



user guide

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

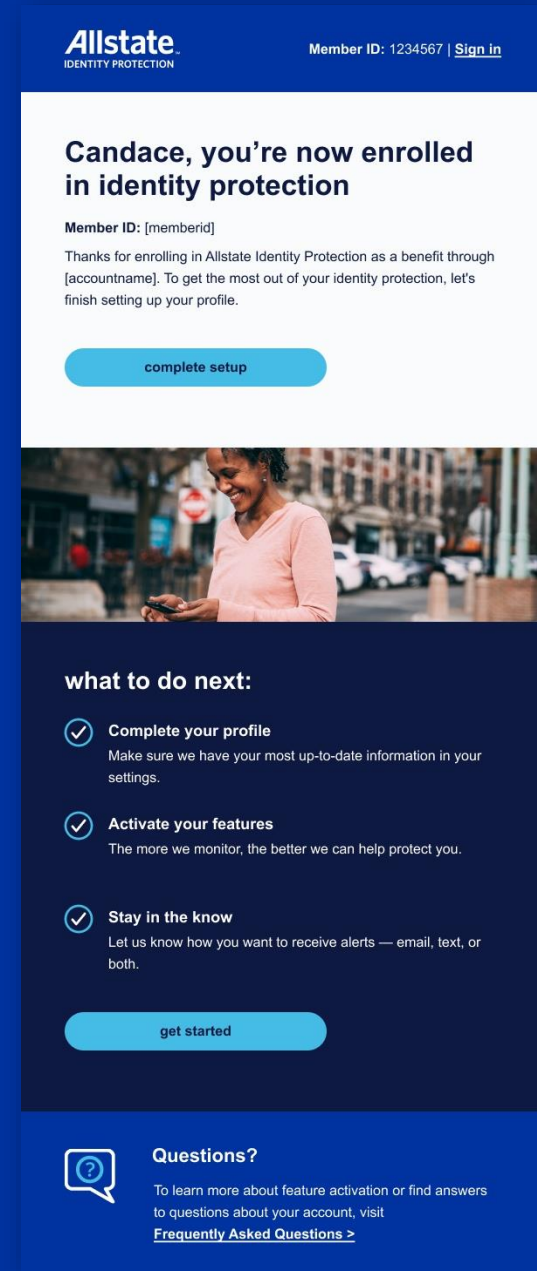
AllstateSM
IDENTITY PROTECTION

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 Now," which links to the portal login page.

Login page:
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

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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.

Name	Candace Smith	Update
SSN	*** ** 5678	
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	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> 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?](#)

[Back](#)

Questions? 1-800-789-2720

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the login process

Why two-factor authentication?

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

A screenshot of the Allstate Identity Protection verification interface. At the top is the Allstate Identity Protection logo. Below it is the heading "Verify Your Identity". A message states: "We will send a 6-digit code to the following phone number:". Below this is a text input field containing "XXXXXXXX3124". The question "How do you want to receive the code?" is followed by two buttons: "Text message" and "Voice call". A large blue "Continue" button is positioned below these options. At the bottom of the form area is a link that says "Try another method".

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

Questions? 1-800-789-2720

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.

The screenshot shows the Allstate Identity Protection portal dashboard. The top navigation bar includes the Allstate logo and the user's name, Candace Smith. The left sidebar contains a menu with categories: 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 "Hi, Candace!" and features three primary sections: 1. IDENTITY HEALTH: A progress bar shows "low risk" (green), "at risk" (grey), and "exposed" (grey). Below the bar, it states "Your Identity Health Status is low risk" and "We haven't detected any threats to your identity." A "Learn more" button is present. 2. DIGITAL FOOTPRINT: Shows the email address "email@emailaddress.com" with a red notification badge containing the number "5". It lists "5 breaches" and "5 items". There is an "Add email account" link with a plus sign and a "View footprint" button. 3. ALERTS: A list of seven alerts, all dated 8/22/2020, with a right-pointing arrow for each. The alerts are: Dark Web Monitoring Activity (Compromised Email Address or Username), Credit Activity Alert (Compromised Email Address or Username), Social Media Alert (Compromised Email Address or Username), Digital Footprint Activity (Compromised Email Address or Username), and three instances of Dark Web Monitoring Activity (Compromised Email Address or Username).

credit monitoring

Allstate Identity Protection Pro credit monitoring includes:

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

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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

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

Allstate
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Credit Monitoring Candace Smith

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Credit Reports

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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
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- 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

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 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 'Dark Web Monitoring' and shows a user profile for Candace Smith. Below the title, there is a 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. A table displays monitored items, with one entry for 'Email Addresses' showing 'c*****y@email.com' and an edit icon. 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'.

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IDENTITY PROTECTION

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- Digital Footprint

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- 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

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Security Training

Financial Transactions Candace Smith

+ Add new account

Digital Credentials
Add the financial accounts you would like Allstate Identity Protection to monitor.



Receive alert for cash withdrawals, balance transfers and large purchases from your bank accounts to help detect fraudulent activity.

Add new account

TRANSACTION ALERT PREFERENCES
Set the amount where Allstate Identity Protection should notify you

Max Credit Limit
placeholder text

High Balance
placeholder text

Large Withdrawal
placeholder text

Large Transaction
placeholder text

Net Worth Change
placeholder text

Low Balance
placeholder text

Portfolio Value Change
placeholder text

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.

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- 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](#)

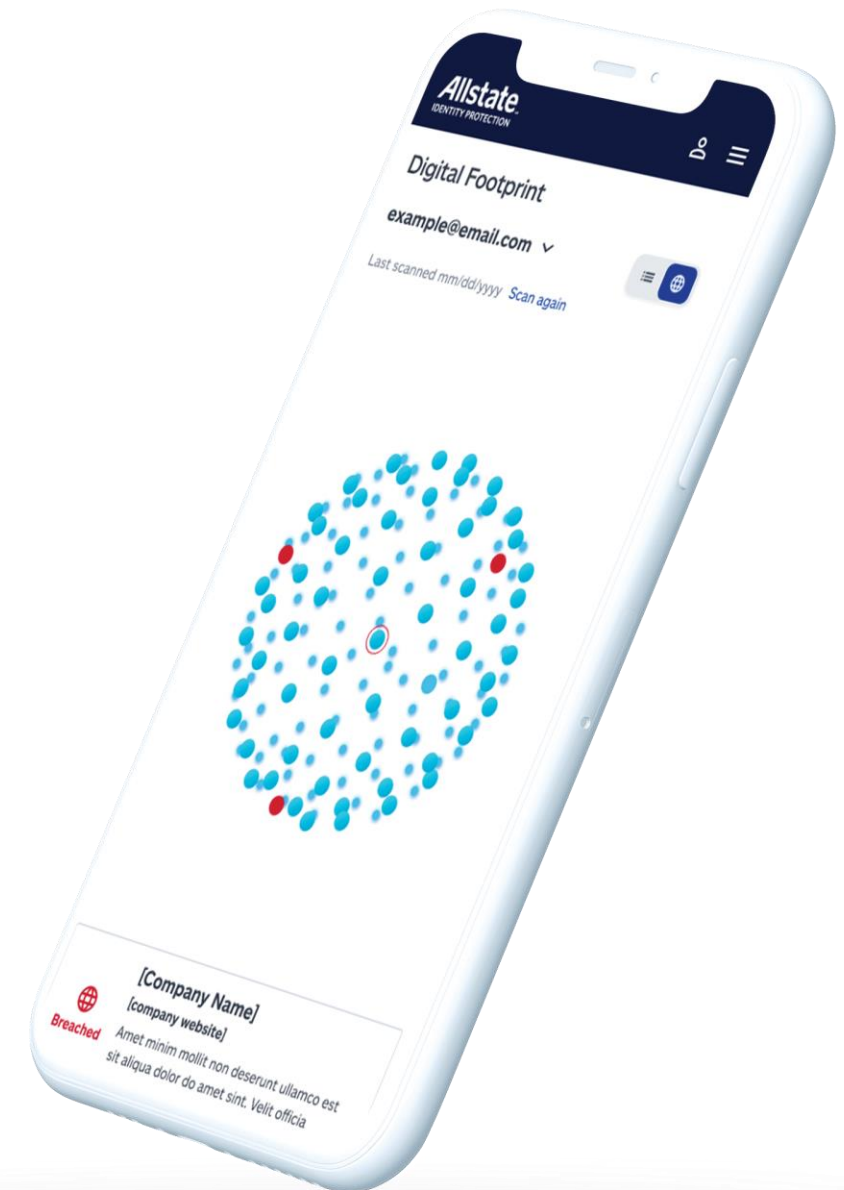
Allstate Digital FootprintSM

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.

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.

● 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

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

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● exposed	James Mitchell	12
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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.

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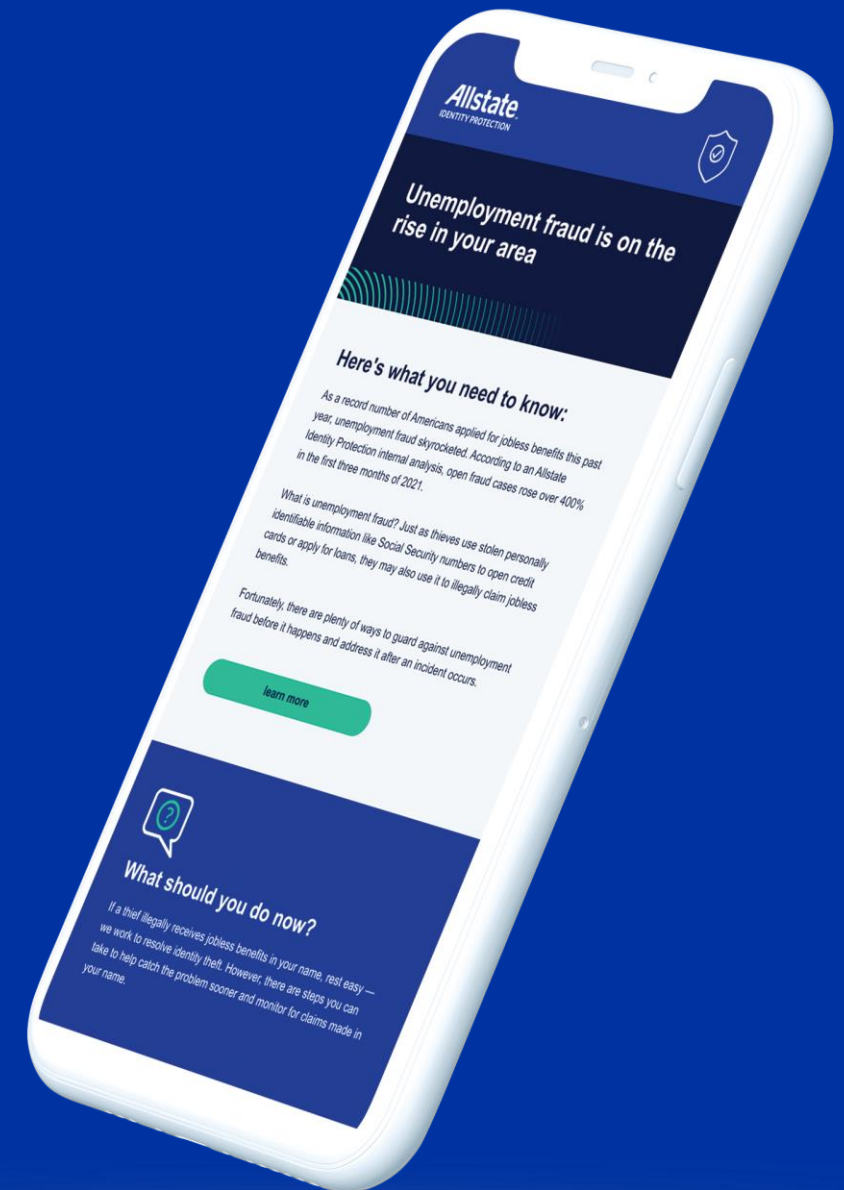
Identity Remediation Tracker

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 web interface. On the left is a dark blue sidebar with the Allstate logo and a list of navigation 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 "Identity Restoration" and includes a user profile for Candace Smith. Below the title is a progress bar for tracking a case, with steps: Case opened, Researching, Documenting, Pending (highlighted in light blue), and Case resolved. A message states, "We're awaiting information from the credit bureaus. We'll be in touch when we have more details." Below this is a "We're here for you" section featuring a headset icon, the name "Vera Doe, Your Restoration Specialist", and contact buttons for phone (555-555-5555) and email (restoration@aip.com). The footer contains links for Dashboard, Contact Us, Privacy Policy, Terms & Conditions, and Fraud Reimbursement, along with small print: "Powered by InfoArmor, an Allstate Company 2007-2022. All rights reserved. Need help? Call 1-800-789-2720".

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+

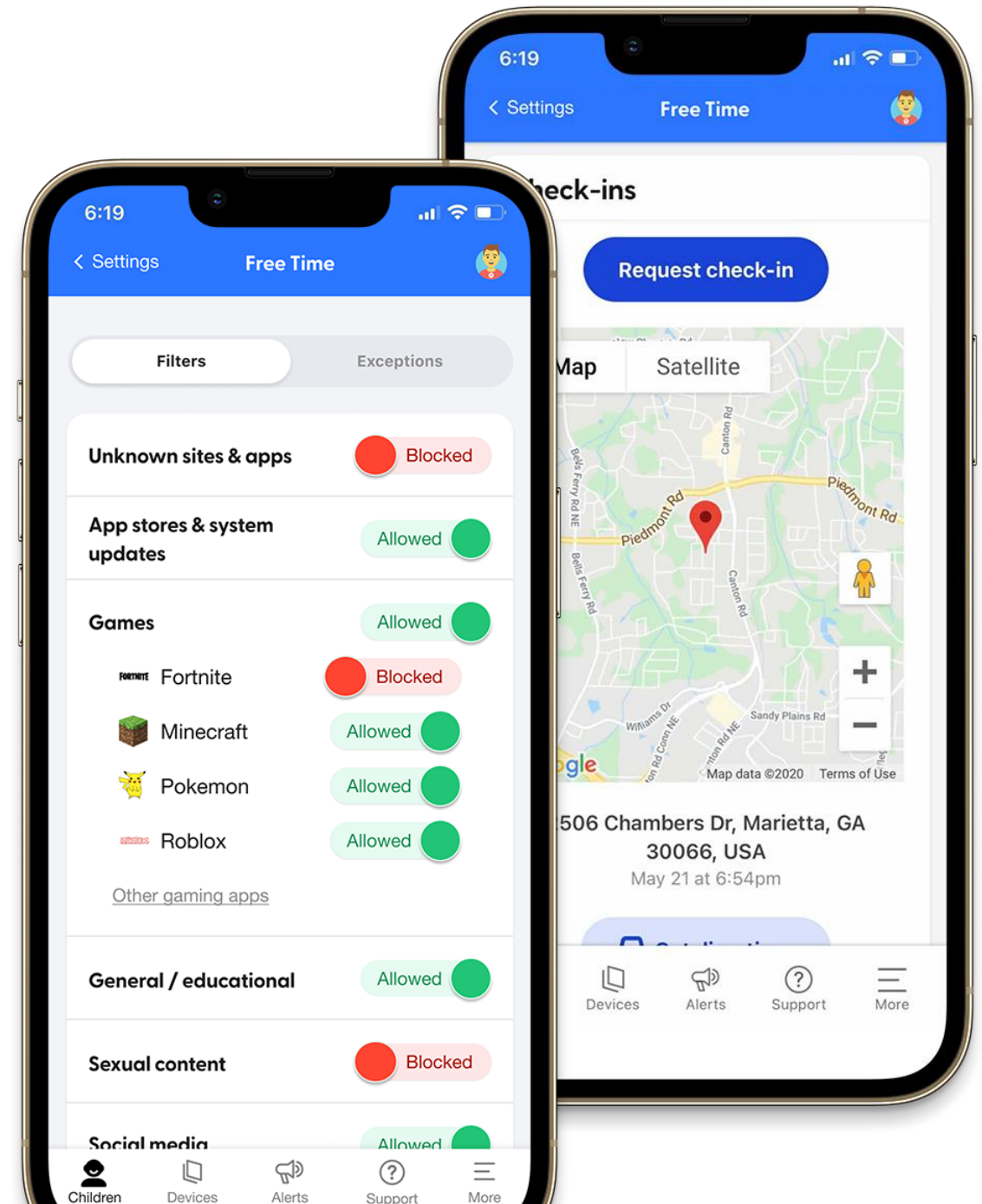
Elder Fraud Center and scam support

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

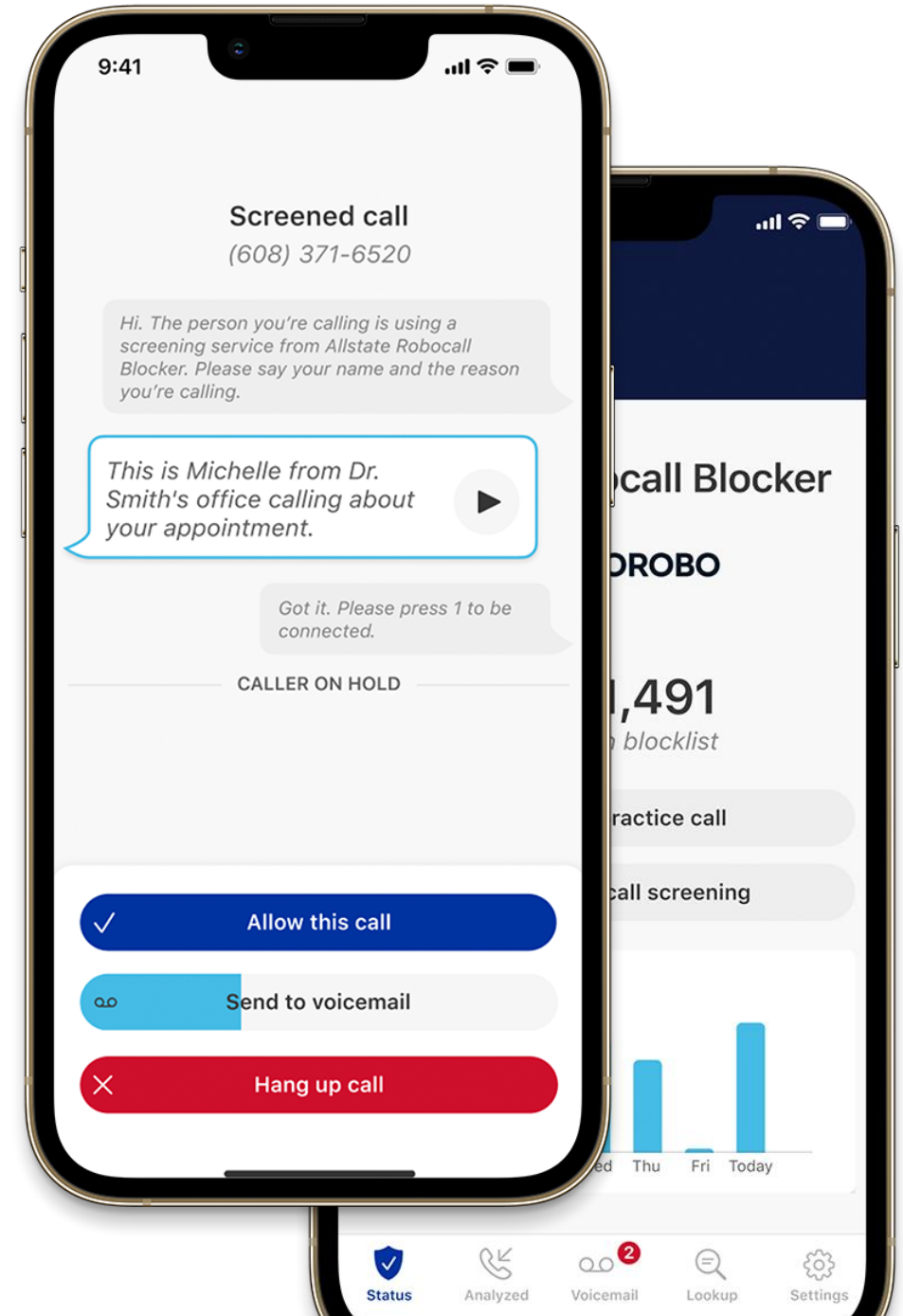
Available with Allstate Identity Protection Pro+

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

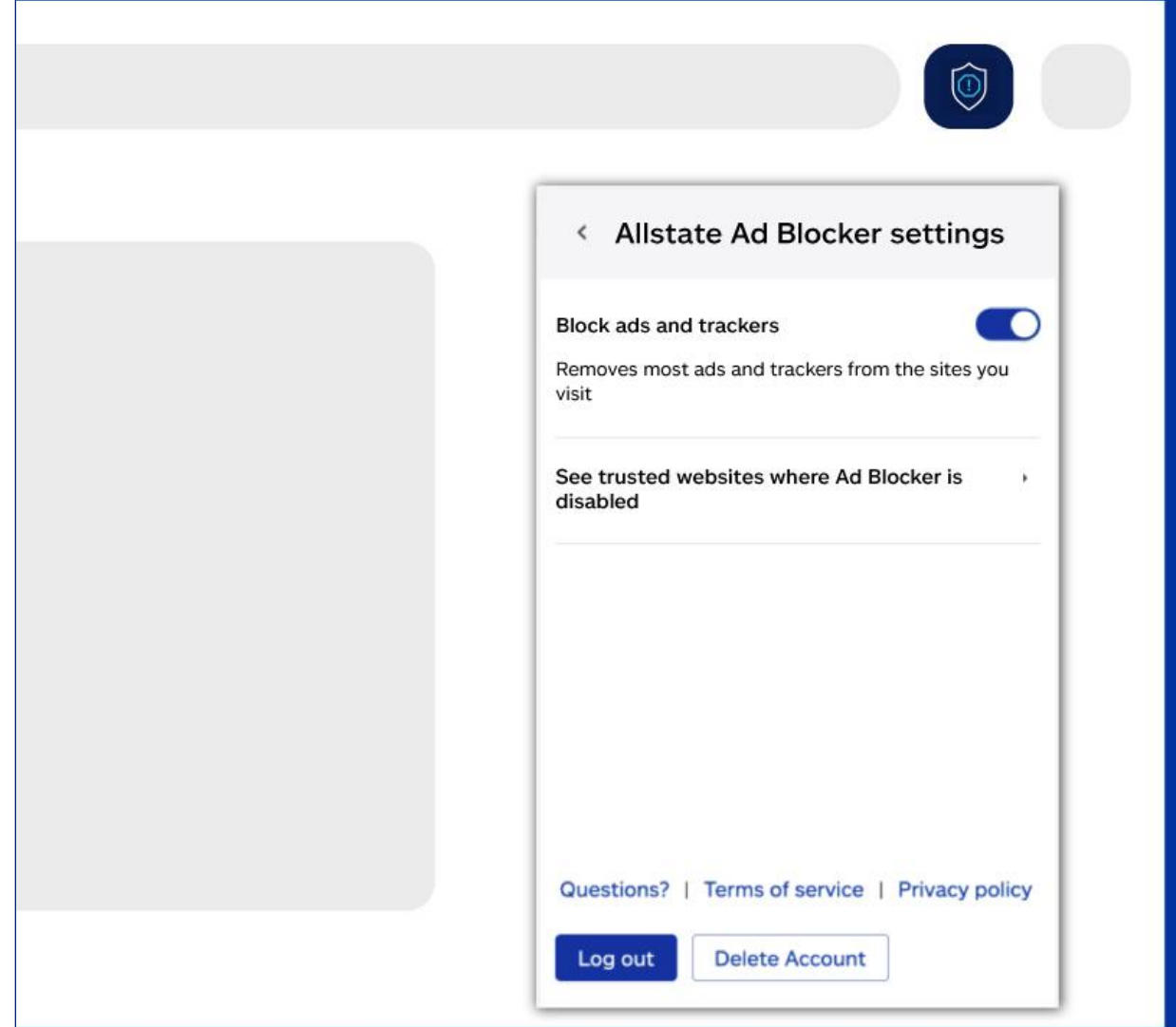
- Log in to the Allstate Identity Protection portal and send yourself a link to the Robocall Blocker app
- Click the link and download the app from the Apple or Google Play store onto the device you want to protect
- In Settings on your device, find the app and enable “Contacts,” “Allow Notifications,” 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



Set up financial transaction monitoring for your financial accounts



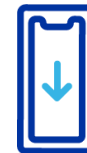
Add any enrolled family members to activate features for them



Activate Security Pro[®] 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

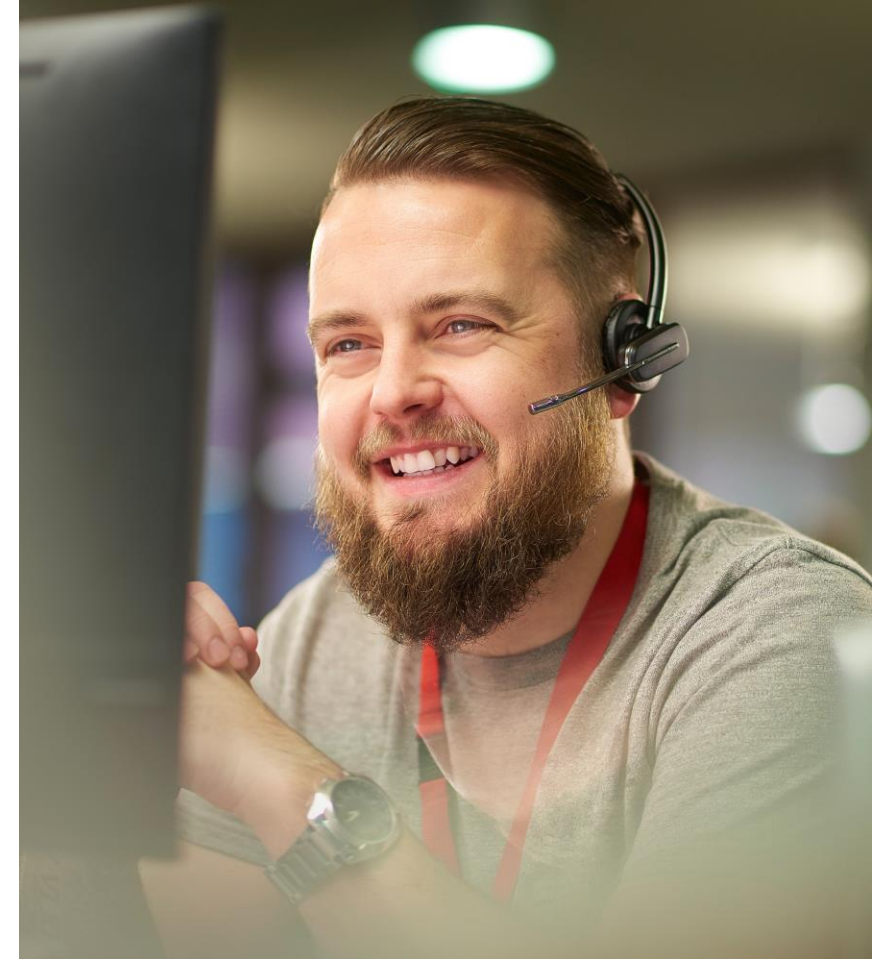
we provide **full-service remediation**

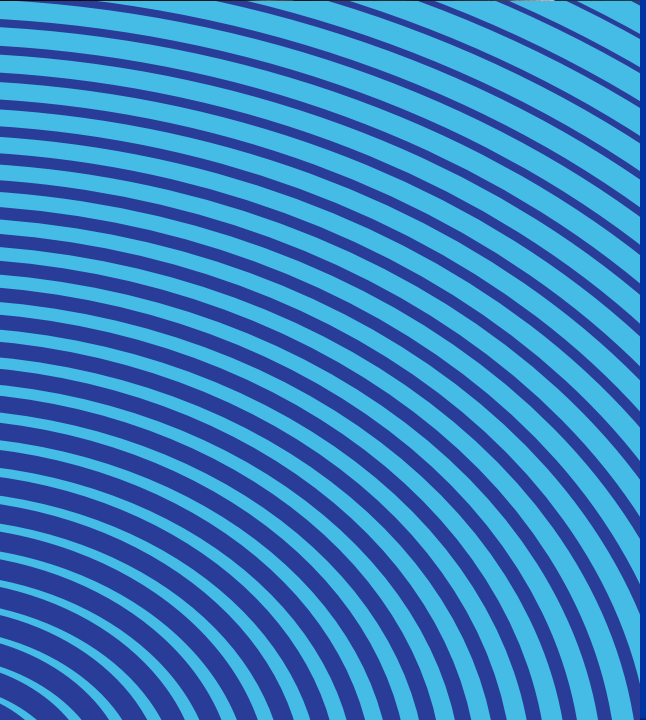
Training

- 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





AllstateSM
IDENTITY PROTECTION