

## Online Client Portal Frequently Asked Questions

Whether you use your Transworld Systems service monthly, weekly or daily, having a cheat sheet is nice to have when in doubt. Print this FAQ and have it handy to take a quick look at when those last minute questions arise!

### 1. How do I enter Stops/Payments in Phase 1?

A: Go to the "Written Demands (Phase 1)" drop-down menu and choose "View/Stop Debtors". Click on "Search" for the debtor in question and scroll down to the "Update Debtors Status" area and apply the payment or cancellation.

### 2. How do I enter payments in Phase 2?

A: Go to the "Verbal Demands (Phase 2)" drop-down menu and choose "View/Update Debtors". Find the debtor in question and then click on the "Update Account" link over to the right side of the screen. A window will pop up with different choices for applying payments or updating notes.

### 3. How do I get my username or password if I lose it?

A: Go to the login page and click on "Lost Your Password", enter your 5-digit client number and email address and it will be emailed to you within minutes. You can also request your login info to be sent from your sales rep. You can email [support@transworldsystems.com](mailto:support@transworldsystems.com) to request your login info.

### 4. Can I reinstate a debtor that I have suspended online?

A: Yes, if you suspend the debtor online, you can reinstate the debtor online with the click of a button, as long as it is within 60 days of the suspension.

### 5. When I type in my username and password and click on "Login", why does it say "Page cannot be displayed"?

A: Some networks block users from going to SECURE sites like ours. Contact the Help Desk at 888-446-4733, opt 5, ext 4104; or 707-236-3800, ext 4104. For assistance via email, send a message to [support@transworldsystems.com](mailto:support@transworldsystems.com).

### 6. Can you give me my username and/or password over the phone?

A: No. For security reasons, we can only provide the login information via email to the email address provided on the web authorization form.

### 7. Can I set up just one username and password for multiple client numbers?

A: Yes, you can have access to as many client numbers as you wish with one user name and password.

**8. Is my information secure on the web?**

A. Yes! Our Online Client Portal (OCP) is a VERISIGN secure website with 128-bit encryption.

For more questions, please contact us via the Transworld Systems Support Center on the OCP. Login at <http://service.transworldsystems.com>.