



MyDNB.com Lifecycle FAQs

General FAQs

Why is MyDNB.com going away?

MyDNB.com is a Trade Credit web product, primarily used by customers to order online business credit reports that was used primarily for business research. It was a precursor to what is now DNBi. The primary reasons why MyDNB.com is going away is it uses Adobe Flex and Flash as part of underlying architecture. The latest browser versions will block Flash or request users to perform activation of Flash before allowing it. Flash is currently on track to no longer be supported by any of the major browsers by the end of 2020.

Is there another system that is replacing it?

Yes. Users will have the opportunity to move to DNBi Risk Management Platform (DNBi) from MyDNB.com, which offers significant advantage and opportunity. From our intuitive interface to powerful search and alerting capabilities, DNBi offers new ways to help you identify the best opportunities for your business and accelerate sales.

With an intuitive interface, DNBi introduces exciting new functionality to help you:

- Target more strategically with powerful search and list building capabilities.
- Get in the door faster with real-time alerts, notifications and updates.
- Have more informed conversations with deep-dive company profiles and engage with insights to win.
- Easily understand potential risk with enhanced visual analysis through charts, graphs and scales as well as interactive contextual help.
- Allow customers to be added to your accounts portfolio and to segment them by the characteristics that are important to you with flexible tagging options.
- Effectively monitor customer financial health and help protect your business with unlimited alert profile configurations.
- Request, track and receive investigations online.



How do I get started using DNBi?

If you are already on a DNBi contract, you should already have dual-access and can begin using DNBi immediately. If you are not sure if your contract is portable to use DNBi, contact your sales rep.

- There are a few features (US Public Records searching) or reports (USA Patriot Act Compliance Report or Federal Information Report) not yet available in DNBi and are on the roadmap to be released early 2020.

Will I be able to run all the reports that I do today?

Most reports that are currently available on MyDNB.com will be available as live reports on DNBi. Based on their usage, the most common reports are ready for use now while others are in the process of being ported over to DNBi.

- There are a few features (US Public Records searching) or reports (USA Patriot Act Compliance Report, Supplier Analysis Report or Federal Information Report) not yet available in DNBi and are on the roadmap to be released early 2020.
- However, there are a few reports that are supported on MyDNB.com that will be retired, namely Industry Credit Score Reports (Apparel, Construction, Computers, Office Products, Trucking, Wireless Telco) will not be added to DNBi. However, you can leverage Viability Score, Financial Stress or Commercial Credit Score found in Predictive Scores Section in the Live Report for similar analysis.

What is the timeline for MyDNB.com sunset?

The plan is to move all MyDNB.com customers to DNBi starting in January 2020. This move will either happen mid-term or upon the 2020 renewal and working towards total shutdown of MyDNB.com by the 4th Quarter of 2020.

How will I be communicated with?

You will be notified via email about the end of life for MyDNB.com and will also receive a series of emails about the transition and what you can expect during the transition process.

Is there anything I can do to prepare for this?

Since the lifespan of a report that is saved is limited (usually 90 days in most cases), there is no migration planned for archive reports and you should save any of these MyDNB.com reports locally, in case you need to access them later.



Can I still perform investigations on the DNBi Risk Platform?

You will still have access to perform investigations just as you did before on MyDNB.com using DNBi.

Will I be able to email or save as PDF?

Yes. You will still have access to print or save the report as a PDF and send it via email.

Is there an additional cost to save reports in DNBi like Extended Archives?

The feature to save reports will still be available in DNBi and is included in the core application at no additional charge. The snapshots of the live reports can be stored in folders for access.

Will I need to sign a new contract?

The following Dun & Bradstreet contract types for usage on MyDNB.com are not compatible with DNBi and if you are on such an agreement with Dun & Bradstreet, you will be required sign a new contract to use DNBi:

- Annual Discount Plan
- Monthly Discount Plan

If a signature event is required, based your existing contract, this will be included as part of the communication that you will receive about the MyDNB.com sunset program.

Unless specified in the communication you will receive, your existing Dun & Bradstreet contract for usage on MyDNB.com, is portable to DNBi and existing terms and conditions remain in effect.

Transition Period FAQs

Will I still have access to MyDNB.com once I start using DNBi?

Yes. During the transition period you will be offered 60 days of dual access where you can access both MyDNB.com as well as DNBi. Any reports ordered through MyDNB.com should be saved locally during the dual-access period to avoid loss of that report after the transition has been completed.



How long will I have dual-access to both MyDNB.com and DNBi?

You will be offered 60 days of dual access to both MyDNB.com and DNBi, as well as onboarding support and training.

Will I still be able to customize the reports I generate on DNBi?

Yes. DNBi allows you to create custom PDF versions of reports and choose the elements that are included based on your settings in preferences.

What privacy options are available on DNBi for Live Reports?

There are a few options in DNBi that provide privacy for the Live Reports that have been generated.

- DNBi will allow you to organize, share and restrict access through the familiar folder structure concept. Folders can have D&B Live Reports, Accounts, Applications and Snapshots in them. By default, the folders are restricted to the owner of the folder. However, folders also provide you with the added benefits of being able to grant or remove permissions to roles or specific users to manage access. To provide this level of flexibility, a shared workspace is created for your organization on DNBi. This allows users to organize the reports, but it should be noted that unrestricted users or Admins will still be able to see all reports generated by using the “All Companies” tab.
- The “All Companies” tab will reflect all reports that have been generated for your organization. However, if the goal is to provide users with privacy and limit their access, the Admin can create users with restricted access. In doing so, a restricted DNBi user will no longer see the “All Companies” tab and limit visibility to just the user’s reports and folders, therefore providing the same level of privacy that was available on MyDNB.com.

Are there resources that I need to dedicate in order to make the transition from MyDNB.com successful?

Yes. While we expect to have a smooth transition from MyDNB.com to DNBi, we do need to identify someone in your organization as administrator for the account, whose role will be to ensure that all users have been added to the workspace. We will select one user by default, which can be easily changed (if desired).



Are there training resources available?

Yes. All customers will be offered 60 days of dual access as well as onboarding support and training.

To learn more about DNBi Risk Management Platform, please visit the [DNBi Learning Center](#) for DNBi New User Basics for core information to get started on DNBi.

You can also register for the Live Webinar: [Introduction to DNBi](#)

Post Transition FAQs

Will I still be able to use MyDNB.com once my access has been turned off?

No. You will no longer have access to MyDNB.com once access has been disabled and should use DNBi going forward.

Will I be charged more for DNBi?

No. The charges you incur will be based on your usage of the DNBi application just as it did before on MyDNB.com while maintaining the existing pricing structure.

Are there additional benefits that I can get from DNBi by upgrading?

Yes. You will have access to new functionality in DNBi, including for risk managers, credit managers, treasury and collections department through automation and integration with add-on modules such as Decision Maker, Account Manager, Online Credit Application and Portfolio Risk Manager which are available as an add-on to your company's DNBi contract.

What if I still have questions?

For questions about MyDNB.com or DNBi, please reach out to your sales representative. Alternatively, you may contact Customer Service at 1-833-362-3279 for assistance.