



**iLOCK360**

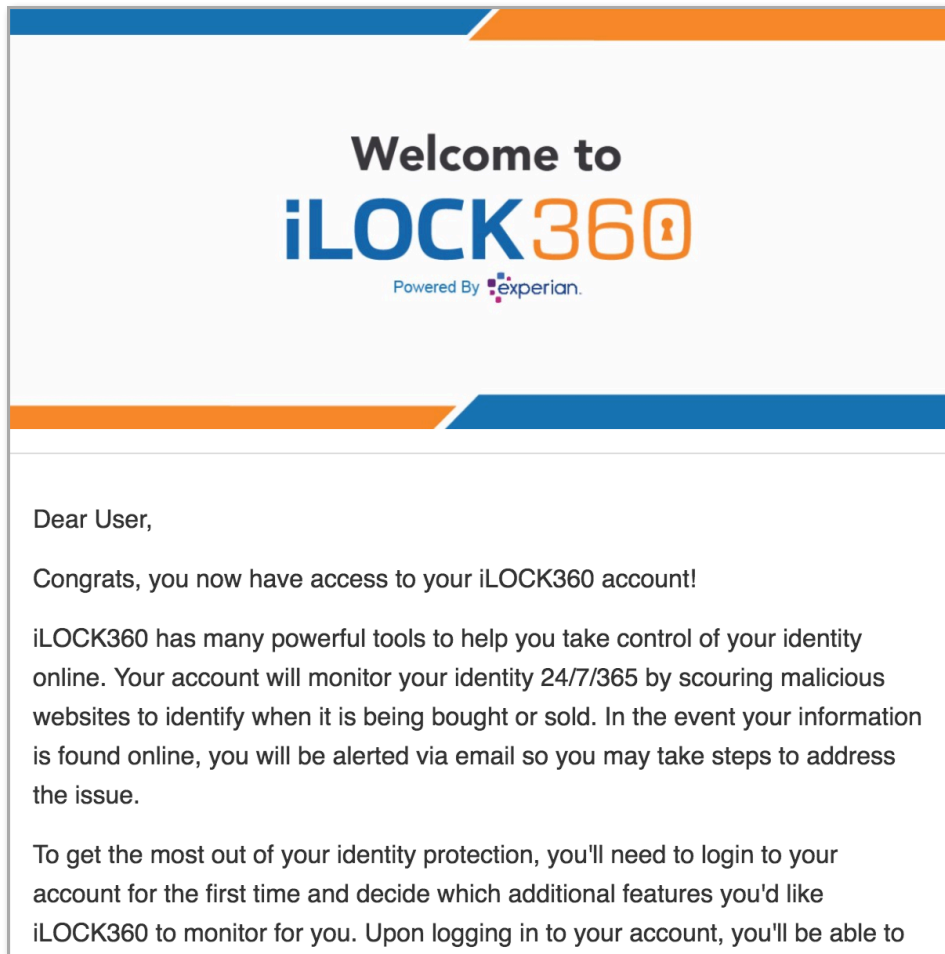
**ACTIVATION GUIDE**

# WELCOME EMAIL

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

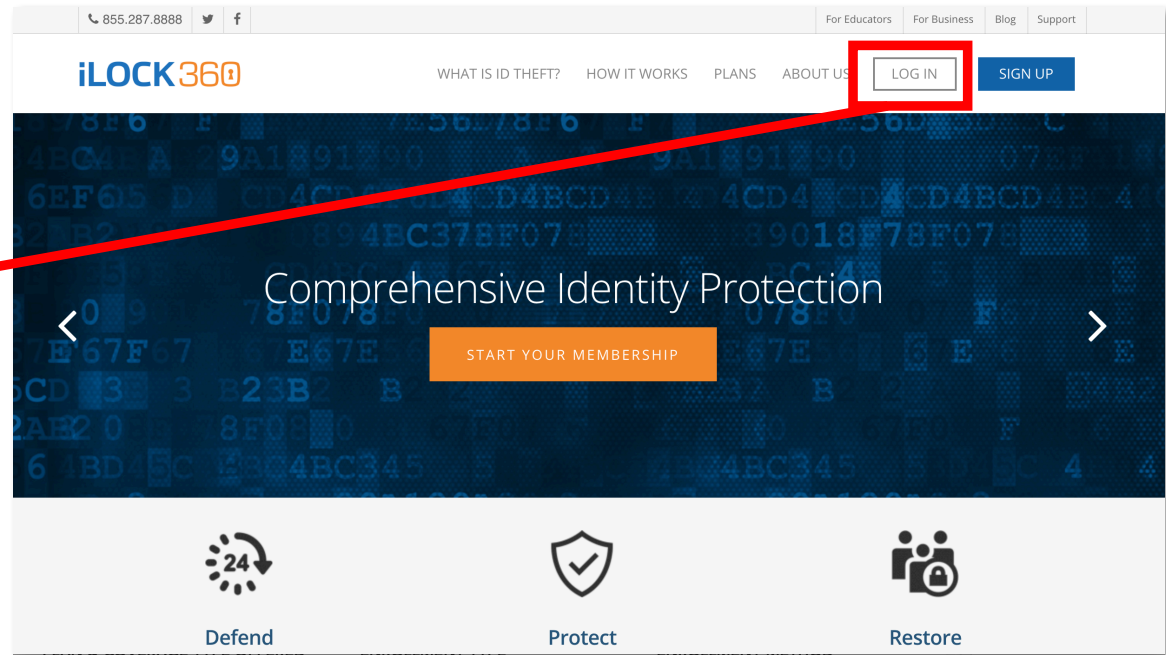
This email explains how to access your iLOCK360 account and utilize the features included with your plan.

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](mailto:customerservice@ilock360.com)



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



## 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.



## 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](mailto: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.



# 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 displays the iLOCK360 user interface. At the top left is the iLOCK360 logo. On the top right, it shows 'Your Plan: Essential' and 'My Account Logout' with a 'Welcome User!' message. Below this is a navigation bar with links for Home, Credit Center, Identity Protection, Identity Restoration, and Education Center. The main content area is titled 'My Account' and contains an 'Account Login' section. This section has two input fields: 'Email Address \*' and 'Confirm Email Address \*', both containing the placeholder text 'yourname@gmail.com'. At the bottom right of the form are 'Cancel' and 'Save' buttons.

# 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:**

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

[Edit Monitored Information](#) [View Alerts](#)



# 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 displays the iLOCK360 website interface. At the top, the logo "iLOCK360" is visible on the left, and "My Account Logout" and "Welcome, User!" are on the right. A navigation bar contains links for "Home", "Credit Report and Monitoring", "Cyber Alert", "Child Monitoring", "Identity Restoration", and "Education Center".

The main content area is divided into several sections:

- Notifications:** A green checkmark icon is centered above the text: "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."
- Cyber Alert:** A shield icon is followed by the text: "Cyber Alert scours 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:

<input checked="" type="checkbox"/>	Email Address (1/2)	en*****ts@ilock360.com
<input checked="" type="checkbox"/>	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
	Medical ID (0/2)	Not Monitored

An "Edit Monitored Information" button is located at the bottom right of this section.
- Share Your iLOCK360 Benefits:** This section is highlighted with an orange border. It contains the text: "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, it says "Subscriptions Remaining: 7 of 1 subscriptions remaining" and "No family members are currently enrolled." There is a form with fields for "Name" and "Email Address", and a "Send Invitation" button.
- Tips to Protect Your Identity:** This section features a banner with the text "Why Care About Identity Theft..." and "CREDIT REPORT" over an image of a credit report.

# 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 (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.