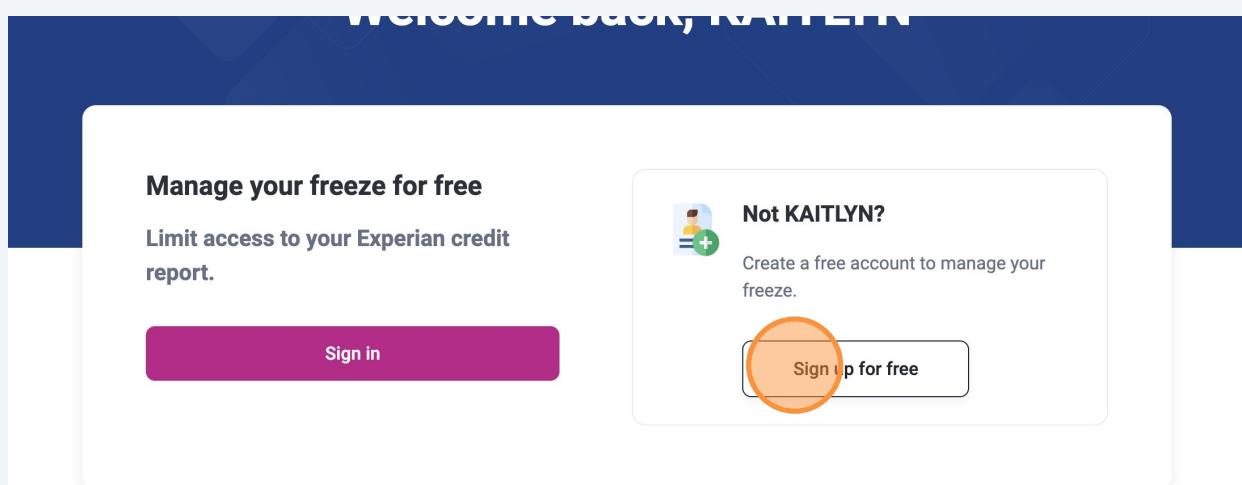


Experian Credit Freeze

Scribe[≡]

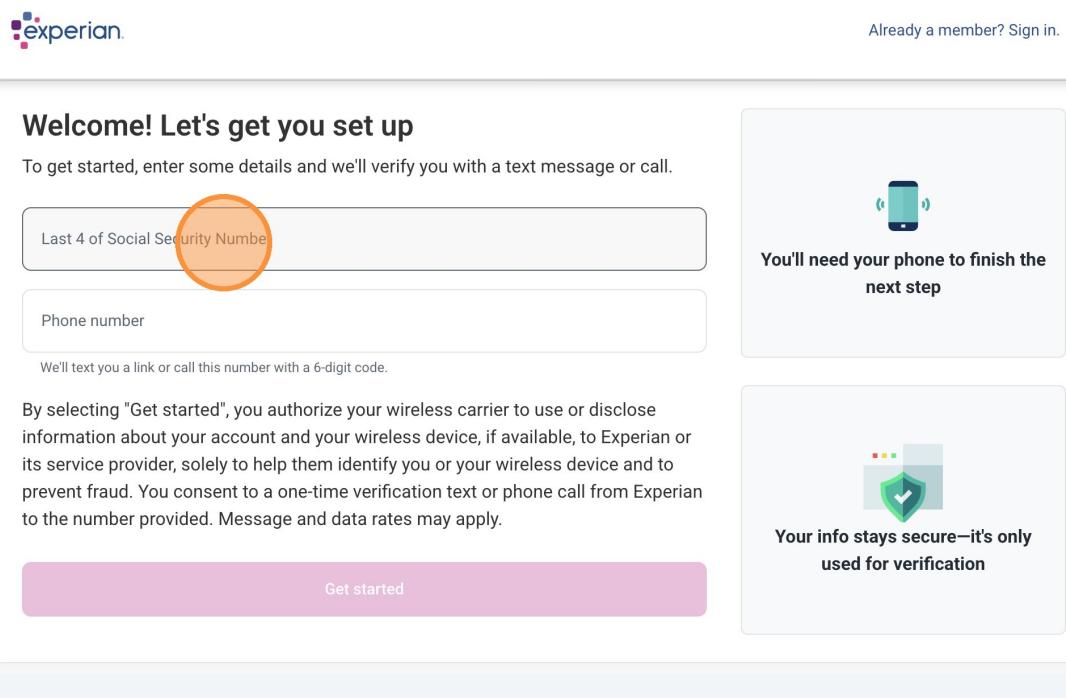
- 1 Navigate to: <https://www.experian.com/help/credit-freeze/>

- 2 Click "Sign up for free"



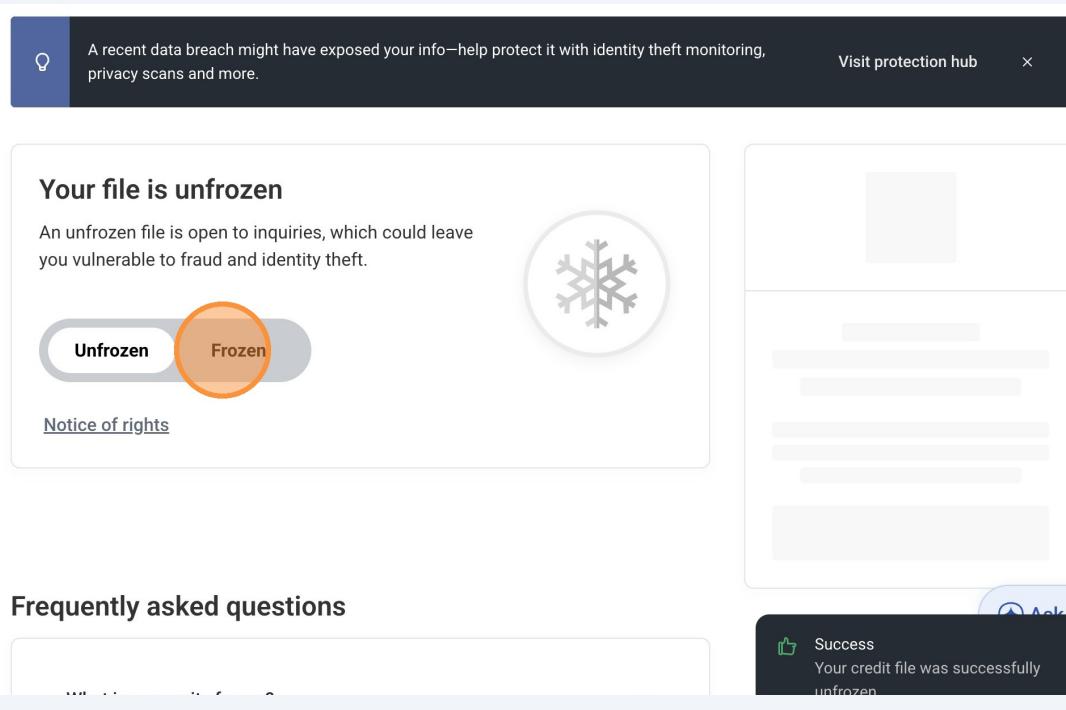
**How to freeze or unfreeze your
Experian credit file**

- 3** Enter all required information to create your account. Once that is complete, there will be a verification and confirmation process through the email address you sign-up with. We recommend you set up MFA for this account using your preferred method. (Don't forget to add that method to the asset attribute table!)



The screenshot shows the Experian sign-up process. At the top left is the Experian logo, and at the top right is a link to "Already a member? Sign in.". The main heading is "Welcome! Let's get you set up". Below it, a sub-instruction says "To get started, enter some details and we'll verify you with a text message or call." There are two input fields: "Last 4 of Social Security Number" and "Phone number". The "Phone number" field has a note below it: "We'll text you a link or call this number with a 6-digit code." To the right of these fields is a box containing a smartphone icon and the text "You'll need your phone to finish the next step". Below the input fields is a paragraph about account verification and privacy. A large pink "Get started" button is at the bottom.

- 4** After you sign-in, you should see this dashboard. Turn on credit freeze by flicking on "Frozen".



The screenshot shows the Experian dashboard. At the top, there is a dark banner with a question mark icon and the text: "A recent data breach might have exposed your info—help protect it with identity theft monitoring, privacy scans and more." To the right of the banner are links to "Visit protection hub" and a close button. The main content area has a heading "Your file is unfrozen" with a sub-note: "An unfrozen file is open to inquiries, which could leave you vulnerable to fraud and identity theft." Below this is a toggle switch with "Unfrozen" and "Frozen" options, where "Frozen" is highlighted with an orange circle. To the right of the switch is a circular icon with a snowflake. Below the switch is a link "Notice of rights". To the right of the main content is a sidebar with several blurred sections. At the bottom right is a success message: "Success Your credit file was successfully unfrozen" with a thumbs-up icon. There is also a "Ask EVA" button.

- 5 You can also schedule thaw for situations that require your credit report to be accessed (i.e. when opening a new credit card). Click on "Schedule a thaw".



A recent data breach might have exposed your info—help protect it with identity theft monitoring, privacy scans and more.

Visit protection hub



Your file is frozen

Security freeze blocks most access to your Experian credit file, while still allowing you to view and monitor your credit.

Unfrozen

Frozen

Schedule a thaw



[Notice of rights](#)

Frequently asked questions

What is a security freeze?



Success

Your credit file was successfully frozen.



- 6 Click "Add a thaw".



A recent data breach might have exposed your info—help protect it with identity theft monitoring, privacy scans and more.

Your file is frozen

Security freeze blocks most access to your Experian credit file, while still allowing you to view and monitor your credit.

Unfrozen

Frozen

Schedule a thaw

[Notice of rights](#)

Frequently asked questions

What is a security freeze?

Add a thaw

Applying for credit?

Schedule a thaw before you apply, which will allow access to your Experian credit file.



Made with Scribe - <https://scribehow.com>

- 7 Click here and select a date range using the calendar.

The screenshot shows two overlapping screens. The top screen is titled "Schedule a thaw" with a sub-instruction: "Temporarily unfreeze your Experian credit file so you can apply for credit." It includes a note: "Thaws start at 12 am CT and end at 11:59 pm CT on the scheduled dates." Below this is a "Select date range" field with a calendar icon, which is circled in orange. The bottom screen is titled "Security freeze" and shows a message: "A recent data breach might have exposed your info—help protect yourself with a security freeze and privacy scans and more." It displays a status bar with "Unfrozen" (green), "Frozen" (blue, selected), and "Schedule a thaw" (purple). A "Notice of rights" link is also present.

- 8 Click "Schedule thaw" to confirm.

This screenshot shows the "Your file is frozen" screen with the same information as the previous one. On the right, a confirmation message is displayed: "The thaw will start today as soon as you receive confirmation and end at 11:59 pm CT on the scheduled date." Below this is a "Select date range" field showing "12/17/2025 - 12/18/2025". At the bottom right is a large purple button labeled "Schedule thaw", which is circled in orange.

- 9 Your dashboard should look like this, indicating your file is currently unfrozen due to the thaw.

A screenshot of a web-based dashboard. At the top, there's a dark header bar with a question mark icon, a message about recent data breaches, and links to 'Visit protection hub' and 'X'. The main content area has a light gray background. On the left, a rounded rectangle contains the heading 'Your file is unfrozen' in bold black text. Below it, a small blue circular icon with a white question mark and the text 'Until December 18, 2025' is followed by a paragraph explaining the temporary unfreeze. To the right of this text is a circular icon with a snowflake and a clock, with the word 'Unfrozen' in a button below it. Next to it is another button labeled 'Frozen'. Further right is a link 'Manage Thaw (1)' with an orange circle around it. At the bottom of this section is a link 'Notice of rights'. To the right of this main box is a vertical column with several blurred-out sections. In the bottom right corner of the main box is a blue button labeled 'Ask EVA' with a white question mark icon.

Your file is unfrozen

Until December 18, 2025

Your file is temporarily unfrozen and open to inquiries, which could leave you vulnerable to fraud and identity theft. It will automatically freeze on December 18, 2025.

Unfrozen Frozen Manage Thaw (1)

Notice of rights

Ask EVA

- 10 To cancel the thaw, click "Manage thaw".

A screenshot of the same web-based dashboard as the previous one, but with a key difference: the 'Manage Thaw (1)' link has been clicked, as evidenced by the orange circle highlighting it. The rest of the interface remains identical to the first screenshot, including the header, the main content area with its status message and unfreeze details, and the sidebar with blurred-out sections.

Your file is unfrozen

Until December 18, 2025

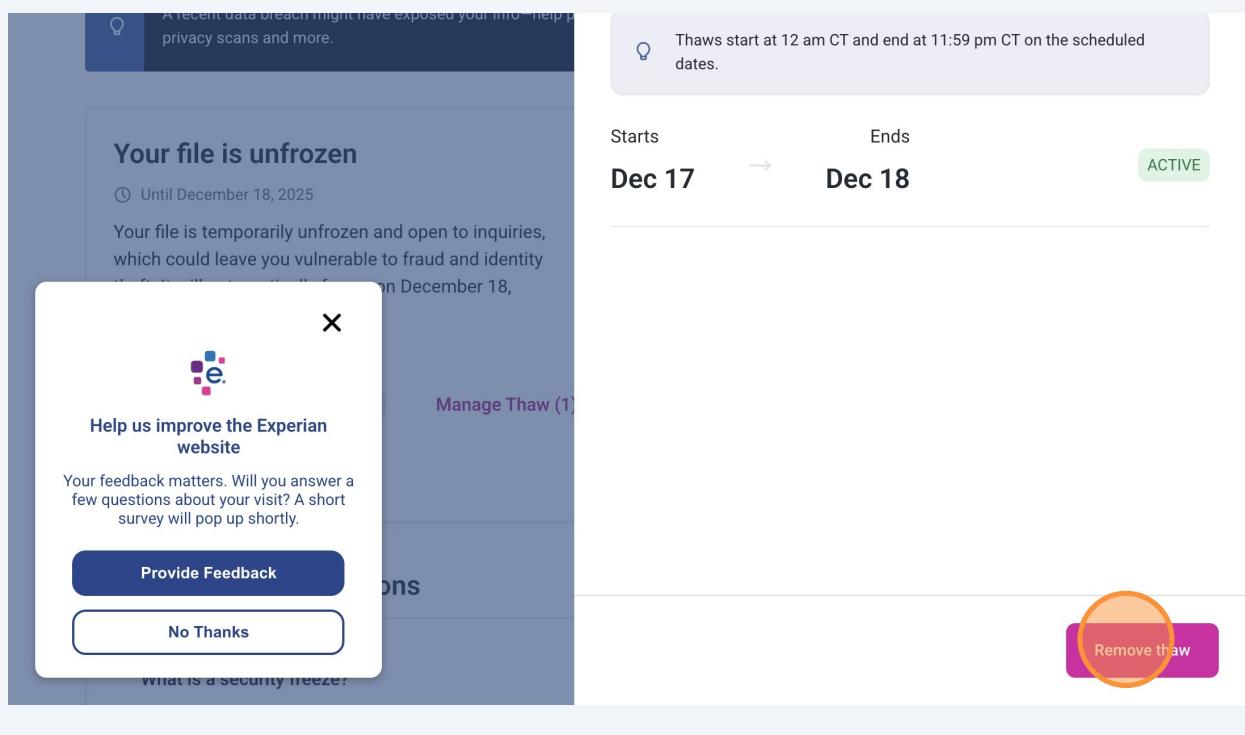
Your file is temporarily unfrozen and open to inquiries, which could leave you vulnerable to fraud and identity theft. It will automatically freeze on December 18, 2025.

Unfrozen Frozen Manage Thaw (1)

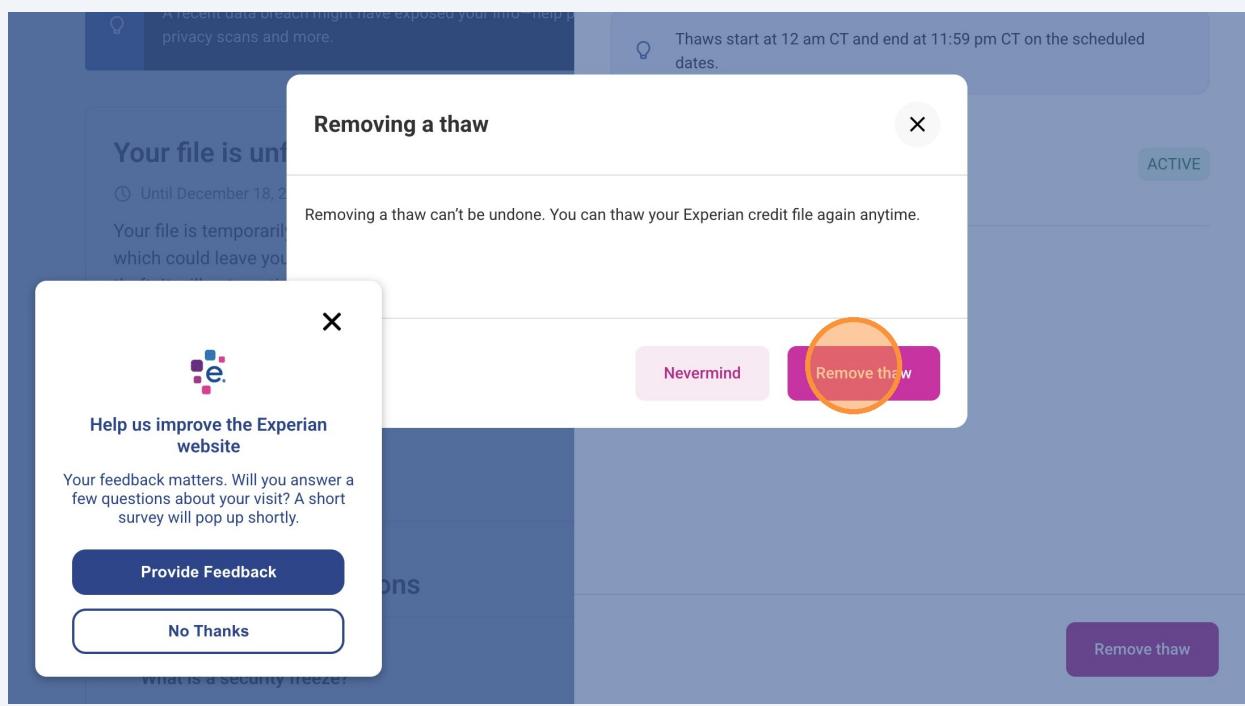
Notice of rights

Ask EVA

11 Click "Remove thaw".



12 Confirm by clicking "Remove thaw" on more time.



13

Your dashboard should look like this again, indicating your Experian credit file is frozen.

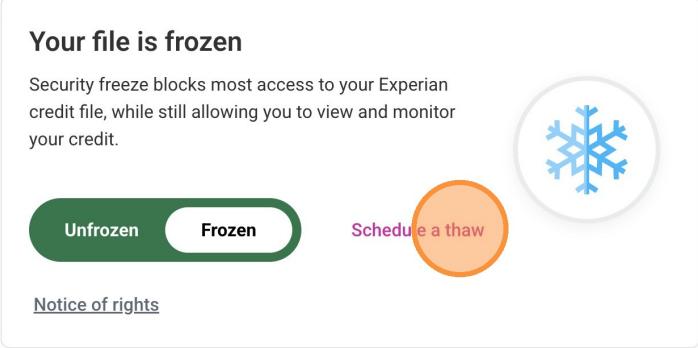
A recent data breach might have exposed your info—help protect it with identity theft monitoring, privacy scans and more. [Visit protection hub](#) X

Your file is frozen

Security freeze blocks most access to your Experian credit file, while still allowing you to view and monitor your credit.

Unfrozen Frozen Schedule a thaw

[Notice of rights](#)



Frequently asked questions

What is a security freeze?

▼

Success Your credit file was successfully frozen. X

[Ask Eva](#)