

CoreLogic User Database – FAQ's

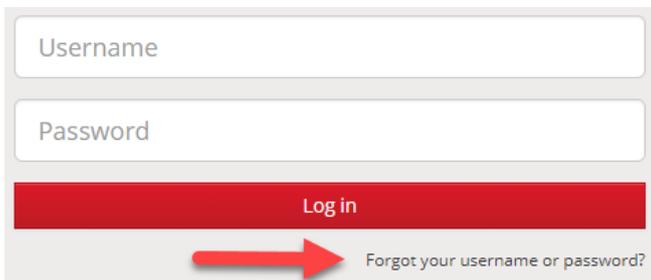
Why isn't my saved username/password showing?

We've changed the address of our login page, so your browser will not have a previously saved username/password. Your username and password hasn't changed – so once you type your username and password and login, the browser will prompt you to save them again – and it will remember them for next time.

If you can't remember your username and password, use the 'Forgot your username or password' link to reset your password.

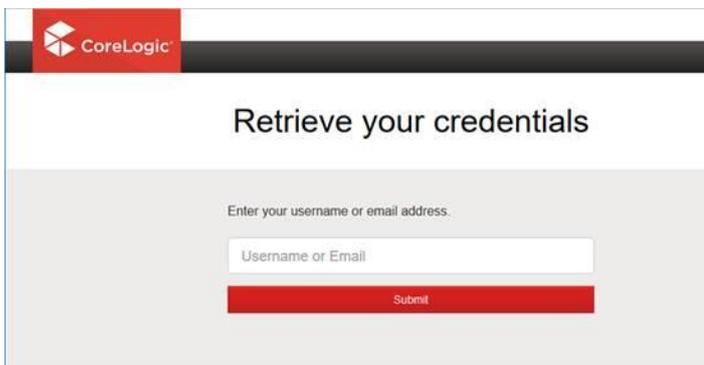
What if I've forgotten my username or password? How do I reset my password?

If you have forgotten your login credentials you can click on the 'Forgot your username and password' link that is available on the login page.



The image shows a login form with two input fields: 'Username' and 'Password'. Below the fields is a red 'Log in' button. To the right of the button is a link that says 'Forgot your username or password?'. A red arrow points from the 'Log in' button towards the link.

This will prompt you to enter your username or email address, and once you submit, a reset password link will be emailed to you.



The image shows a page titled 'Retrieve your credentials' with the CoreLogic logo in the top left. Below the title is a form with the instruction 'Enter your username or email address.' and a text input field labeled 'Username or Email'. A red 'Submit' button is located below the input field.

What are the password rules?

To ensure security on your individual account, we have introduced stronger password requirements which will take effect when you reset your password. Now, when choosing a password, you will be required to enter a 'strong' password that must meet the following criteria:

- Between 8 to 128 characters in length;
- At least one UPPERCASE letter;
- At least one lowercase letter;
- At least one number; and
- At least one special character (!"#\$\$%&'()*+,-./:;<=>?@[\\]^_`{|}~).

Why did I get an email saying my User Credentials have been locked?

You have received this email because there have been **four (4) attempts** to log into RP Data Professional with incorrect credentials. To unlock your user simply click on the link in the email and reset your password.

How do I add users to my accounts (Admins only)?

The ability to add users to your account hasn't changed, you will still be able to go into My Account -> Manage Users and click on the 'Add a new user' link.



The screenshot shows a web application interface with a red navigation bar at the top containing links for Home, Search, Property Services, Documents, My Account, and Resources. On the left, there are two sidebar menus: 'My Profile' with options for Personal Details, Work Details, and Change Password; and 'Account Details' with options for Manage Users, Manage Branding, and Report Defaults. The main content area is titled 'Manage Users' and includes a link for 'Add a new user'. Below this is a table with columns for Name, Username, Email, Admin User, Status, and Last Login. A single user entry is visible with the name 'Support', username 'support.corelogic', and email 'support@co...'. The user is marked as an Admin User and has a status of 'Remove' and a last login date of '17 Feb 2014'. The table also shows 'Showing 1 of 1 entries' and pagination controls for 'First', 'Previous', '1', 'Next', and 'Last'.

Name	Username	Email	Admin User	Status	Last Login
Support	support.corelogic	support@co...	<input type="checkbox"/>	Remove	17 Feb 2014