

# GBG Connexus User Manual

# User Manual

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# Introduction

## **The benefits of GBG Connexus**

### **Intelligent search**

Using our intelligent search capabilities and using as little information as a partial name or address, phone number or email we can surface potential results of the people and places that traditional solutions cannot offer, for both historic and current information.

### **Know more**

When you want to know more about an individual or property such as their name address, social behaviour or even property details we can use our innovative functionality to provide you with address history, known associations, online activity through social media data and much more.

### **Access to PII**

GBG Connexus has access to one of the largest collection of independent data sets covering the UK population including telephone directory, email database, goneaway, deceased adverse financials and business data.

### **Social**

Using open source data, we allow for people's online activity to be aggregated into a geographical location. Using the data from over 10 different social media feeds and access to over 85 million public posts per day, we can gain insight into people's social behaviour through our OSINT tool.

### **Multiple delivery**

Multiple delivery mechanisms to suit your team's needs, including automated batch processing, API and a single user interface for deep dive investigations.

This user manual will give you guidance on how to use GBG Connexus to gain the best results for your business but if you have any feedback, then please do not hesitate to contact GBG's Product Management team using the email address: [product.feedback@gbgplc.com](mailto:product.feedback@gbgplc.com)

# Accessing GBG Connexus

## System Requirements

The following is the minimum recommended system specification:

### Hardware

Any device that will run latest version of Mozilla Firefox.

### Software

Operating System: Microsoft Windows 7, 8 or 10. Web Browser: We recommend using Mozilla Firefox to access Connexus. However, our Helpdesk will also provide support for Chrome users.

### Internet Connection

Users are responsible for their own connections to the Internet using a Modem or one of the ranges of Broadband services available.

### Assumed User Experience

It is assumed that users have significant previous experience in browsing the Internet.

### Security

The system uses HTTPS with TLS1.2 or above support, ensuring secure data delivery via the internet. If a user's connection times-out or they log out, they will have re-authenticated before they can use the service.

Please ensure your organisations infrastructure has the ability to access https type connections. You may need to talk to your IT support people to ensure firewalls and other security systems permit access.

The hosting site will be subject to regular penetration tests, physical security (e.g. CCTV and 24 hours on site security personnel) and personnel restrictions etc. It is also likely that the services will only be available to restricted IP addresses.

The processes and physical measures in place to ensure the security of the data centres have been subject to a successful audit for compliance with BS7799, the standard that formed the basis of ISO17799, which is the international standard for information security management.

## Terms of Use

You now have access to a wide range of up-to-date data sources about individuals in the United Kingdom. Whilst GBG will endeavor to ensure that the data sources used in our services meet these standards, it is acknowledged that the data used in this service provision are sourced from third parties, over whom GBG has no control and, therefore, GBG makes no warranties as to the accuracy of the data in its services.

- You must not disclose your logon details to any third party
- You must only conduct searches that you are required and necessary to perform your duties
- You must not use the system to visit sites or download files containing obscene, pornographic, discriminatory or otherwise offensive material
- You must not attempt to circumvent security measures of the system or in any other way attempt to access systems or information to which you are not entitled

Use of the Internet and sites can be subject to monitoring. Periodically, your employer may conduct audits and compliance testing to ensure that use of the system is in accordance with good practice and the information security guidelines of your department. Please note that abuse or misuse of the service as defined in this usage statement and/or the information security guidelines of your department may lead to disciplinary action being taken against you. If such a breach is considered significant, this may lead to your dismissal.

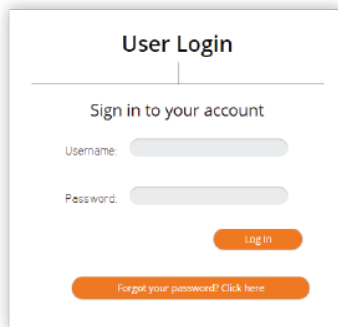
If you are, or consider that you may be, acting outside of your authority, or have been asked to access this system using another person's logon details do not proceed further. Please inform your line manager or the System Administrator, as by proceeding to use this system you are certifying that you have read and agree to the above terms of usage.

# Logging in and Navigation

## Logging In

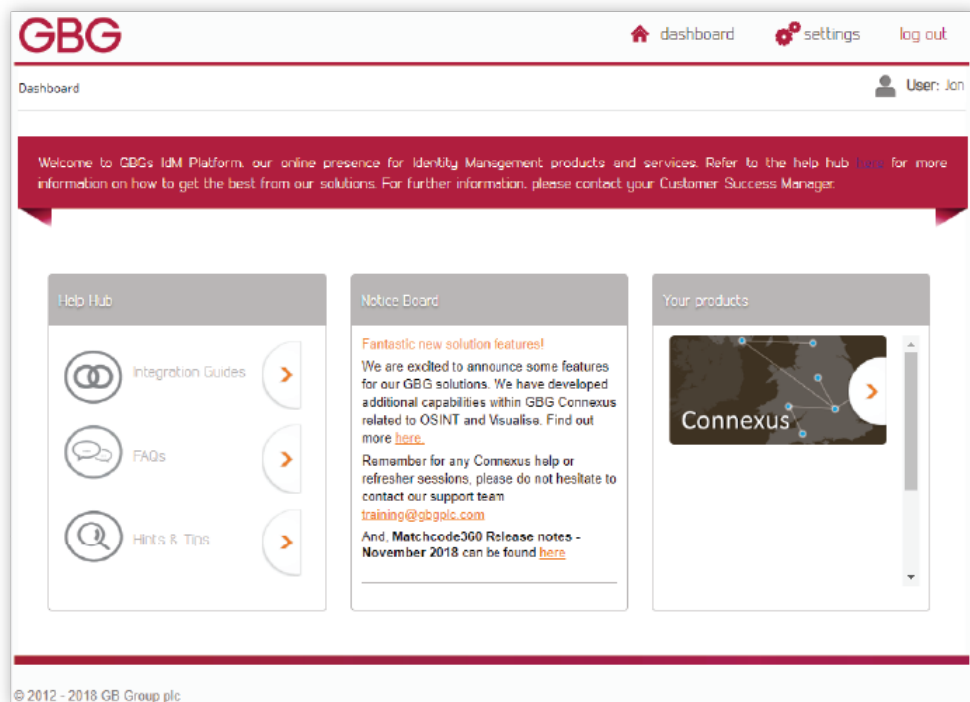
You can access the web services portal directly by typing into your browser:  
<https://idmp.gb.co.uk>

Simply type in the Username and Password that has been generated for you (you will be prompted to change this password on your first login):



## Navigation

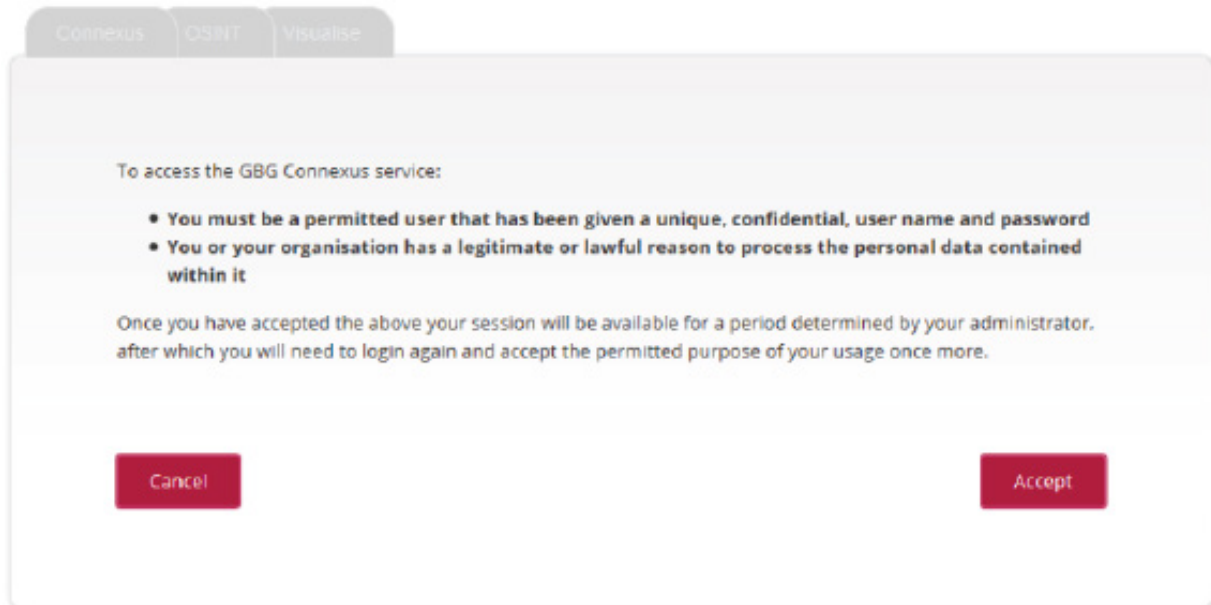
When you are logged in, you will be brought to your dashboard which contains the Help Hub, a Noticeboard and your Products:



The products available on this screen will vary depending on the service options you have signed up for. Select Connexus to enter the product.

## Declaration screen

Upon clicking on Connexus, you will be asked to accept a statement regarding your usage of Connexus. This is in compliance with GDPR (May 2018) regulations.



# Functionality Overview

## Features

Functionality	Description	How it can be used
Business Name Searching	Allows user to search for organisation names.	Includes executive names, telephone numbers, financial information and director at home addresses. This can help users trace individuals that are connected to a business.
Cohabitee Results	Displays names, addresses, telephone numbers and dates of birth for cohabitants of the individual being traced.	Can help confirm a result is the right individual. Can also help identify fraud e.g. where cohabitants are working together to commit fraud.
Copy to Clipboard	Users can copy details such as name, address and telephone number from the main results and person identity page to paste into other programs or documents in one easy click. Users can also extract to PDF and CSV.	Allows for quicker pasting into external systems. Reduces the chance of missing relevant information. Allows users to save information as a report from the identity page.
Data Options	Users can refine their search by choosing to filter out data including historic electoral roll, business, executive names and deceased.	Helps users get more targeted results and speeds up searching.
Directors at Home	Links a director's home address to a business both on the business page and individual identity page.	Helps link an individual to a business from their individual identity page or trace an executive to their home address.
Dual Name Searching	Allows the user to input two forenames and surnames to find cohabitants.	Helps the user return more targeted results. This can be useful where the user doesn't have an address for an individual.
Easy to View Search Results	Results are colour-coded by data source and icons are used to identify an individual's status e.g. goneaway, deceased etc. Key also available for easy translation.	Gives you confidence in the validity of an email address.
Email Validation	Confirm if an email address is valid and deliverable.	Helps the user easily identify current residents and see where the data is sourced from to gain their confidence in it. Also allows the user to quickly dial telephone numbers without having to click into the identity page.
Exact matching on middle initial and date of birth	Allows user to choose if they only want to bring back results with a given middle initial or date of birth or if they want to bring back results with the middle initial/date of birth or and without any middle initial at all.	Helps users bring back more matches where they may have the middle initial or date of birth details but GBG doesn't hold it.
Filter/Search Bar	Filter or add more search criteria from the main results page.	Saves user from going back to the search page to refine results.
Google Maps	Integrated Google Maps search on individual, property and business identity pages.	Allows the user to see the location of a property on a map, as well as use Google street maps to see a photographic view of the address.
Identity Barcode	Identify an individual's status by viewing a colour coded icons throughout the product.	Visually see if an individual is deceased, insolvent or goneaway.



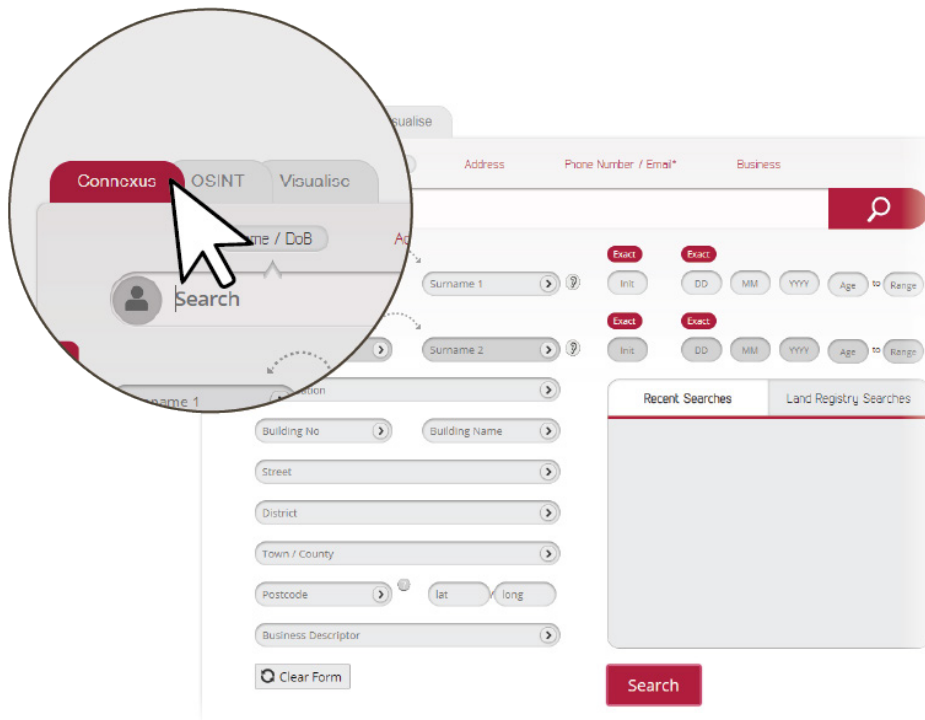
Functionality	Description	How it can be used
Identity Page	Displays detailed information for an individual on one saveable, scrollable page.	Reduces clicks. Allows the user to save or print a 'report' page on an individual.
Interactive Spelling	User can input partial data and click the red arrow at the end of the field to see suggested results.	Helps with spellings of names, addresses, organisation names and business descriptor. Can assist where a spelling needs to be exact to return results.
Land Registry Property Ownership	A live web service that allows the user to confirm if an individual is the owner of a property and whether they are joint or sole proprietor. Users can gain a full name, surname match or initial match. Users can also see their Land Registry search request history for 30 days from the main search page.	Helps confirm an individual's assets and residential status. Also helps link cohabitants of a property if it is jointly owned.
Linked Addresses	Allows user to go directly to addresses that are linked to the individual through PII data. Also details first seen and last seen dates.	Helps identify new or previous addresses for an individual. Also helps date an individual's moves.
Live landline and mobile validation	Allows user to validate a landline or mobile telephone number in real-time.	Helps user to understand if a telephone number is live and can be connected to. For mobile telephone numbers can also identify registered network, registered country and current location.
Middle Initial Searching	Allows user to search for an individual using middle initial.	Helps the user target their results and be sure that the person traced is the individual they are looking for.
Partial/Wildcard Searching	Allows the user to input partial data and use * or ? to return results e.g. kat* to return the name Katy, Kate, Katie or Sm?th to return the surname Smith, Smyth etc.	Helps where a user is unsure of spellings of names or addresses or to widen the search e.g. a postcode area.
Potential Married/Maiden Name	Displays a potential married or maiden name where it looks like an individual has married and changed their name.	Helps the user find an individual that may have previously had another surname.
Price Paid Button	Link to Zoopla to display price information for a property from the last time it was sold (back to 1995).	Helps to identify an individual's assets as well as if an individual has recently moved from the property but is still listed at the address.
Quick Search Bar	Allows user to quickly search for an individual, business, property or telephone number/email from a single search bar.	Reduces clicks and speeds up the tracing process.
Radius Searching	Automatically searches for the individual in a 10-mile radius by matching name, date of birth, dates of residence and cohabitants. Also allows user to increase the search radius to 50 miles.	Helps the user return forwarding or previous addresses for an individual that may have moved.
Recent Searches – 30 Days	Allows the user to see all searches performed on their account for the last 30 days.	Saves time and effort by allowing the user to perform a previous search with the same criteria. Also allows them to keep track of their tracing activity.
Region Searching	Users can search within a given region using the postcode field e.g. North West.	Allows user to increase the radius of their search.

<b>Functionality</b>	<b>Description</b>	<b>How it can be used</b>
Reverse Search Button	Allows users to reverse search a telephone number or email address at the click of a button throughout the product.	Users can see linked individuals and addresses quickly.
Reverse Searching	Allows the user to input a telephone number or email address and return name, address and DoB details associated with it from GBG's PII database.	Helps to identify names and addresses linked to a telephone number or email address. Also helps trace individuals between multiple addresses.
Transpose Names	Allows the user to input a forename and surname, then return results for names that could be switched e.g. Craig David/David Craig, Mohammed Ali/Ali Mohammed.	Can help identify fraud by returning names that an individual may have switched to avoid being traced, or where the name may have been switched accidentally.
Web Results	Displays results from social networking and other websites.	Helps the user find additional details or link other people.
OSINT (For Customers with OSINT features enabled)	Location based social search. Using open source data from multiple social feeds OSINT aggregates the meta data into a map.	Searching by location, keyword, Twitter or Flickr users OSINT surfaces social feeds and pins them based on Longitude/Latitude co-ordinates. Access to social data spanning back 6 years it's possible to identify location based activity globally.
Visualise (For customers with Visualise enabled)	Visual tool for data representation. Displays Connexus and/or customer data in a dynamic graphical interface.	Visualise brings clarity to investigations by allowing users to identify trends and patterns in your data. Save work and reupload to work on at a later date and build out investigations that are easy to understand.

# Using the main search

## Search Tabs

Having clicked through to the GBG Connexus product, you are presented with three tabs at the top of the page; Main search, OSINT and Visualise. Your screen will default to main search if you have a GBG Connexus licence. Those not subscribed to OSINT & Visualise will not be able to select these tabs.



The simple search bar can be used as an alternative to the search fields to reduce entry time of search criteria. NB: The single search bar requires an exact search (unless stated below)

## Search Screen

This is the home screen that you will see when you log in to Connexus. Here you can choose to use the quick search bar or from various fields to perform a search:

To use the quick search bar, you must select the type of search that you want to do from the options above the search bar:

### Name / DoB

Enter a forename, surname, and DoB.

DOB Acceptable formats for entry: DDMMYY or DD/MM/YY

**Address**

Enter a property number and postcode, or just a postcode.

**Business**

Enter an organization name or company registration number.

**Phone No. / Email**

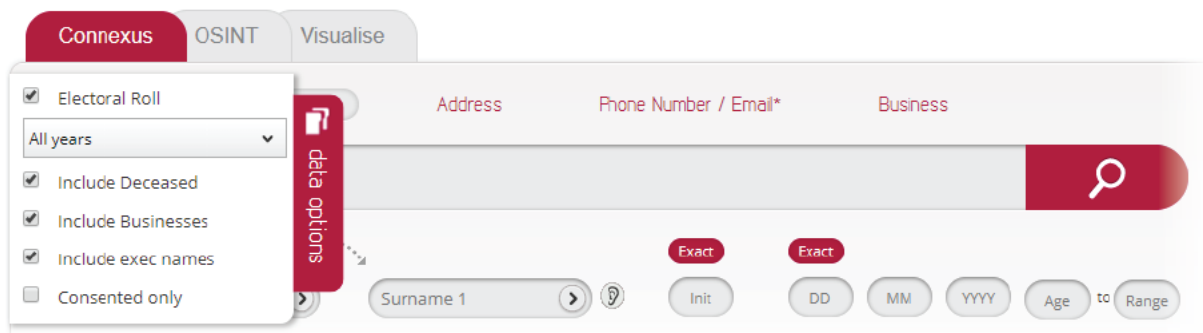
Enter a landline, mobile number or e-mail address. Enter a number OR an e-mail address, not both.

Partial e-mail addresses can be searched by using the wildcard feature (enter the \* symbol)

**\*NB** – If Connexus does not return the telephone number or e-mail address results you are looking for; a validation check can still be carried out.

**Filtering Your Search**

The search filters can be found by expanding the data options tab on the left hand-side of the search screen. This has pre-set selections as shown below (which are ticked as default):



**Electoral Roll**

To refine the number of years electoral roll that you want to search, select from the dropdown list. These options vary from including current year and upto 20 years past data.

**Include Deceased**

Include or exclude deceased individuals in your search

**Include exec names**

Returns names of individuals listed as executives against businesses (matches on full name/first name/surname)

**Include Businesses**

Includes business data in your search

**Consented only**

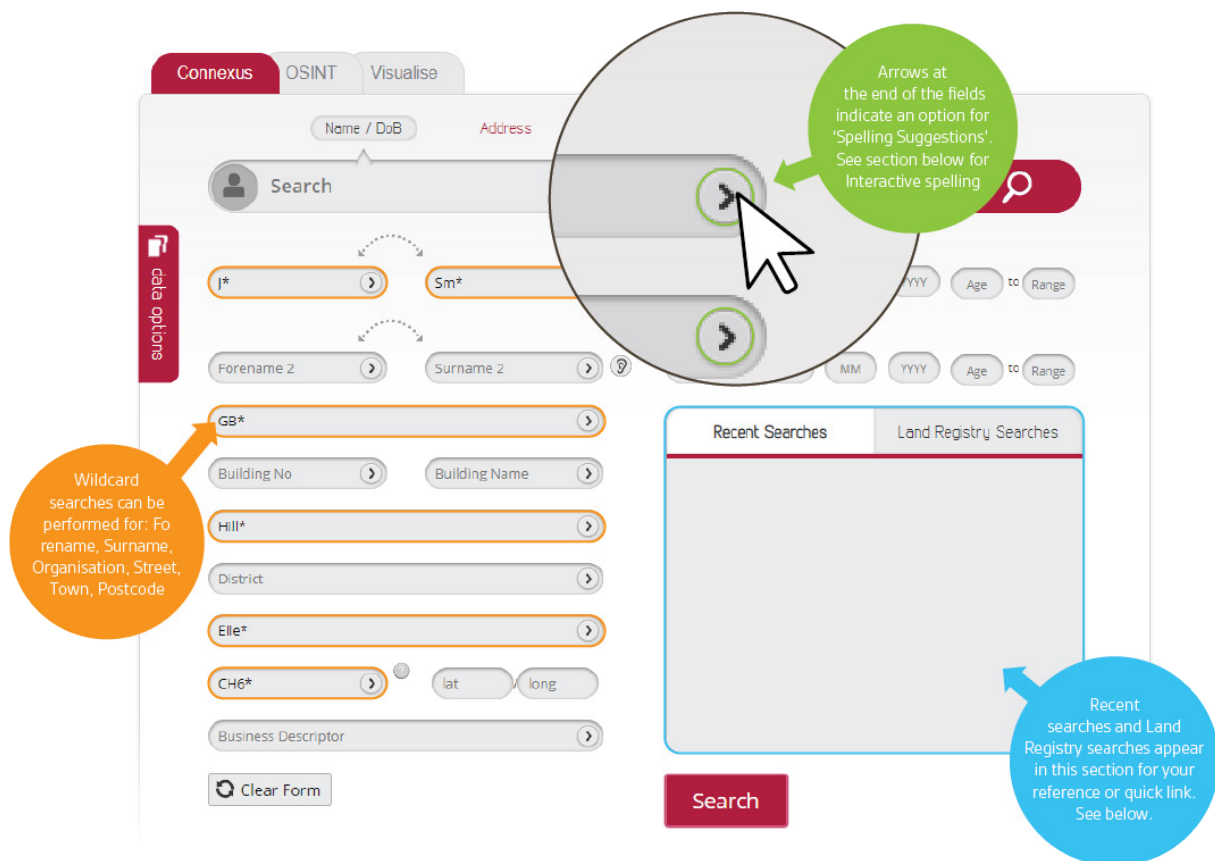
will only search for records that include Personal Identifiable Information (PII)

## Wildcard Searching

Wildcard searching allows you to widen your search or help reduce mismatches that occur because of spelling errors. For example, using it in the name field will bring back various spellings of that name but using it in a postcode field will widen your results to bring back results within a postcode area (rather than being too specific).

Wildcard searching can be conducted using the symbols, \* or? in any field. Use either symbol at the end of your search criteria or use the? at any point in your search criteria to escape a letter or number (E.g. Sm?th would return results for 'Smith' or 'Smyth'.)

It is advised that you do not use a wildcard symbol at the beginning of your search criteria. This will produce too many results and is likely to time out.



## Search Fields

Instead of the quick search bar, you can enter any of the fields in the above image to conduct your search, adding criteria into multiple fields if desired.

Partial searching is allowed on any of these fields using the asterisk (\*) or question mark (?) characters (as explained above).

### Interactive Spelling

Connexus offers an Interactive Spelling tool for most search fields (see above screenshot). This allows you to type partial search criteria and click the arrow for suggestions. Scroll through the list to find the criteria you would like to use then double click on it using your mouse. This will populate the relevant search field.

### Recent Searches

You will see above a panel on the right hand side of the search 'Recent'. This stores your search criteria for searches from the home page (including the quick search bar) for 30 days. This can be switched to 'session only' mode by your admin user if you wish, which means your searches will only be stored until you log out. This stores all search criteria except for 'business descriptor' if this field is used. This option re-populates search fields for you to edit criteria or conduct the same search.

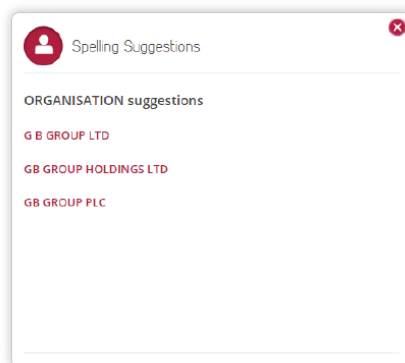
**N.B.** Clicking on the search criteria from the recent panel does not automatically perform the search again - you need to click the search button. This is to enable criteria edits.

### Land Registry Searches

If subscribed to Land Registry, Connexus will now keep any Land Registry searches that you carry out for 30 Days and list these on a tab behind recent searches.

### Business Searches

Connexus enables you to search over four million business records and over three million executive names. There are a number of searches available, for example, may like to search specifically for an organisation name, search for an executive name to return business and residential addresses or may be looking for a specific type of business in a location.



Click on one of the results in the list and this will populate the Organisation field.

### Organisation Name Searches

To search for an organisation name, use the Organisation fields. To get the most out of a search, it is best to use a wildcard as company names can be very specific so for example if searching for GB Group in Chester, search GB Group\*, Chester. The interactive search function is also available to return a list of organisation names. To do this enter partial search criteria in the Organisation field and click the red arrow at the end of the field. This will then return a list of Organisation names which include the criteria.

### Business Descriptor Searches

To search for a type of business (e.g. plumber, florists, etc.), use the Business Descriptor field which is very similar to a yellow pages style search. Again to get the most out of your search, use the interactive spelling function.

### Company Registration Number

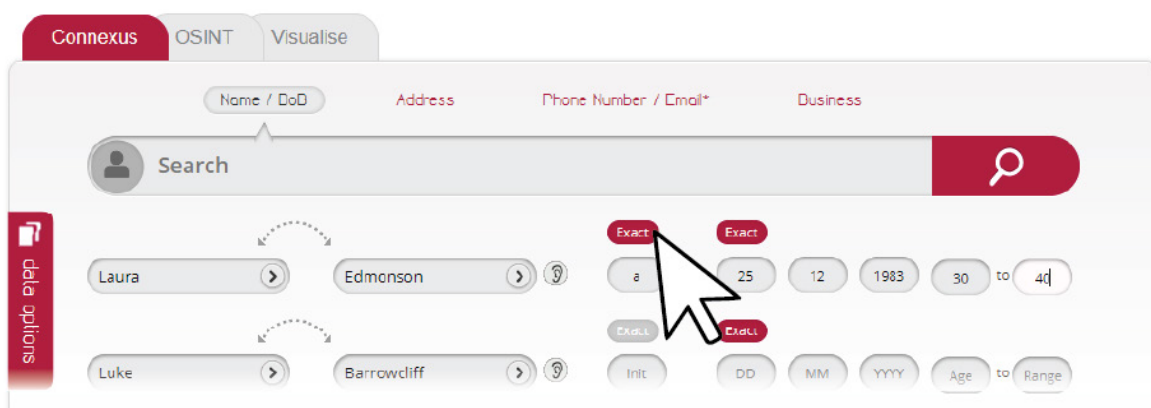
This uses the single search bar at the top of the page and can be useful where you may be having difficulty locating a business through the name search.

### Dual Name Searching

Dual name searching allows a search for two names that are living in the same property. By using dual names, it will refine results and it can be an effective way of searching for an individual if address details are missing.

### Middle Initial – Exact Matching

When using a middle initial as search criteria, leaving the 'Exact' button above the middle initial field highlighted will only return results with the middle initial entered. Select the button to switch this feature off (exact turns grey, see below). This feature can return results with the specified middle initial AND without any middle initial at all. This can increase your results if you have a middle initial that GBG may not hold in the database.



**Date of Birth (DoB) Searching**

Dates of birth can refine search criteria and increase confidence in your results. Using a date of birth can reduce the likelihood of miss-traces and help with scenarios where there may be a father and son with the same name, for example.

It is recommended that if using date of birth as search criteria it is used with a name. This can be full or partial DoB – enter a day, month or year, for example.

**Date of Birth – Exact Matching**

When searching using date of birth, the 'Exact' buttons allow you to choose the level of results you want to return. By leaving the button highlighted you will only bring back results with the date of birth entered.

**Age Range Searching**

If you are unsure of an individual's date of birth, you can use age range searching to look for a person between a given minimum and maximum age. You can also enter either a minimum or maximum date of birth e.g. to search for an individual under the age of 50 you can enter '50' in the second age range field.

**UK Telephone Directory Search**

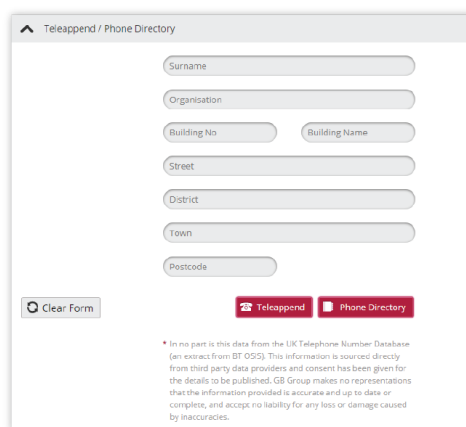
Some individuals may not be featured on any other dataset but may appear on the UK Telephone Number Database (an extract from BT OSIS).

To search this database, enter the details required on the Tele append /Phone Directory search panel which can be found by expanding this section on the search page.

There are two types of searches that can be performed here:

- Phone Directory Search will search for all occurrences of the given surname within the given address details (so could return multiple results) but will only be looking for publicly available landline numbers.
- Tele append requires more specific search criteria to append one phone number to name and address details but this can also return Ex-Directory and publicly available numbers.

When you perform your search, you will return data held only in the UK Telephone Number Database.




For Tele append searches, you must include at least a surname, property number/name and a postcode.



### Phone Directory Search Results

1 record found in total. (1 page)

<span>−</span> Results <span style="float: right;">+ All − None</span>	
<span>−</span> [REDACTED] CHESHIRE	
<span>−</span> [REDACTED] TERFYN	
<span>−</span> [REDACTED] TY BALA, CH4 [2FM]	
<b>C PRIOR</b>	<b>Phone Directory Search Result:</b> C PRIOR 0124 [REDACTED] 

### Tele append Search Results

1 record found in total. (1 page) Sort By ▾

<span>−</span> Results <span style="float: right;">+ All − None</span>	
<span>−</span> 15, CH6 [REDACTED]	
<b>Rickett</b>	<b>Teleappend Search Result:</b> Rickett Ex Directory 

### Tele append Search

A Tele append search can also be used throughout the product where a symbol is displayed.

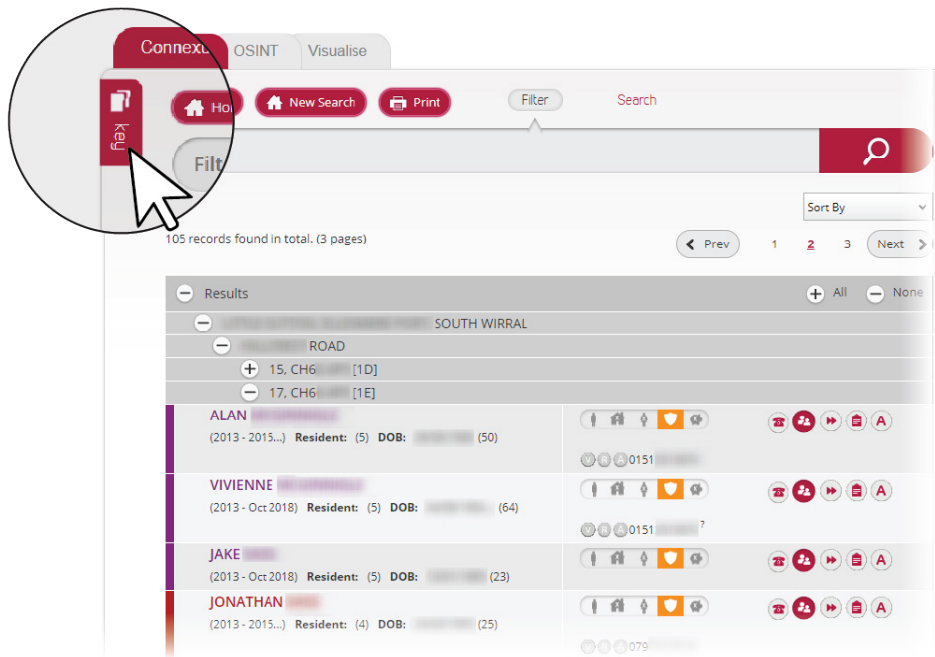
One of three results can be displayed when this icon is clicked:

- **A Telephone Number** – match has been found on the UK Telephone Number Database
- **Ex-Directory** – person is listed as Ex-Directory at that property on the UK Telephone Number Database
- **No Match** – surname and address details do not match the UK Telephone Number Database

# Search Results

## Main Results screen

This is an example of the results screen that you would see when searching on a postcode:



The collapsible Key explains the colours and icons in the search screen. The + and - allow you to collapse and expand items as required to aid your searching.

From the screen above, you can see there is a collapsible Key located next to the single search bar. This key helps to explain colours and icons from within the search screen. Please see details below:

- Current ER
- Historic ER
- Non ER
- Business
- ER Top Up

These colours are found at the left hand side of each record displayed in results

- 🏠 Gone away
- 👤 Deceased
- 🛡️ Insurance
- 🔄 Insolvent

These icons are found in the middle of each record displayed in results

- 📞 BT Lookup
- 👥 Cohabitants
- ➡️ Linked Address
- 📄 Copy
- 🔗 Autolink (Visualise)

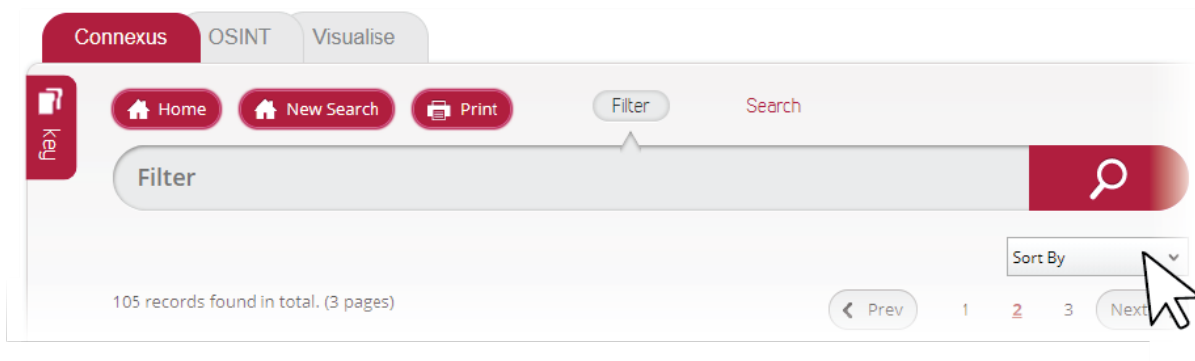
These icons are found at the right hand side of each record displayed in results

### Main Results – Menu Navigation

The menu on the main results page allows you to navigate back to the search screen in two ways; a) clicking 'Home' takes you to the search screen with your original search criteria still in its fields, b) clicking 'New Search' takes you to the search screen with blank fields, so you can perform a completely new search without clearing the screen.

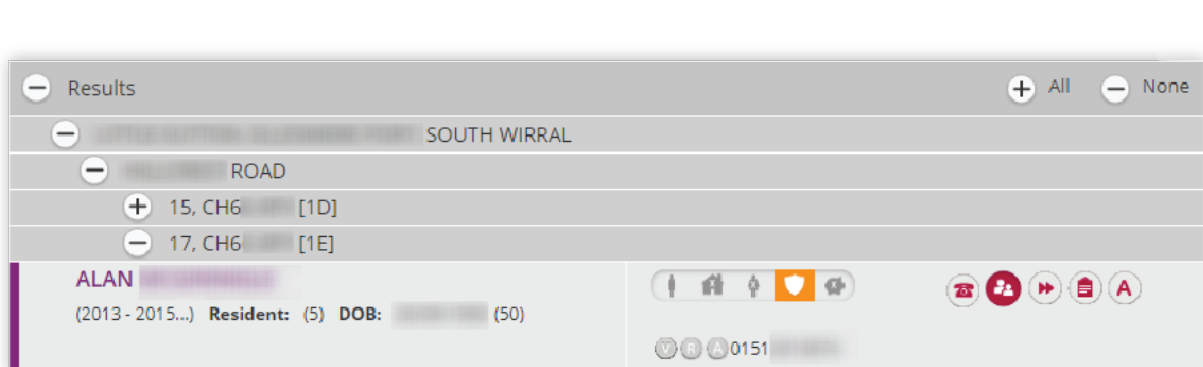
Further options on the Navigation bar include:

- **Filter** (default) – this allows you to filter the results on the active page
- **Search** – this allows you to change your search criteria without having to return to the main search page (e.g. if your original search was just a postcode, input a property number to return specific property results)
- **Sort by** – this allows you to display results in order of post code, property number or property name



### Results

The results page displays a wealth of data for each individual listed, as can be seen in the screenshot below.



## Identity Barcode

The identity barcode (see highlighted above) indicates if further information is available for the individual, explained below:

- **Goneaway** – if highlighted in grey, the person is flagged as goneaway.
- **Goneaway+** - if the hover over identifies a Goneaway Plus record this indicates there are additional search options available on the person page.
- **Deceased** - if highlighted in purple, the person is flagged as deceased. If you hover over this icon you will see a date of death and confidence level where relevant.
- **Insurance Flag** – if highlighted in orange, the person has requested an insurance quote. By hovering over the shield a window will appear referencing which type of quote was issued; Car, Building and/or contents.
- **Insolvency** - if highlighted in green, the person has insolvency information attached to their name (this could be current or historic insolvency information).

## Personal Identifiable Information (PII)

The results page also displays the latest Personal Identifiable Information (PII) data that GBG has for an individual. It is important to note that this data is ambiguous and is taken from a variety of sources, some of which will be updating this data more frequently than others.

## Global Telephone and Email Validation

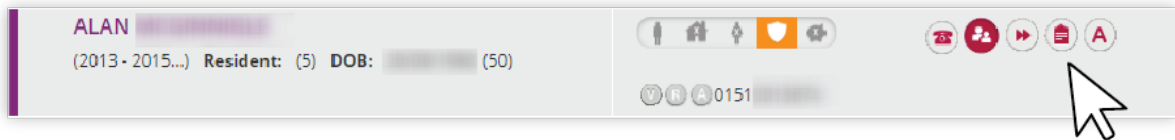
Next to each telephone number or email address you will see a 'v' icon which will enable you to confirm whether the details are valid or not, using GBG's Global Telephone and Email validation services. If the details are validated, then a tick will replace the V however if the details are invalid then a cross will appear.

When the validation icon is clicked, this will also bring back additional information depending on the type of data:

- **Landline Validation** - Results will indicate whether a number is live or dead, with other information such as number type and country.
- **Mobile Validation** - Results will display lots of information regarding the mobile number being validated. This will include whether the number is live, dead, set to roaming and also network information. Other information will also give a greater insight into the number validated.
- **Email Validation** - Results will display lots of information regarding the email address being validated. This will include whether the email exists, is being used actively, the SMTP mailbox and much more detail.

### Main Results Screen Function Buttons

Next to each individual listed on the main results screen, you will see four function buttons (see below) which are clickable and allow you to obtain further information about the individual.

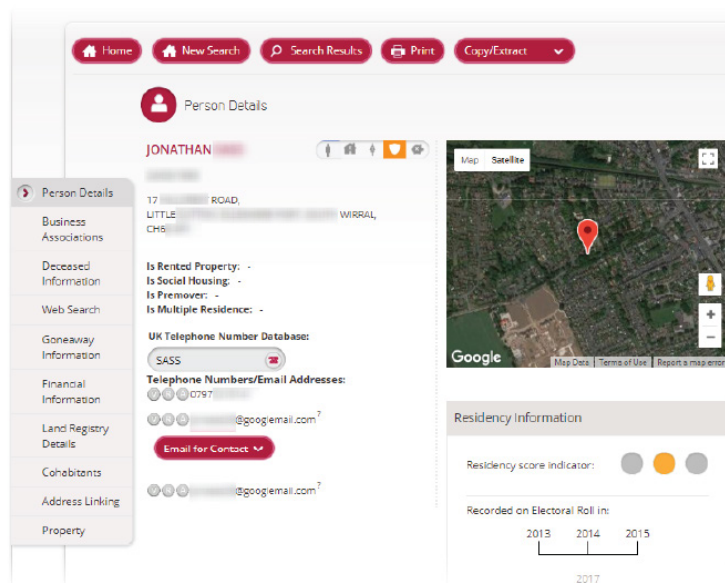


- **Teleappend** - appends a telephone number or Ex-Directory flag from the UK Telephone Number Db
- **Cohabitees** - click to see the cohabitants of the individual (this will take you to the Person Identity page)
- **Linked Addresses** - see linked address section on the Person Identity Page
- **Copy** - copies the individual's details from the main results results page. When clicked, the details that you can copy will be displayed in a pop up box
- **Autolink** - performs an Autolink search which will re-direct you to the Visualise tab (if applicable)

### The Person Identity Page

This is the screen you will see when you click on an individual's name on the main results screen.

Person details are displayed giving a wealth of information to provide a detailed overview of the individual. Information displayed (see below) includes names, addresses, PII (emails and phone numbers), indicator of residency, record of electoral roll and much more (see next page for further details).



## Property Flags

There are a number of property flags that are shown on the person page so that you may use these to inform your decisions on the status of the address:

- **Rental Property & Social Housing** - Sourced from two Personal Identifiable Information suppliers and the National Social Housing Register. This is an indication that a property may have been rented. (It is important to note that this does not indicate that the current resident is a tenant.)
- **Premover** – Obtained from three different sources, indicating that a search has taken place or been ordered as part of the conveyancing process on a property.
- **Is Multiple Residence** – Obtained from Royal Mail postal data regarding addresses and properties that may share one postal address.

## Emails for Contact

Emails that are accessed via GBG Connexus within the section above are strictly for tracing purposes and CANNOT be used for contact.

If you have requested access to emails that CAN be used for contact, you need to click the Email for Contact button beneath the PII data on the Person Details section. Results will then show the available emails that have permission to contact.

If there are no emails available for contact, then no emails will appear.



## Residency Information








A residency score colour indicator is displayed on the person identity page for each record. This is a confidence score that GBG has given for the likelihood that the individual is living at that property based on a number of datasets.

The rules have been defined as:

- **Red** – Person not likely to be living at the property; not on current ER or Goneaway flag present. Resident may be deceased with LV 7 confidence.
- **Amber** – Person may be living at the property; has been on ER but maybe not current ER, information from PII data with no linked address.
- **Green** – Person likely to be living at the property; on the current ER

## Further Person Identity Details

There is even more data held within Connexus about selected records from the search results. Each section provides valuable information to assist with your investigations. The left hand navigation pane can also be used to move between the various sections. See more information in the table below:

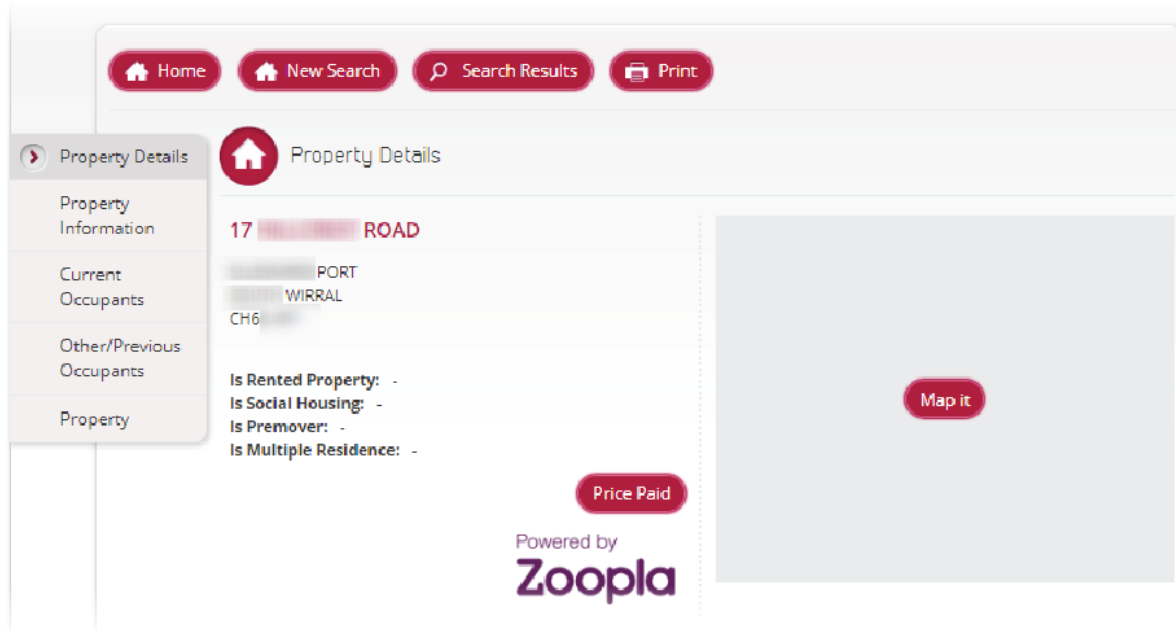
 Business Associations	<p>This section will detail director's information including current, previous and disqualified.</p>
 Deceased Information	<p>If a deceased flag is associated with the individual, a score is provided based on the confidence we have in this information from the multiple sources.</p>
 Web Search	<p>This section simplifies a web callout to various sources to perform a search on the individual's name. Sources include a Facebook search, Google search etc.</p>
 Goneaway Information	<p>If a Goneaway flag is associated with the individual, this section may provide information regarding their new forwarding address or new occupier details of this residence.</p>
 Financial Information	<p>If subscribed, this section will provide financial information such as Insolvency checks and CCJ requests.</p>
 Land Registry Details	<p>This section provides property details associated with the individual results you are viewing. This includes Price Paid information, Property Listed Data and Property Ownership information.</p>
 Cohabitants	<p>This section details residents listed as the same address as your individual. This also includes past residents and searches can be conducted on these records by selecting these.</p>

The address linking section could enable you to find a forwarding or previous address for the individual, using various data or functionality.


Additional property information is displayed in this section. This includes various information points including: Delivery Point Suffix, Postal Address Book Region, Property Latitude/Longitude and other data points.

## The Property Identity Page


This is the screen you will see when you click on an individual address, rather than an individual on the main results screen. Information displayed (see below) includes address lines, postcode, property flags, and a Price Paid call out to Zoopla's website.




This page provides property details, property information, current occupants, other / previous occupants and further information. The sections are scrollable in a similar manner to the Person Identity Pages. Property details are displayed giving a wealth of information to provide a detailed overview of the property.

 Property Information

This section may hold additional property information such as number of bedrooms, bathrooms, floors etc.

 Current Occupants

This section shows occupants of this address on the current edited electoral roll.

 Other/Previous Occupants

This section shows occupants that are NOT on the current edited electoral roll. Please note, this doesn't necessarily mean they are not an occupant – they may have opted out or listed from a PII source.

 Property

Similar to Person identity page results - Additional property information is displayed in this section. includes information such as Multiple Residence flags, Delivery Point Suffix, Postal Address Book Region, Address Key, Just Built flag, NHS Code, Local Authority/Area/Ward and more.



**Business Results**

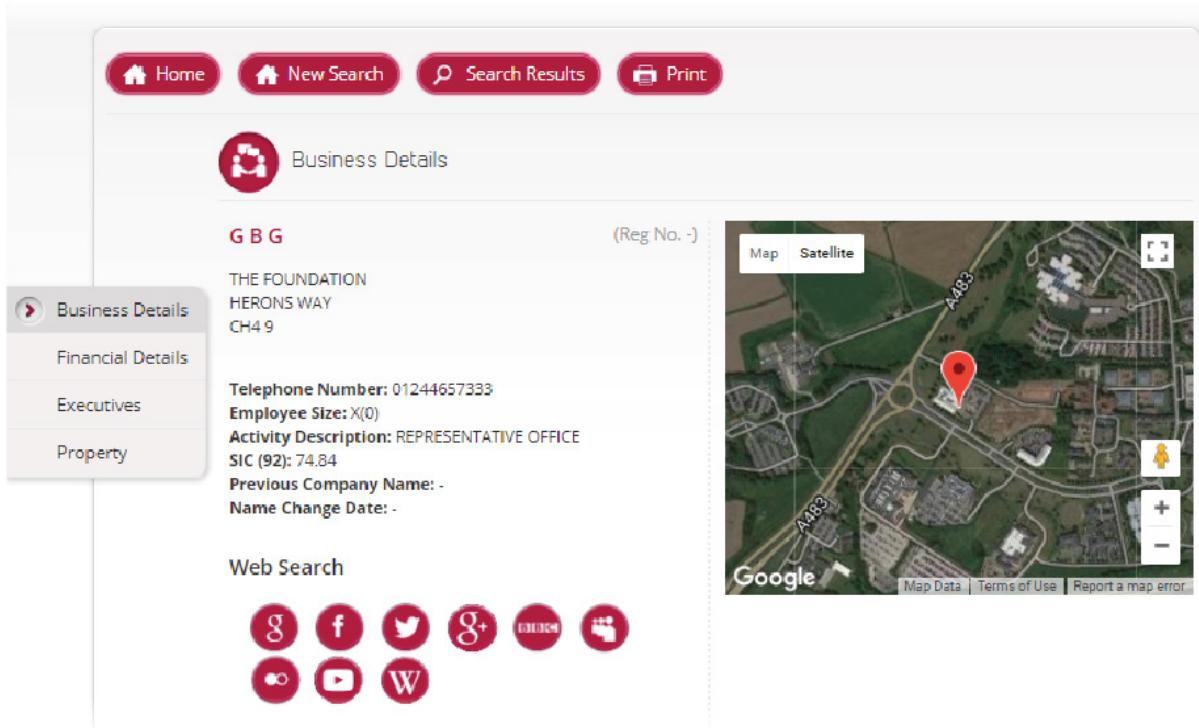
When subscribed, Connexus contains details of over 4 million businesses. This includes financial details, current and resigned executive names, Directors' home addresses and more. Businesses can be searched from the main search page using executive names, organisation name or business descriptor. When you perform a search, business results are shown on the main results screen in black.




To view further details on the business you can either click on the organisation name or name of an executive from the main results screen. This will take you to the Business Identity Page.


### Business Identity Page


Just like the Person Identity Page, the Business Identity Page contains all of the details held on a business within Connexus. This is the screen you will see when you click on an individual business. Details displayed (see below) includes address lines, postcode, contact details, registration number, employee size and a web search call out.



This page provides financial details, executive information and further property information. The sections are scrollable in a similar manner to the Person Identity Pages. Property details are displayed giving a wealth of information to provide a detailed overview of the property.

 **Financial Details** This section may hold financial details listed for a business from Companies house information.

 **Executives** This section shows a list of current and resigned executives for businesses. Additional details may include resigned dates, home addresses etc.

 **Property** Similar to Person & Property identity page results - Additional property information is displayed in this section. includes information such as Multiple Residence flags, Delivery Point Suffix, Postal Address Book Region, Address Key, Just Built flag, NHS Code, Local Authority/Area/Ward and more.

## Summary & Resources

Connexus is an extremely powerful tool for identifying individuals. If you are having trouble using Connexus, please do not hesitate to contact our support teams using the information below:

For training, email: [training@gbgplc.com](mailto:training@gbgplc.com)

For technical queries, email: [helpdesk@gbgplc.com](mailto:helpdesk@gbgplc.com)

At GBG we are committed to innovation, quality and excellence in everything we do, therefore we feel it is important to monitor customer satisfaction regarding our products to ensure future development meets the needs of your business.

If you have any feedback, at any time you can send this to [product.feedback@gbgplc.com](mailto:product.feedback@gbgplc.com)

