iLOCK360

ACTIVATION GUIDE
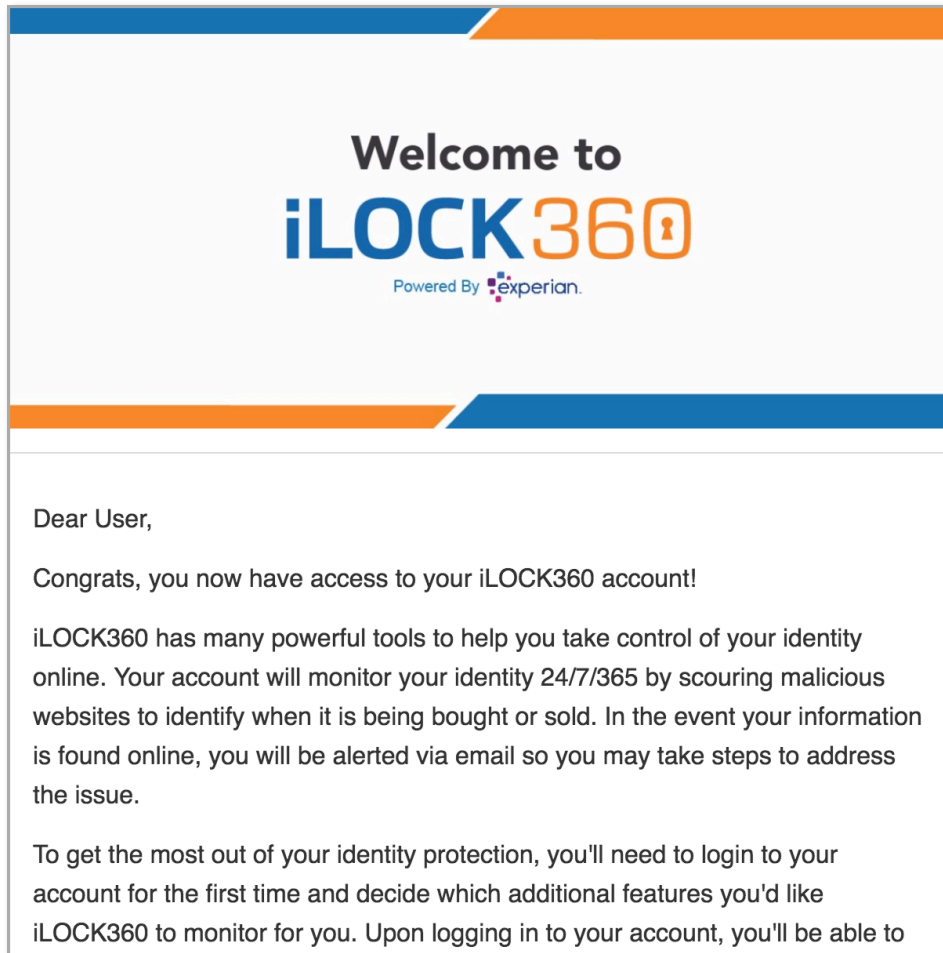
WELCOME EMAIL

All iLOCK360 subscribers receive a Welcome Email on the first day of service.
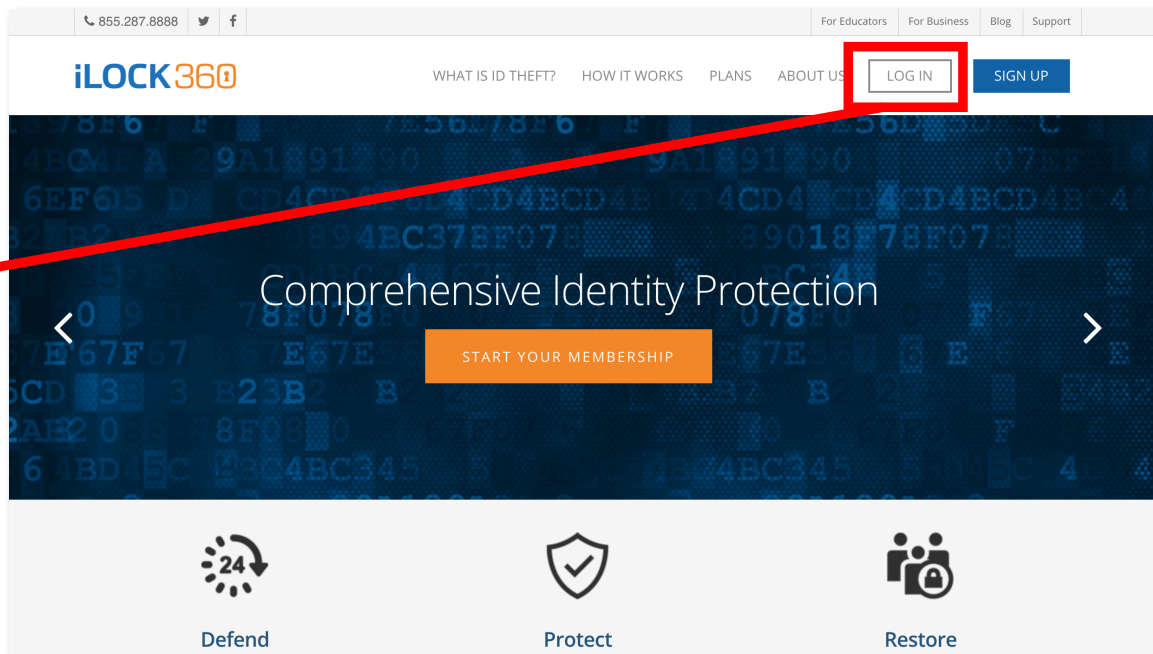
This email explains how to access your iLOCK360 account and utilize the features included with your plan.

If you experience issues accessing your account, or you do not receive the Welcome Email, please contact iLOCK360: (855) 287-8888 or customerservice@ilock360.com

Welcome to
iLOCK360
Powered By experian.

Dear User,

Congrats, you now have access to your iLOCK360 account!

iLOCK360 has many powerful tools to help you take control of your identity online. Your account will monitor your identity 24/7/365 by scouring malicious websites to identify when it is being bought or sold. In the event your information is found online, you will be alerted via email so you may take steps to address the issue.

To get the most out of your identity protection, you'll need to login to your account for the first time and decide which additional features you'd like iLOCK360 to monitor for you. Upon logging in to your account, you'll be able to

SETTING UP YOUR iLOCK360 ACCOUNT

1. Visit 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 your zip code (provided during enrollment) followed by the last four digits of your Social Security Number.

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Welcome to iLOCK360 Identity Protection

iLOCK360's proprietary technology scours malicious websites 24/7/365 to identify if your personal information has been bought or sold online. You will receive an email alert if your information is found being bought or sold online, or if there is any new activity on your credit file.

Sign In

Username/Email Address

Password

Submit

» Forgot Password

Terms & Conditions   Privacy Policy
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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.

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Update Password

Your password does not meet the minimum security requirements. Please create a new password that includes the following:

- 8-15 characters in length
- 1 capital case letter
- 1 lower case letter
- 1 number
- Special characters are recommended but not required

iLOCK360 - Update Password

Enter Desired Password *

Confirm Desired Password *

Submit

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 or customerservice@ilock360.com
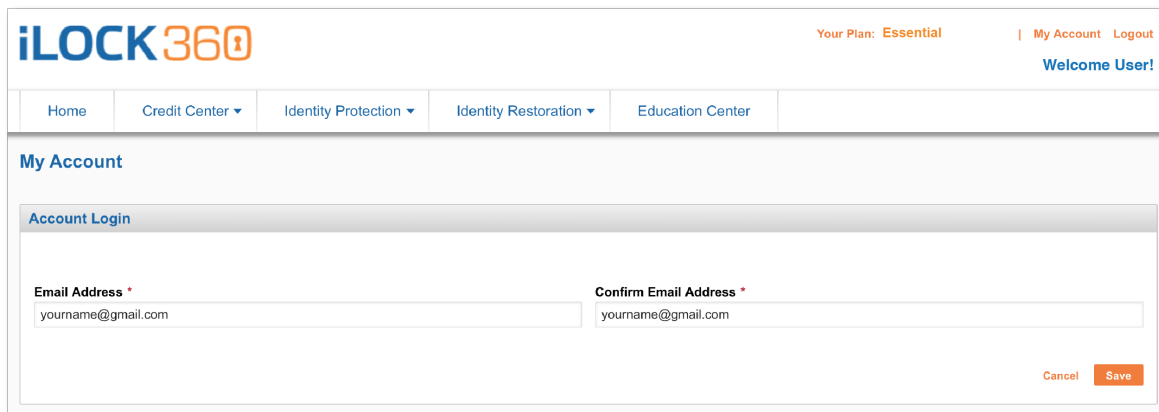
What is Knowledge Based Authentication?

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.

Verified

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.

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.

Cyber Alert

Monitors thousands of websites, chat rooms, forums and networks, and alerts you if your personal information is being bought or sold online.

Items We Monitor:

- Bank Account
- Credit/Debit Card
- Email Address
- Phone
- Medical ID
- Social Security Number
- Driver's License
- Passport

Your Monitored Information:

Bank Account	*****0881
Bank Account	******7011
Credit/Debit Card	************8776
Credit/Debit Card	************9805
Credit/Debit Card	************0493
Credit/Debit Card	************1863

Edit Monitored Information   View Alerts

MORE ACCOUNT INFORMATION

MINOR DEPENDENTS

- Minor dependents (under 18) 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.

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