



## Password Procedures

### GENERAL

Title Data, Inc. and its subsidiaries (collectively "TDI") own computerized information (Tract Books, Deed Records, Geographic Indexes, Map Edits, Acreage Maps, Grantor/Grantee Indexes, and CAD Data; collectively the "Title Plant") pertaining to ownership and use of real property situated within various Texas counties. The Title Plant comprises trade secrets owned by TDI; TDI restricts access to the Title Plant through its Master Agreement and subscription agreements. To help ensure that only authorized individuals access the Title Plant, TDI assigns **individual** passwords to **all** users authorized by TDI to access and use the Title Plant. These passwords are entered into a computer workstation connected to TDI's computer system and validated by TDI before access is permitted.

### ASSIGNMENT OF NEW PASSWORDS

- New passwords may be requested by the customer's manager or title department manager.
- Requests for passwords must be made in writing, utilizing the [Password Request Form](#).
- Requests for passwords must be accompanied by an [Access and Use Agreement](#); no passwords will be issued without this document, no alterations are permitted, and all information must be complete. Please note that all personal information required to be furnished (home address and telephone number, date of birth, and last 4 digits of the individual's Social Security number) will be kept confidential in accordance with TDI's [NPPI Privacy and Security Policy](#).
- Requests for passwords must specify whether or not the individual should have the ability to open orders.
- Social Security number: the last 4 digits of an individual's Social Security number is incorporated into the "User ID" number assigned each password holder. No password can be assigned without the last 4 digits of the proposed password holder's Social Security number.
- Send the *Password Request Form* and *Access & Use Agreement* by e-mail [[Password Requests & Questions](#)], mail or courier [no faxes please].
- As part of its routine processing of all password requests, TDI (i) performs a criminal background check and (ii) contacts the password applicant to obtain information required to complete processing of the request.
- TDI will issue a temporary password directly to the password holder over the telephone, and the new password holder will then create his or her own unique password.

- Until a password has been issued by TDI, an individual is prohibited from accessing the Title Plant, even for training purposes [they are welcome to "look over the shoulder" of the person who signed on to TIMS<sup>®</sup> to do the training].

### **CANCELLATION OF PASSWORDS**

Cancellations will be accepted by TDI by telephone, e-mail, or by any other means. Passwords may also be cancelled by signing on to the *Support* section of Title Data's website with your company's administrative password; select the *Password Holders* option to display a list of current password holders, then select the *Request Cancellation* option to initiate cancellation.

### **TDI-INITIATED PASSWORD CHANGES**

Each January and July all passwords must be changed; password holders will receive an electronic prompt [when signing onto TIMS<sup>®</sup>] informing them that it is time to change their password; within certain guidelines, users may choose their own password.

### **RULES FOR USING PASSWORDS**

- TDI maintains an electronic record, by password, of each search requested and order opened. This electronic record is utilized by TDI to identify unauthorized use of the Title Plant. Accordingly, it is mandatory that each individual accessing the Title Plant use his or her own unique password.
- An individual is not permitted to sit at a computer workstation and search the Title Plant using someone else's password. **SHARING OF PASSWORDS IS STRICTLY PROHIBITED.** Anyone found to be sharing a password will have his or her password and access to the Title Plant permanently revoked.
- Passwords must be kept confidential. The taping of a password to a computer workstation or a similar breach of a password's confidentiality is not permitted. TDI suggests that password holders safeguard their passwords just like they do their cash.
- When a user has finished accessing the Title Plant, he or she should "sign off" the TDI session (a session is "signed-off" when the TDI sign-on screen is displayed).

### **QUESTIONS?**

Please direct questions to [Password Requests & Questions](#) or call TDI at 713/880-2600.