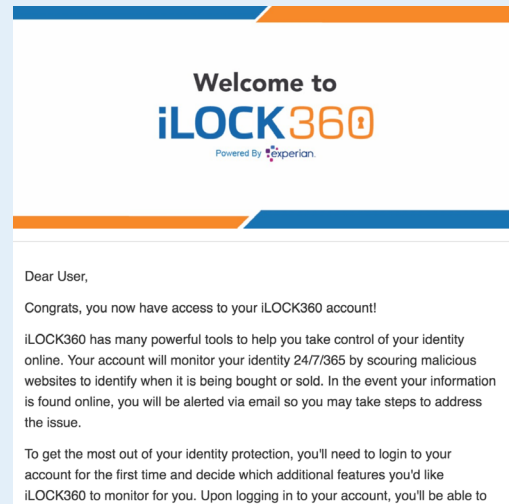# iLOCK360

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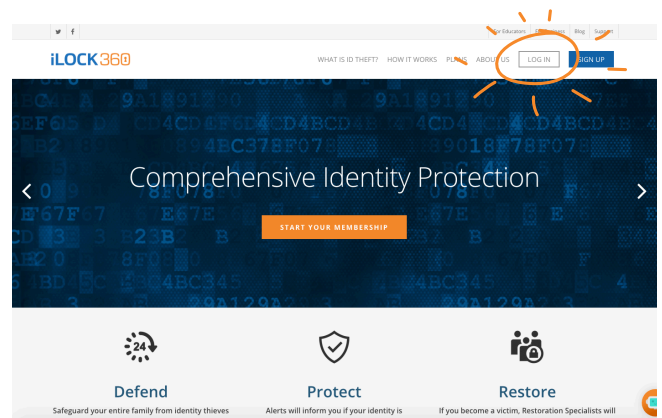
If you experience issues accessing your account, or you do not receive the Welcome Email, please contact iLOCK360: (855) 287-8888

Setting up your iLOCK360 account
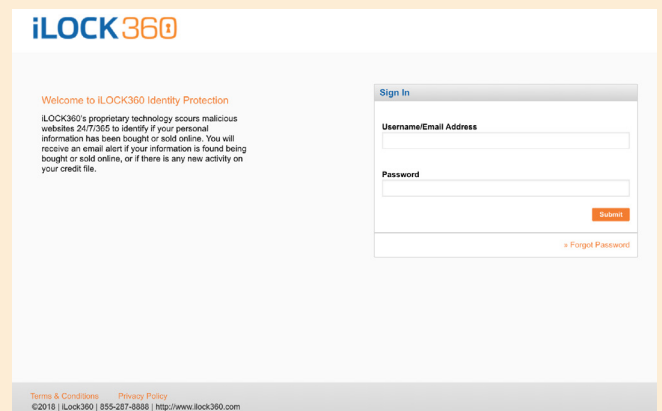
1. Visit www.iLOCK360.com

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.

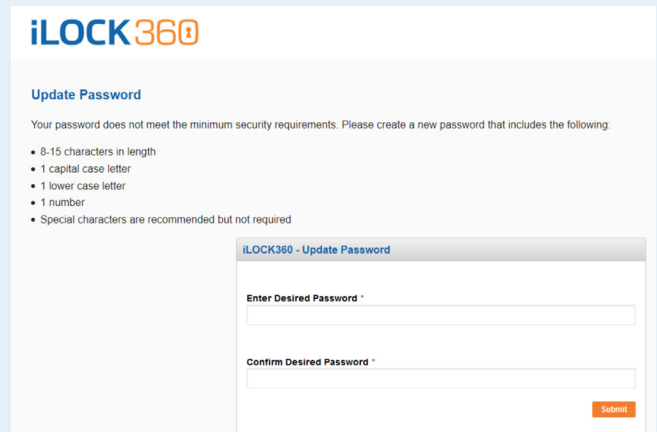# Initial login credentials

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.

iLOCK360

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

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.
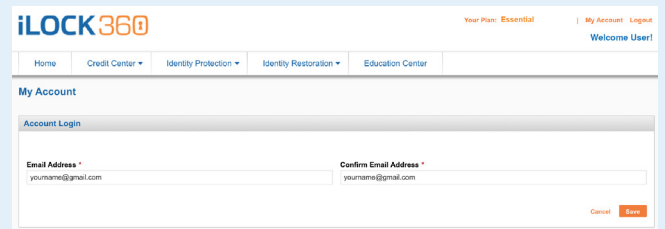
Identity verification process

- 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
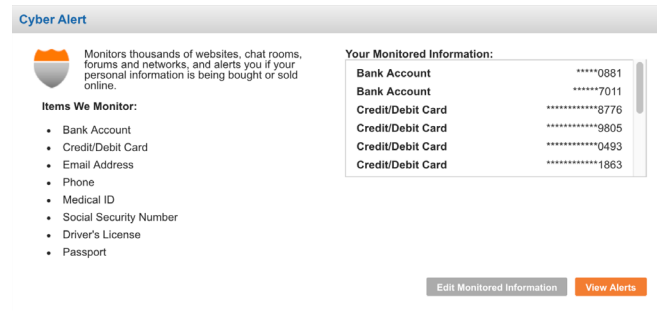
Preferred email address

- 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.
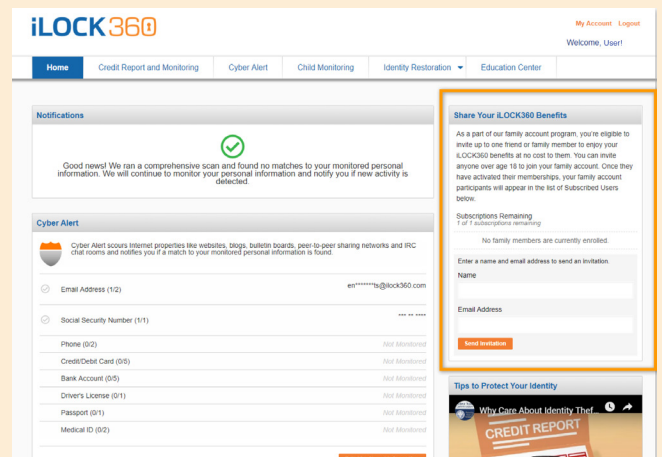

Update monitored information

- 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.

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.

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.

iLOCK360