user guide

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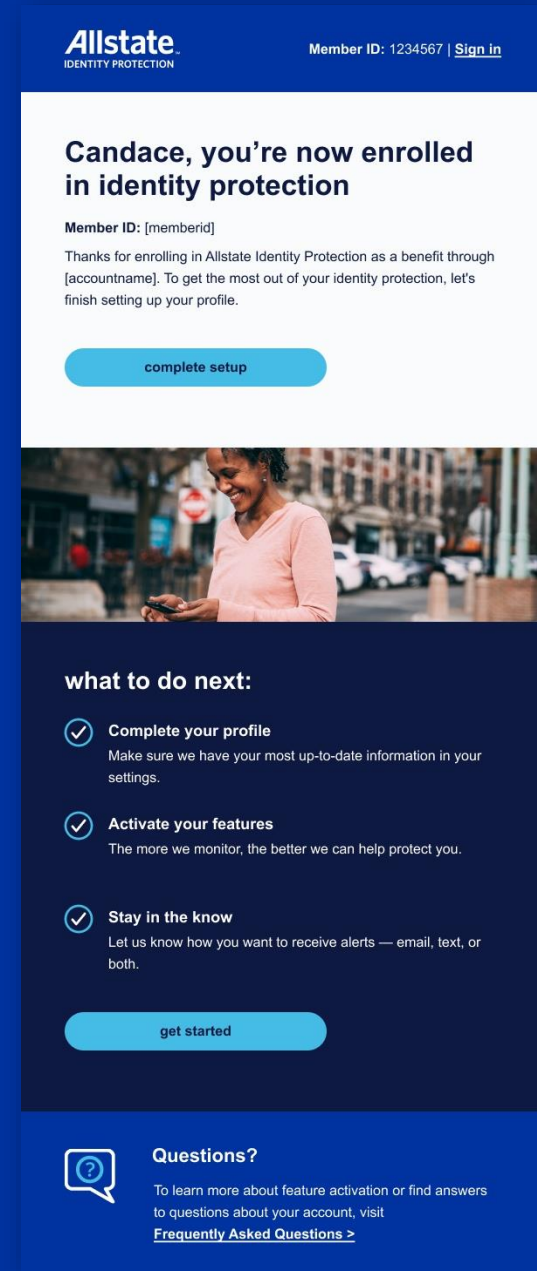
Allstate
IDENTITY PROTECTION

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

online enrollment

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

Allstate
IDENTITY PROTECTION

Welcome

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

Member ID

Member ID

Next

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.

Allstate IDENTITY PROTECTION

Let's start with the basics

Date of birth

MM/DD/YYYY

Social Security number

XXX-XX-XXXX

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.

username and password creation

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

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.

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.

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.

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 see and address alerts on the right hand side of your dashboard.

credit monitoring

Allstate Identity Protection Pro credit monitoring includes:

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

credit monitoring

Allstate Identity Protection Pro+ credit monitoring includes:

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

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.

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.

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

Dark Web Monitoring

Candace Smith

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.

+ Add new items

Digital Credentials	Email Addresses
	✉ c*******y@email.com

Dashboard   Contact Us   Privacy Policy   Terms & Conditions   Fraud Reimbursement

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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

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

Allstate Digital Footprint℠

Available with Allstate Identity Protection Pro+

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
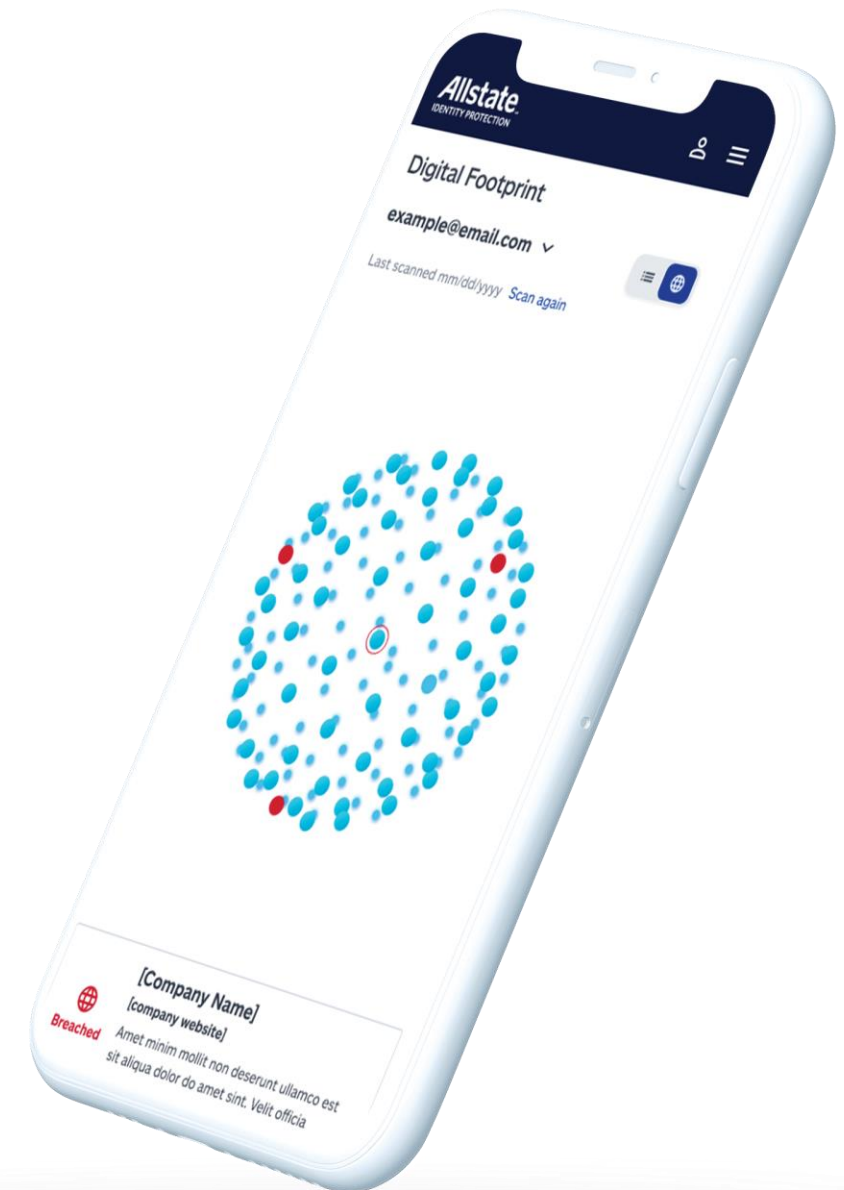
Identity Health Status

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.

Panel 1 — low risk

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

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

low risk   at risk   exposed

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.

● exposed	James Mitchell	12
● at risk	Devon Mitchell	8
● 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

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Panel 2 — at risk

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

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

low risk   at risk   exposed

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.

● exposed	James Mitchell	12
● at risk	Devon Mitchell	8
● low risk	Decklan Mitchell	0

[log in]

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Panel 3 — exposed

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

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

low risk   at risk   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.

● exposed	James Mitchell	12
● at risk	Devon Mitchell	8
● low risk	Decklan Mitchell	0

[log in]

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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.

Allstate
Security Pro®

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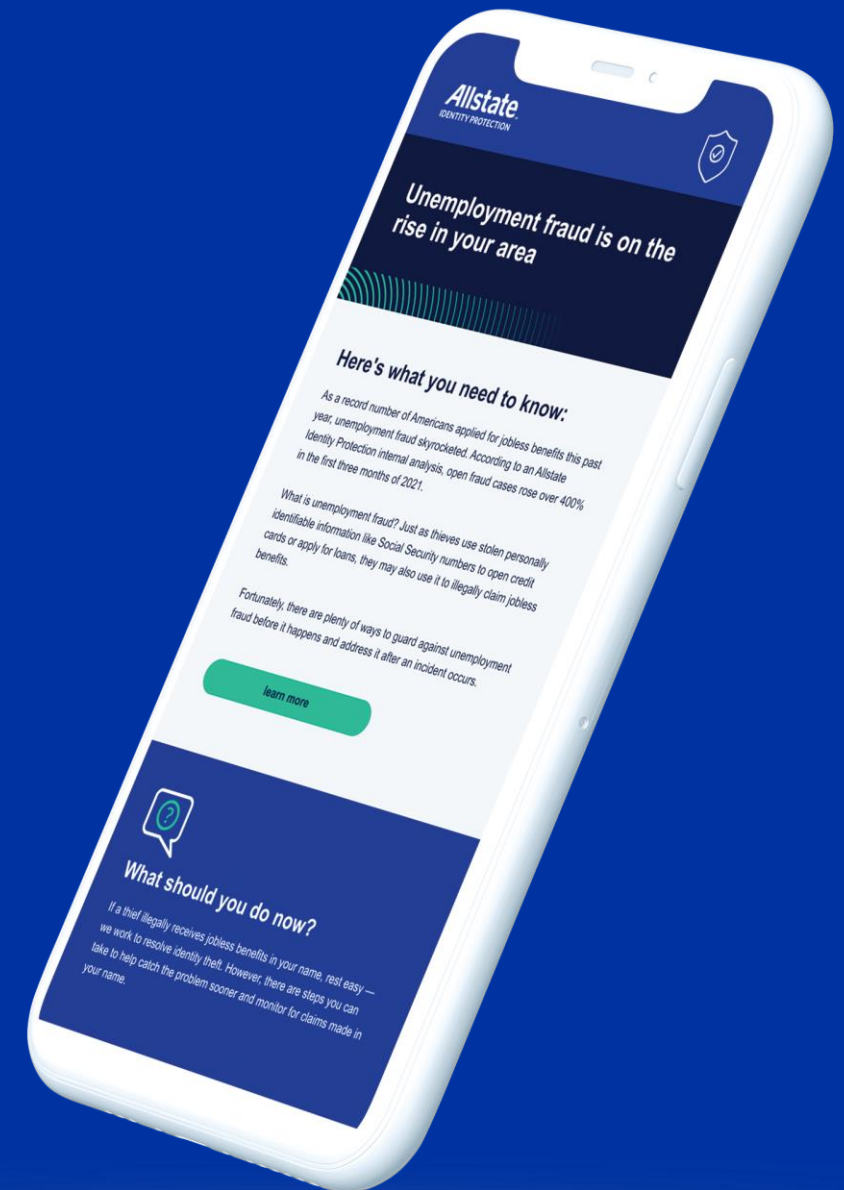
elder fraud protection

Available with an Allstate Identity Protection Pro+

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.

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:

- **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
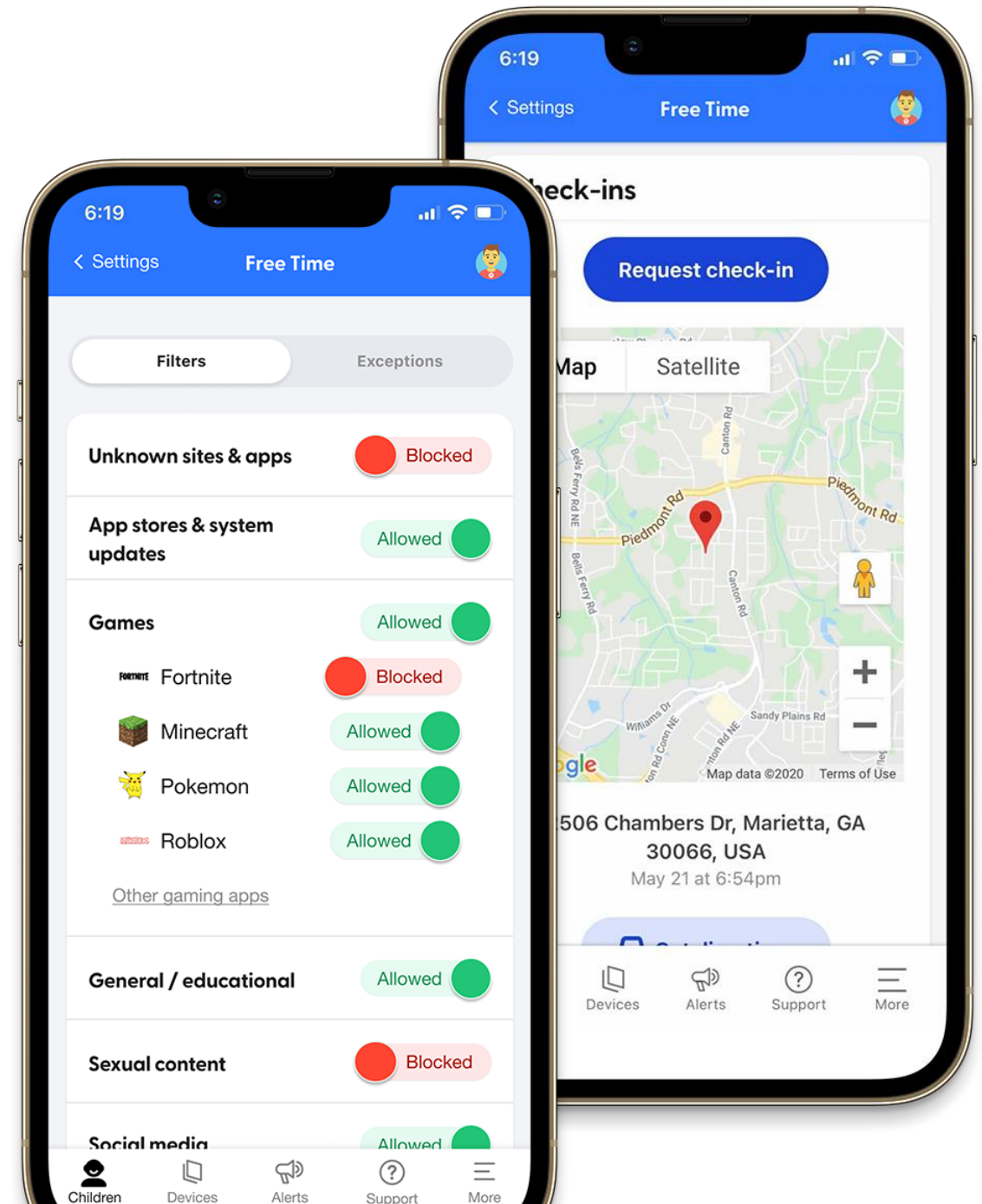
Allstate robocall blocker

Available with Allstate Identity Protection Pro+

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
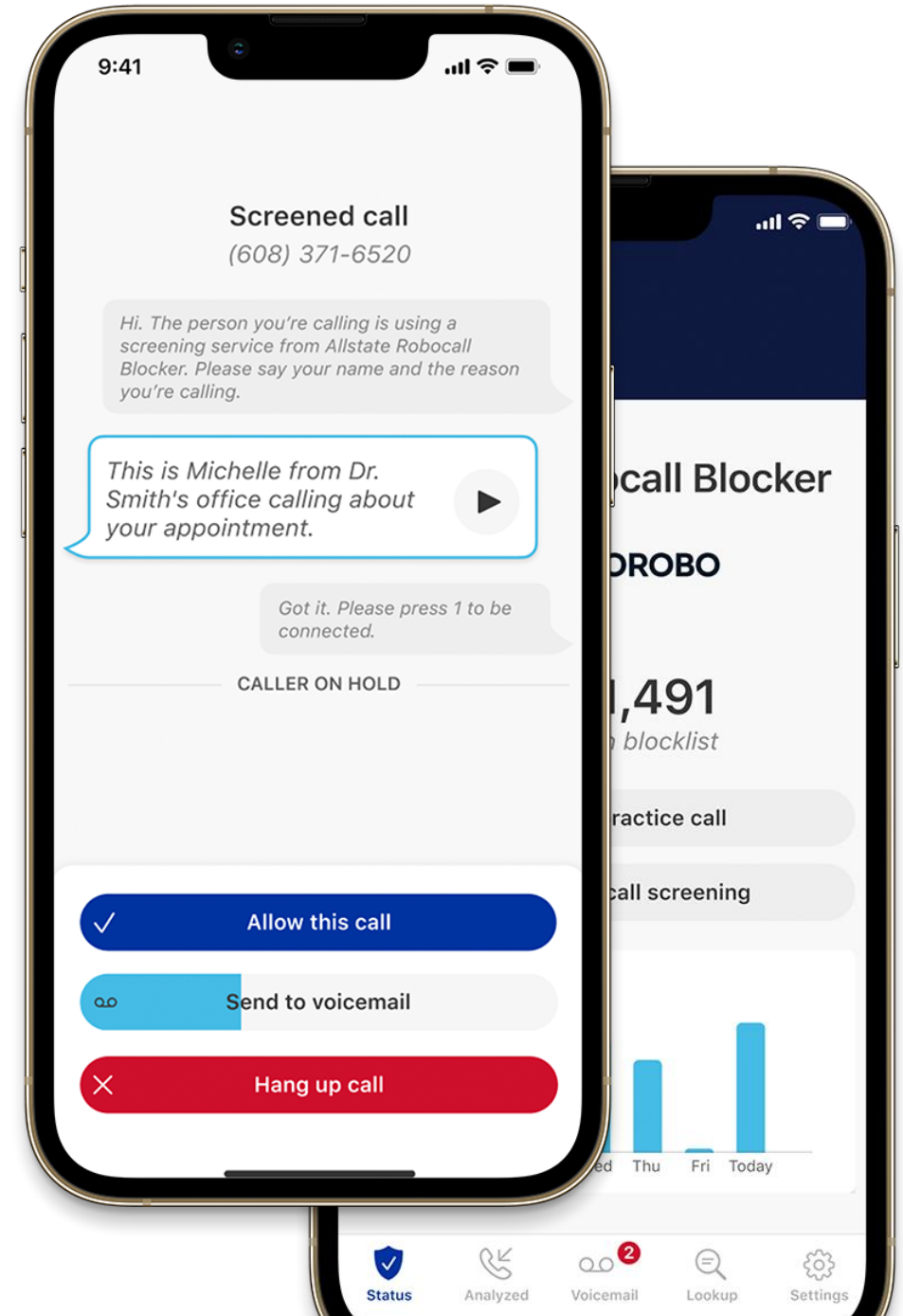
ad blocker

Available with Allstate Identity Protection Pro+

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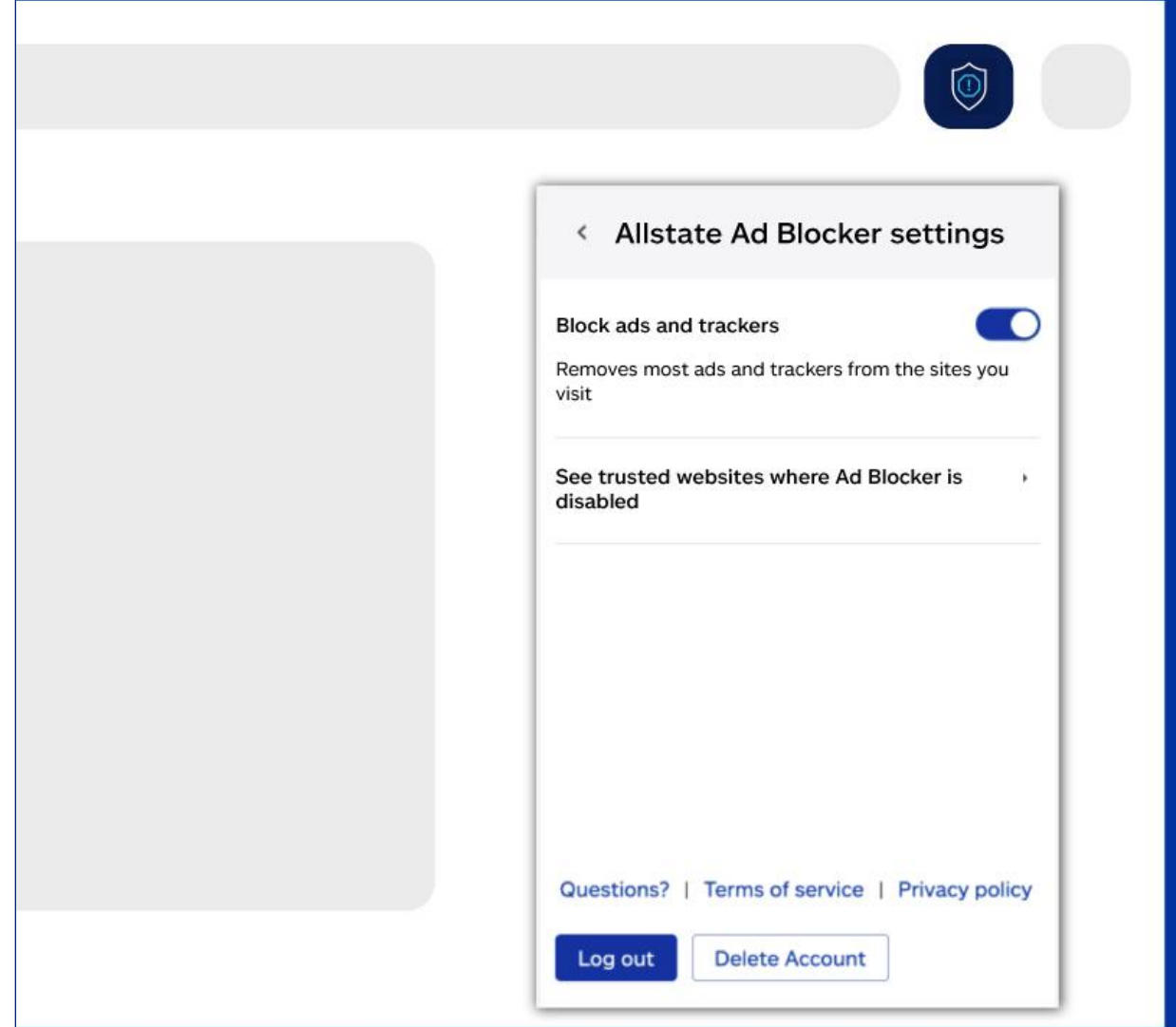
how to **get the most** out of Allstate Identity Protection

Verify credit monitoring to receive rapid alerts

Add any enrolled family members to activate features for them

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

Set up financial transaction monitoring for your financial accounts

Activate Security Pro® for personalized alerts and subscribe to text alerts
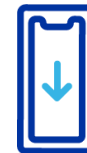
Download our app to see and respond to alerts from anywhere

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
- Fraud resolution tracker
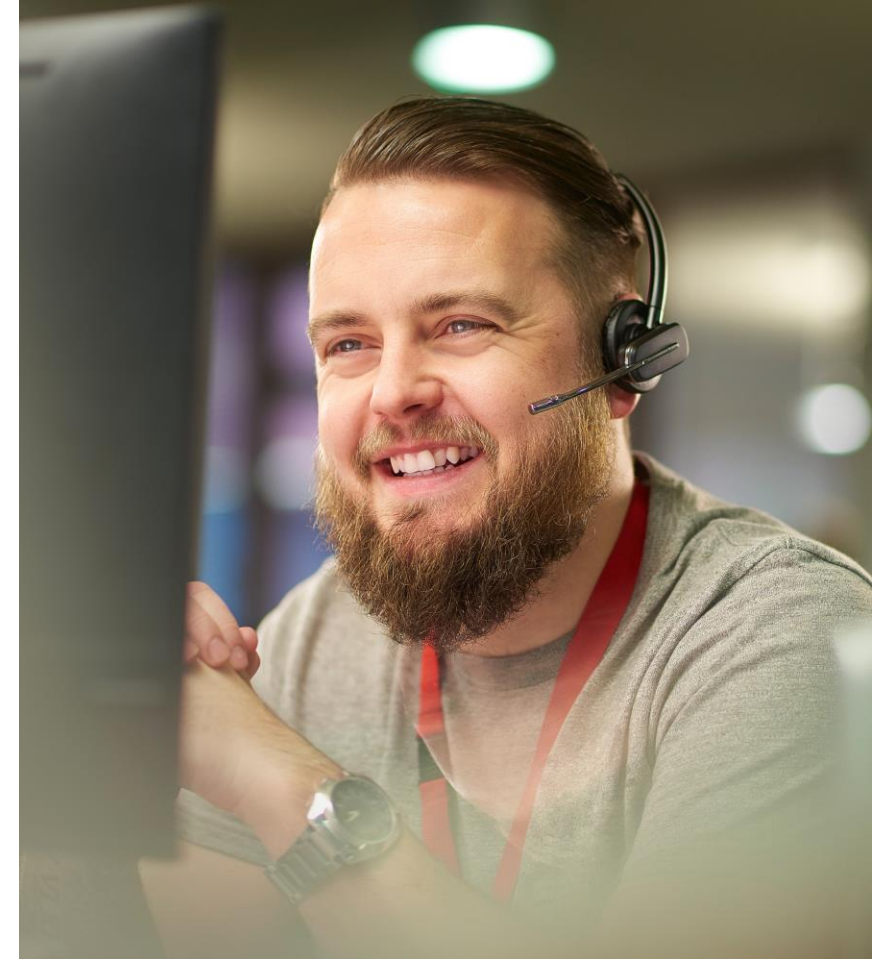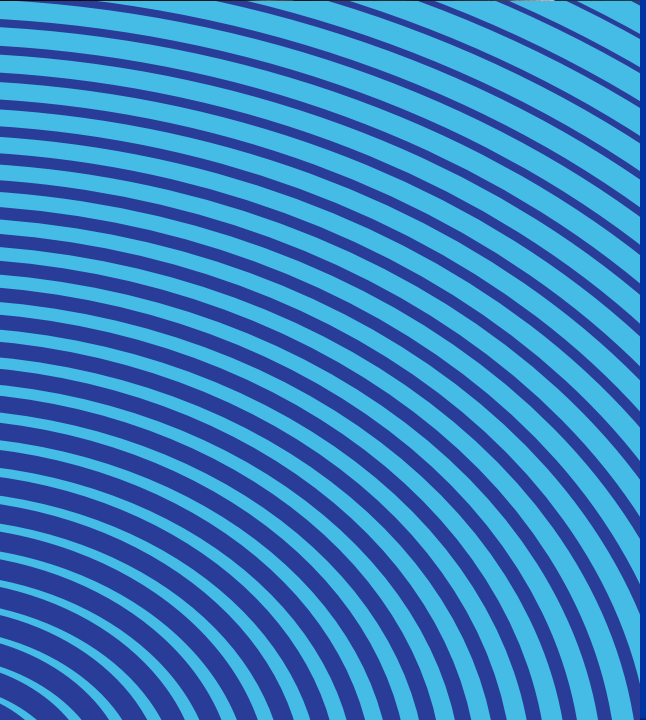
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