



# user guide

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

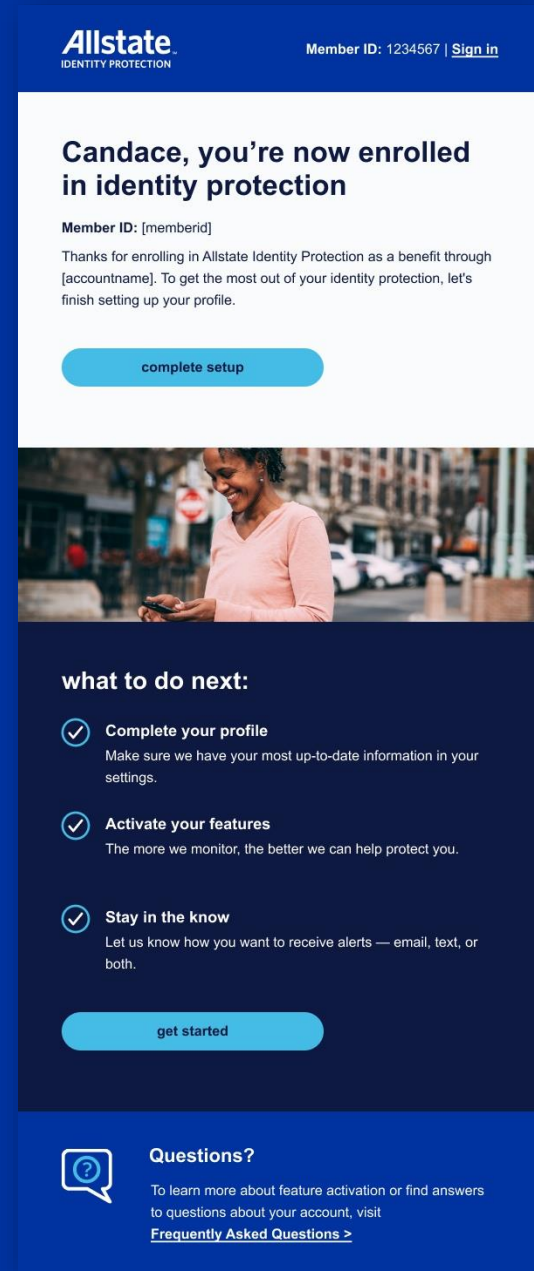
**Allstate**<sup>SM</sup>  
IDENTITY PROTECTION

# 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 Now," which links to the portal login page.

**Login page:**  
[myaip.com/signin](https://myaip.com/signin)



The screenshot shows a welcome email from Allstate Identity Protection. At the top left is the Allstate logo with 'IDENTITY PROTECTION' underneath. At the top right, it says 'Member ID: 1234567 | [Sign in](#)'. The main heading reads 'Candace, you're now enrolled in identity protection'. Below this, it says 'Member ID: [memberid]' and 'Thanks for enrolling in Allstate Identity Protection as a benefit through [accountname]. To get the most out of your identity protection, let's finish setting up your profile.' A blue button labeled 'complete setup' is centered below the text. Below the button is a photograph of a woman in a pink shirt looking at her phone on a city street. Underneath the photo is the section 'what to do next:' with three items, each marked with a checkmark in a circle: '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.), and 'Stay in the know' (Let us know how you want to receive alerts — email, text, or both.). A blue button labeled 'get started' is centered below the list. At the bottom, there is a 'Questions?' section with a question mark icon in a speech bubble, followed by the text 'To learn more about feature activation or find answers to questions about your account, visit [Frequently Asked Questions >](#)'.

# online enrollment

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



## Welcome

Please enter the Member ID found in your welcome letter or welcome email.

Member ID

Next

Questions? (855) 821-2331

[Contact Us](#) [Privacy Policy](#) [Terms & Conditions](#) [Fraud Reimbursement](#)  
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# 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.

Once you have provided this information, we can immediately activate credit monitoring, financial institution monitoring and high-risk transaction monitoring.



## Let's start with the basics

Date of birth

Social Security number 

Next

Back

Questions? 1-800-789-2720

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# activation process

You will then need to verify your mailing address.

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



## Please verify your address

Address

Address 2 (optional)

City

State



Zip code



Your safety and security are very important to us. We'll never sell your personal information to any third parties.

Next

Back

Questions? 1-800-789-2720

# username and password creation

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



## Create a password and username

Email address

example@email.com

New password

.....



Your safety and security are very important to us. We'll never sell your personal information to any third parties.

I have read and accept the [Terms & Conditions](#) and [Privacy Policy](#)

Verify Email

[Back](#)

Questions? 1-800-789-2720

[Contact Us](#) [Privacy Policy](#) [Terms & Conditions](#) ©2018 InfoArmor. All rights reserved.

# 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.

**Allstate**  
IDENTITY PROTECTION

Dashboard

Identity Health Status

Digital Footprint

MONITORING

Credit Monitoring

Financial Transactions

Cybersecurity

Dark Web Monitoring

Family Digital Safety

Social Monitoring

Robocall Blocker

Ad Blocker

Solicitation Reduction

RESOURCES

Identity Restoration

Security Training

**Account Settings** Candace Smith

**Personal Information**  
Keep your personal information up-to-date to ensure the most accurate identity monitoring. Any additional information you provide helps us better monitor and protect your identity.

**SSN** Candace Smith ... .. 5678 [Update](#)

**Date of Birth** mm/dd/yyyy

**Address** 5678 Main St.  
New Town, AZ 12345 [Update](#)

**Phone** (123) 456-7890 [Update](#)

**Email Address & Password**  
Update your email address & password. Set unique passwords and change them often to help keep your account safe.

**Email Address** email@emailaddress.com [Update](#)

**Password** ..... [Update](#)

**Alert Preferences**  
Let us know how you would like to receive alerts.

**Delivery Method**  Email  Text/SMS [Update](#)

**Plan Information**  
Review upcoming & previous memberships payments.

**Your Plan** Premiere Family Plan \$349.99/Annually [Update](#)

**Next billing date** August 28, 2021

**Billed to** John Doe






# portal images and feature descriptions

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



## Welcome

 Your email has been successfully verified! Please login to your account to complete the enrollment process.

Please log in to access your Allstate Identity Protection account.

Email address

Password

[Don't remember your password?](#)

[Log in](#)

[Back](#)

Questions? 1-800-789-2720

[Contact Us](#) [Privacy Policy](#) [Terms & Conditions](#) ©2018 InfoArmor. All rights reserved.

# the login process

## Why two-factor authentication?

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



### Verify Your Identity

We will send a 6-digit code to the following phone number:

XXXXXXXX3124

How do you want to receive the code?

Text message

Voice call

Continue

[Try another method](#)

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

Questions? 1-800-789-2720



# credit monitoring

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

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Ad Blocker

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**RESOURCES**

Identity Restoration

Security Training

### Credit Monitoring

Candace Smith

#### Credit Score

TransUnion

**785** GOOD  
Updated on 3/15/2021

300 580 640 700 750 850

655 742 785

Sep '19 SEP '20 SEP '21

Updated Sep 11, 2021 • 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 credit disputes

Keep an eye on your accounts by viewing your annual tri-bureau credit report.

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

**Allstate**  
IDENTITY PROTECTION

- Dashboard
- Identity Health Status
- Digital Footprint

MONITORING

- Credit Monitoring**
- Financial Transactions
- Cybersecurity
- Dark Web Monitoring
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- Social Monitoring
- Robocall Blocker
- Ad Blocker
- Solicitation Reduction

RESOURCES

- Identity Restoration
- Security Training

< Credit Monitoring / Annual Tri-Bureau Report Candace Smith

### Credit Report - 01/02/2021

**Personal Information**

Name	Candace Smith
Date of Birth	mm/dd/yyyy
Current Address	4321 S. Some St. Any Town, FL 54321
Previous Address	1234 S. Main St. Old Town, AZ 12345
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
Not Open	Current	30 days late	60 days late	90 days late	120 days late	Payment Plan	Repo. Foreclosure	Collection Chargeoff

**US Bank**

Account Number	413545243***
Condition	Open
Date Opened	mm/dd/yyyy
Balance	\$223,545.00
Credit Limit	Unknown
Type	Conventional Real Estate Mortgage
Pay Status	Current

Payment History: 12 OK APR 16

### Revolving Accounts

**Payment History Key**

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

**Chase Card**

Account Number	**** * 5574
Condition	Open
Date Opened	mm/dd/yyyy

Payment History: 12 OK APR 16

# dark web monitoring

Enter your information including email addresses; numbers from driver's licenses, credit cards, passports; and other sensitive items. Should we discover any of the items entered here on the dark web, you will receive an alert.

The screenshot shows the Allstate Identity Protection Dark Web Monitoring dashboard. The left sidebar contains a navigation menu with the following items: Dashboard, Identity Health Status, Digital Footprint, MONITORING (Credit Monitoring, Financial Transactions, Cybersecurity, Dark Web Monitoring, Family Digital Safety, Social Monitoring, Robocall Blocker, Ad Blocker, Solicitation Reduction), and RESOURCES (Identity Restoration, Security Training). The main content area is titled "Dark Web Monitoring" and includes a user profile for Candace Smith. Below the title, there is a brief description: "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." A "+ Add new items" button is present. The main content area is divided into two columns: "Digital Credentials" and "Email Addresses". The "Email Addresses" column shows a single entry: "c\*\*\*\*\*y@email.com" with an edit icon. The footer contains navigation links for Dashboard, Contact Us, Privacy Policy, Terms & Conditions, and Fraud Reimbursement, along with a small disclaimer: "Powered by InfoArmor, an Allstate Company 2007-2022. All rights reserved. Need help? Call 1-800-789-2720".

# financial transactions

- Add financial account information to activate monitoring for suspicious activity on your connected bank accounts
- Default thresholds automatically appear
- Adjust your thresholds with the dropdowns
- Edit information and thresholds on a variety of accounts such as savings, debit, HSAs, and 401(k)s

The screenshot shows the Allstate Identity Protection dashboard. The left sidebar contains navigation options: Dashboard, Identity Health Status, Digital Footprint, MONITORING (Credit Monitoring, Financial Transactions, Cybersecurity, Dark Web Monitoring, Family Digital Safety, Social Monitoring, Robocall Blocker, Ad Blocker, Solicitation Reduction), and RESOURCES (Identity Restoration, Security Training). The main content area is titled "Financial Transactions" and includes a user profile "Candace Smith". Below the title is a "+ Add new account" link. The main content is divided into two columns. The left column, "Digital Credentials", contains a card with a blue header, a blue icon of a card, and a blue "Add new account" button. The right column, "TRANSACTION ALERT PREFERENCES", contains a section for setting notification thresholds with input fields for: Max Credit Limit, High Balance, Large Withdrawal, Large Transaction, Net Worth Change, Low Balance, and Portfolio Value Change.

# social media account takeover 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 explicit content is available for accounts you add from Twitter and YouTube

The screenshot shows the Allstate Identity Protection dashboard. The left sidebar contains navigation options: Dashboard, Identity Health Status, Digital Footprint, MONITORING (with sub-items: Credit Monitoring, Financial Transactions, Cybersecurity, Dark Web Monitoring, Family Digital Safety, Social Monitoring, Robocall Blocker, Ad Blocker, Solicitation Reduction), and RESOURCES (with sub-items: Identity Restoration, Security Training). The 'Social Monitoring' item is highlighted. The main content area is titled 'Social Media' and shows a user profile for 'Candace Smith'. Below the title, there is a section 'Connect Social Media Accounts' with a warning: 'It's recommended that you log out of all your social media accounts before enabling social monitoring.' A list of social media platforms is shown with 'Connect' buttons: Facebook, Instagram, Twitter, LinkedIn, and YouTube.

**Allstate**  
IDENTITY PROTECTION

Dashboard  
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- Ad Blocker
- Solicitation Reduction

**RESOURCES**

- Identity Restoration
- Security Training

**Social Media** Candace Smith

Social reputation monitoring offers actionable alerts when we see potentially racist, derogatory, vulgar, or inappropriate comments within your social media posts.

**Connect Social Media Accounts**  
It's recommended that you log out of all your social media accounts before enabling social monitoring.

Facebook	Connect
Instagram	Connect
Twitter	Connect
LinkedIn	Connect
YouTube	Connect

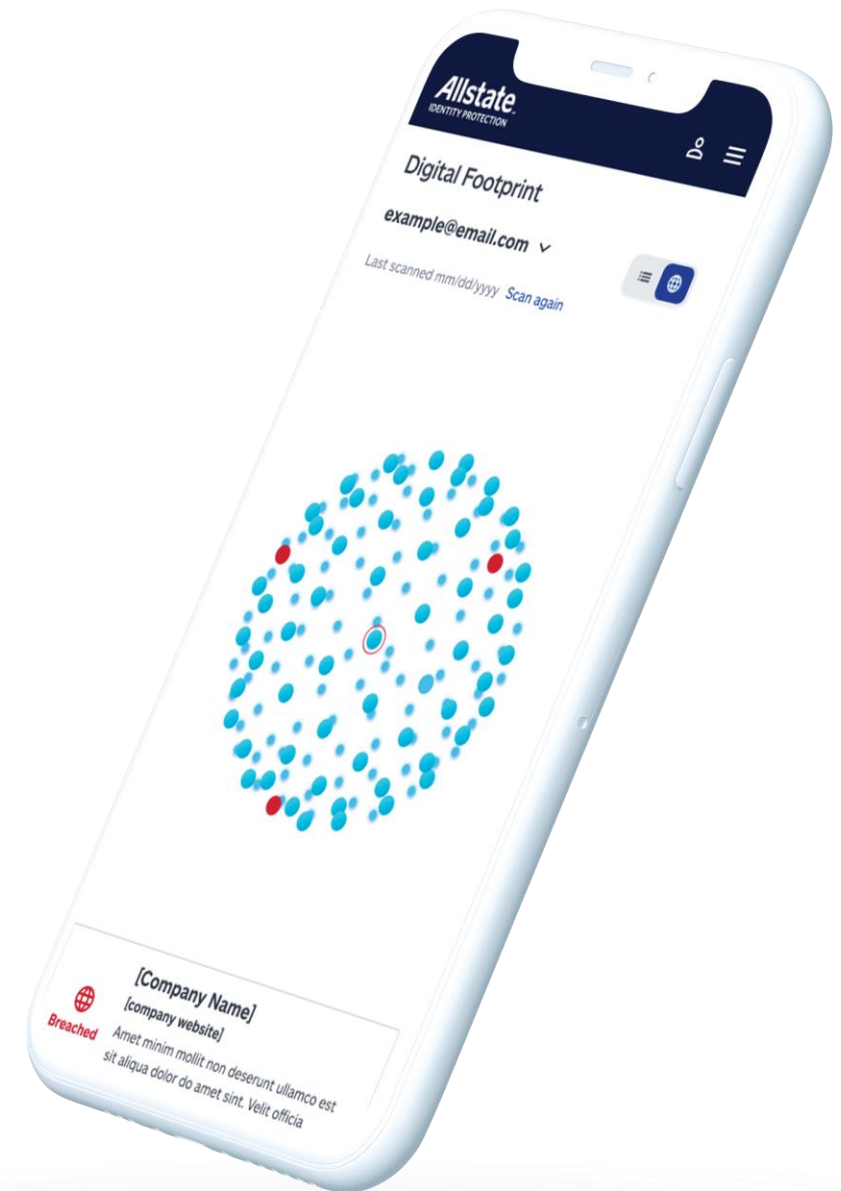


# Allstate Digital Footprint<sup>SM</sup>

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.

## Use Allstate Digital Footprint to see and manage your personal data:

- Enter your email address in the "Digital Footprint" tab
- See a list of your digital connections, including the ones you may have forgotten about
- We'll scan your digital footprint weekly and notify you if we uncover any new connections
- Use the privacy management tools to manage your personal data:
  - Get privacy insights to gain awareness on how companies use and share your data
  - Unsubscribe from unwanted accounts
  - Send a request to a company to delete your data



# Identity Health Status

See a snapshot of your overall identity health and improve it with focused tips and expert advice. You can find out which features to activate to improve your status and take action. Your Identity Health Status is viewable within the Allstate Identity Protection portal and in your monthly status email.

Allstate IDENTITY PROTECTION Member ID: [memberid] | [Log in](#)

## [Firstname], your Identity Health Status is [low risk]

**What does this mean?** We haven't detected any threats to your identity. If you're looking to better protect yourself, log in to your account to see our recommendations for you.

[log in](#)

First-time user? Log in [here](#).

### Uncleared alerts in the past 30 days

Review and clear your alerts from the dashboard in your account.

<span style="color: red;">●</span> exposed	James Mitchell	12
<span style="color: orange;">●</span> at risk	Devon Mitchell	8
<span style="color: green;">●</span> low risk	Decklan Mitchell	0

[log in](#)

For further assistance, or to contact us, see our [Help Center](#).

### Top insights for you

**The latest security incidents and breaches**  
11 min read

**The latest security incidents and breaches**  
11 min read

Allstate IDENTITY PROTECTION Member ID: [memberid] | [Log in](#)

## [Firstname], your Identity Health Status is [at risk]

**What does this mean?** You may need to review and clear your alerts, or you may have called us to report an issue. Log in to learn more, and to see our recommendations for you.

[log in](#)

First-time user? Log in [here](#).

### Uncleared alerts in the past 30 days

Review and clear your alerts from the dashboard in your account.

<span style="color: red;">●</span> exposed	James Mitchell	12
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11 min read

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11 min read

Allstate IDENTITY PROTECTION Member ID: [memberid] | [Log in](#)

## [Firstname], your Identity Health Status is [exposed]

**What does this mean?** You previously reported identity theft or you're working with our identity specialists to resolve an open case. Log in to track your case, and to see our recommendations for you.

[log in](#)

First-time user? Log in [here](#).

### Uncleared alerts in the past 30 days

Review and clear your alerts from the dashboard in your account.

<span style="color: red;">●</span> exposed	James Mitchell	12
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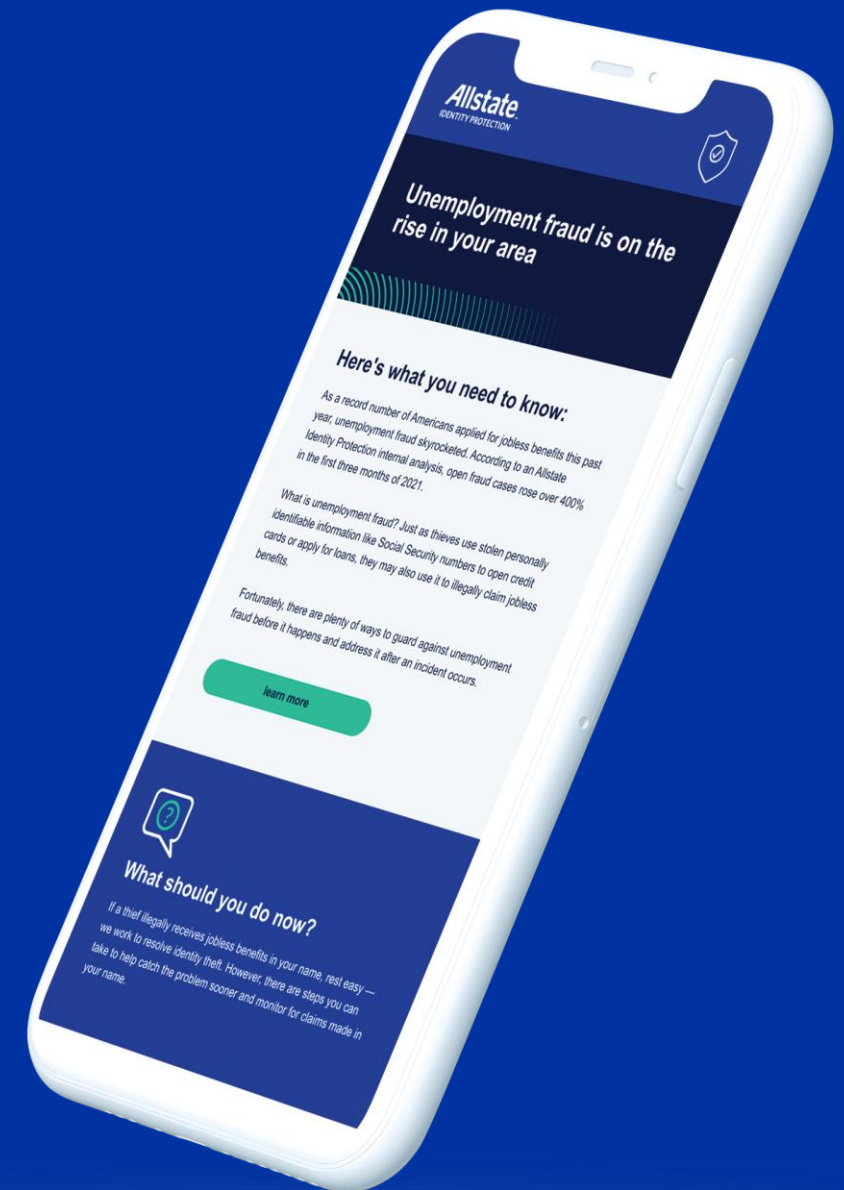
# Identity Remediation Tracker

View and track any open remediation cases you may have, plus find out how you can help facilitate even faster resolution.

The screenshot displays the Allstate Identity Protection dashboard. The left sidebar contains navigation options: Dashboard, Identity Health Status, Digital Footprint, MONITORING (Credit Monitoring, Financial Transactions, Cybersecurity, Dark Web Monitoring, Family Digital Safety, Social Monitoring, Robocall Blocker, Ad Blocker, Solicitation Reduction), and RESOURCES (Identity Restoration, Security Training). The main content area is titled "Identity Restoration" and includes a user profile for Candace Smith. A progress bar shows the status of a case: Case opened, Researching, Documenting, Pending, and Case resolved. Below the progress bar, a message states: "We're awaiting information from the credit bureaus. We'll be in touch when we have more details." A "We're here for you" section features a headset icon, the name Vera Doe, the title "Your Restoration Specialist", and contact information: 555-555-5555 and restoration@aip.com. The footer contains links for Dashboard, Contact Us, Privacy Policy, Terms & Conditions, and Fraud Reimbursement, along with a small disclaimer: "Powered by InfoArmor, an Allstate Company 2007-2022. All rights reserved. Need help? Call 1-800-789-2720".

# Allstate Security Pro<sup>®</sup>

Receive personalized alerts about heightened security risks and fraud trends, to help you stay prepared and protected.



# elder fraud protection

## Elder Fraud Center and scam support

Access our helpful resource hub built specifically for seniors, their families, and caretakers to easily understand and protect against scams or threats. Our identity specialists can provide customized care for older family members to identify and resolve scams or fraud, as well as create a plan together for proactive protection.

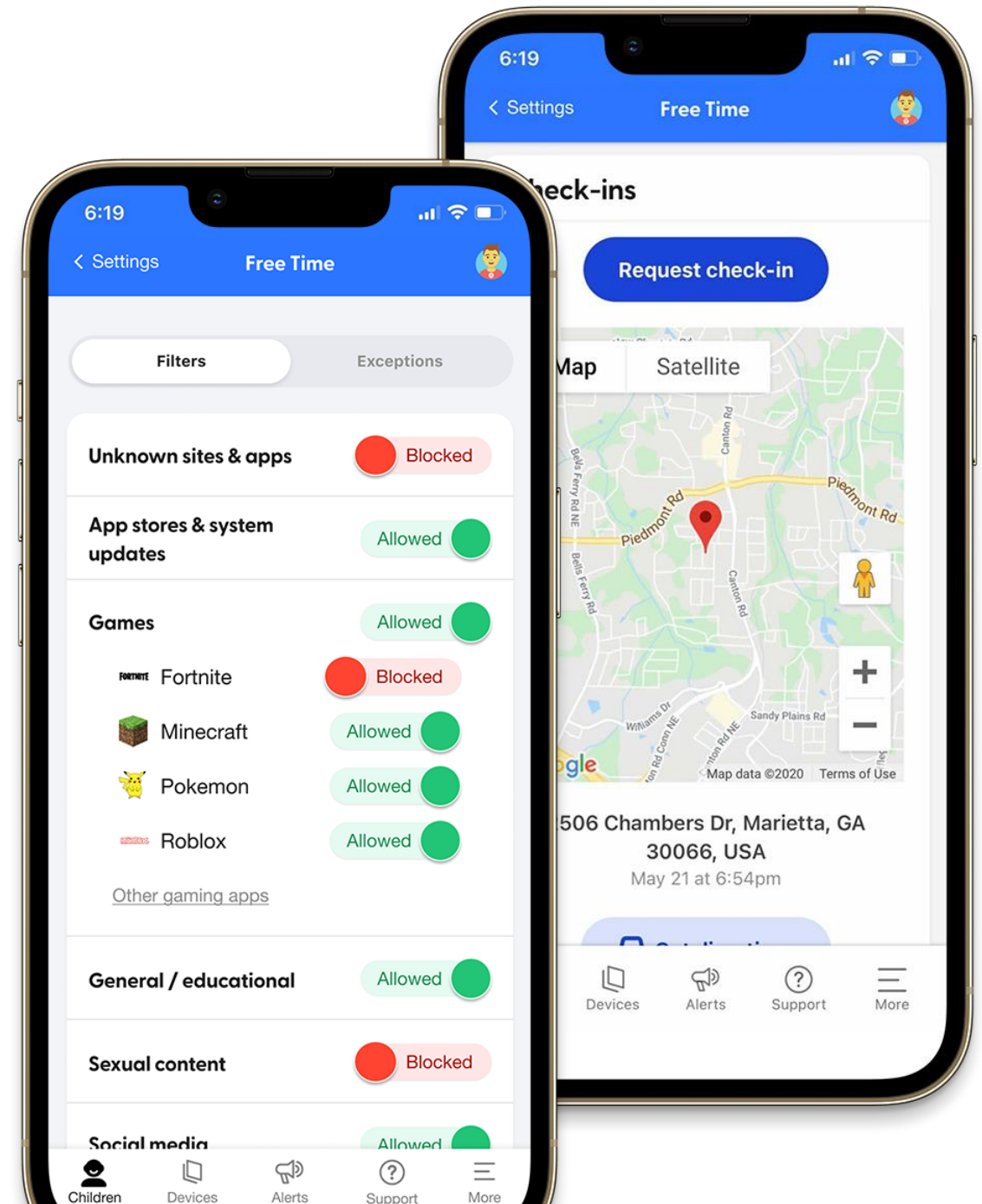
The screenshot shows the Allstate Elder Fraud Center website. At the top, there's a navigation bar with 'Allstate' logo, 'ELDER FRAUD CENTER HOME', 'SAFETY ROADMAP', 'ARTICLES', 'plans and services', and 'SIGN IN'. Below the navigation is a hero section with a blue background. On the left, it says 'ONLY FROM ALLSTATE Help starts here' and 'Elder fraud is a growing problem — but you don't have to face it alone.' with a 'get started' button. On the right, there's a photo of an elderly woman and a smaller photo of a caregiver with a senior. Below that, it says 'Digital safety tips for seniors and caregivers' and '11 min read' with a 'more articles' button. The middle section is titled 'Facts about elder fraud' and features two statistics: '\$18,246 is the average amount older adults report losing when scammed' and '1 in 4 is the number of seniors 65+ who have been victims of identity fraud'. Below this is a section 'We've got you covered' with three sub-sections: 'LEARN' (Get the latest news about fraud and scams, straight from our in-house experts. Read articles.), 'PLAN' (Our Staying Safe Roadmap gives families a step-by-step game plan for facing fraud and scams. Get started.), and 'RECOVER' (Receive immediate support if fraud occurs. Members can reach a trusted advocate who will step in and help 24/7. Elder Fraud Helpline.). The bottom section is 'Explore our free guide to online safety' with a list of tips: 'Get proactive tips' (Discover simple steps to help safeguard your accounts and information.) and 'Shut down scammers' (Learn how to identify red flags and say no to suspected scammers.) with a 'get started' button. At the very bottom, it says 'Help is just a phone call away' and 'If you're an Allstate Identity Protection member, you have access to certified identity specialists who can guide you.' with the 'Elder Fraud Helpline: 1-855-799-2646' and a 'search more' button.

The screenshot shows the Allstate Staying Safe Roadmap website. At the top, there's a navigation bar with 'Allstate' logo, 'ELDER FRAUD CENTER HOME', 'SAFETY ROADMAP', 'ARTICLES', 'plans and services', and 'SIGN IN'. Below the navigation is a hero section with a blue background. It says 'Elder Fraud Center' and 'Staying Safe Roadmap' with a shield icon. Below that, it says 'Follow along for step-by-step guidance on handling elder fraud — straight from our in-house experts.' and a progress bar with five steps. The main content area is titled 'Start with a family meeting. Everyone will rest easier once you've discussed the possibility of fraud, including ways to prevent it and what to do next if something doesn't seem right.' Below this is a section 'CONVERSATION STARTERS' with two sub-sections: 'If you're a senior...' (Part of taking care of yourself as you age is planning ahead to protect your finances — and that includes combating fraud and scams. You may already have a financial advocate, or a loved one designated to make healthcare decisions on your behalf if you should be unable to do so. Similarly, we recommend working with trusted loved ones to make a game plan against fraud. Before you do, take a few minutes to consider your age, overall health, and financial goals. How could fraud prevent you from achieving those goals? What can loved ones do to help?) and 'How can caregivers help?' (If you have an older friend or relative, it may help to know the red flags of fraud. Be wary if you notice your loved one start to: Talk about a new "friend" they met online, or via phone; Change their banking habits, including unexpected withdrawals or new accounts; Abruptly modify their will or other legal documents. If you're concerned, the conversation starters to the right may help you if you're a caregiver. I can help.) Below this is a section 'If you're a caregiver...' with a plus sign. At the bottom right, it says 'Step 2' with a right arrow.

# Family digital safety tools with Bark for AIP

Download the Bark for AIP app, so you can manage and protect your children's online lives. Tools include:

- **Parental monitoring**  
Exclusive to Allstate Identity Protection Pro+ Cyber Get help detecting signs of cyberbullying, drug use, predators, violence, and more
- **Web filtering**  
Filter or block specific websites
- **Screen time management**  
Set healthy screen time limits
- **Location tracking**  
Track device locations so you know where they are without asking



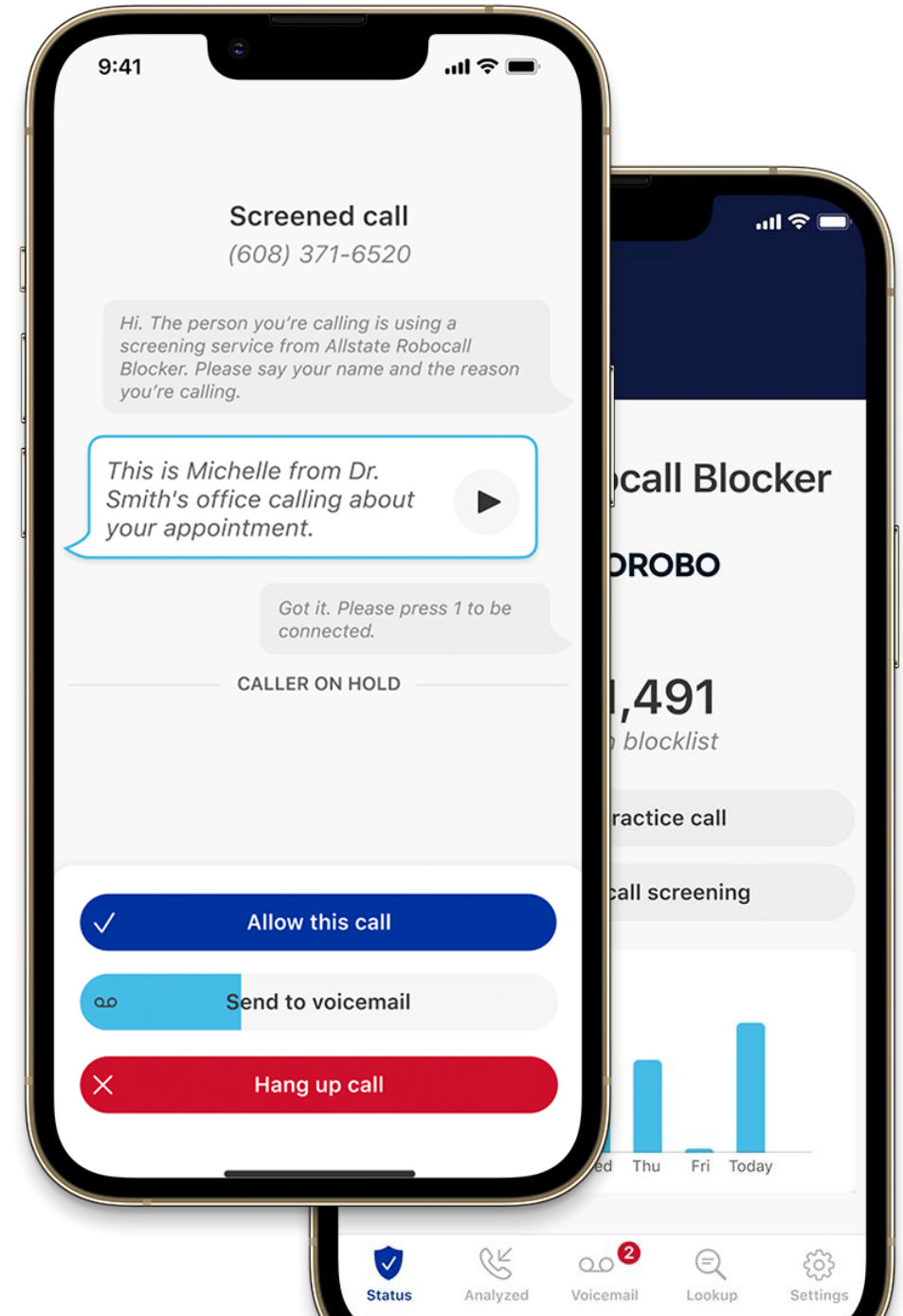
# Allstate Robocall blocker

Allstate Robocall Blocker adds an extra layer of protection between you and unknown or unwanted texts and calls. Screen calls to know just who is calling and whether they might be scammers, then block any unwanted calls and texts.



## Installing Robocall Blocker

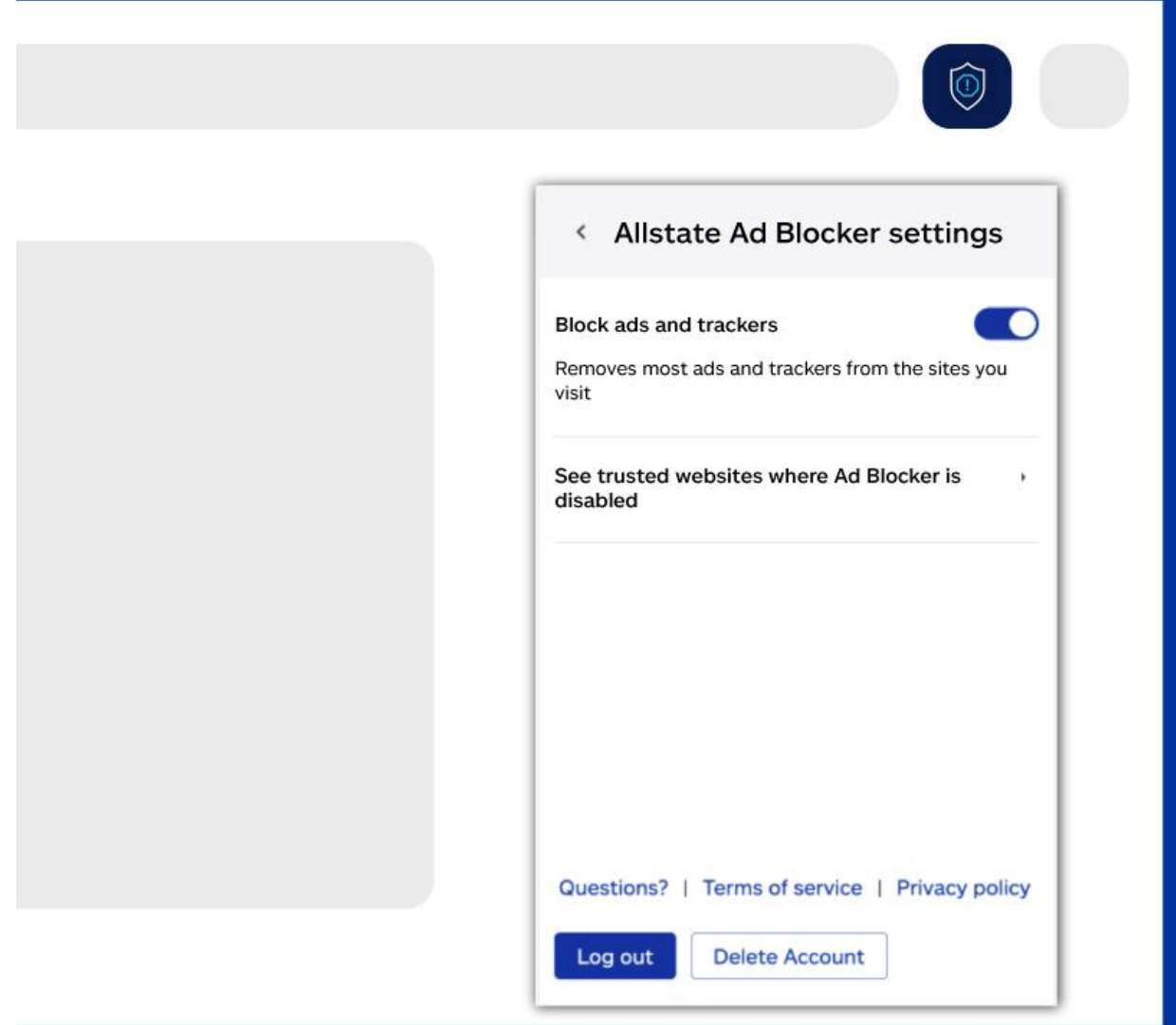
- Log in to the Allstate Identity Protection portal and send yourself a link to the Robocall Blocker app
- Click the link and download the app from the Apple or Google Play store onto the device you want to protect
- In Settings on your device, find the app and enable “Contacts,” “Allow Notifications,” and “Silence Unknown Callers”
- Send any unknown calls to Robocall Blocker by dialing:
  - \*\*004\* (516) 666-4630# for AT&T
  - \*\*004\* (516) 666-4673# for T-Mobile
  - \*71 (516) 666-4632 for Verizon
- The app will also manage your voicemail, so you'll need to choose the default voicemail message or record a custom one
- Finally, to verify Robocall Blocker has been activated, complete a test call by following the instructions in the app





# ad blocker

Use this browser extension to set up automated blocking for unwanted advertisements, prevent data gathering by online trackers, and approve trusted websites. Enjoy easier, safer browsing online by protecting yourself against script-based malware and other security threats that may be hiding in pop-ups.



# cyber protection

Exclusive to Allstate Identity Protection Pro+ Cyber

## Mobile and desktop device protection with AIP Device Security

Add this app to your desktop, phone, laptop, or tablet for device security with multi-layered and real-time data protection. Get robust anti-virus, anti-phishing, anti-fraud, anti-tracker, and anti-spam technology — backed by network and web attack prevention.

Protect up to 5 devices with an individual plan and up to 10 devices with a family plan.



## Personal computer security with these browser extensions:

### AIP Safe Browsing

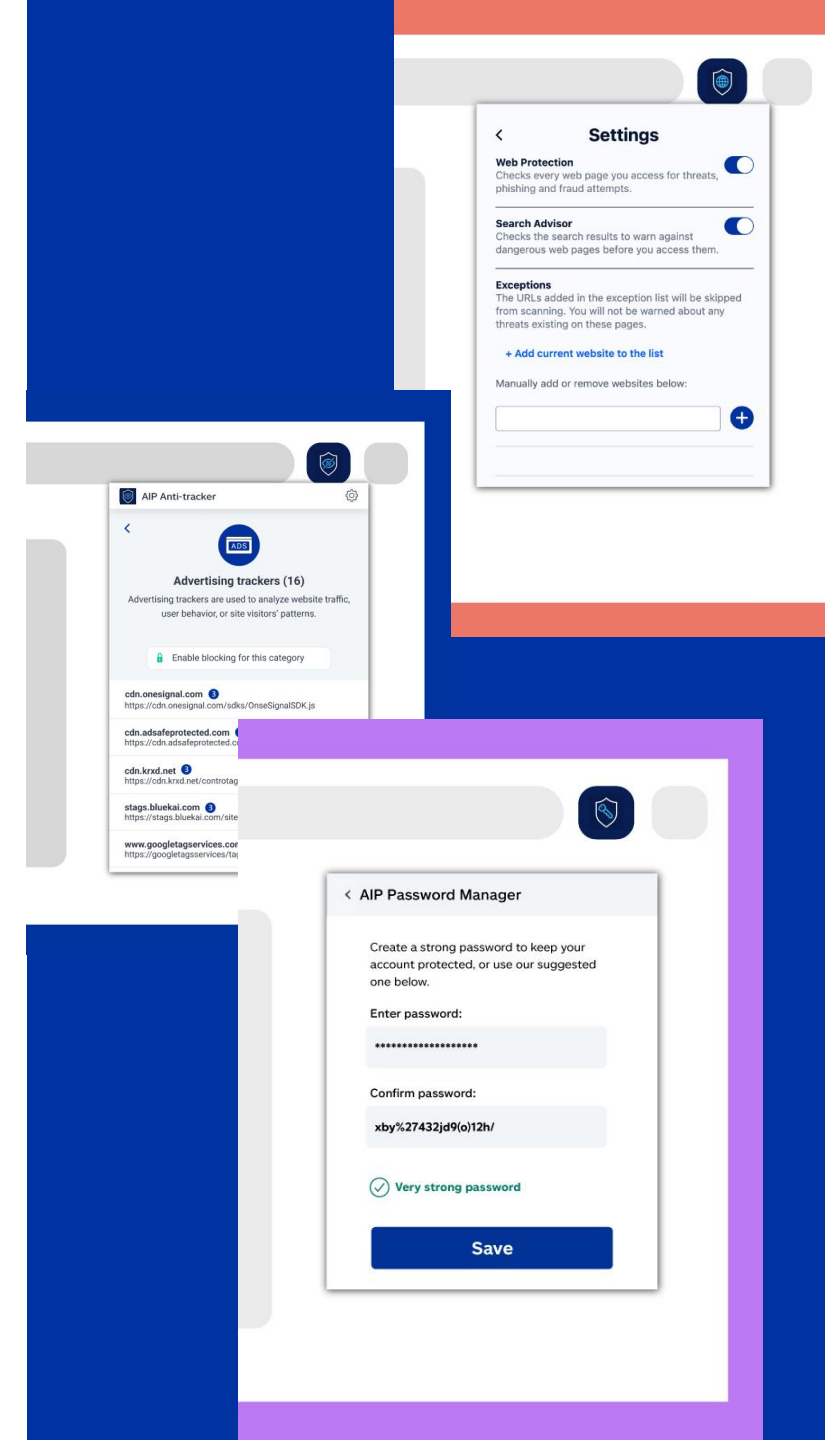
Download this browser extension to scan and block malicious links and trackers, helping to prevent the theft of your login credentials and your sensitive personal information.

### AIP Password Manager

Organize all your online passwords and payment details in a storage system that's protected by the strongest known cryptographic algorithms. This browser extension helps you easily manage and autofill everything with a single master password.

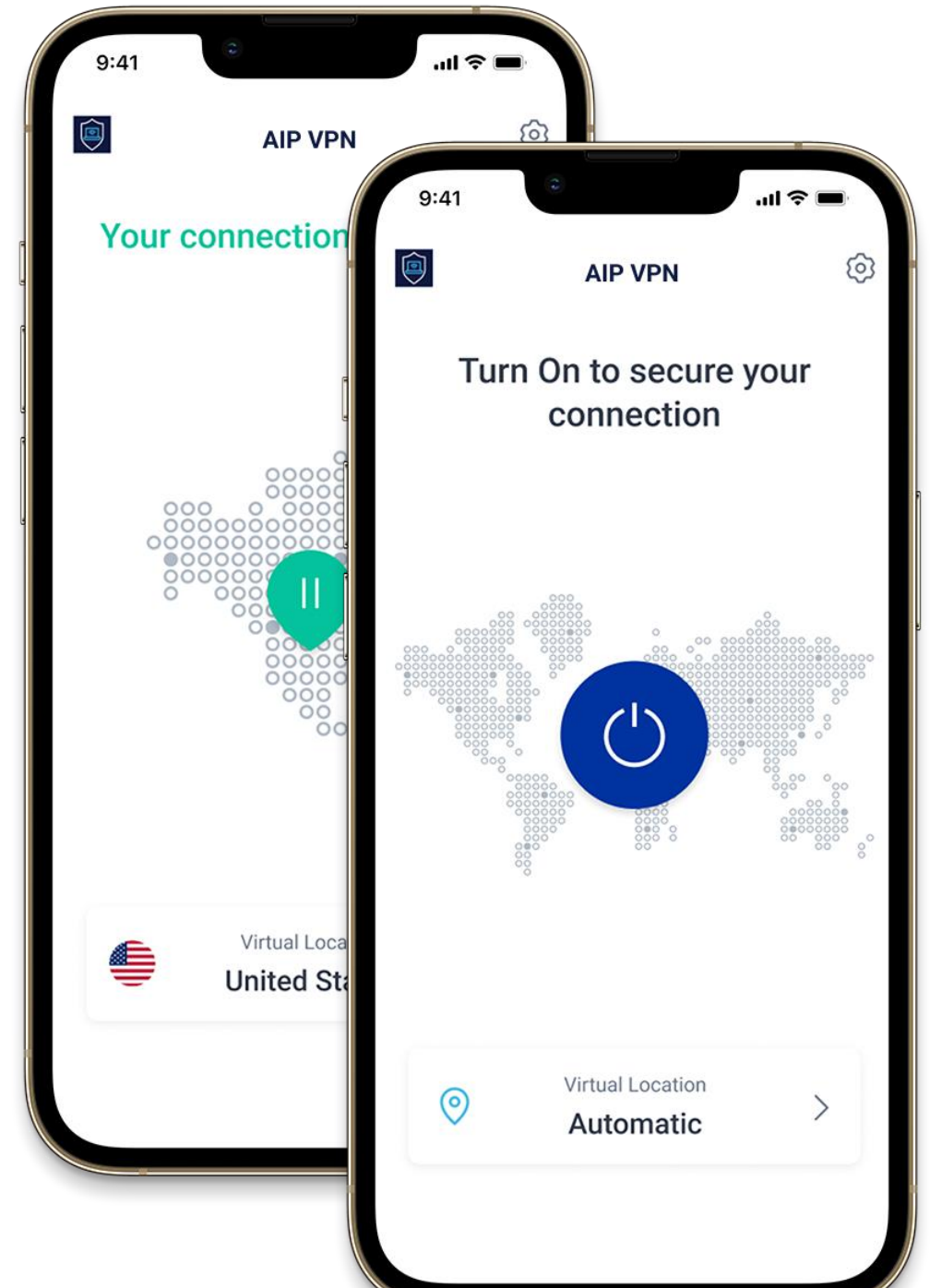
### AIP Anti-Tracker

Help block your online activity from web trackers and prevent collection of your personal data with this browser extension. Plus, pause tracking detection on trusted sites.



## Safer, private browsing and streaming with AIP VPN

Connect to your own virtual private network with the AIP VPN app and keep your online activity anonymous. AIP VPN encrypts all incoming and outgoing traffic on your devices to help prevent bad actors from monitoring or intercepting your data.



# how to **get the most out of** Allstate Identity Protection



Verify credit monitoring to receive rapid alerts



Set up financial transaction monitoring for your financial accounts



Add any enrolled family members to activate features for them



Activate Security Pro<sup>®</sup> for personalized alerts and subscribe to text alerts



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



Download our app to see and respond to alerts from anywhere

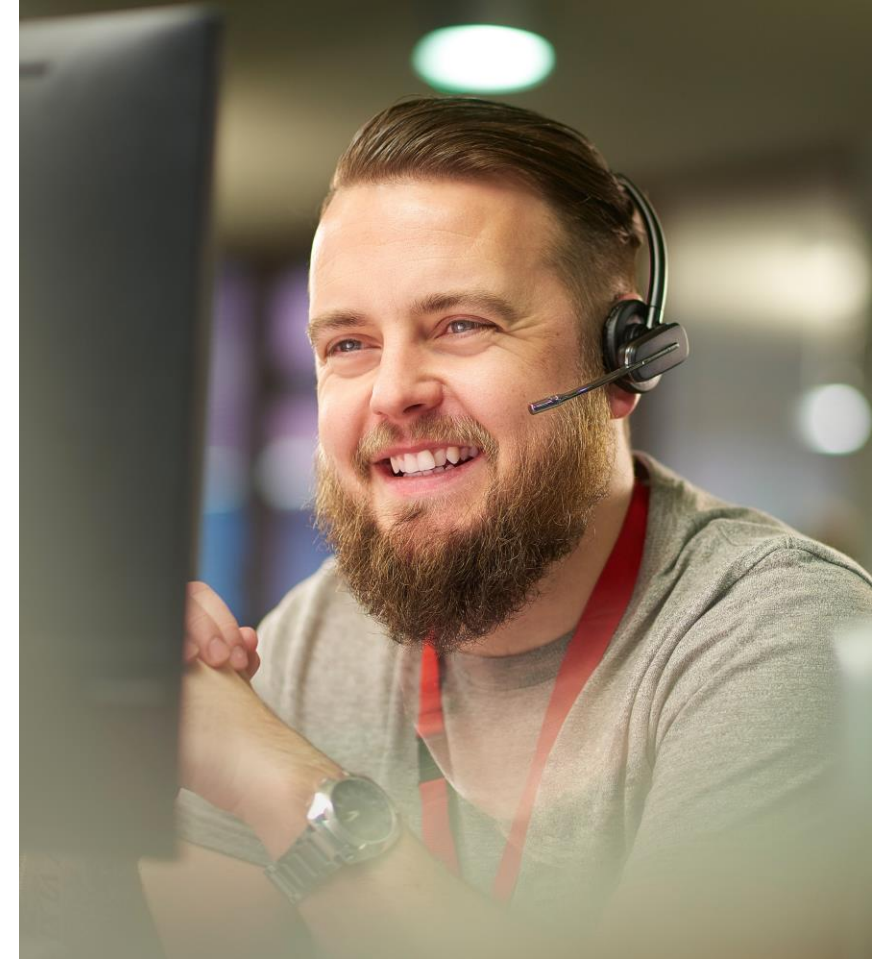
# we provide **full-service remediation**

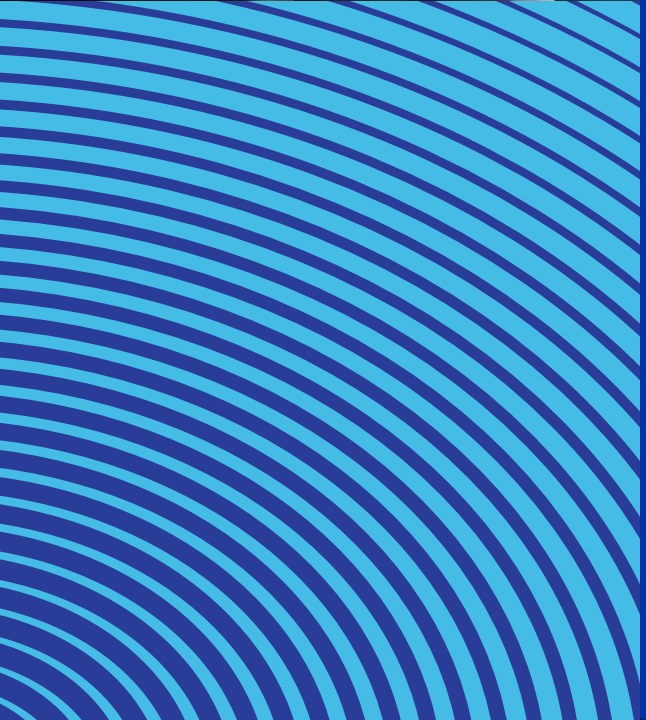
## Training

- 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
- Fraud resolution tracker





**Allstate**<sup>SM</sup>  
IDENTITY PROTECTION