

# Enhanced Reactivation

Follow this process when a client has had a previous SmartCredit® account that is now closed, and you would like them to reactivate under your SmartCredit® link.

## What You Will Need:

- 1 Your quick link provided by SmartCredit®
- 2 Client to log in with their original credentials
- 3 Client to provide their 3-digit billing CCV code

## Instructions:

- 1 Instruct your client to clear their cache by navigating to **Browser Settings** and clicking on **Privacy and Security**. They must select **“Clear ALL-TIME browsing history, cookies, and cached images”**
- 2 Instruct them to go to your quick link [www.smartcredit.com/\(yourquicklink\)](http://www.smartcredit.com/(yourquicklink))
- 3 Make sure that your client confirms that they see your **company logo** on the top left corner
- 4 Once it is confirmed that they are on your SmartCredit® link, instruct your client to select **“Sign Up Now”** in the right-hand corner
- 5 Only enter the client’s email address (do not enter name), then click **“Submit and Continue”**
- 6 A message will appear in red under the email field stating the following  
*(Image 1)*
- 7 In the error message, click on the **“login”** hyperlink
- 8 Instruct your client to log in with their credentials
- 9 On the **“SmartCredit® Membership Plans”** page, have the client select their preferred plan and enter the sponsor code if applicable\*
- 10 On the following page, you will find **“Billing Information.”** If the member is paying for their own membership, they can enter their credit card. If they are using a sponsor code, this page is skipped
- 11 Once the payment is successful, their SmartCredit® account will be activated.

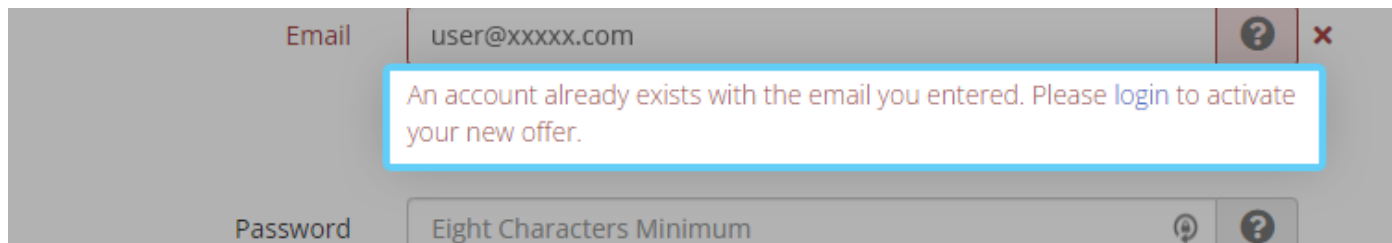


Image 1

\*Sponsored & Build plans generally include 3-Bureau reports once a month