



HOW TO START USING YOUR ACCOUNT

To obtain full access to your iLOCK360 account you must login and complete the *Identity Verification Process*.

Please carefully follow the steps below.

1 LOGIN WITH YOUR TEMPORARY USERNAME AND PASSWORD

Visit www.iLOCK360.com and click "Log in." Use the information below for initial account access.

Username: The email address you used to sign up for iLOCK360

Password: Your initial password is your *zip code followed by the last four digits of your SSN*.

For example, if your zip code is 90210 and your SSN is 123-45-6789, then your password is 902106789.

PLEASE NOTE: If you signed up for coverage that includes your Spouse, and you were unable to provide the necessary information to setup their account (such as email address), please provide the required information at www.ilock360.com/spouse-setup or email us at customerservice@ilock360.com for assistance.

2 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.

3 VERIFY YOUR IDENTITY

iLOCK360 will ensure you are who you say you are by using an industry-standard procedure called "Knowledge Based Authentication." These questions are derived from a composite of information pulled from commercially available data sources such as credit reporting agencies and public records.

Please Note: As a security precaution, you will be locked out of your account if any answer you provide is incorrect. If an account lockout occurs, please contact iLOCK360 at 855-287-8888 or customerservice@ilock360.com

4 CONFIRM PREFERRED EMAIL ADDRESS FOR iLOCK360 ALERTS

Double check that the email we have on file for you is where you'd like your iLOCK360 notifications sent to. Your enrollment was likely created using a district email address. Please verify that this is the best email to receive timely alerts from iLOCK360, and if it is not; please update it by following the steps below.

1. Click the "My Account" button in the upper left-hand corner of your iLOCK360 account.
2. Click "Review account login email address"
3. Enter your preferred email address and click Save

5 SETUP YOUR CUSTOMIZED ALERTS

Review the features included with your elected plan and enter the information you want monitored by iLOCK360. iLOCK360 will automatically alert via email when it detects activity on your monitored identity info.