

iLOCK360

# Activation guide

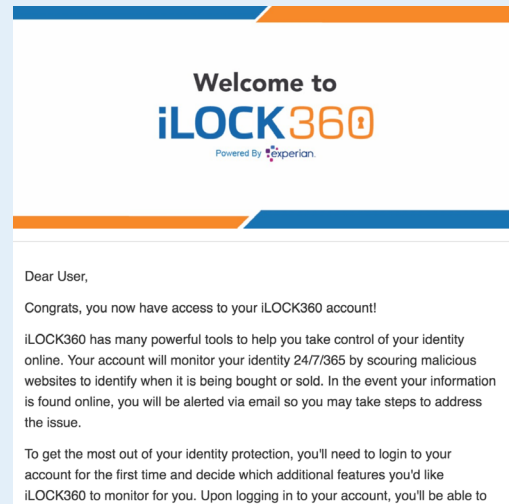


## Welcome email

All iLOCK360 subscribers receive a Welcome Email on the first day of service.

This email explains how to access your iLOCK360 account and utilize the features included with your plan.

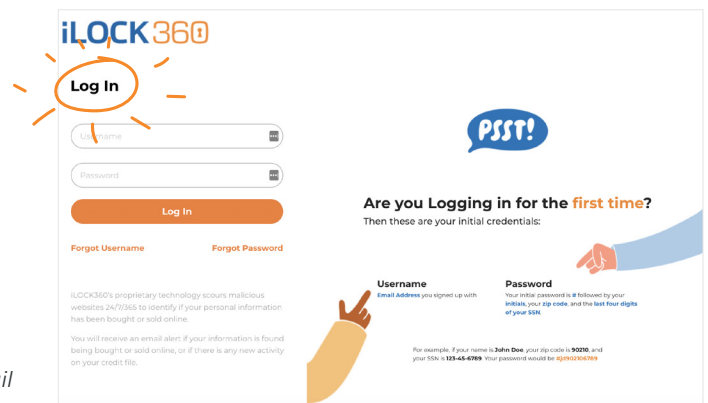
If you experience issues accessing your account, or you do not receive the Welcome Email, please contact iLOCK360: (855) 287-8888



## Setting up your iLOCK360 account

1. Visit [www.iLOCK360.com](http://www.iLOCK360.com)
2. Click "Log In"

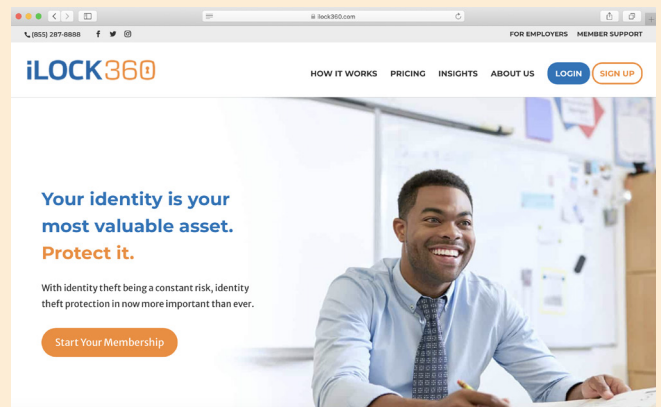
*PLEASE NOTE: This information is also shared in the Welcome Email that is sent to you on the first day of service.*



## Initial login credentials

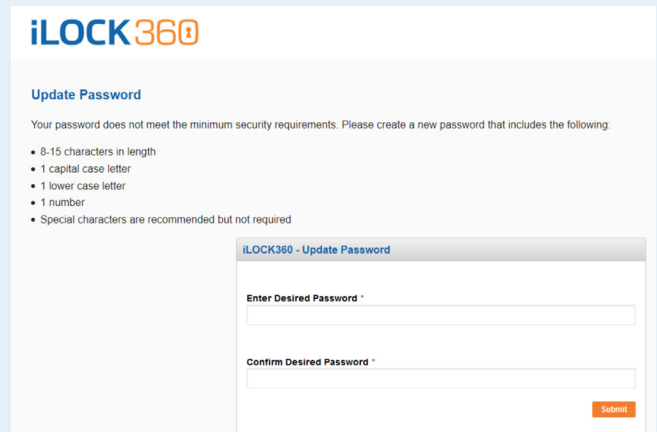
To access your iLOCK360 account for the first time you will use:

- **Username:** The email address you used to sign up for iLOCK360.
- **Password:** Your initial password is # followed by your first initial and then your second initial, followed by your zip code (provided during enrollment) and then lastly the last four digits of your Social Security Number.



## Create an account password

- Once you login to your account for the first time, you will be prompted to create a password.
- We recommend you choose a password that is not used for any other accounts and is unique to you.



The screenshot shows the iLOCK360 'Update Password' interface. At the top, the iLOCK360 logo is displayed. Below it, the heading 'Update Password' is followed by a message: 'Your password does not meet the minimum security requirements. Please create a new password that includes the following:'. A list of requirements is provided: 8-15 characters in length, 1 capital case letter, 1 lower case letter, 1 number, and special characters are recommended but not required. The form contains two input fields: 'Enter Desired Password \*' and 'Confirm Desired Password \*'. A 'Submit' button is located at the bottom right of the form area.

### What is Knowledge Based Authentication?

These are questions that are derived from a composite of information pulled from commercially available data sources such as credit reporting agencies and public records.

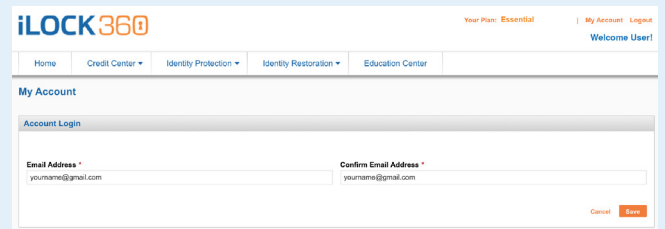
## Identity verification process

- You **must complete** the Identity Verification Process in order to authenticate your account.
- iLOCK360 will ensure you are who you say you are by using an industry- standard procedure called "Knowledge Based Authentication."
- As a security precaution, you will be locked out of your account if any answer you provide is incorrect. If an account lockout occurs, you will need to contact iLOCK360 at (855) 287-8888



## Preferred email address

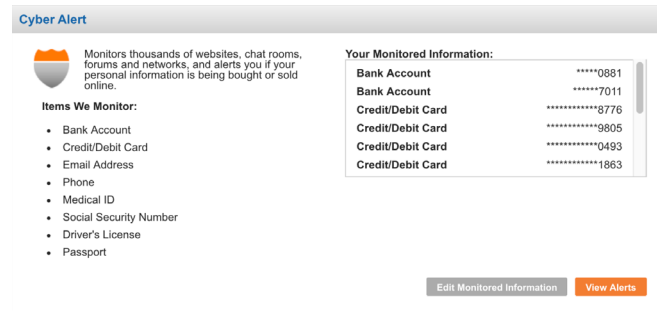
- Your iLOCK360 account alerts and notifications will be sent to the email address you provided during your enrollment.
- Take a moment to consider which email address is best for you to receive your alerts in a timely fashion.



The screenshot shows the iLOCK360 website's 'My Account' page. At the top, there's a navigation bar with 'Home', 'Credit Center', 'Identity Protection', 'Identity Restoration', and 'Education Center'. Below that, the 'My Account' section is titled 'Account Login'. It features two input fields: 'Email Address \*' and 'Confirm Email Address \*', both containing the placeholder text 'yourname@gmail.com'. There are 'Cancel' and 'Save' buttons at the bottom right of the form.

## Update monitored information

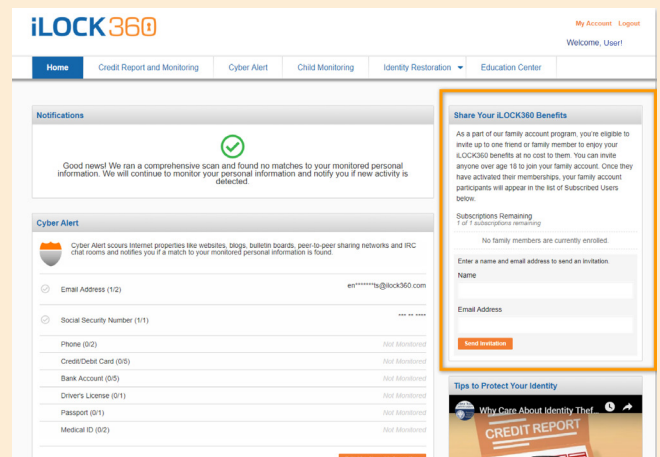
- Take a moment to review all of the features included with your iLOCK360 plan.
- While logged into your account, add any additional information you want iLOCK360 to monitor.



The screenshot shows the 'Cyber Alert' section of the iLOCK360 account. It includes a description: 'Monitors thousands of websites, chat rooms, forums and networks, and alerts you if your personal information is being bought or sold online.' Below this is a list of 'Items We Monitor': Bank Account, Credit/Debit Card, Email Address, Phone, Medical ID, Social Security Number, Driver's License, and Passport. To the right, a table titled 'Your Monitored Information:' lists the monitored items with their corresponding masked values: Bank Account (\*\*\*\*0881), Bank Account (\*\*\*\*7011), Credit/Debit Card (\*\*\*\*\*8776), Credit/Debit Card (\*\*\*\*\*9805), Credit/Debit Card (\*\*\*\*\*0493), and Credit/Debit Card (\*\*\*\*\*1863). At the bottom, there are 'Edit Monitored Information' and 'View Alerts' buttons.

## How to setup a spouse account

- If you elected iLOCK360 coverage that includes your Spouse, you can send your Spouse an email invitation to setup their own account.
- Please note: Your Spouse will need to sign up using their own unique email address. iLOCK360 requires each login to use a unique email address.



The screenshot shows the iLOCK360 website's 'Cyber Alert' page. At the top, there's a navigation bar with 'Home', 'Credit Report and Monitoring', 'Cyber Alert', 'Child Monitoring', 'Identity Restoration', and 'Education Center'. Below that, the 'Notifications' section shows a green checkmark and a message: 'Good news! We ran a comprehensive scan and found no matches to your monitored personal information. We will continue to monitor your personal information and notify you if new activity is detected.' Below this is the 'Cyber Alert' section, which includes a description: 'Cyber Alert scans internet properties like websites, blogs, bulletin boards, peer-to-peer sharing networks and IRC chat rooms and notifies you if a match to your monitored personal information is found.' Below this is a list of monitored items with their corresponding masked values: Email Address (1/2) (en\*\*\*\*\*@iLOCK360.com), Social Security Number (1/1) (\*\*\*-\*\*-\*\*\*\*), Phone (0/2) (Not Monitored), Credit/Debit Card (0/5) (Not Monitored), Bank Account (0/5) (Not Monitored), Driver's License (0/1) (Not Monitored), Passport (0/1) (Not Monitored), and Medical ID (0/2) (Not Monitored). At the bottom, there is an 'Edit Monitored Information' button. On the right side, there is a 'Share Your iLOCK360 Benefits' section with a description: 'As a part of our family account program, you're eligible to invite up to one friend or family member to enjoy your iLOCK360 benefits at no cost to them. You can invite anyone over age 18 to join your family account. Once they have activated their memberships, your family account participants will appear in the list of Subscribed Users below.' Below this is a 'Subscriptions Remaining' section: '1 of 3 subscriptions remaining'. Below that is a 'No family members are currently enrolled' section. Below that is an 'Enter a name and email address to send an invitation' section with 'Name' and 'Email Address' input fields and a 'Send Invitation' button. At the bottom, there is a 'Tips to Protect Your Identity' section with a 'Why Care About Identity Theft?' link and a 'CREDIT REPORT!' link.

# We have officially launched our app

Download it on your phone today!

## Here's how to get started:

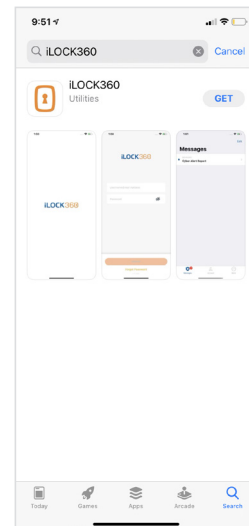
### Step 1

Go to the App Store on your device.



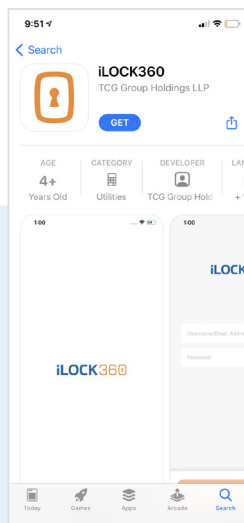
### Step 2

Type iLOCK360 in the search bar.



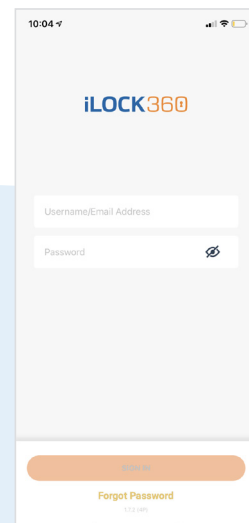
### Step 3

Once you click on the first option, you will see this screen. Press the GET button to download the application.



### Step 4

Once the app is downloaded on your device, open it and use the same credentials you use on our website portal to sign in.



## More account information

### *Adult subscribers*

- All adult individuals will use their own Social Security Number, Date of Birth and email address in order to register their own account, not the Primary Employee's details.
- If you signed up for coverage that includes your Spouse, and can send them an invitation to setup their iLOCK360 account while you're logged into your own iLOCK360 account (see page 9 for details).

### *Minor dependents*

- Minor dependents (under18) will be considered "activated" once their guardian whose plan they are under logs in and completes the Identity Verification Process. The child does not need to individually complete this process.
- Minor dependents do not have a "dashboard" due to COPPA laws, but will receive alerts at their parent's email address.
- The account holder (i.e. parent/guardian) can be assisted with Minor dependent alerts over the phone.
- When a Minor turns 18, they will no longer be eligible for coverage under this benefit enrollment election due to COPPA laws. They can contact iLOCK360 at (855) 287-8888 to create their own account.

