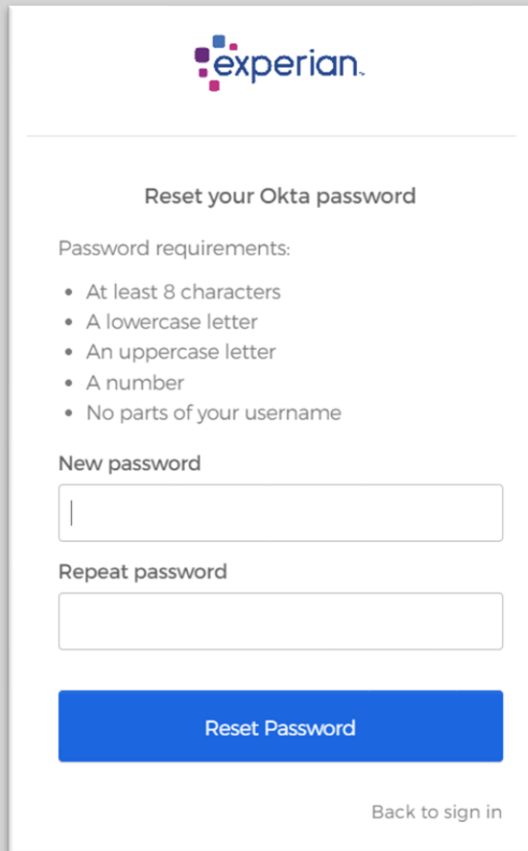
[Back to sign in](#)

2-Step Verification: Forgot Password



5

- Enter your new password.
- Complete the process by clicking “**Reset Password**”.



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Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

New password

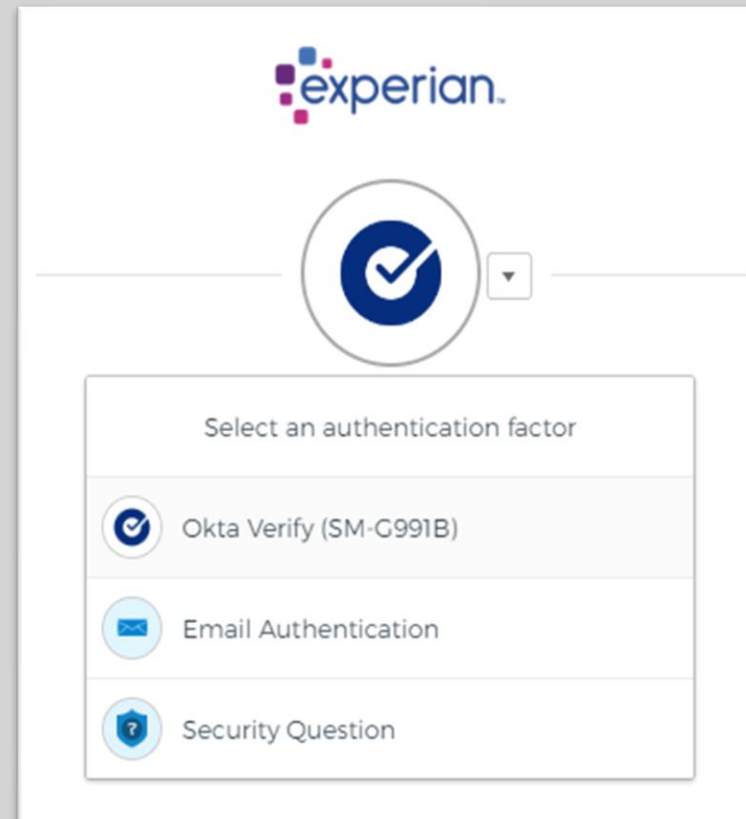
Repeat password

[Reset Password](#)

[Back to sign in](#)

6

- Proceed to login by selecting your second verification method.
- Upon successful login, you will be redirected to the Experian website.



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Select an authentication factor

- Okta Verify (SM-G991B)
- Email Authentication
- Security Question



2-Step Verification: Unlock Your Account

2-Step Verification: Unlock Account



1

- **Your account will be locked if you**
 1. Enter the wrong password 5 times, or
 2. Enter wrong answer to security question 5 times, or
 3. Enter wrong OTP via email or Okta Verify 5 times.

2

- You will automatically receive an email from noreply@auth-apac.secure.experian.com.
- Click on the link in the email.
- The link is valid for 1 hour.

3

- Enter your User ID and click on 'Send Email'.
- To unlock account, we recommend that you enter your **User ID**, instead of the email address.

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Security Question

Your account is locked because of too many authentication attempts.

What is the name of your first stuffed animal?

Verify

Back to sign in

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Unlock Your Experian Account

Hi JASON,

Your Experian account has been locked due to too many failed login attempts. To unlock your account, please click the link below.

Unlock Account

This link expires in 1 hour.

If you did not make this request, please contact your local support immediately:

Singapore	cs@experian.com
Malaysia	customerlogin-my@experian.com
Japan	bizinfo@jp.experian.com
Australia	<ul style="list-style-type: none">• Data Quality & Targeting: gassupport@au.experian.com• Credit Services: clientsupport@au.experian.com• Decision Analytics: eda.servicedesk@experian.com

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Unlock account

Email or Username

Send Email

Back to sign in

experian.

Email sent!

Email has been sent to jasonleongps@gmail.com with instructions on unlocking your account.

Back to sign in

2-Step Verification: Unlock Account



4

- You will receive another email from noreply@auth-apac.secure.experian.com.
- Click on the link in the email.
- The link is valid for 1 hour.

5

- Enter the answer to the security question for unlock account. This is also the same answer to reset password.
- Click on “**Unlock Account**” to submit your answer.

6

- Once your account is unlocked, click on ‘Back to sign in’.
- You can now sign in with existing User ID and password.

The screenshot shows an email from Experian with the subject "Unlock Your Experian Account Request". It is addressed to "Hi Jason," and contains the text: "An account unlock request was made for your Experian account. To unlock your account, please click the link below." Below this text is a green button labeled "Unlock Account" with the note "This link expires in 1 hour." At the bottom, there is a table of contact information for different regions.

Singapore	cs@experian.com
Malaysia	customerlogin-my@experian.com
Japan	bizinfo@jp.experian.com
Australia	<ul style="list-style-type: none">• Data Quality & Targeting: gassupport@au.experian.com• Credit Services: clientsupport@au.experian.com• Decision Analytics: eda.servicedesk@experian.com

The screenshot shows the "Answer Unlock Account Challenge" page. It asks the user "What is the food you least liked as a child?" and provides a text input field labeled "Answer". There is a "Show" checkbox and a blue "Unlock Account" button. A "Back to sign in" link is located at the bottom right.

The screenshot shows the "Account successfully unlocked!" page. It states "You can log in using your existing username and password." and features a blue "Back to sign in" button.

The screenshot shows the "Sign In" page. It includes input fields for "User ID" and "Password", a "Remember me" checkbox, and a blue "Sign In" button. A "Need help signing in?" link is at the bottom.



2-Step Verification: Resetting Your Answers to Security Questions



2-Step Verification: Forgot User ID or Answers to Security Questions



If you...

1. Forgot your User ID, or
2. Forgot your answer to the security question for login, or
3. Forgot your answer to the security question for password recovery/ unlock account.

Please contact your Administrator for assistance.

Alternatively, you can also reach out to Experian Customer Service at cs@experian.com.

The image displays four sequential screenshots of the Experian user interface, each with a red dashed box highlighting a specific recovery path:

- Screenshot 1:** The 'Sign In' page. The 'User ID' input field is highlighted with a red dashed box.
- Screenshot 2:** The 'Security Question' page. The question 'What is the name of your first stuffed animal?' and the 'Answer' input field are highlighted with a red dashed box.
- Screenshot 3:** The 'Answer Forgotten Password Challenge' page. The challenge question 'What is the food you least liked as a child?' and the 'Answer' input field are highlighted with a red dashed box.
- Screenshot 4:** The 'Answer Unlock Account Challenge' page. The challenge question 'What is the food you least liked as a child?' and the 'Answer' input field are highlighted with a red dashed box.



Frequently Asked Questions



- **Is 2-Step Verification mandatory?**

Yes. We are introducing 2-Step Verification to your login to better safeguard your Experian account.

- **What happens if I don't activate 2-Step Verification?**

You will need to activate 2-Step Verification before you are able to successfully log into the Experian platform. Do note that the activation link will expire after 7 days from the date that the email is sent.

- **I can't log in to my Experian account after activating 2-Step Verification. What should I do?**

If you have forgotten your password, please click “Need help signing in?” followed by “Forgot Password” to reset your password. If that still doesn't work, please contact Experian Customer Service at cs@experian.com for assistance.

If you have any other questions related to the 2-Step Verification, please visit our [FAQs page here](#) or contact us at cs@experian.com for assistance.