



user guide

How to get the most
out of your employee
identity protection benefit

AllstateSM
IDENTITY PROTECTION

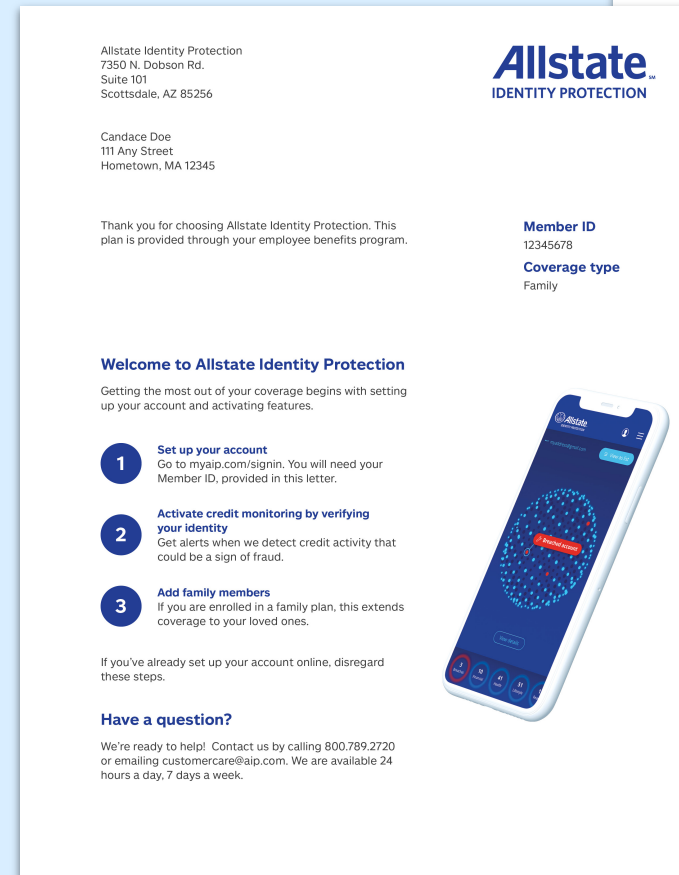


welcome email

You'll receive a welcome email between 24 and 48 hours after your effective date. You will also receive a welcome letter via regular mail.

The welcome email contains your Member ID and a button to log in, which links to the portal login page.

Login page:
myaip.com/signin

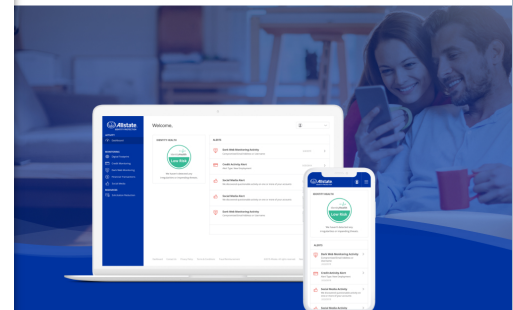


Candace, you're now enrolled in identity protection




Member ID: 12345678

Thanks for enrolling in Allstate Identity Protection as a benefit through your employer. To get the most out of your identity protection, let's finish setting up your profile.

[Complete Setup](#)



What to do next:

-  **Complete your profile**
Make sure we have your most up-to-date information in your settings.
-  **Activate your features**
The more we monitor, the better we can help protect you.
-  **Stay in the know**
Let us know how you want to receive alerts — email, text, or both.

[Get Started](#)



online enrollment

To activate your account, input your Member ID from the welcome email or welcome letter.

Welcome!

Please enter your Member ID located in your welcome letter or email to begin the activation process.

Member ID*

[What is this?](#)

Next

Already activated your account? [Log in here](#)

Questions? 1-800-789-2720



confirm your personal information

You'll be prompted to confirm your:

- **Social Security number**
- **Date of birth**

We require that our members verify their personal information to confirm they are the individual activating the account.

• • • •

Hello Sally Smith.
Let's set up your account.

Please enter the following information to activate your Allstate Identity Protection account.

Social Security Number* [Why we ask for this](#)

🔒 Your SSN is encrypted

Date of Birth*

Next

Not you? [Please re-enter your Member ID](#)

activation process

You will then need to confirm your mailing address.

If you are unable to confirm your personal information, you will need to call Customer Care to verify your identity.

• • • •

Please update your contact information.

Please enter the following information to activate your Allstate Identity Protection account.

Phone*

Address*

Address 2

City* **State***

Zip Code*

[Next](#)

[Back](#)



username and password creation

Once you have verified your identity successfully, you will create a username and password for your portal login.

• • • •

Setup Username & Password

You will use this to log in to the Allstate Identity Protection portal.

Username*

Password* [Show](#)

- 8 or more characters
- At least 1 number
- At least 1 letter
- At least 1 special character (@#\$\$%&!)
- One uppercase character

Create Password

alert preferences

Confirm how you would like to receive identity monitoring alerts.

You can skip this portion of your account activation, if you choose.

Change your alert preferences later by clicking on your name in the top right corner of the portal.

The screenshot shows the Allstate Identity Protection account information page. The page is divided into several sections: Personal Information, Alert Preferences, Username & Password, and Billing. The user's name is John Doe. The page also includes a navigation menu on the left with categories like Activity, Monitoring, and Resources. The footer contains links for Dashboard, Contact Us, Privacy Policy, Terms & Conditions, and Fraud Reimbursement, along with copyright information and a help contact number.

Allstate
IDENTITY PROTECTION

ACTIVITY

- Dashboard

MONITORING

- Digital Footprint
- Credit Monitoring
- Dark Web Monitoring
- Financial Transactions
- Social Monitoring

RESOURCES

- Solicitation Reduction

Account Information

John Doe

Personal Information

Please update your account information in order to ensure the most accurate Identity Monitoring. Any additional information you provide will allow us to better monitor and protect your identity.

John Doe

SSN: ●●●●1234

Birthdate: ●●/●●/1974

Address: 123 Main St, Hometown, MA 12345

Phone: (123) 456-7890

Alert Preferences

Manage your contact preferences. If InfoArmor detects information or accounts are being used, how should we contact you?

Alert type(s): Email Text/SMS Message

Alert Email: myemail@email.url

Cell Number: (123) 456-7890

Username & Password

Set unique passwords and change them often to keep your account safe.

Username: jdoe2465A

Password: ●●●●●●●●

Billing

Review upcoming and previous membership payments.

Your Plan: Family Plan \$34.99/month

Next Billing Date: December 3, 2021

Card on File: Card ending in 1234

Dashboard | Contact Us | Privacy Policy | Terms & Conditions | Fraud Reimbursement

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activation process

You can now log in to your portal dashboard to begin activating additional features. Everything visible on your account is included in your plan.

The screenshot displays the Allstate Identity Protection dashboard. The top left features the Allstate logo and 'IDENTITY PROTECTION'. A navigation sidebar on the left is divided into three sections: 'ACTIVITY' (with a 'Dashboard' link), 'MONITORING' (with links for Credit Monitoring, Dark Web Monitoring, Financial Transactions, and Social Media), and 'RESOURCES' (with links for Solicitation Reduction and Security Training). The main content area is titled 'Dashboard' and includes a user profile 'Jamie Mitchell' in the top right. The 'IDENTITY HEALTH' section shows a 'Low Risk' status with a green circular indicator and a message: 'We have currently not found any irregularities or impending threats.' The 'ALERTS' section lists three items: 'Dark Web Monitoring Activity' (dated 10/22/2017), 'Credit Activity Alert' (Alert Type: New Employment, dated 10/22/2017), and 'Social Media Activity' (dated 10/22/2017). The 'YOUR DIGITAL FOOTPRINT' section shows '2 breaches' and '152 items' with a 'View Footprint' button.



portal images and feature descriptions

Some features are exclusive to Allstate Identity Protection Pro Plus, which will be indicated in the description. If no plan is specified, the feature is available on all plans.





Welcome

Please log in to access your Allstate Identity Protection account.

Username

Password

 Show

[Forgot your username?](#)

[Forgot your password?](#)

[Need to validate your account? Start here](#)

By logging in to your account you are agreeing to our [Terms & Conditions](#) and [Privacy Policy](#).

the login process

Why two-factor authentication?

Two-factor authentication provides an added layer of protection to members' accounts.

portal dashboard

Alerts can be sent via email or text message, based on your selections. Log in or use our app to address alerts.

The screenshot shows the Allstate Identity Protection portal dashboard. The left sidebar contains navigation menus for Activity, Monitoring, and Resources. The main content area displays the user's name, a dashboard title, an identity health status of 'Low Risk', a list of alerts including Dark Web Monitoring, Credit Activity, and Social Media Activity, and a digital footprint summary showing 2 breaches and 152 items.

Allstate
IDENTITY PROTECTION

Dashboard

Jamie Mitchell

ACTIVITY

- Dashboard

MONITORING

- Credit Monitoring
- Dark Web Monitoring
- Financial Transactions
- Social Media

RESOURCES

- Solicitation Reduction
- Security Training

IDENTITY HEALTH

IdentityHealth
Low Risk

We have currently not found any irregularities or impending threats.

ALERTS

- Dark Web Monitoring Activity**
We found your driver's license on the dark web
10/22/2017
- Credit Activity Alert**
Alert Type: New Employment
10/22/2017
- Social Media Activity**
We found an item on Facebook that needs your attention
10/22/2017

YOUR DIGITAL FOOTPRINT

- 2 breaches
- 152 items
- [View Footprint](#)

credit monitoring

Allstate Identity Protection **Pro** credit monitoring includes:

- Credit score
- Credit report
- Notifications when we detect credit activity

The screenshot displays the Allstate Identity Protection Pro Credit Monitoring dashboard. The left sidebar contains navigation options under three categories: ACTIVITY (Dashboard), MONITORING (Credit Monitoring, Dark Web Monitoring, Financial Transactions, Social Media), and RESOURCES (Solicitation Reduction, Security Training). The main content area is titled "Credit Monitoring" and features a user profile for Jamie Mitchell. It includes a "YEARLY CREDIT REPORT" section with a "View Report - 8/3/2017" button and a note that the user is eligible for an updated report on 8/3/2018. The "VANTAGE SCORE 3.0" section, provided by TransUnion, shows a score of 710, categorized as "Good", updated on 3/15/2017. A color-coded scale below the score indicates that the user's score is better than 65% of the population. The "MONTHLY SCORE TRACKER" section shows a line graph with data points for SEP '16 (655), NOV '16 (683), JAN '17 (670), and MAR '17 (710). The footer contains links for Home, Contact Us, Privacy Policy, Terms & Conditions, and a copyright notice for 2017 InfoArmor.

credit monitoring

Allstate Identity Protection **Pro Plus** credit monitoring includes:

- Tri-bureau credit score
- Tri-bureau credit report
- Credit lock
- Credit report disputes
- Notifications when we detect credit activity

The screenshot shows the Allstate Identity Protection Credit Monitoring dashboard. The left sidebar contains navigation options: ACTIVITY (Dashboard), MONITORING (Digital Footprint, Credit Monitoring, Dark Web Monitoring, Financial Transactions, Social Media), and RESOURCES (Digital Exposure, Solicitation Reduction). The main content area is titled "Credit Monitoring" and shows a credit score of 785 (GOOD) updated on 3/15/2018. A line graph shows the score increasing from 655 in SEP '16 to 785 in SEP '18. Below the graph, there are sections for "CREDIT REPORTS" with a note about the importance of reviewing reports and buttons to "View annual tri-bureau report" and "View monthly TransUnion report". On the right, there is a "Lock your TransUnion credit report" toggle switch, which is currently in the "UNLOCKED" position.

Allstate
IDENTITY PROTECTION

James Mitchell

Credit Monitoring

CREDIT SCORE

TransUnion

785 GOOD
Updated on 3/15/2018

300 580 640 700 750 850

655 742 785

SEP '16 SEP '17 SEP '18

Updated Sep 11, 2018 • Calculated using VantageScore 3.0

CREDIT REPORTS

The information in each of your Credit Reports from the three credit bureaus can be different. This is why it's important to review your Experian®, Equifax®, and TransUnion® Credit Reports and FICO Scores.

[View annual tri-bureau report](#) [View monthly TransUnion report](#)

TransUnion

Lock your TransUnion credit report

UNLOCKED

annual credit report and disputes

Keep an eye on your accounts by viewing your annual tri-bureau credit report with Allstate Identity Protection **Pro Plus**.

You can also submit a dispute regarding any incorrect information on your TransUnion credit report directly through the portal.

Allstate
IDENTITY PROTECTION

ACTIVITY
Dashboard

MONITORING
Credit Monitoring
Dark Web Monitoring
Financial Transactions
Social Media

RESOURCES
Solicitation Reduction
Security Training

Credit Monitoring Jamie Mitchell

Credit Report - 3/4/2018

Personal Information

Name	Jamie M. Mitchell
Date of Birth	9/23/1976
Current Address	3487 E. Pixel Lane, Scottsdale, AZ 85298
Previous Address	3573 E. Michelle Way, Gilbert, AZ 85234
Employment History	Unknown

Summary of Accounts

Total Accounts	15	Derogatory Accounts	0
Open Accounts	2	Balances	\$23,456
Closed Accounts	12	Payments	\$459.00
Delinquent Accounts	0	Inquiries (2 Years)	2

Mortgage Accounts

PAYMENT HISTORY KEY

Not Open	OK	30	60	90	120	PP	RF	CC
	Current	30 days late	60 days late	90 days late	120 days late	Payment Plan	Repos. Foreclosure	Collection Chargeoff

US Bank

Account Number	493857****
Condition	Open
Date Opened	2009-10-01
Balance	\$223,545.00
Credit Limit	\$0.00
Type	Conventional Real Estate Mortgage
Pay Status	Current

PAYMENT HISTORY KEY

OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
APR 16	MAY 16	JUN 16	JUL 16	AUG 16	SEP 16	OCT 16	NOV 16	DEC 16	JAN 17	FEB 17	MAR 17
OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
APR 17	MAY 17	JUN 17	JUL 17	AUG 17	SEP 17	OCT 17	NOV 17	DEC 17	JAN 18	FEB 18	MAR 18

Revolving Accounts

PAYMENT HISTORY KEY

Not Open	OK	30	60	90	120	PP	RF	CC
	Current	30 days late	60 days late	90 days late	120 days late	Payment Plan	Repos. Foreclosure	Collection Chargeoff

CHASE CARD

Account Number	**** * 5574
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dark web monitoring

Enter personal data, such as your login credentials, IP addresses, email addresses, etc. Should we discover any of the items you've entered here on the dark web, you will receive an alert.

Allstate
IDENTITY PROTECTION

ACTIVITY

- Dashboard

MONITORING

- Digital Footprint
- Credit Monitoring
- Dark Web Monitoring
- Financial Transactions
- Social Media

RESOURCES

- Digital Exposure
- Solicitation Reduction
- Security Training

Dark Web Monitoring

Add important items, such as your driver's license number and email addresses. We'll monitor the dark web and notify you if anything ends up in closed hacker forums.

Jamie Mitchell

+ Add new item

Digital credentials

EMAIL ADDRESSES

- Primary Email**
s*****1@gmail.com
- Work Email**
s*****t@acmepower.com

WEB LOGINS

- Amazon Login**
s*****y@yahoo.com

IP ADDRESSES

- Home Laptop**
109.98.874.43

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financial transactions

- Add financial account information to activate monitoring
- Default thresholds automatically appear
- Adjust your thresholds with the dropdowns

The screenshot shows the Allstate Identity Protection dashboard for Financial Transaction Monitoring. The left sidebar contains navigation options: ACTIVITY (Dashboard), MONITORING (Credit Monitoring, Dark Web Monitoring, Financial Transactions, Social Media), and RESOURCES (Solicitation Reduction, Security Training). The main content area is titled "Financial Transaction Monitoring" and includes a user profile for Jamie Mitchell. A central section titled "FINANCIAL ACCOUNTS" features a large dollar sign icon and a message: "Receive alerts for cash withdrawals, balance transfers and large purchases from your bank accounts to help detect fraudulent activity." Below this is an "Add new account" button. To the right, the "TRANSACTION ALERT PREFERENCES" section lists several alert types with dropdown menus for setting thresholds: Max Credit Limit (\$10000), Large Withdrawal (\$2000), Large Card Purchase (\$1000), Low Balance (\$10), High Balance (\$5000), Net Worth Change (10%), and Portfolio Value Change (10%). The footer contains links for Privacy Policy, Terms & Conditions, and Fraud Reimbursement, along with a copyright notice and a support phone number.

social media monitoring

- Extend monitoring and alerts to anyone included in your coverage
- We look for suspicious activity that might indicate you've been hacked
- Monitoring includes alerts for malware links, phishing links, spam links, or links from sites that are connected to illegal content
- Monitoring for cyberbullying on social media

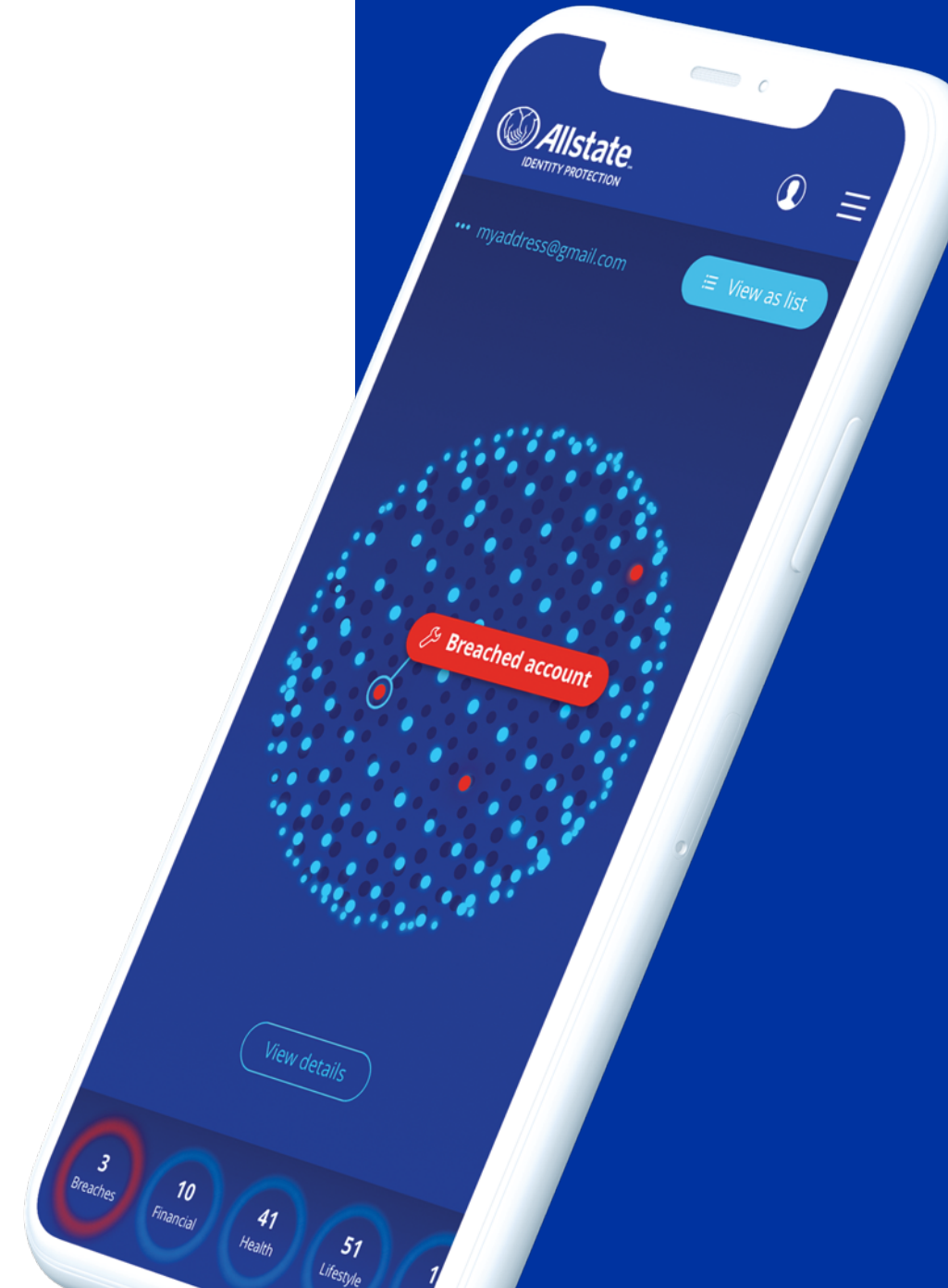
The screenshot shows the Allstate Identity Protection Social Monitoring dashboard. The left sidebar contains navigation options: ACTIVITY (Dashboard), MONITORING (Digital Footprint, Credit Monitoring, Dark Web Monitoring, Financial Transactions, Social Monitoring), and RESOURCES (Solicitation Reduction). The main content area is titled 'Social Monitoring' and includes a user profile 'John Doe'. A message states: 'Social reputation monitoring offers actionable alerts when we see potentially racist, derogatory, vulgar, or inappropriate comments within your social media posts.' Below this is a section titled 'CONNECT SOCIAL MEDIA ACCOUNTS' with a recommendation to log out of all social media accounts before enabling monitoring. Five social media platforms are listed with 'Connect' buttons: Facebook, Instagram, Twitter, LinkedIn, and YouTube. The footer contains links for Dashboard, Contact Us, Privacy Policy, Terms & Conditions, and Fraud Reimbursement, along with copyright information and a help line number.

Exclusive to Allstate Identity Protection Pro Plus

Allstate Digital FootprintSM

Your digital footprint is a record of your online activity. It includes the sites you've visited, the places you've shopped at, and the accounts you've created. All of this activity could leave you exposed to breach or fraud.

Enter your email address in the "Digital Footprint" tab, to see and monitor your personal data. We'll show you a list of your digital connections, including the ones you may have forgotten about. Then we'll scan your digital footprint weekly and notify you if we uncover any new connections, so you can take control of your information.



how to get the most out of Allstate Identity Protection



Verify credit monitoring to receive rapid alerts



Add credentials to dark web monitoring for alerts when important personal information, like your email address or passwords, is compromised



Add any enrolled family members to activate features for them



Set up financial transaction monitoring for your financial accounts



Subscribe to text alerts



Download our app to see and respond to alerts from anywhere

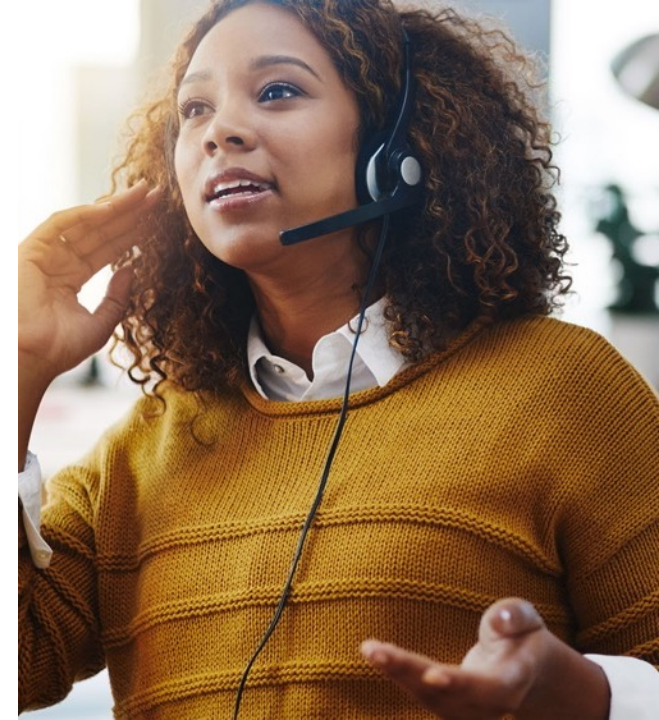
we provide full-service remediation

Training

- CITRMS (Certified Identity Theft Risk Management Specialist)
- Industry best practices in identity remediation
- Extensive education on security protocols for identity fraud prevention

Case management

- 100% U.S.-based, in-house case managers
- All pre-existing conditions accepted
- Dedicated specialists manage cases
- Consistent follow up with creditors and merchants to reach resolution
- Alerts via email, text, and phone



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IDENTITY PROTECTION