



Xactus System Transition

Helpful Tips

What to Expect from the transition?

1. A different URL used to access the platform

- <https://credit.creditplus.com/custom/login.aspx> (Xactus [formerly Credit Plus])
- This site will have the same look and functionality as your former platform.

2. A new login and password

- Please be on the lookout for two emails – one containing your username and another with a link to setup your password.
- The email with your username will have the subject of “a New User Account has been created”.
- The email with your password setup link will have the subject of “Setup Password for your New User Account”.

3. A new provider when ordering in your LOS

- Select Credit Plus from the drop-down menu when ordering products.
- Remember to use your new login information corresponding with Xactus (formerly Credit Plus)

Frequently Asked Questions

Q: Will my account number remain the same?

A: Yes! Most account information will reflect the exact same as before.

Q: Can I keep my same username to login?

A: We hope to maintain the same login information you use today, however, because the system requires unique user IDs, we may need to adjust it slightly by adding a suffix or prefix to your new username.

Q: Can I keep my same password to login?

A: Because this is a brand-new setup, you must create a password upon the first login. Feel free to use the same password from your former login if desired or any of the old passwords will be available as well.

Q: How can I access a report from the old platform?

A: Simply login with the old platform information. You will still have access to view orders from the old site, and you can reimport old files in your LOS as you have always done in the past. This would also be for ordering Supplements, Rescores, Refresh Reports, and/or Reissuing a credit file into DU/LP.

Q: Can files be transferred from the old platform to the new one?

A: No, unfortunately, we cannot transfer files from one platform to another.

Q: Why can't I find my file to reissue?

A: Some files were pulled before the date of transition, and because of this, the old login information is needed to reissue those files. Any reports pulled after the transition will be available on the new platform.

Q: Will my invoice be combined?

A: For a short time, you will receive two invoices – one from your old platform and one from the new platform. This will be the case until all files on the old platform are fully completed.

Q: Will you provide a new form for SSA89 and Tax Transcript ordering?

A: Yes!

Important Contact Information

Need to contact one of our departments directly or need help with a specific product? For quick access, dial 800-258-3488 and the extension listed below:

Department	Phone Extension	Email
CSR/Supplements all supplement and credit needs, status updates, etc.	1411	
Conference Calls Consumer Conference Calls	1400	
Client Technical Support DU/LP errors, login/password issues, etc.	1401	support@xactus.com
Consumer Disputes	1800	disputes@xactus.com
Client Success Ops Repull frozen/locked files, unmerge report, swap borrowers, etc.	1407	clientsuccessops@xactus.com
Rescore	1406	rescore@xactus.com
Score Analytics (Lending Hand)	1374	scores@xactus.com
TRV SSA-89	1274	transcripts@xactus.com ssa89@xactus.com
VOE	1807	voe@xactus.com
Client Success Sales main point of contact for training on new products and all client related needs	7124	clientsuccesssales@xactus.com