

Disputes Portal Customer Support

Welcome to TransUnion's Automated Disputes Portal. This document provides the customer support contacts you may need while navigating through the dispute process.

Resetting my password (Administrators only)

Call the Service Desk at 877-559-5585 and press one for business customer then press one again for a password reset.

Resetting passwords for all other users

Contact your company's internal administrator for the portal.

Connectivity, an outage, system availability, a slow response, or any other technical issue

Call the Service Desk at 877-559-5585 and press one for business customer, then press three for all other issues.

Questions about an Account Verification or Dispute

For questions about account verifications or disputes within the portal that are in open status or for disputes that have been submitted and an adjustment to the dispute needs to be added, please email **TUCSHInv@transunion.com**. Include the following information:

- Description of the issue
- Application ID
- Dispute ID

IMPORTANT

Do not include any personal information related to the account or consumer (such as name, address, account numbers).

Questions related to the disputes portal

1. Tutorial Videos: The following link and password will gain you access to tutorial videos to assist you when using the disputes portal.

<https://solutions.transunion.ca/decisionedge-disputes-portal/>

Password: DECISIONEDGEPORTAL2021

2. Topics include:
 - How to complete various administrator tasks
 - How to complete disputes in the portal

- How to view completed disputes
 - FAQ and Trouble shooting
3. Refer to the FAQ document sent via email, which will cover common issues within the portal.
 4. If your concern cannot be addressed in the above resources, send an email to **TUCustServ@transunion.com** or call **Customer Service at 1-800-565-2280**, indicating the issue you are having within the portal.