



COVERED ENTITY (CE) PORTAL MANUAL

Supported Browsers:

- Firefox (Windows, Mac)
- Chrome (Windows, Mac)
- Internet Explorer (Windows)
- Edge (Windows)



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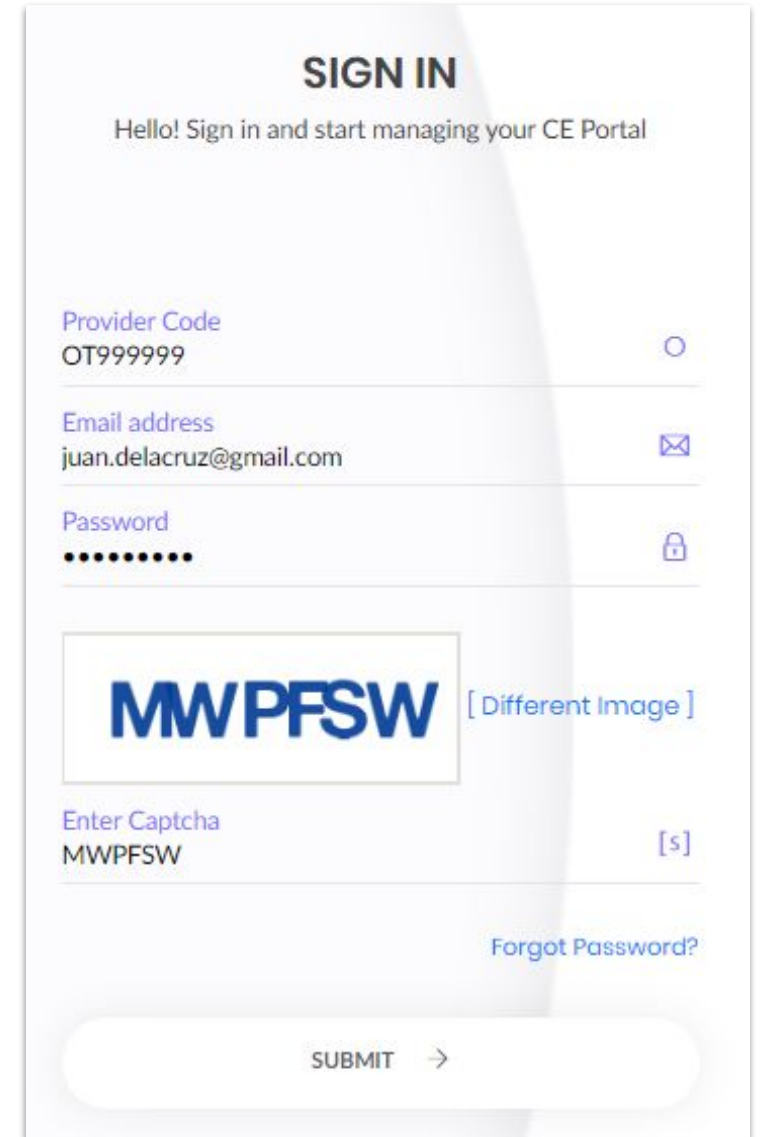
PART 1: Accessing the Covered Entity (CE) Portal: User Login

Go to the CE Portal link:

<https://www.creditinfo.gov.ph/cicportal>

On the CE Portal login page, use the login credentials provided by the CIC.

Note: Provider Code is the unique number issued by the CIC to the Submitting Entity (SE) upon successful registration and submission of SEIS documents.



The screenshot shows the 'SIGN IN' page of the CE Portal. At the top, it says 'Hello! Sign in and start managing your CE Portal'. Below this are three input fields: 'Provider Code' with the value 'OT999999', 'Email address' with the value 'juan.delacruz@gmail.com', and 'Password' with masked characters. To the right of each field is an icon: a circle for the Provider Code, an envelope for the email, and a lock for the password. Below the password field is a captcha box containing the text 'MWPFWSW' and a link '[Different Image]'. Under the captcha box is a label 'Enter Captcha' and the text 'MWPFWSW' with a timer '[s]'. At the bottom right is a link 'Forgot Password?'. At the very bottom is a large 'SUBMIT' button with a right-pointing arrow.

SIGN IN

Hello! Sign in and start managing your CE Portal

Provider Code
OT999999

Email address
juan.delacruz@gmail.com

Password
.....

MWPFWSW [Different Image]

Enter Captcha
MWPFWSW [s]

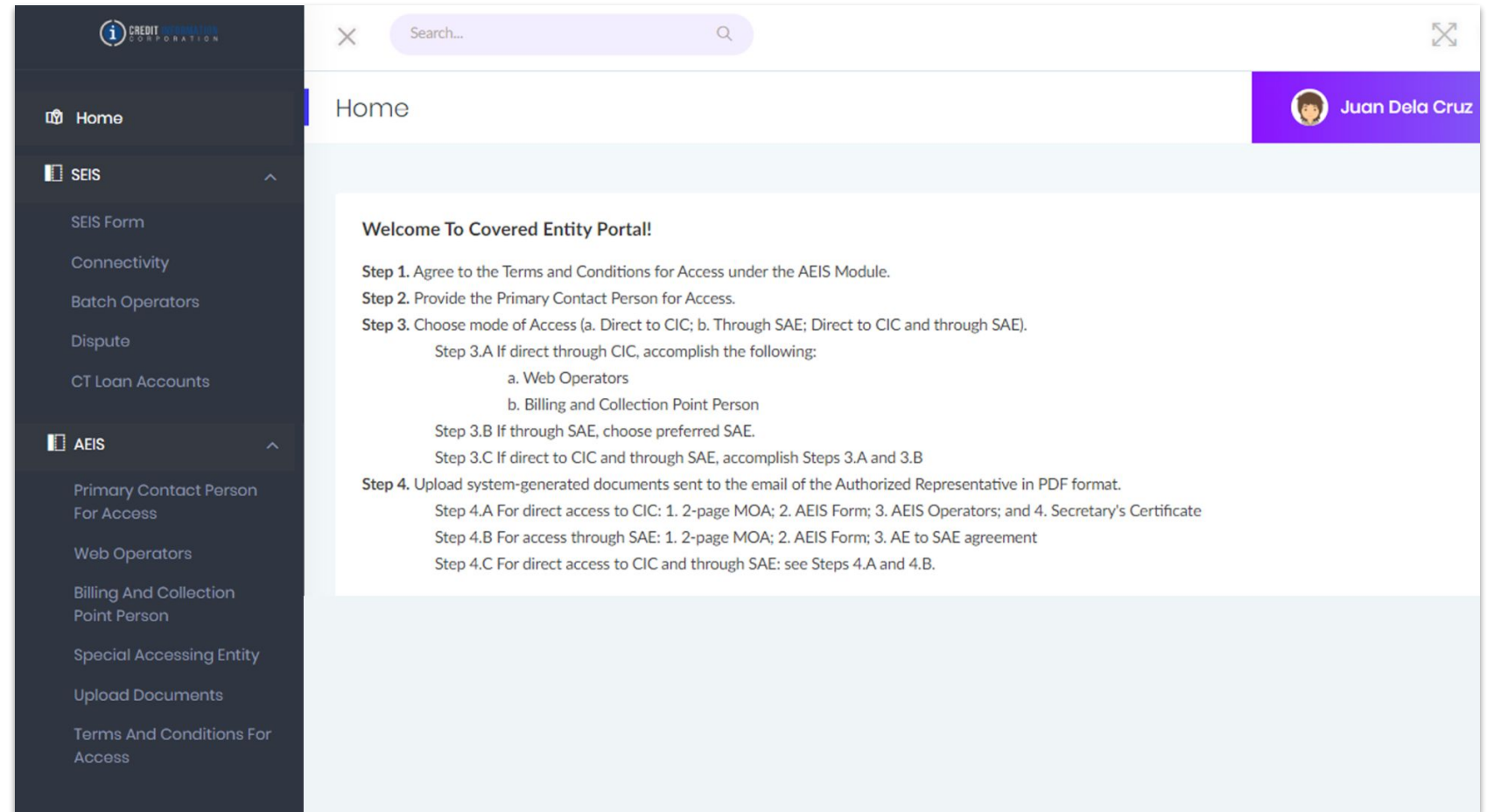
[Forgot Password?](#)

SUBMIT →


PART 2: Accessing the Covered Entity (CE) Portal: Modules


Once logged in, the user will be able to access the data and information they have previously provided to the CIC.

Shown on the left panel are the **modules** under the Submitting Entity Information Sheet (SEIS) and the Accessing Entity Information Sheet (AEIS).





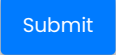

PART 3: Updating of SE Information in the CE Portal

To edit a module, click on the  button at the bottom of the page.

Secondary Contact Person		
Last Name	First Name	Middle Name
Dela Cruz	Juan	Reyes
<hr/>		
Position	Email	Sex
President	delacruz@creditinfo.gov.ph	Male
<hr/>		
Landline	Mobile No.	
78961111	09171881111	
<hr/>		
		

Once clicked, the module details will be converted into editable textbox fields where the user may update the information provided therein.

Primary Contact Person			
Last Name	First Name	Middle Name	Extension Name
<input type="text" value="Dela Cruz"/>	<input type="text" value="Juan"/>	<input type="text" value="Reyes"/>	<input type="text"/>
<hr/>			
Position	Email	Sex	
<input type="text" value="President"/>	<input type="text" value="delacruz@creditinfo.gov.ph"/>	<input type="text" value="Male"/>	
<hr/>			
Landline	Mobile No.		
<input type="text" value="78961111"/>	<input type="text" value="09171881111"/>		
<hr/>			
Secondary Contact Person			
Last Name	First Name	Middle Name	Extension Name
<input type="text" value="Dela Cruz"/>	<input type="text" value="Juan"/>	<input type="text" value="Reyes"/>	<input type="text"/>
<hr/>			
Position	Email	Sex	
<input type="text" value="President"/>	<input type="text" value="delacruz@creditinfo.gov.ph"/>	<input type="text" value="Male"/>	
<hr/>			
Landline	Mobile No.		
<input type="text" value="78961111"/>	<input type="text" value="09171881111"/>		
<hr/>			
<p>I, Juan Dela Cruz, Primary Contact Person for Submitting of CIC Sample Entity Only hereby certify and confirm, by clicking 'Submit', that the data and information appearing herein are true, correct and complete statements pursuant to the provisions of pertinent laws, rules, and regulations of the Republic of the Philippines. I am also authorizing CIC to verify the contents stated herein, and that any misrepresentation made, shall be a ground for the filing of appropriate cases or charges.</p>			
<div> </div>			


Once done, click the  button to save the changes made. Otherwise, click  to revert the fields back to the original details and values.

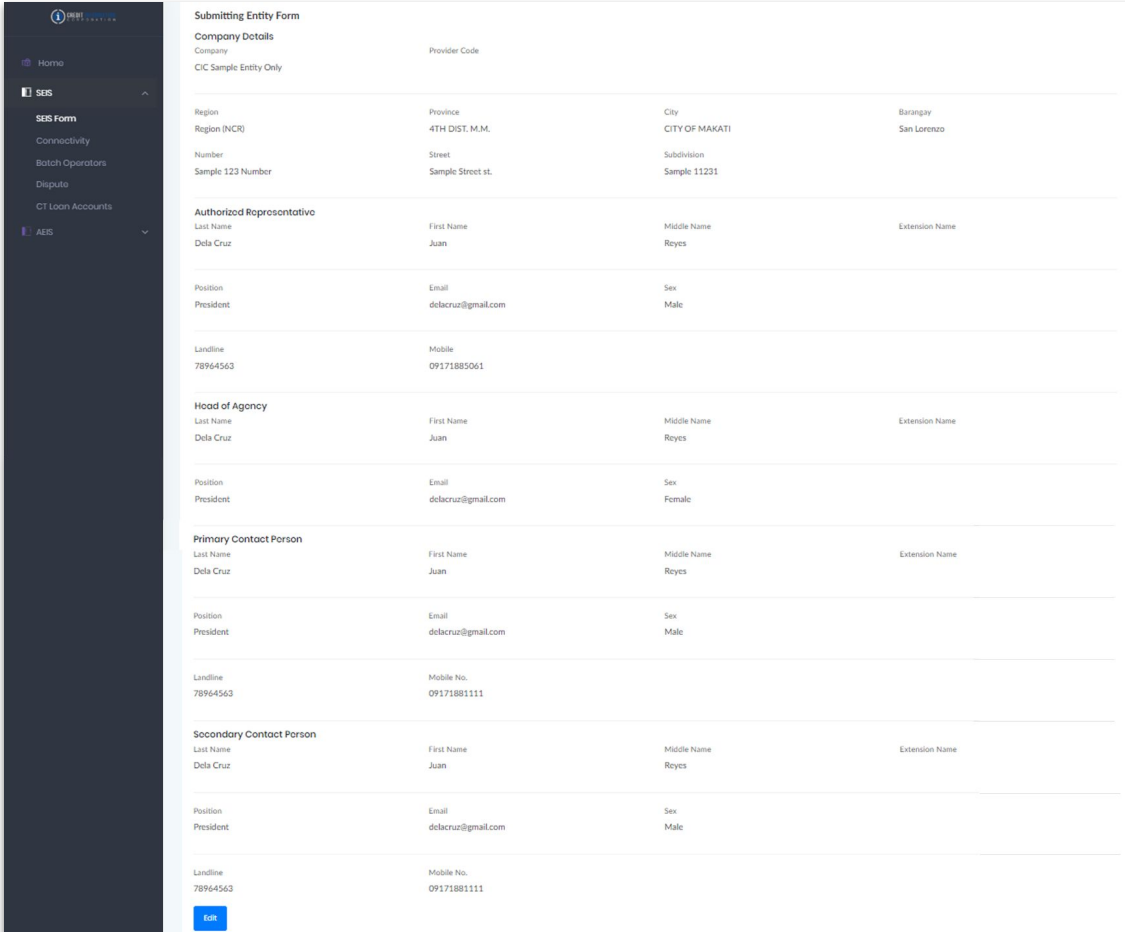
PART 4: Submitting Entity Information Sheet (SEIS) Components

PART 4: Submitting Entity Information Sheet (SEIS) Component: SEIS Form

The SEIS Form module can only be accessed and revised by the registered SEIS Primary Contact Person of the SE, **except** the Authorized Representative and Primary Contact Person fields. The SEIS Form module includes the following information of the SE:

1. Company Details
2. Authorized Representative (locked for editing by CIC)
3. Head of Agency
4. Primary Contact Person (locked for editing by CIC)
5. Secondary Contact Person

The Authorized Representative and Primary Contact Person fields are locked for editing by CIC. To update these fields, the SE must send a request via email to datasubmission@creditinfo.gov.ph together with the updated information, and an amended Secretary's Certificate in case it is the Authorized Representative field that is being requested for updating. To update the other editable SEIS form fields, click the  button at the bottom of the page.



The screenshot displays the 'Submitting Entity Form' interface. On the left is a dark sidebar with navigation links: Home, SEIS, SEIS Form, Connectivity, Batch Operators, Dispute, and CI Loan Accounts. The main content area is titled 'Submitting Entity Form' and contains several sections:

- Company Details:** Includes fields for Company (CIC Sample Entity Only) and Provider Code.
- Region Information:** A table with columns for Region (Region (NCR)), Province (4TH DIST. M.M.), City (CITY OF MAKATI), and Barangay (San Lorenzo).
- Authorized Representative:** A form with fields for Last Name (Dela Cruz), First Name (Juan), Middle Name (Reyes), Extension Name, Position (President), Email (delacruz@gmail.com), Sex (Male), Landline (78964563), and Mobile (09171885061).
- Head of Agency:** A form with fields for Last Name (Dela Cruz), First Name (Juan), Middle Name (Reyes), Extension Name, Position (President), Email (delacruz@gmail.com), Sex (Female), Landline (78964563), and Mobile No. (09171881111).
- Primary Contact Person:** A form with fields for Last Name (Dela Cruz), First Name (Juan), Middle Name (Reyes), Extension Name, Position (President), Email (delacruz@gmail.com), Sex (Male), Landline (78964563), and Mobile No. (09171881111).
- Secondary Contact Person:** A form with fields for Last Name (Dela Cruz), First Name (Juan), Middle Name (Reyes), Extension Name, Position (President), Email (delacruz@gmail.com), Sex (Male), Landline (78964563), and Mobile No. (09171881111).

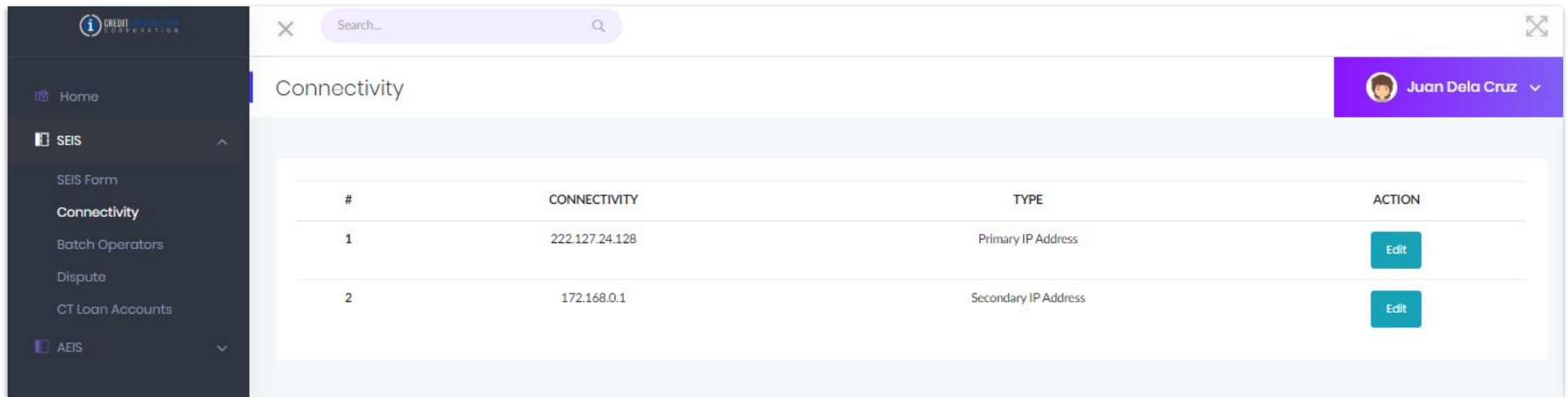
At the bottom of the form, there is a blue 'Edit' button.

PART 4: Submitting Entity Information Sheet (SEIS) Component: Connectivity



This module displays the Primary and Secondary IP addresses of the SE.

To update any of the IP addresses, click the  button under the Action column.

Note: Newly entered Static IP addresses are subject to security protocols and approval prior to whitelisting.



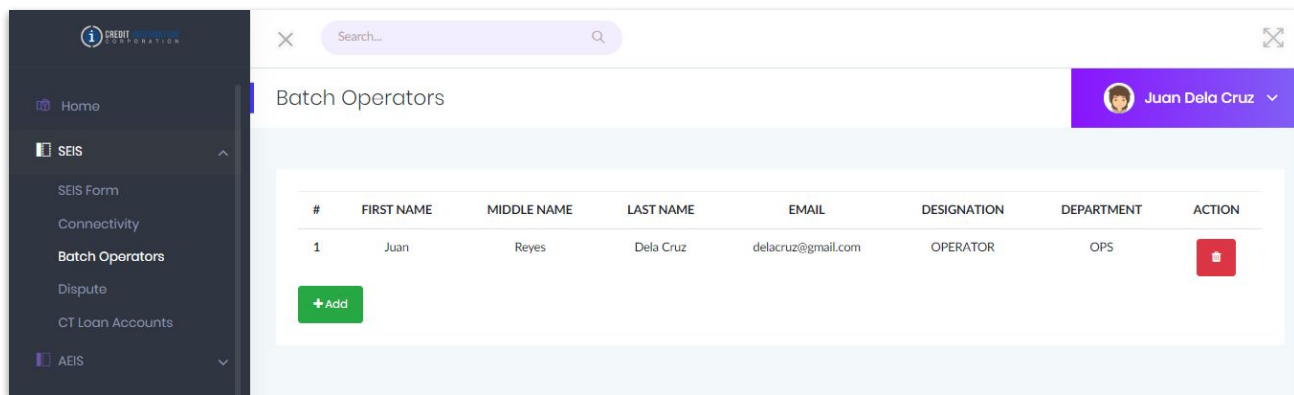
The screenshot shows the 'Connectivity' module interface. On the left is a dark sidebar with navigation links: Home, SEIS (expanded), SEIS Form, Connectivity (selected), Batch Operators, Dispute, CT Loan Accounts, and AEIS. The main content area has a search bar at the top, a user profile 'Juan Dela Cruz' in the top right, and a table below. The table has four columns: #, CONNECTIVITY, TYPE, and ACTION. It contains two rows of data, each with an 'Edit' button in the ACTION column.

#	CONNECTIVITY	TYPE	ACTION
1	222.127.24.128	Primary IP Address	
2	172.168.0.1	Secondary IP Address	

Note: Only the registered SEIS Primary Contact Person of the SE can make changes on this module.

PART 4: Submitting Entity Information Sheet (SEIS) Component: Batch Operators

The Batch Operators are those individuals who will be given FTP credentials in order to submit the SE's monthly submissions to the CIC. The batch operators' email address **MUST NOT** be a communal or a group email as the username and password shall only be sent to the respective individuals' registered email addresses.



The Batch Operators module displays all the registered batch operators of the SE and their details. To add new batch operators, click .

Each SE shall have at least one (1) batch operator, and can only have up to five (5) batch operators. To remove a batch operator, click under the Action column.

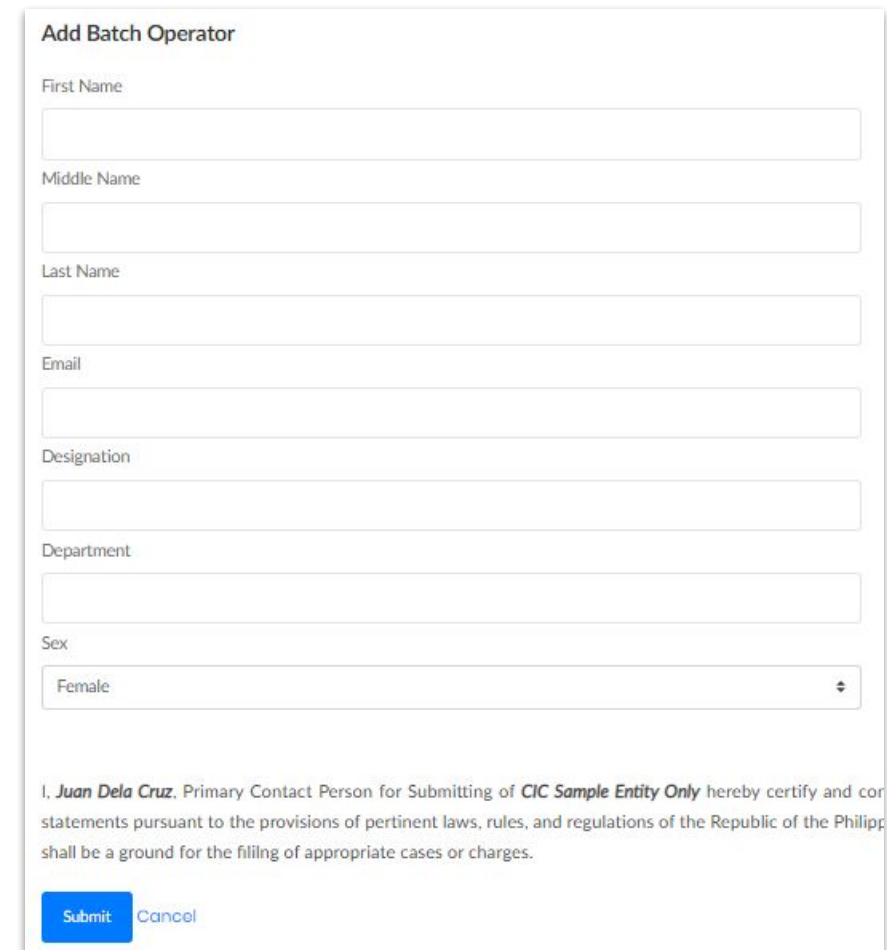
Note: Only the registered SEIS Primary Contact Person of the SE can make changes on this module.

PART 4: Submitting Entity Information Sheet (SEIS) Component: Batch Operators

Upon clicking the Add button, the SEIS Primary Contact Person of the SE will be redirected to the page below. Complete the information being asked in the form. In case the batch operator does not have a Middle Name, the user may leave the field blank.

Click the  button once done.

Note: The system automatically scans nominated email addresses for possible exposure to spam sites. As such, the user may encounter an error message saying that the nominated email address is found unsafe to use. Should this error appear, kindly provide a new email address specifically for CIC submission purposes.



Add Batch Operator

First Name

Middle Name

Last Name



Email

Designation

Department

Sex

I, **Juan Dela Cruz**, Primary Contact Person for Submitting of **CIC Sample Entity Only** hereby certify and con-
statements pursuant to the provisions of pertinent laws, rules, and regulations of the Republic of the Philipp
shall be a ground for the filing of appropriate cases or charges.

Note: Only the registered SEIS Primary Contact Person of the SE can access this page.

PART 4: Submitting Entity Information Sheet (SEIS) Component: Dispute Resolution Contact Person

The SE must provide a **Dispute Email Address** to which the Online Dispute Resolution System (ODRS) of the CIC will automatically send dispute(s) filed by the data subjects against them. In addition to the Dispute Email Address, the SE must provide a Dispute Resolution Contact Person (DRCP), who will be in-charge for all the dispute-related cases of the SE. Details here can be changed by clicking the [Edit](#) button.

The screenshot shows a web application interface for the 'Dispute Resolution Contact Person' module. On the left is a dark sidebar with navigation links: Home, SEIS (expanded), SEIS Form, Connectivity, Batch Operators, Dispute (selected), CT Loan Accounts, and AEIS. The main content area has a search bar at the top and a user profile for 'Juan Dela Cruz'. The form displays the following information:

Dispute Email			
delacruz@gmail.com			

Dispute Contact Person			
Last Name	First Name	Middle Name	Extension name
Dela Cruz	Juan	Reyes	Jr.

Email	Sex
delacruz@gmail.com	Male

An [Edit](#) button is located at the bottom left of the form.

Note: Only the registered SEIS Primary Contact Person of the SE can make changes on this module.

PART 4: Submitting Entity Information Sheet (SEIS) Component: Certification on Total Number of Borrowers and Loan Accounts (CT Loan Accounts)

This form displays the declared or registered Total Number of Borrowers and Loan Contracts of the SE, which can be updated anytime.

To update any of the information under this module, click [Edit](#).

The screenshot displays the 'Certification on Total Number of Borrowers and Loan Contracts' form within the SEIS component. The interface includes a dark sidebar with navigation links: Home, SEIS, SEIS Form, Connectivity, Batch Operators, Dispute, and CT Loan Accounts. The main content area features a search bar and a user profile for Juan Dela Cruz. The form is divided into two sections: 'A. Borrowers' and 'A. Loan Contracts'. Each section contains a table with two rows: 'INDIVIDUAL' and 'CORPORATE' for borrowers, and 'INSTALLMENT' and 'NON-INSTALLMENT' for loan contracts. The 'CREDIT CARD' row is also present under 'A. Loan Contracts'. An 'Edit' button is located at the bottom left of the form.


A. Borrowers	
INDIVIDUAL	4,001
CORPORATE	1

A. Loan Contracts	
INSTALLMENT	1,200
NON-INSTALLMENT	0
CREDIT CARD	0

Changing Account Password

To update or change CE Portal account password, the user must click the down arrow on the upper right of the module, then select **“Change Password”**.




A screenshot of a web application interface for changing a password. At the top, there is a search bar with a magnifying glass icon and a close button (X). Below the search bar, the page title 'Change Password' is displayed. On the right side, there is a user profile dropdown menu showing a profile picture and the name 'Juan Dela Cruz' with a downward arrow. Below the profile menu is a 'Log Out' button. The main content area contains a 'Change Password' form with three input fields: 'Old Password', 'New Password', and 'Confirm Password'. A 'Submit' button is located at the bottom of the form.

The user will be directed to the Change Password module, where the user must enter their Old Password and New Password. The New Password must be retyped correctly under the Confirm Password field. To save changes: 

Note: The “New Password” and “Confirm Password” must be the same.



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 www.creditinfo.gov.ph  (02) 8236 5900  cichelpdesk@creditinfo.gov.ph