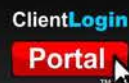


CREDIT-AID™ PRO

Quick Start Guide



CREDIT-AID™ PRO

Quick Start Guide

This is the User's guide for CREDIT-AID PRO Version 8.1.7. Don't have that version?
Click the update button in your software to see if you're eligible or call 1-800-257-1192.

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HOW TO USE THIS GUIDE

Welcome to the **Credit-Aid Pro Business Suite Quick-Start Guide!** This is the place to go to learn the ins and outs of this program and additional services.

You can navigate through this guide using the table of contents in the PDF reader interface, or just read it straight through. You can also jump around using links, which are formatted in [light blue text](#).

You'll come across links to webpages that look like this: <http://www.credit-aid.com>. Just click them, and your default web browser will open the page and display additional information.

You'll also notice that the guide is divided into different sections. If you want to learn how to perform the most common tasks in the program, check out "Working with Clients in your software." It walks you through common tasks using simple, step-by-step instructions. Have a question? Visit the [Frequently Asked Questions](#) section. We've kept track of the questions we hear most often from our users and gathered them together in this section.

We hope this helps! If you have any questions, comments, or suggestions about how this guide can be improved, we'd love to hear them. Any technical support requests should go to <http://support.www.credit-aid.com>.



Each time we release a new software version we also update this guide. Be sure you have the correct guide for your software version. The version number is always on the table of contents page.

ABOUT THIS SOFTWARE

System Requirements

To run the software efficiently, your computer should meet the following requirements:

- Operating System: Windows 7, Vista and XP
- Disk Space: 30MB free disk space available
- RAM: 512MB (1GB recommended)
- Internet Connection
- Browser: Internet Explorer 7 or higher

Network Servers

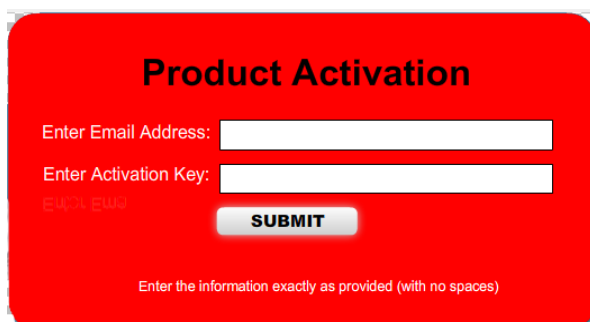
Credit-Aid is single-user Windows software. It cannot be installed on a network server.

Installing the Software

If you're installing the registered version of the software, it is highly recommended that you first uninstall the trial version. Download your software "setup" file to your desktop. Double-click the setup.exe file to start the setup process and follow the directions onscreen. As you proceed through the setup, you must keep the default settings.

Your Activation Key Code

This is single-user software intended to install on one single Windows computer. During purchase, we sent you an activation key code (i.e.: XXXXX-XXXXX-XXXXX-XXXXX). Each key can only be used on one computer. The same key cannot exist on two computers. Therefore, before using it, be certain this is the computer you wish to run it on. Copy and paste your activation key into the software exactly as you received it (including dashes) If you see an error message about an incorrect key, it usually means you have typed it incorrectly. Try copy and paste.

A red rectangular dialog box titled "Product Activation". It contains two input fields: "Enter Email Address:" and "Enter Activation Key:". Below the "Enter Activation Key:" field is a "SUBMIT" button. At the bottom, there is a small instruction: "Enter the information exactly as provided (with no spaces)".

Product Activation

Enter Email Address:

Enter Activation Key:

ENTER EMAIL

SUBMIT

Enter the information exactly as provided (with no spaces)

Installing on Multiple Computers

If you wish to install Credit-Aid Pro on an additional computer or laptop for yourself or anyone else in your office, please contact us for an additional License Key. If you've just bought your software you can purchase additional license keys from us at a fraction of the cost. Attempting to run software with the same key on two computers will cause trouble and data loss, especially if you have a client portal account.

Do not move or alter the Credit-Aid Pro system folders

Credit-Aid Pro Software installs onto the C: drive into its own folder. Do not attempt to move that folder to any other location, drive, flash drive or any other computer, even if you are intending to back it up. This is not the way to make a backup. The only way to safely move/backup/restore client files is with the built-in backup restore tool. The files in your Credit-Aid folder are encrypted (to protect your clients). These encrypted files cannot be read by anything other than the same installation of Credit-Aid Pro that created them. Please don't touch, move or alter the Credit-Aid system folders. or you will damage your software installation and corrupt your client data. **The only backups you will ever need are original setup file (that you used to install your software) and client data backup created with the special backup/restore tool that is built into Credit-Aid Pro Software itself. We recommend that you keep these backups in a safe place, on a CD or flash drive and not on this same computer.**

Updates and Upgrades

We are always working to improve our software, products and services. When a new update is available for your version you will see a popup notification in the bottom right corner of your screen. It will tell you when a new update is available and it will guide you to update your software. "Updates" are always free for registered users and they are released periodically. They may include incremental improvements, bug fixes and new features. "Upgrades" are not free. An upgrade means we have released an entirely new version. We always give a generous discount to registered users.

Uninstalling the Software

To uninstall the program, you will need to use the **Add/Remove Programs** or **Uninstall a program** feature under your control panel settings in Windows. You can access this by clicking **Start > Settings > Control Panel > Add or Remove Programs** or **Start > Control Panel > Uninstall a program**.

OPTIONAL “ENHANCED SERVICES”

To help you in every way we can, we offer a suite of additional services to further enhance your software and your business. Most have free trials. Click below for details.

1) Client Login Portal – Clients and affiliate log in for 24/7 status updates and secure document exchange. No data entry required. Learn more at www.clientloginportal.com

Client Login Portal

- 24 Hour Status Updates for our Clients and Partners from any computer or smart phone
- Bilingual English and Spanish
- Email notifications
- Bank-level security
- Credit Education
- Marketing tools for our partners

Referred By: John Smith
123 Realty
Tel: 123 456 7890
Fax: 123 456 7890
Send Email
30000000

2) Credit Repair Business Websites – An instant site with everything to launch your business. Change it all by easy point and click. Learn more at www.creditaidpro.com

My Company
Credit Education and Document Preparation
1-800-555-5555

Home Our Services Pricing Credit Info FAQ About Us Testimonials Partner Program Store Contact Us

Clean Up Your Credit and Raise Your Credit Score!

A great credit report is essential to getting the most out of life.

CLIENT LOGIN

3) Reseller Stores – Make money selling your own brand of software in your own web store, choose your price and name your profit. Visit www.credit-aid.com/reseller.htm

NEW! Your own Brand of Credit Repair Software in your own Web Store!

Set YOUR OWN PRICE... & CHOOSE your PROFIT!

Your automated store will take credit cards and send software downloads to customers! Works with or without an existing web site!

LEARN MORE

"Reseller" Software has no "Credit-Aid" branding or contact information. It's your product!

4) American Credit Repair Academy – Coaching and training for Credit Professionals. Learn more at www.americancreditrepairacademy.com

American Credit Repair Academy
Credit Repair Training Courses, Credit Repair School

HOME PRICING ABOUT TESTIMONIALS FORUM BLOG RESOURCES

Learn to make unlimited revenue with your own Credit Repair Business

Learn the business and skills of credit repair; How to get clients fast and receive a steady flow of paid referrals, plus proven methods to achieve a high credit repair success rate.

GETTING TO KNOW THE CREDIT-AID PRO WORKSPACE

Here's a quick overview of the major features of the Credit-Aid Pro workspace:

1. Add New Client

Create a Client Information profile.

2. Active Client List

Select a client you wish to work with.

3. Client Overview

Master List of clients active and inactive.

4. Client Detail Page

Personal details, scores, dispute status.

5. Bonus Materials

Legal Documents, Guides, Marketing materials, more.

6. Credit Dispute Wizard

Start here with every client. Order Reports, Review Reports and Correct Errors.

7. Dispute Wizard

Enter items to dispute to the credit bureaus for an instant dispute letter.

8. Detail of Disputes

When you dispute an item in the wizard (and create a bureau dispute letter, the items you've disputed and their status will appear here. This information is seen by your client if you have a Client Portal Account.

9. Storeroom of Letters

Additional assortment of dispute, validation (and related) letters.

10. Add your own Custom Letters

Add your own favorite letters to the Storeroom Library.



The best way to see the software is to log in as "Sample Client" and explore!

GETTING STARTED WITH YOUR SOFTWARE

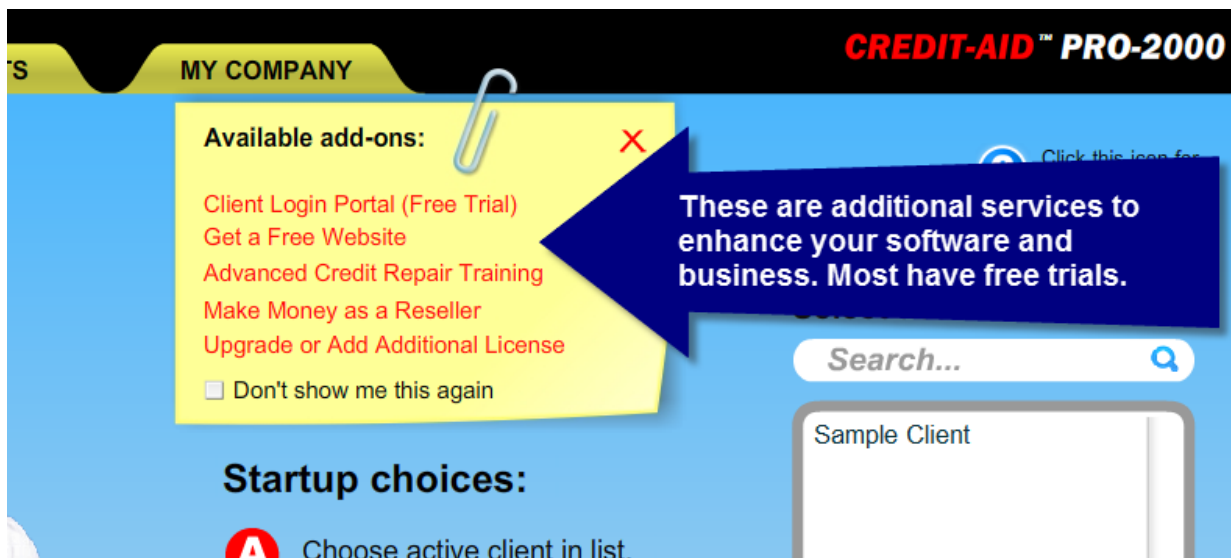
The Start Page

Our goal is to make software that's use-friendly and intuitive. Most of the pages in the software will guide you.



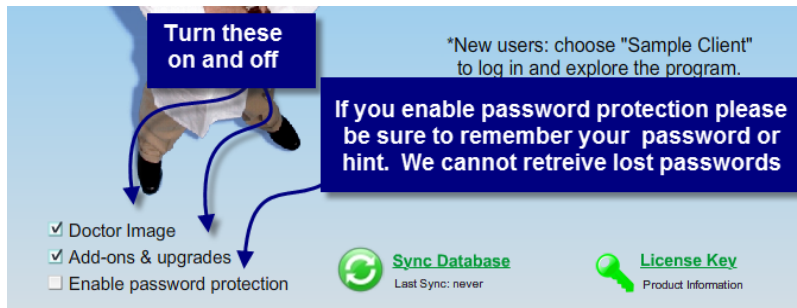
Enhanced Services

Here at the top of the screen are additional services to enhance your software and grow your business. Learn more by clicking on them. Most have free trials.



Visual Options and Password Protection

Here at the bottom of the page you can turn some visual features on and off and enable password protection for your software. If you do enable Password protection, please be sure to remember your password and hint answer that you create. We have no possible way help retrieve lost passwords from your computer. .

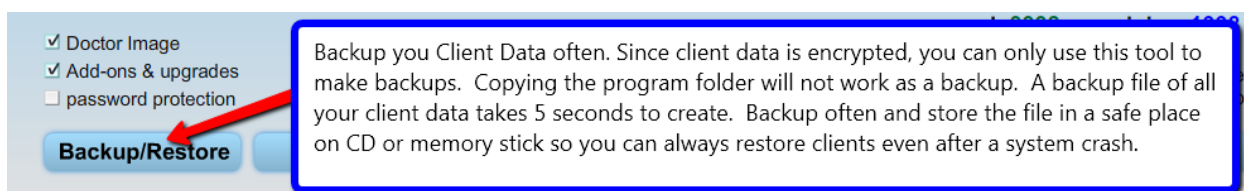


Important tools at your fingertips

On the bottom are easy access buttons for useful tools described in detail later.

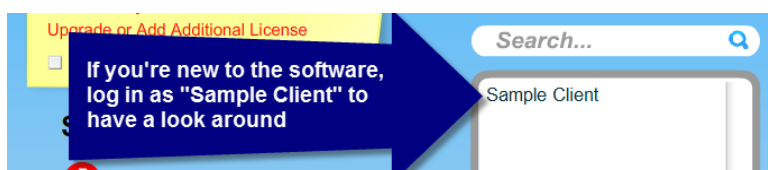


Backup and Restore



Take a look around!

Log in as Sample User



THE BONUS MATERIALS

Download your Bonus Materials



The button to download your bonus materials is on the Start/Login Page of your software. Your bonus materials are Legal Documents, Contracts, Power of Attorney, Guides, Marketing materials (brochures, flyers, business card layout) and more (in English and in Spanish). Bonus materials are stored on our server so we can keep them current. If you have any trouble opening bonus materials, you probably haven't downloaded the entire zip file. Yes, the link works. If you're having a browser problem [click here for a different link](#) and try another browser. We like Firefox and Google Chrome. Both are free. For help with zip files [click here](#).

Marketing Art

The marketing art we provide in your Bonus Materials were created in Microsoft Publisher. To edit these files you must have Microsoft Publisher. Microsoft Publisher comes with Microsoft Office Professional. If you don't have Microsoft Publisher, you download a full-functional 60 day free trial here; <http://office.microsoft.com/en-us/try/> Make sure you download the one that says **Microsoft Office Professional Free Trial**. To work with our Marketing Art Templates be sure to get the version of Microsoft Office that has "Publisher".

Here is an alternate offer: <http://office.microsoft.com/en-us/products/> and here is yet another: http://office.microsoft.com/en-us/products/get-microsoft-publisher-FX102159668.aspx?WT.mc_id=ODC_ENUS_OATPublisherHome_MonTry

These links may change over time, so check all three.

Another alternative is to go to a local copy shop or a Kinko's. They will also have Publisher. It's a very common program for creating business marketing materials.



Your bonus materials are downloaded as a zip file. You do not need special software (like "Winzip") to open a zip file. Windows (windows explorer) will open a zip file just like opening up any other folder. Once it's open, drag the contents to your desktop. [For help with zip files click here.](#)

STARTING WITH NEW CLIENTS

Preparing for clients

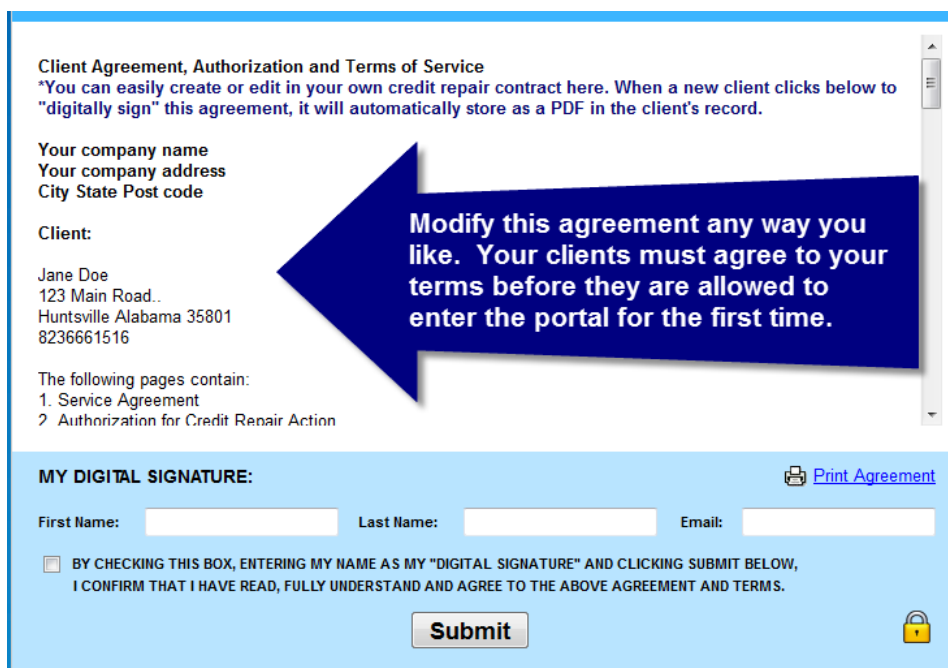
Congratulations, you have a new client! He may be in your office, on the phone, signed up via your website or perhaps an “affiliate” (a mortgage broker, real estate agent, etc.) has sent him as a lead in your web portal. Make sure you start things off right by presenting him with professional materials to begin your working relationship.

Paperwork

Most Credit Professionals start by presenting new clients with a contract, a schedule of fees, a power of attorney letter specific to credit repair, and a copy of client credit file rights. These are found in your **bonus materials** as .rft files which can be opened in Microsoft Word or any other word processor. Personalize everything to fit your own business

Electronic Agreement (Optional with Client Portal)

If you have a Client Portal Account, your client must electronically “agree” to your custom agreement the first time he signs into the Client Portal. This is a great time saver if your client is not in your office.



Client Agreement, Authorization and Terms of Service
"You can easily create or edit in your own credit repair contract here. When a new client clicks below to "digitally sign" this agreement, it will automatically store as a PDF in the client's record.

Your company name
Your company address
City State Post code

Client:

Jane Doe
123 Main Road..
Huntsville Alabama 35801
8236661516

The following pages contain:
1. Service Agreement
2. Authorization for Credit Repair Action

Modify this agreement any way you like. Your clients must agree to your terms before they are allowed to enter the portal for the first time.

MY DIGITAL SIGNATURE: [Print Agreement](#)

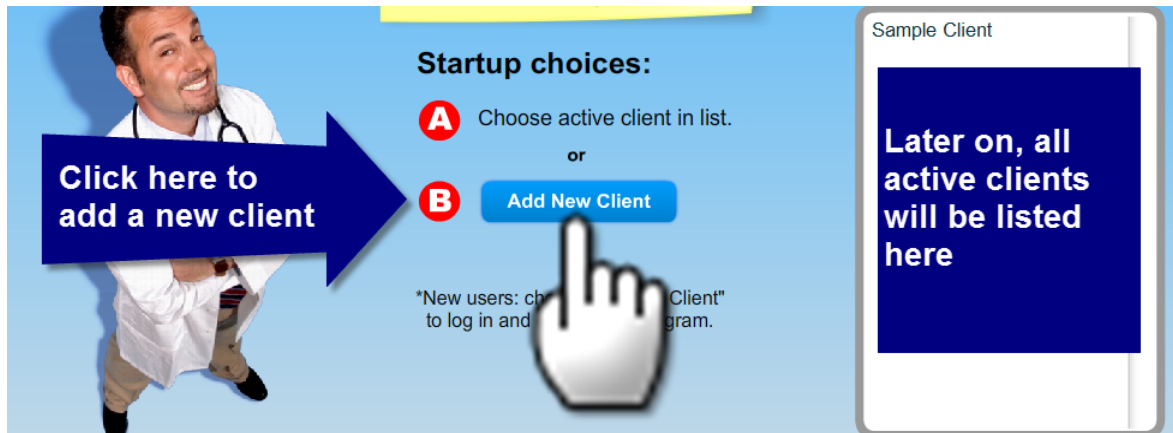
First Name: Last Name: Email:

☐ BY CHECKING THIS BOX, ENTERING MY NAME AS MY "DIGITAL SIGNATURE" AND CLICKING SUBMIT BELOW, I CONFIRM THAT I HAVE READ, FULLY UNDERSTAND AND AGREE TO THE ABOVE AGREEMENT AND TERMS.

WORKING WITH CLIENTS IN YOUR SOFTWARE

Adding a new client.

On the start page, click on “Add New Client.” This will open a new client profile.



Step 1: Creating a new client profile.

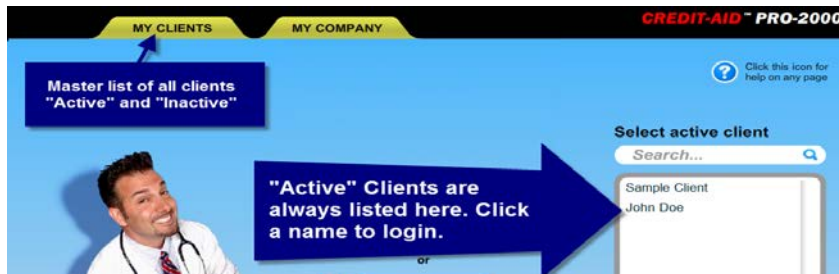
Add your client's personal information, plus email address and the affiliate who referred them to you. If they don't have an email address, type none@none.com. All fields can be changed later except for the client's name. The clients name is permanent. When you have completed the profile click NEXT.

A screenshot of a client profile form. The form is divided into several sections with input fields. The first section contains fields for "First Name* (Required)", "Middle Name", "Last Name* (Required)", and "Jr, Sr, etc.". The second section contains "Email*(Required)". The third section contains "Birthdate", "Social Security", and "Telephone". The fourth section contains "Street Address" and "Apartment". The fifth section contains "City", "State", and "Zip". The sixth section contains "Previous Street Address (if less than 2 years at current)" and "Apartment". The seventh section contains "Previous City", "Previous State", and "Previous Zip". The eighth section contains "Referred by" and "Client Status" with radio buttons for "Active" and "Inactive". A doctor in a white coat is pointing towards a large red arrow labeled "NEXT" on the right side of the form.

Congratulations, you've added a client! In the future if you ever stop working with this client, mark him as “Inactive” and he'll disappear from the active client list.

Step 2: Log into your new client

To start working with this client, simply click on their name.



Step 3: The Client Detail Page.

The client detail page is a dashboard of your client's overall health. This page gives access to all advanced features, but most often you will go right to the Dispute Wizard.





Key features of the Client Detail page:

- 1) Dispute Wizard is your starting point for every client.
- 2) Enter Credit Scores
- 3) Issue important paperwork and download bonus materials
- 4) Accounting and invoices
- 5) Dispute Status and Detailed View
- 6) Send secure notes and attachments to your client via the client portal
- 7) Organizer; calculator, credit diary, notes, record keeping and more
- 8) Storeroom of letters
- 9) Client Profile
- 10) View letters you've saved for this client, create reminders and reports.
- 11) Log out to work with another client.

USING THE CREDIT DISPUTE WIZARD

The first step you will take with every client is to run the Credit Dispute Wizard. The Wizard works in 3 steps: Order Credit Reports, Review Credit Reports and Correct Errors. Unless your client already has current credit reports, you will always start with #1 and “Order Credit Reports.”

EZ CREDIT WIZARD 

Log-out Client 
Sample Client

This is an ideal starting point for every client. You can accomplish all 3 very quickly. Once you've completed these 3 steps (and received the response from the credit bureaus) move on to the letters in the STOREROOM for your next steps.

- 1 ORDER CREDIT HISTORY REPORTS**
Contact the 3 Credit Major Bureaus to obtain up-to-date Credit History Reports. It is important that you view them from all 3 bureaus, as data may differ.
- 2 REVIEW CREDIT HISTORY REPORTS**
80% of all credit reports contain errors. Review the reports and look for errors and inaccurate information that may affect your client's credit score.
- 3 CORRECT ERRORS ON REPORTS**
Contact credit bureaus and creditors to request that inaccurate and outdated information be immediately removed from your client's credit history report.

Wizard Step 1: Order Credit reports

Here you have 4 choices:

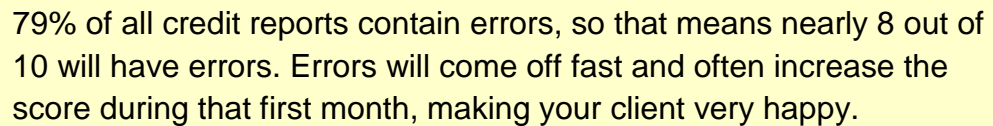
- 1) **Order free annual reports from All 3 Bureaus by Mail** (recommended)
- 2) **Order Free Annual Reports from all 3 Bureaus Online**
- 3) **Request a Credit Report from one Bureau by mail**
- 4) **Order Reports from my Favorite Provider**



We recommend having your client order all 3 reports from the annual report service (Option A). It's far easier to order these by paper mail than online.

Free Annual Reports don't contain scores. We suggest having your client sign up for a credit monitoring service like CreditKeeper or TrueCredit to see scores immediately. If your clients order their own reports and scores they won't suffer a ding on their credit report

Once you receive all three credit reports, go through them very carefully looking for inaccuracies. The guide in Wizard Step 2 gives a lot of information on what to look for. Circle every item you wish to dispute.



Once you have all the items circled that you wish to dispute, we move on to the Dispute Wizard (Step 3):

17

The idea here is to save time. We recommend adding all items you wish to dispute all at one time. During the Wizard process you will be prompted later to choose 5 items to include in your first set of dispute letters. The remaining items will be saved as “pending” to dispute in 30 days. You can also set follow-up reminders.

18

Adding your Dispute items

Clicking “Add New Dispute Item” brings up the “Add New Dispute Item” screen.

1. Click which bureau is reporting the incorrect item.
2. Click a reason for the dispute. Most common reasons are there. If you don't see one that matches the dispute, choose “Other information I would like changed.”
3. Next, enter the Creditor or furnisher who is reporting the incorrect item
4. Enter the account number (or whatever info you have).
5. Type a brief explanation i.e.: “I've never had a Macy's account, please remove.”
6. Click “Add Item.”

ADD NEW DISPUTE ITEM

Select which Credit Bureau(s) you are disputing this item to:

☐ Equifax ☐ Experian ☐ TransUnion

Enter an item you would like to dispute:

Reason:

If you can't find an appropriate reason, choose "other information I would like changed"

Creditor/Furnisher:

Account Number: If you don't have an account number type "n/a."

Explanation:

☐ Save 'explanation' for future use

Add Item

7. Click to “Add New Dispute Item”...and enter the items you wish to dispute. Then do it again until you have added all the items on your list.

Repeat as many times as you need

ADD NEW DISPUTE ITEM **ADD PENDING DISPUTE ITEM**

| | Bureau | Creditor/Furnisher | Account # | Reason | Explanation | Actions |
|-------------------------------------|-------------------------------|--------------------|---------------|---------------|----------------------|---|
| <input checked="" type="checkbox"/> | Equifax, Experian, TransUnion | AMEX | 25656 | BK/Charge-off | Was included in a E | Edit Delete |
| <input type="checkbox"/> | Equifax, Experian, TransUnion | Chevron | 3456134651345 | Closed by me | I requested to close | Edit Delete |

- Choose 5 items to include in your first round dispute letter. The remaining items will save as "Pending" for later use.

Why not send them all the client's disputes at one time?

Because you should never dispute more than 5 items to a credit bureau or send more than 1 letter per month to a credit bureau or they will consider your disputes to be frivolous and irrelevant" and they will reject them. You and your clients don't want that to happen. Only dispute up to 5 per items per month and leave the rest as "pending."

Here's how:

Client Detail

Dispute Wizard

Organizer

Library

Client Profile

Tips

Links

About

CREDIT-AID™ PRO-2000

1-2-3 CREDIT WIZARD ?

Log-out Client
Joe Burger

Once you have added all the items you wish to dispute, select 5 items to include in a letter today.

A Enter a report number for each of the 3 credit bureaus. If a report does not have a number, type "n/a".
Equifax Report #: 234562345

B Add each item you wish to dispute.
The items will appear in the list below.
*Check boxes to add items to your letter. Unchecked items will be marked as "pending" to use in the future.

The remaining items can be saved as pending with a reminder to create a new letter in 30 days. Never dispute more than 5 items and never send more than 1 letter to a credit bureau in a 30 day period.

| | Bureau | Creditor/Furnisher | Account # | Reason | Explanation | Actions |
|-------------------------------------|-------------------------------|--------------------|---------------|----------------------|----------------------|---|
| <input checked="" type="checkbox"/> | Equifax, Experian, TransUnion | Macy's | 34521345 | Acct not mine | I have never had a | Edit Delete |
| <input type="checkbox"/> | Equifax, Experian, TransUnion | AMEX | 25656 | BK/Charge-off | Was included in a | Edit Delete |
| <input type="checkbox"/> | Equifax, Experian, TransUnion | Chevron | 3456134651345 | Closed by me | I requested to close | Edit Delete |
| <input checked="" type="checkbox"/> | Equifax, Experian, TransUnion | Best Buy | 46253462354 | Mistaken Identity | I have never had a | Edit Delete |
| <input checked="" type="checkbox"/> | Equifax, Experian, TransUnion | GMAC | 72345673567 | Inquiry unauthorized | I did not give autho | Edit Delete |
| <input checked="" type="checkbox"/> | Equifax, Experian, TransUnion | Bank of America | 624567256 | Status incorrect | This account shou | Edit Delete |
| <input checked="" type="checkbox"/> | Equifax, Experian, TransUnion | Jaguar America | 24y245y245y | Inquiry too old | Please remove this | Edit Delete |

C *Check the boxes to select up to 5 disputes to include in your letter. Unchecked items will be marked as "pending" to include with another letter.

When you have selected up to 5 items, click next.

will be next: **NEXT**

*Never send more than 5 items at one time and never send more than 1 letter to a credit bureau within a 30 day period. Otherwise the credit bureaus will consider your disputes to be "frivolous and irrelevant" and will reject them. Enclose a copy of the report with the items circled.

20

9. Congratulations! You now have a perfect dispute letter (for up to 3 bureaus).
Wait, you're not done yet!

The screenshot shows the 'LETTER VIEWER EDITOR' interface of the CREDIT-AID™ PRO-2000 software. At the top, a navigation bar includes links for Client Detail, Dispute Wizard, Organizer, Storeroom, Client Profile, Tips, Links, and About. The main header area features the title 'LETTER VIEWER EDITOR' with a help icon, a 'View All Letters' link, and a 'Log-out Client Sample Client' button with a close icon. Below the header, there are three tabs for the credit bureaus: 'EQUIFAX', 'Experian', and 'TransUnion'. The main content area displays a 'Sample Client' profile with the following information: 100 Main Street Los Angeles, CA 90028; Previous Address: 200 Elm Street, Santa Monica; Telephone: (310) 555-5555; Date of Birth: 02/14/1963; Social Security Number: 555-55-5555; and Equifax Information Services LLC, P.O. Box 740256, Atlanta, GA 30374. A large blue callout box with white text states: 'You've now created 3 dispute letters at one time. Click on these tabs to view the 3 letters and make any changes needed.' Below the client information, there are four blue callout boxes with white text: 1. '(OPTIONAL) Export the file to your desktop (or a folder on your computer) as an RTF to send to your client as an email attachment or securely in your client portal.' 2. 'Save the letter with a descriptive title like "Round 1 Dispute." 3 letters will save and the bureau's name and date will automatically be added to each letter name when saved.' 3. 'Print the 3 letters to send to the bureaus.' 4. 'View previous letters youve created and save for this client.' At the bottom of the interface, there are four buttons: 'EXPORT AS', 'SAVE LETTER', 'PRINT', and 'MY SAVED LETTERS'. A small disclaimer at the bottom left reads: '*If you've created multiple letters, use the bureau tabs to navigate between them to add any changes. Have your client sign the letters and send them by certified mail. Include a copy of client's photo ID, a recent utility bill showing name and address and a photocopy of credit history report with the disputed items circled.'

Client Detail Dispute Wizard Organizer Storeroom Client Profile Tips Links About **CREDIT-AID™ PRO-2000**

LETTER VIEWER EDITOR ? [View All Letters](#) **Log-out Client Sample Client** X

EQUIFAX **Experian** **TransUnion**

Sample Client
100 Main Street Los Angeles, CA 90028
Previous Address: 200 Elm Street, Santa Monica
Telephone: (310) 555-5555
Date of Birth: 02/14/1963
Social Security Number: 555-55-5555

Equifax Information Services LLC
P.O. Box 740256
Atlanta, GA 30374

You've now created 3 dispute letters at one time. Click on these tabs to view the 3 letters and make any changes needed.

(OPTIONAL) Export the file to your desktop (or a folder on your computer) as an RTF to send to your client as an email attachment or securely in your client portal.

Save the letter with a descriptive title like "Round 1 Dispute." 3 letters will save and the bureau's name and date will automatically be added to each letter name when saved.

Print the 3 letters to send to the bureaus.

View previous letters youve created and save for this client.

*If you've created multiple letters, use the bureau tabs to navigate between them to add any changes. Have your client sign the letters and send them by certified mail. Include a copy of client's photo ID, a recent utility bill showing name and address and a photocopy of credit history report with the disputed items circled.

EXPORT AS **SAVE LETTER** **PRINT** **MY SAVED LETTERS**

10. At this point you must save your letter (and all of your work you've just done in the Wizard). When you click to save the letter(s) you have created, you will be also prompted to set reminders to follow up (after 30 days). We recommend selecting both options. Do not leave this page without saving. Always click OK to save before you leave this page to save the letter(s) and all the disputes you entered into the Wizard.

Client Detail Dispute Wizard Organizer Library Client Profile Tips Links About **CREDIT-AID™ PRO-2000**

LETTER VIEWER EDITOR [View All Letters](#) **Log-out Client** **Joe Burger**

EQUIFAX **Experian** **TransUnion**

Joe Burger
Previous Address: , ,
Telephone:
Date of Birth:
Social Security Number:
Equifax Inform
P.O. Box 74023
Atlanta, GA 30
March 22, 201
Re: Letter to R
To Whom It Ma

SAVE LETTER

Name this Letter: test letter

☒ Remind me to follow-up on these disputed items (recommended) in 30 days.

☒ Remind me to dispute remaining "pending" items (recommended) in 30 days.

OK **CANCEL**

Reminders will display on the login page after the desired number of days.

EXPORT AS **SAVE LETTER** **PRINT** **MY SAVED LETTERS**

*If you've created multiple letters, use the bureau tabs to navigate between them to add any changes. Have your client sign the letters and send by certified mail. Include a copy of client's photo ID, a recent utility bill showing name and address and a photocopy of the credit history report with the disputed items circled.



It's important to know that you must run the Dispute Wizard from start to finish and then save your work. You cannot go backwards in the Wizard. If you make a mistake...start over. Don't worry, its fast and easy and you will get the hang of it quickly!

Sending your next dispute letter (30 days later) with “pending” saved items

Return to Wizard step 3. If you have “Pending” Dispute items saved click to view them.

Client Detail **Dispute Wizard** Organizer Library Client Profile Tips Links About **CREDIT-AID™ PRO-2000**

1-2-3 CREDIT WIZARD ? Log-out Client Joe Burger

STEP 3 DISPUTE

90% of all disputes begin with a letter to the Credit Bureau. State what you believe is inaccurate and request the information and request be corrected quickly.

A Enter a report number for each of the 3 credit bureaus. If a report does not have a number, enter "n/a":

Equifax Report #: 562624565 Experian Report #: 24562456 TransUnion Report #: 256256

B Add each item you wish to dispute: The items will appear in the list below. *Check boxes to add items to your letter. Unchecked items will be marked as "pending" to use in the future.

ADD NEW DISPUTE ITEM **ADD PENDING DISPUTE ITEM**

| | Bureau | Creditor/Furnisher | Account # | Reason | Explanation | Actions |
|-------------------------------------|--------|--------------------|-----------|--------|-------------|---------|
| <input checked="" type="checkbox"/> | | | | | | |

C *Check the boxes to select up to 5 dispute items for this letter. Any remaining unchecked items will be saved as "pending" to include with another dispute letter in 30 days. To finish and view letters click next: **NEXT**

*Never send more than 5 items at one time and never send more than 1 letter to a credit bureau within a 30 day period. Otherwise the credit bureaus will consider your disputes to be "frivolous and irrelevant" and will reject them. Enclose a copy of the report with the items circled.

Choose the “Pending items you wish to add to a new dispute letter. Then click Add.

Client Detail **Dispute Wizard** Organizer Library Client Profile Tips Links About **CREDIT-AID™ PRO-2000**

1-2-3 CREDIT WIZARD ? Log-out Client Joe Burger

STEP 3 DISPUTE ERRORS WITH

90% of all disputes begin with a letter to the Credit Bureau.

ADD PENDING DISPUTE ITEM

Add Pending item from following list.

| | Date | Creditor/Furnisher | Account Number | Dispute Reason | Equifax | Experian | TransUnion |
|-------------------------------------|-----------|--------------------|----------------|----------------|---------|----------|------------|
| <input checked="" type="checkbox"/> | Mar 22,12 | AMEX | 25656 | BK/Charge-off | Pending | Pending | Pending |
| <input checked="" type="checkbox"/> | Mar 22,12 | Chevron | 3456134651345 | Closed by me | Pending | Pending | Pending |

and click here to add these pending disputes to your new letter.

Add Selected Item **Create New Item**

saved as "pending" to include with another dispute letter in 30 days. To finish and view letters click next.

*Never send more than 5 items at one time and never send more than 1 letter to a credit bureau within a 30 day period. Otherwise the credit bureaus will consider your disputes to be "frivolous and irrelevant" and will reject them. Enclose a copy of the report with the items circled.

Select the items to add to the letter and click next.

Client Detail Dispute Wizard Organizer Library Client Profile Tips Links About **CREDIT-AID™ PRO-2000**

Log-out Client Joe Burger

1-2-3 CREDIT WIZARD ?

STEP 3 DISPUTE ERRORS WITH THE CREDIT BUREAUS

90% of all disputes begin with letters to the Credit Bureaus. This tool will help you to create dispute letters quickly. State what you believe is inaccurate on the reports. Include copies (not originals) of any documents that support your claims. Explain with simple facts why you dispute the information and request deletion or correction. If you are disputing information from a creditor (and not a Credit Bureau), [click here for the library](#).

A Enter a report number for each of the reports you want to dispute. If you do not have a number, type "n/a":

Equifax Report #: TransUnion Report #:

B Add each item you want to dispute: The items will appear in the list below.

*Check boxes to add items to your letter. Unchecked items will be marked as "pending" to use in the future.

| <input type="checkbox"/> | Bureau | Creditor/Furnisher | Account # | Reason | Explanation | Actions |
|-------------------------------------|-------------------------------|--------------------|---------------|---------------|----------------------|---|
| <input checked="" type="checkbox"/> | Equifax, Experian, TransUnion | AMEX | 25656 | BK/Charge-off | Was included in a BK | Edit Delete |
| <input checked="" type="checkbox"/> | Equifax, Experian, TransUnion | Chevron | 3456134651345 | Closed by me | I requested to close | Edit Delete |

C *Check the boxes to select up to 5 dispute items for this letter. Any remaining unchecked items will be saved as "pending" to include with another dispute letter in 30 days. To finish and view letters click next:

*Never send more than 5 items at one time and never send more than 1 letter to a credit bureau within a 30 day period. Otherwise the credit bureaus will consider your disputes to be "involuntarily and irrelevant" and will reject them. Enclose a copy of the report with the items circled.

NEXT

And save your letter (same as before).

Client Detail Dispute Wizard Organizer Library Client Profile Tips Links About **CREDIT-AID™ PRO-2000**

Log-out Client Joe Burger

LETTER VIEWER EDITOR ?

[View All Letters](#)

EQUIFAX Experian TransUnion

Joe Burger
Previous Address: , ,
Telephone: , ,
Date of Birth: , ,
Social Security: , ,
Equifax Information: P.O. Box 74025, Atlanta, GA 303
March 22, 2012
Re: Letter to Re
To Whom It May Concern
I received a copy of the report and have been high
The following account was a Bankruptcy/Charge-off. Balance should be \$0
Creditor Name: AMEX
Account Number: 25656
Explanation: Was included in a BK: Please update at zero.

*If you've created multiple letters, use the bureau tabs to navigate between them to add any changes. Have your client sign the letters and send by certified mail. Include a copy of client's photo ID, a recent utility bill showing name and address and a photocopy of the credit history report with the disputed items circled.

EXPORT AS **SAVE LETTER** **PRINT** **MY SAVED LETTERS**

Each time you save a dispute letter in the Wizard; your software remembers the details of the dispute and keeps a running tally on the “Client Detail page.



Click on “Detailed View” and you will see a detailed list of each saved dispute. If you delete a letter that you created by accident, this count will change. You can also change these counts manually if you’ve made a mistake and want to modify what your client sees in their portal.

| Date | Creditor/Furnisher | Account Number | Dispute Reason | Equifax | Experian | TransUnion | |
|-----------|---------------------|----------------|----------------------|-----------|-----------|------------|--|
| Jan 18,11 | | 36 | | | Disputed | Disputed | |
| Jun 23,11 | | 344 | | | Remaining | | |
| Jun 23,11 | Lowes | 2185425245 | Inquiry unauthorized | | Disputed | Remaining | |
| Jun 23,11 | Sears | 4547884548 | Closed by me | | Removed | Negative | |
| Jun 23,11 | California Hospital | 4784852136 | Closed by me | Disputed | | | |
| Jun 23,11 | Chase | 6785913246 | Closed by me | Positive | Positive | Removed | |
| Jun 23,11 | Citi | 67842531 | BK/Charge-off | Remaining | Updated | Positive | |
| Jun 23,11 | Discover | 78979789 | Inquiry unauthorized | | Positive | | |
| Jun 23,11 | American Express | 1308845502 | BK/Charge-off | Disputed | | | |
| Jun 23,11 | Home Depot | 4545125468 | Acct not mine | Disputed | Remaining | Updated | |

Here are all the Wizard Created Disputes you've saved for this client

Change status by clicking on a pencil.

When you're finished working on a client's account

Log out of that client! If you have a portal account, now is the time to Sync.



Syncing to your Client Portal

When logging out of a client in your software, Portal users will see a message asking you to sync. Simply browse and select the "creditaidd.sync" file and click "Sync" and your Client Portal will now the same dispute details as your software. No data entry required.



The client portal will enhance your client's experience and increase your revenue, because it's an easy way for Mortgage and Real Estate Professionals, etc. (your "Affiliates") to refer clients to you. Affiliates can log in to see status of clients referred and the client is always reminded of the professional who referred him to you. Many "Affiliates" require you to have a portal before they will work with you. This makes it the most important tool you can have.

Sending a new client their login details

The screenshot shows the 'Administrator Panel' of a software interface. At the top, there's a header with a company logo, contact information, and navigation links like 'En Español', 'Company Profile', 'Add Contacts', 'Help', and 'Logout'. Below the header is a 'Clients' tab selected among others like 'Notes & Attachments', 'Agreement', 'Affiliates', and 'Resources'. A search bar is present with fields for 'Name', 'Email', and 'Status'. Below the search bar is a table with columns 'Name', 'Email', and 'Status'. The table contains one entry: 'Jane Doe' with email 'janedoe@yahoo.com' and status 'Active'. To the right of the table are links for 'view summary' and 'view status'. Annotations with arrows point to specific buttons: 'Click here to activate a client's portal account' points to a button above the table; 'Click here to send the client their login details' points to a button to the right of the table; 'Click here to edit/resend login details in the future' points to a button below the table. A 'New message! Hello John Smith!' notification is visible in the top right.

What your clients see in their Client Portal

The very first time a client logs in; they must digitally sign your agreement. Then they see a full status report of their credit health and all disputes.



Client Portal

Summary | Status | Notes & Attachments | Credit Info | Resources

Credit Report Status

Search: Dispute Reason: Equifax: Category: Experian: Account Number: TransUnion:

| Date | Creditor | A/C Number | Dispute Reason | Equifax | Experian | TransUnion |
|--------------|---------------------|------------|----------------------|-----------|-----------|------------|
| Jun. 23 2011 | Discover | XXXXX789 | Inquiry unauthorized | Positive | Positive | Positive |
| Jun. 23 2011 | Capitol One | XXXXX344 | BK/Charge-off | Remaining | Remaining | Remaining |
| Jun. 23 2011 | Citi | XXXXX231 | BK/Charge-off | Remaining | Updated | Positive |
| Jun. 23 2011 | Chase | XXXXX0248 | Closed by me | Positive | Positive | Removed |
| Jun. 23 2011 | California Hospital | XXXXX02158 | Closed by me | Disputed | Disputed | Disputed |
| Jun. 23 2011 | Sears | XXXXX4548 | Closed by me | Removed | Removed | Negative |
| Jun. 23 2011 | Lowe's | XXXXX0248 | Inquiry unauthorized | Disputed | Disputed | Remaining |
| Jun. 23 2011 | Home Depot | XXXXX0458 | Acct not mine | Disputed | Remaining | Updated |
| Jun. 23 2011 | American Express | XXXXX0502 | BK/Charge-off | Disputed | Disputed | Disputed |
| Jun. 23 2011 | GMAC | XXXXX01345 | Info incorrect | Negative | Negative | Positive |
| Jun. 23 2011 | Bank of America | XXXXX4356 | BK/Charge-off | Remaining | Deleted | Updated |

Updating Dispute Status

| Date | Creditor/Furnisher | Account Number | Dispute Reason | Equifax | Experian | TransUnion |
|-----------|---------------------|----------------|----------------------|-----------|-----------|------------|
| Jan 18,12 | Macy's | 0123456 | | Disputed | Disputed | Disputed |
| Jun 23,11 | Capitol One | 647952344 | | Remaining | Remaining | Remaining |
| Jun 23,11 | Lowe's | 2185425245 | Inquiry unauthorized | | | |
| Jun 23,11 | Sears | 4547884548 | Closed by me | | | |
| Jun 23,11 | California Hospital | | | | | |
| Jun 23,11 | Chase | 6785913246 | Closed by me | | | |
| Jun 23,11 | Citi | 67842531 | BK/Charge-off | | | |
| Jun 23,11 | Discover | 78979789 | Inquiry unauthorized | | | |
| Jun 23,11 | American Express | 1308845502 | BK/Charge-off | Disputed | | |
| Jun 23,11 | Home Depot | 4545125468 | Acct not mine | Disputed | Remaining | Updated |

Change status by clicking on a pencil.

Change status with 1 click here in this popup

EDIT DISPUTE ITEM STATUS

Date: Jan 18,12

Creditor/Furnisher: Macy's

Account Number: 0123456

Dispute Reason: Status incorrect

Status: EQUIFAX: Disputed

EXPERIAN: Disputed

TRANSUNION: Disputed

SAVE

How Dispute Status appears in the Portal

| | Date ▾ ▴ | Creditor ▾ ▴ | A/C Number | Dispute Reason | Equifax ▾ ▴ | Experian ▾ ▴ | TransUnion ▾ ▴ |
|---|--------------|---------------------|------------|----------------------|-------------|--------------|----------------|
| 1 | Jun, 23 2011 | Discover | XXXX9789 | Inquiry unauthorized | | ✓ Positive | |
| 2 | Jun, 23 2011 | Capitol One | XXXXX2344 | BK/Charge-off | | ✗ Remaining | |
| 3 | Jun, 23 2011 | Citi | XXXX2531 | BK/Charge-off | ✗ Remaining | ✓ Updated | ✓ Positive |
| 4 | Jun, 23 2011 | Chase | XXXXXX3246 | Closed by me | ✓ Positive | ✓ Positive | ✓ Removed |
| 5 | Jun, 23 2011 | California Hospital | XXXXXX2136 | Closed by me | ⌚ Disputed | | |



If your client has moderate computer skills, you can send credit reports to them as PDF attachments via your software (from your software). Or if the client is the one receiving the reports, they can send them to you via the portal. You can also send dispute letters to a client as attachments to sign and send.



Don't forget to back up your client data with the special built-in 1 click backup tool!

Each time you work on a client – or at the end of the day...use the backup tool (on the start page) to back up the data for all your clients in 1 click. Save that file to a CD, memory stick or external drive in case you suffer a crash and need to restore your client data. A backup with our tool takes 5 seconds. Some people try to copy the program folder. Do not try that. It will not work and is a waste of your time. Please do not do anything in the program folder or you may damage your installation. Because your client data is encrypted (for your client's safety and security, you can only make a backup with the special backup tool on the start page of your software

ADDITIONAL SOFTWARE FEATURES

The Storeroom Library

90% of all letters you send will be from the Wizard to the Credit Bureaus, and that's how you will almost always start with a client, however occasionally you may also need to write directly to a collection agency, creditor or other type of furnisher.

The Storeroom is your library of credit related letters.

Client Detail Dispute Wizard Organizer **Storeroom** Client Profile Tips Links About **CREDIT-AID™ PRO-2000**

THE STOREROOM ? Log-out Client Sample Client

Master Library of letters. Use dropdown to choose Credit Bureau, Creditor or Collections.

ALL Search... Pont and click to display any letter

Credit Bureau Letters

| | |
|--|-------------|
| Request Credit Report (Basic with Wizard) | open letter |
| Dispute Credit Report (Basic with Wizard) | open letter |
| Request Removal after Investigation (Basic) | open letter |
| Creditor Verification (Basic) | open letter |
| 100 Word Consumer Statement | open letter |
| Dispute Items (Alternate 1) | open letter |
| Dispute Items (Alternate 2) | open letter |
| Dispute Items (Alternate 3) | open letter |
| Dispute (Round 2) Follow-up Letter (after 30 days) | open letter |
| Dispute (Round 2) Follow-up (after 60 days) | open letter |

ADD NEW CUSTOM LETTER **MY SAVED LETTERS**

Click here to create a custom letter to add to your library

Creating Custom Letters

If you don't find the letter you're looking for or if you have a favorite letter you'd like to add, create a custom letter and save it to the library.


Adding Customer Parameters

Parameters are items that you want the software to automatically add based upon the users profile or other information within Credit-Aid Software.

If you write your letter and add customer parameters such as “First Name” “Last Name” “Social Security Number”, etc., the software will automatically insert the appropriate data whenever you use your custom letter.

Once you save and name the letter it will be added to the bottom of the list in your Storeroom Library in the section marked “My Custom Letters.”

Client Detail Dispute Wizard Organizer Storeroom Client Profile Tips Links About **CREDIT-AID™ PRO-2000**

Log-out Client  Sample Client

Click the cursor in the spot you'd like to add a custom Parameter

Choose a custom Parameter

View Click Add

may also add custom parameters (name, address, social security, etc.) to populate within the letter. You may also copy and paste text from an external document or a collection of letters, but recognize (such as unusual symbols or non-traditional quotes, etc.) will cause errors. Parts of your letter will truncate and be non-readable when saved. If a letter with text that you have pasted from another source saves as gibberish, don't be alarmed. Simply recreate the letter (by typing it manually) and resave your letter without the unusual characters or symbols that you had inadvertently pasted.

Add Custom Parameter

Select

First Name
Middle Name
Last Name
Jr,Sr,etc.
Email
Equifax's Address
Experian's Address
TransUnion's Address
Address

ADD

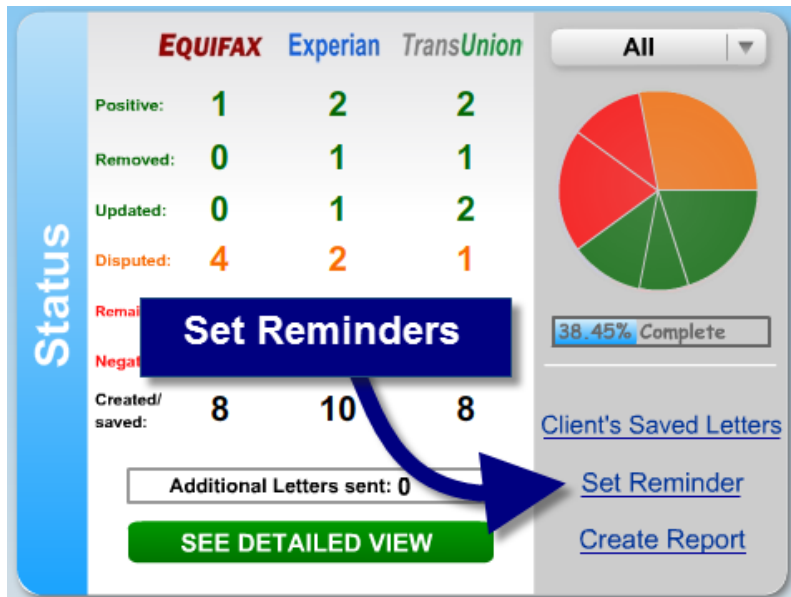
{first_name} {last_name}
{street_address} {apartment}
{city} {state} {zip}
{today}

Letter Name

PREVIEW LETTER SAVE LETTER

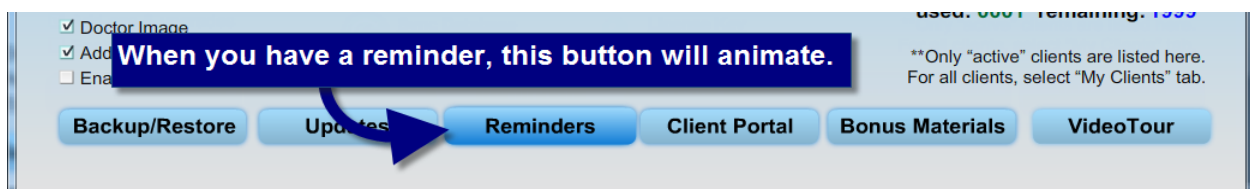
Reminders

Each time you create an invoice or a letter you are prompted to create a reminder. You can also set reminders on the Start Page or the Client Detail Page.



The screenshot shows a dialog box titled 'ADD NEW REMINDER'. It has a close button (X) in the top right corner. Below the title, there is a label 'Select Reminder Type:' followed by a list of five options: 'Backup Data', 'Billing', 'Follow-up', 'Send Invoice', and 'Other'. Each option is in a separate button-like box.

Reminder notification is on the bottom of the start page



Viewing Reminders

Anytime you view the reminders page you will see reminders for all clients. To see only reminders pertaining to a specific client, type their name in the client field.

The screenshot shows the 'REMINDERS' section of a software interface. It features a search form with a 'Client:' text input field, a 'Type:' dropdown menu set to 'Select', and a 'Search' button. A red callout box with a red border contains the text: 'By default you will see reminders for ALL your clients. Type your clients name here in this box to see only one specific client's reminders.' Red arrows point from the callout box to the 'Client:' input field and the 'Type:' dropdown menu. In the top right corner, there is a button with a red plus icon and the text 'ADD NEW'. Below the search form, there is a 'Quick Filter by:' section with options for 'All', 'Reminder Due', and 'Reminder Pending'.

Billing

On the client detail page you can create an invoice and have basic account and reminders for your clients billing status.

The screenshot shows the 'Billing' section of a software interface. On the left, there is a blue sidebar with the word 'Invoice' written vertically. The main area has a light gray background. On the left side of the main area, there is a list of links: 'Create Invoice', 'Invoice & Payments', 'Billing Reminders', 'Billing Notes', and 'Reminders'. On the right side, there is a section titled 'Balance: Overdue (30 days)'. Below this title is a table with the following headers: 'Invoice Sent', 'Amount', 'Paid', and 'Action'. The table body contains the text 'No Invoice found'.

Organizer/Diary

The Organizer / Diary is an easy way to record notes and information on your clients account, their finances and the work you are doing. This data is not seen by your client.

The screenshot shows the 'CLIENT'S CREDIT DIARY' interface. At the top, a navigation bar includes 'Client Detail', 'Dispute Wizard', 'Organizer' (selected), 'Storeroom', 'Client Profile', 'Tips', 'Links', 'About', and 'CREDIT-AID™ PRO-2000'. A 'Log-out Client John Doe' button is in the top right. The main area is divided into two columns. The left column, titled 'Action Taken/Notes', contains a text area for notes, a date/time selector (set to Jan 18, 2012), a company dropdown, and a 'Notes' section. The right column, titled 'History of Actions/Notes', is empty. At the bottom, there are four buttons: 'RESET', 'ADD RECORD', 'DELETE', and 'PRINT'. A vertical sidebar on the right lists 'ACTIONS', 'CONTACTS', 'DEBTS', 'EXPENSES', and 'RECOMMEND'.

Financial Calculators

If some of your clients are financially challenged. These tools will help them.

The screenshot shows the 'CALCULATORS' interface. At the top, a navigation bar includes 'Client Detail', 'Dispute Wizard', 'Organizer', 'Storeroom', 'Client Profile', 'Tips', 'Links', 'About', and 'CREDIT-AID™ PRO-2000'. A 'Log-out Client Sample Client' button is in the top right. The main area contains three calculator sections: 'MY CALCULATOR' (a basic calculator with a display showing 0), 'MORTGAGE CALCULATOR*' (with fields for Loan Amount, Interest Rate, and Number of Years, and 'CALCULATE' and 'RESET' buttons), and 'SAVING CALCULATOR' (with fields for Enter amount, I've already saved, Interest rate expected, Years to save, and Monthly amount needed, and 'CALCULATE' and 'RESET' buttons). Below these is a section titled 'HOW LONG WILL IT TAKE TO PAY OFF MY CREDIT CARD?' with fields for Card Balance, Interest Rate, Enter Payment Amount per Month, and Enter Desired months until debt free, and 'CALCULATE' and 'RESET' buttons. Footnotes indicate '*Based on a Traditional Mortgage' and '*Assuming Simple Interest'.

FREQUENTLY ASKED QUESTIONS

I bought a copy of Credit-Aid, but my PC crashed. How can I get a new copy?

We will be happy to help you (up to 30 days from your original purchase), but to do this we must be able to find you in our system, so please send us a support ticket with the name and email address used during your Credit Aid purchase (and an order number so we can look up your order information) . Please do send us correct info, because we really do check. Otherwise, if you did not buy a backup CD from us we recommend making one yourself (of your setup file). The setup file and your activation key are the product you have purchased and received from us. It is up to you to keep a safe copy in case you ever need to reinstall. It takes less than a minute to make a backup CD. Please protect your software investment and make a backup copy on CD.

I cannot reinstall my software. It says it is already installed on another computer. Can I get another License key?

A license activation key is what you bought from us. Each software activation license key code can only on one computer. You cannot use the same key on 2 computers. If you attempt to use the same key on two computers your client data and portal data can corrupt and it can void your license. The same key simply cannot be on 2 computers

If you need to run the software on more than one computer contact us for an additional license key at a discount. Be sure to write from the same email address you purchased with so we can find the original records.

Can I transfer my License key to someone else?

Licenses and activation codes are non-transferrable. All client data and portal account is tied to this key. A license key is permanently associated with the name and email on the original order and cannot be transferred to a 3rd party. Many things are associated with this key; mainly the security of your clients.

My computer crashed and I have a legitimate need to reinstall

If you have a legitimate need to reinstall (due to virus, hard drive failure, etc...) we can help if you can please provide clear information. [Click here to create a Support ticket](#) and include the following information:

- Your name. You must be the registered owner.
- Email address used during purchase (this must match and is where we resend)
- Version Of Credit-Aid that you have purchased
- Your Software Key Code (looks like this): XXXXX-XXXXX-XXXXX-XXXXX
- Reason why you need your key reset.
- Your phone number (so we can verify information)
- Exact text of the error message you are seeing.

We do not create new software key codes but we will be happy to reset an existing software key code for legitimate reasons that have not been abused.

We do not resend software months or years after a purchase. Versions change and are eventually discontinued. The setup file and license key were sent to you on your day of purchase. Please keep a backup CD with your setup file and key that you received. It takes 1 minute to make a backup CD. Store it in a safe place and protect your investment.

I don't have any license information above. Can you just give me a discount?

If you do not have the above information and would like to purchase a new copy of Credit-Aid software, use discount code "HONEST" for 10% discount on any item. The code gets entered in during the checkout process at www.credit-aid.com/pro.htm.

What is the statute of limitations for debt collection?

Good question, [click here](#)

Help! I can't download my Free Credit Reports from the Credit Bureau site!

Credit bureau websites are unfriendly. Their goal is to make money. We have no affiliation to the credit bureaus. We provide an easy link to their websites where you can order reports, but once you are in their site we can't control how they will respond.

Viewing credit reports on a credit bureau site is dependent upon your own computer's settings and your ability to provide the information that they request. We recommend sending report requests and especially disputes by "snail mail." It takes bureaus longer to process disputes by snail mail which often works in your favor

Do I need a special license for Credit Repair?

No. A Credit Repair License is not required and does not exist.

Do you have a free demo?

Yes of course! Try out our software and explore its features! [click here](#)

Do you provide free updates?

We release **free "updates"** regularly (like Windows Update) to add fixes, new features and to keep current with the law. We also release all-new versions periodically. When all-new versions become available, we offer discount "upgrades" to existing customers.

Want more FAQ's?

Visit <http://support.credit-aid.com>

CONTACT US

We give you more than just software. We have a mission when it comes to support: Be extraordinary! When you buy our software, what you get goes well beyond what you expect from a software company.

We don't offer just tech support — we offer coaches and counselors to help you with the business of Credit Repair. We are here to help you to launch a successful business, not just learn a piece of software.

Registered Pro users always get:

- The software you paid for, of course.
- Free email support (ask a question, get an answer within 24 hours.)
- 2 Months Free Client Login Portal.
- Instant Website and 2 months FREE Hosting.
- Free Mini Session at American Credit Repair Academy
- Access to our user forums (support.credit-aid.com/forums) where you can talk about credit repair or share business tips.
- Exclusive discounts and sneak peeks at new software or services.

Trial Support Services:

We are always happy to help you with your questions about our software. If you are using a trial version of our software you can use the online Knowledgebase (<http://support.credit-aid.com>) or email our support staff any time. Feel free to ask us your questions and we will reply as soon as possible.

Our mission is to provide the best possible service to our customers. Join the ranks of successful credit professionals and order our software today. You'll be happy you did.

Our Address:

Credit-Aid Software
10866 Washington Blvd. #447
Culver City, CA 90232, USA
Phone: (800) 257-1192
<http://www.credit-aid.com>
<http://support.credit-aid.com>

Want to learn more about Credit Repair?

Visit www.americancreditrepairacademy.com

Thank You!

To all our users—you know who you are...

Without the support and feedback of those who download and buy our software, we wouldn't be here. We are very lucky to have had so many people over the years think our software helps their business and is easy to use, and we are proud that you still do. Thank you, everyone!

Still Can't Find Your Answer?

Visit our user forums (<http://support.credit-aid.com/forums>), check out the articles and tutorials in our online Knowledge Base (<http://support.credit-aid.com>), or contact our fabulous tech support team!

For Technical Support

1) Search our Knowledgebase (<http://support.credit-aid.com>). The answer is probably there!

2) Submitting a Support Ticket:

- PROVIDE: SAME FULL NAME and EMAIL you purchased with.
- PROVIDE: Product Name - (ex: Corp Pro 100) and Version (ex: 8.52).
- PROVIDE: DETAIL of the problem (ex: halfway thru my download, my PC froze).
- PROVIDE: Copy & paste any error messages - (ex: "Invalid Activation Key")
- PROVIDE: The URL if it's an online issue - (ex: <http://www.lostmydog.org/pookie>)
- PROVIDE: Screenshots of the error. Need help with screenshots? [Click here!](#)
- If you have a download issue with software purchased from REGNOW [Click here](#)
- Support tickets typed on cell phones are hard to understand. Write from your PC.

Be nice and polite. We will be, too! Remember we are real people trying to help you. Include your name and give us detail. Allow 24 hours for a reply; however we typically reply much quicker. Please don't send multiple tickets for the same issue. It will cause a delay in response.

Thank you for helping us to help you!

