

## CBC/FACTUAL DATA PASSWORD RESET INSTRUCTIONS

If you are locked out of CBC/Factual Data or you need a password reset, please follow the instructions below.

- Your login for CBC/Factual Data is usually your First Initial Last Initial and 00790 after.
  - For example: gm00790

The link for CBC/Factual Data is <https://www.creditbureaureports.com/servlet/Presenter>

Enter your User Name and Select 'Forgot Password?'

You are provided the following option  
Select 'Retrieve Your Password'

## CBC/FACTUAL DATA PASSWORD RESET INSTRUCTIONS

Upon initial password setup, you were asked Security Questions.  
If you are unsure the Answer you will need to call 800-216-3463

**Security Check**

To protect your User Name and password, please answer your security question.

**What is your favorite movie?**

Answer

Please enter your answer

Cancel Submit

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Upon entering a correct answer you will be prompted to enter a “New Password” and “Confirm New Password”  
Select ‘Reset Password’

**Reset Your Password**

To reset your password, please enter your new password and confirm password below.

New Password

.....

Confirm New Password

.....

Reset Password

**Password Requirements**

- Minimum of 8 characters
- Alpha and numeric characters
- At least 1 upper and 1 lower case letter
- Cannot reuse previous 12 passwords

Using an LOS or Property Mgt System?  
*Please remember to change your password in that system too.*

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Once new password has been entered you will receive the following confirmation

You have successfully changed your password.