

# Web - RealTime Client User Guide

## Access to website

The Fraudscreen RealTime system can be accessed from Fraudscreen's main corporate website [www.fraudscreen.co.uk](http://www.fraudscreen.co.uk)

fraudscreen  
predicting payment intent

[Fraudscreen RealTime](#)  
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**GUIDE: How to apply payment intent to insurance**  
The insurance sector has been turned on its head in recent years by the digital revolution and the dominance of aggregator and comparison websites. Our quick guide shows how to make the most of the opportunities and negate the worst effects that this is having on profitability. [How to: Insurance »](#)

**Free Data Review**  
We will retrospectively code a sample data file you provide so that you can assess the potential impact on your bottom line  
[Put us to the test »](#)

**Common Questions**  
**Q: So, you screen for fraud?**  
**A:** Preventing first party fraud is a key strength, but our codes can be used... | [More »](#)  
**Q: How is this different from credit scoring?**  
**A:** Credit scores are about ability to pay, this tells you nothing about intent... | [More »](#)

**What's new?**  
**News:** A news headline linking to press release | [More »](#)  
**Event:** 5th March | Risk; the new marketing code | [More »](#)

**Acquisition**  
Proven superior marketing ROI when you:  

- Expand marketing volumes
- Screen out first party fraud
- Code realtime transactions
- Activate more channels
- Acquire best customers

[Find out more »](#)

**Retention**  
Make sound retention and reactivation decisions that:  

- Improve long term value
- Reduce dormancy
- Identify churn triggers
- Personalise experiences
- Improve each interaction

[Find out more »](#)

**Collections**  
Effect a strategic collections strategy that enable you to:  

- Recover payments faster
- Reduce collection volumes
- Tailor communications
- Treat customers fairly
- Protect brand reputation

[Find out more »](#)

Or alternatively, directly using the following URL: <http://demo.fraudscreen.co.uk>

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### Help & Support

#### Additional Information & Help

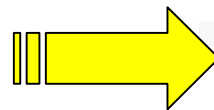
If you require any additional information or assistance then please contact:  
[Tony.schiffman@fraudscreen.co.uk](mailto:Tony.schiffman@fraudscreen.co.uk)

#### Helpdesk

Alternatively you can contact the our Helpdesk directly on: 0207 307 6196

#### Help guides are available

Client User Guide which can be found on the 'User Log In' and 'Client Data Entry' screens.



[Client User Guide](#)

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### RealTime Application - User Login

User Name:

Password:

Login »

## Web - RealTime Client User Guide

### Login Screen



[Client User Guide](#)

### RealTime Application - User Login

User Name:   
Password:

Login »

Please contact our helpdesk on 01242 545343 if you are experiencing problems logging in.

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© Fraudscreen Ltd. 2009 | 30 Gresse Street, London, W1T 1QR, UK | +44 (0)20 7307 6196 | [info@fraudscreen.co.uk](mailto:info@fraudscreen.co.uk)

### Navigation

#### Client User Logging in

- As soon as you enter the User Name and Password and press

Login »

you are taken to the [Client Data Entry](#) Screen.  
Your User Name and Password will be advised to you separately by Fraudscreen's Client Services team.

#### Exiting

- If you click on the Fraudscreen logo this will take you back to the main Fraudscreen website [www.fraudscreen.co.uk](http://www.fraudscreen.co.uk)

## Web - RealTime Client User Guide

### Client Data Entry Screen



#### Fraudscreen RealTime System

Surname:

Address 1:

Address 2:

Address 3:

Address 4:

Town:

County:

Postcode:

Result:

Please contact our helpdesk on 01242 545343 if you are experiencing problems.

### Navigation

#### R FS Code

- Once the user has entered the applicants Surname and Address details they will press the  button.

The application details will be submitted to the back office database and a Fraudscreen Code assigned.

Once the Fraudscreen Code has been returned to the RealTime Application, the Code will then be passed through the Translation table in order to determine the Outcome Code which has been assigned to the Translation Code for this client.

## Web - RealTime Client User Guide

Client Logo

[Log Out](#)

[Client User Guide](#)

### Fraudscreen RealTime System

Surname:

Address 1:

Address 2:

Address 3:

Address 4:

Town:

County:

Postcode:

Result: 4g

Good applicant Upsell using Platinum offer Can offer maximum discounts  
Please contact our helpdesk on 01242 545343 if you are experiencing problems.

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The Fraudscreen Code, Code Colour bar and the Call to Action are displayed below the applicant details.

### Response Time

On entering the applicant details and then pressing the FS Code button the response time is very slow for the very first look up of the session but there after it is very quick (This is a know issue with the existing Fraudscreen system and is because all the required database files need to be opened, once open there is no longer an issue.)

### R Clear

- The Clear button will clear any previously entered data and result and position the cursor in the Surname field ready for data entry.

### R Exiting

- The only way to exit the screen is via the '[Log Out](#)' button which then returns the user back to the user login screen.
- If you click on the Fraudscreen logo this will take you back to the main Fraudscreen website [www.fraudscreen.co.uk](http://www.fraudscreen.co.uk)
- If you click on '[Log Out](#)' you are returned to the [RealTime Application – User Login](#) screen.

## Web - RealTime Client User Guide

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### Timeout Page

User will be automatically timed out after 15 minutes non activity



#### *Timeout*

Your session has timed out. [Click here](#) to return to the login page.

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### Navigation

#### Return to Login Page

- Returns the user to the RealTime System Login page.

#### Exiting

- If you click on the Fraudscreen logo this will take you back to the main Fraudscreen website [www.fraudscreen.co.uk](http://www.fraudscreen.co.uk)