

## Getting Started with an Online Account

to maximize your identity theft protection service

Thanks for choosing ID Watchdog. Your next step is to create an online account to set up and customize features to get the most from your service. Plus, you can choose what you want to be alerted on and how you want to be notified.

Depending on the enrollment process of your employer and/or provider of your identity protection service, you may be instructed to start at one of the two steps below.

### Starting point (option 1)

If you start here, you will need to enter three pieces of information (e.g. zip code, last 4 digits of your SSN, date of birth, last name, member ID) to help us locate your account or validate your eligibility to enroll.

idwatchdog<sup>®</sup>  
from Equifax

Activate Your Identity Theft Protection    Questions? Call 1-866-513-1518

[How to Set Up Your Account](#)

Welcome! Let's get started with your account setup.

Zip Code

SSN (last 4 digits)

Date of Birth

Continue

*If you are asked to provide a Member ID, this will be an ID issued by the association or provider of your identity protection service.*

### Starting point (option 2)

If you start at [portal.idwatchdog.com/welcome](http://portal.idwatchdog.com/welcome), you will need to enter your unique activation code. If you don't know your activation code, please see Page 5 for more information.

*Enter all activation code characters, including any hyphens.*

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True Identity Theft Protection    Questions? Call 1-866-513-1518

[How to Set Up Your Account](#)

Welcome! Let's get started with your account setup.

Activation Code

example: 3N74P-3N74P-3N74P or 3N7-4PW

Continue

## Next Steps

- Verify your personal information and edit as needed. Create a username and password, and set up two security questions and answers. Review and accept the Terms of Use to continue.

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Activation -- Account Registration    Questions? Call 1-866-513-1518

### Personal & Account Information

\* Required Information

Group:\* <company>

Plan:\* IDW Benefits : Plan Name : Tier

Effective Date:\* 2023-01-01

Legal First Name:\* Jane

Legal Last Name:\* Smith

Login:\*

Password:\*

Social Security Number:\*

Why do we need your Social Security Number?

Confirm Social Security Number:

Date of Birth:\* 1973-08-17  
yyyy-mm-dd format

Email Address:\*

Confirm Email Address:\*

Primary Address:\* 4 Main St

City:\* Norwich

State:\* Connecticut

ZIP Code:\* 06360

Home Phone:\*

Cell Phone:

#### Security Questions:

1st Security Question:\*

1st Security Answer:\*

2nd Security Question:\*

2nd Security Answer:\*

#### Terms of Use

I accept and agree to the [Terms of Use](#) and acknowledge that I have received the [Privacy Notice](#). I also agree to receive notices on this website or otherwise in electronic form instead of on paper.

You understand that by clicking on the Continue button you are providing "written instructions" in accordance with the Fair Credit Reporting Act authorizing ID Watchdog to obtain your credit information from the personal credit report maintained by one or more of the credit reporting agencies and you hereby authorize ID Watchdog to access your personal credit information in order to confirm your identity and display your credit data to you related to your use of the service.

CONTINUE

After you accept the Terms of Use, the CONTINUE button will change to orange. Click to continue.

Make sure your contact information is correct. We recommend using a personal cell phone and email address.

Note: The fields and layout of this screen may vary. Please complete all required information to continue.

- Confirm your contact information

idwatchdog<sup>®</sup>  
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Activation -- Account Registration    Questions? Call 1-866-513-1518

### What is the best way to reach you?

Click Edit Contact Info to change your information. We recommend providing a personal cell phone or email address to receive alerts and communications about your service.

Yes - this is the best cell number: 303-222-5555

Yes - this is the best email address: jjsmith@gmail.com

[Edit Contact Info](#)    CONTINUE

- Send the verification link to your cell phone or email address. When you receive the link, click on it to verify your identity and complete your account setup.

The first screenshot shows the 'idwatchdog' logo and 'from Equifax'. Below it, a navigation bar contains 'Activation - Account Registration' and 'Questions? Call 1-866-513-1518'. The main heading is 'Let's verify your identity'. A paragraph explains: 'To verify your identity, we'll send a link to your cell phone or email address. When you are ready, click Send Verification Link. The link will time out after four minutes.' There are two radio button options: 'Send text link to my cell phone' (selected) with phone number '303-222-5555' and 'Send link to my email address' with email 'jjsmith@gmail.com'. A note says 'Message and data rates may apply.' An orange button labeled 'SEND VERIFICATION LINK' is at the bottom right.

The second screenshot shows the same header and navigation bar. The main heading is 'Verification link sent!' with a circular refresh icon. Below it, a message says 'Please click on the verification link so we can complete your account setup.' A blue arrow points from the 'SEND VERIFICATION LINK' button in the first screenshot to the 'Verification link sent!' message.

## Log in to your account

To log in to your account, visit [idwatchdog.com](http://idwatchdog.com), click on "Account Login" in the upper right corner and select Consumer Login. You can also get there directly at [dashboard.idwatchdog.com](http://dashboard.idwatchdog.com). Enter your username and password, and you will be taken to your online account.

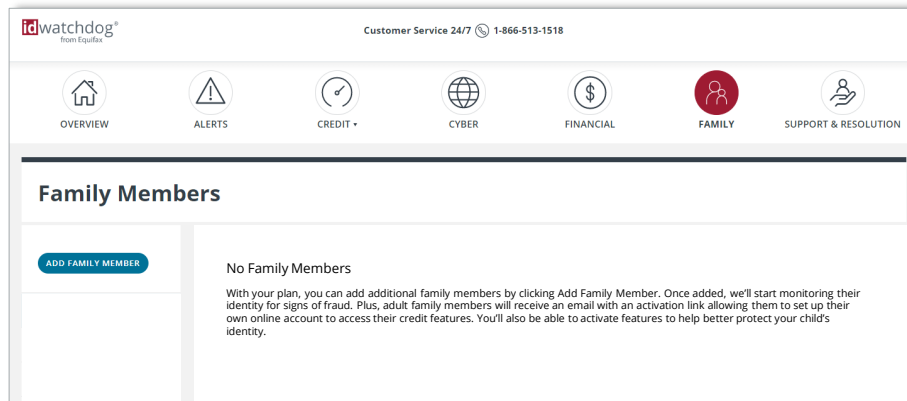
The screenshot shows the 'idwatchdog' logo and 'from Equifax'. In the top right corner, it says 'Customer Service 24/7' and '1-866-513-1518'. The main heading is 'Please Sign In'. There are two input fields: 'Username' and 'Password'. Below them is a 'Log In' button. Under the button are two links: 'Forgot your username?' and 'Forgot your password?'. At the bottom, there is a link 'Don't have an ID Watchdog login?' with sub-links 'Sign Up Now' and 'I'm already a customer but I don't have a login'.

From the dashboard, you can access all of your features and customize your identity theft protection service to monitor additional personal information.

If you have enrolled in a family plan, please see the next page for information on how to add family members to your account.

## Add Family Members

For some subscribers, family members may be automatically added to your account based on dependents included in your employer benefits. For others, you may see an “Add Family Member” button. Click that button to enter your family members’ information.



Enter dependent information into the fields and submit by clicking “Add Family Member”.

The screenshot shows the 'Add Family Member' form on the ID Watchdog website. The form is titled 'Add Family Member' and includes a red asterisk indicating required information. The form fields are as follows:

- Legal First Name: \*
- Legal Last Name: \*
- Dependent Type: \*
- Address: \*
- Address Cont'd:
- City: \*
- State: \*
- Zip Code: \*
- Email: \*
- Email Confirmation: \*
- Home Phone: \*
- Cell Phone:
- Social Security Number: \*
- Social Security Number Confirmation: \*
- Date of Birth: \*  
YYYY-MM-DD format

Below the form fields, there is a paragraph of text stating: "By clicking Add Family Member, you are certifying that the family member meets our terms and conditions for who can be added to a family plan:"

- (1) For a minor child, you are certifying that you are the legal parent or guardian of this minor child. Please be advised that ID Watchdog may request you to provide documentation showing that you are the legal parent or guardian so that we can help you obtain a copy of your child's credit report, investigate potential fraud, or resolve identity theft.
- (2) For an adult, you are certifying that this is a family member living with you, or for adults under 26 living elsewhere, you are certifying that this is your legal dependent.
- (3) For plans with Senior Family Coverage, you are certifying that senior family members are your, or your enrolled spouse's or domestic partner's, parents or grandparents living on their own, in a nursing home, or in an assisted living facility, for which you or your enrolled spouse or domestic partner provide care for physically or financially.

At the bottom of the form, there is a button labeled 'Add Family Member'.

## Find your unique activation code

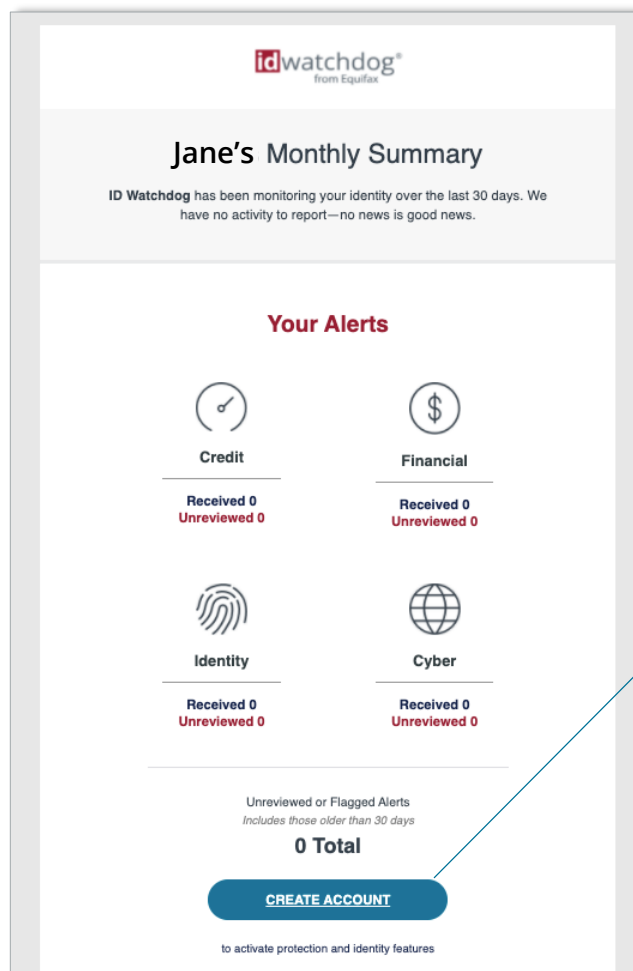
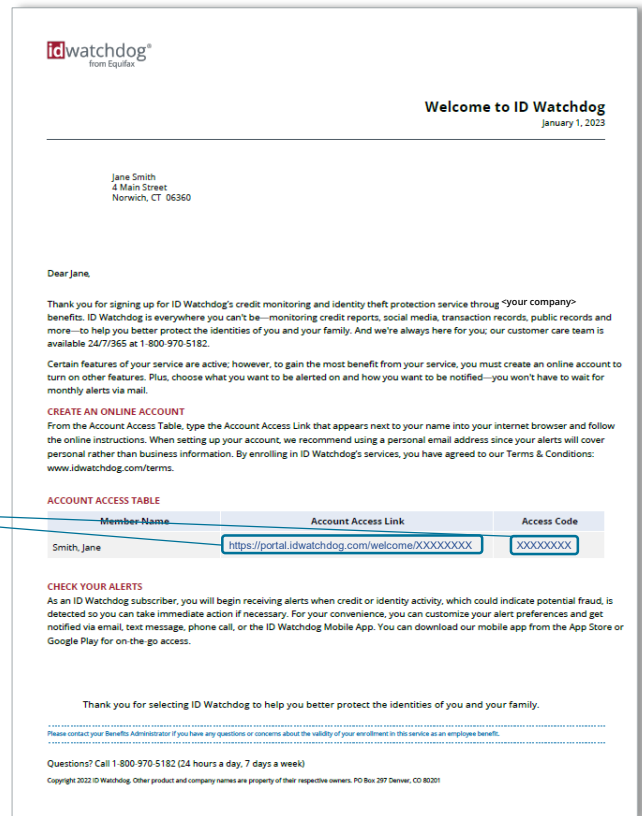
If you are asked for an activation code, you can locate it in two places:

- 1) your ID Watchdog welcome letter,
- 2) your ID Watchdog monthly summary

You can also call our customer care team 24/7/365. They would be happy to look up your activation code for you.

## Welcome Letter

Shortly after your effective date, you should receive a mailed welcome letter (and email if provided) which includes a unique URL and access code.



## Monthly Summary

If your email was provided at enrollment, you should receive a monthly summary via email from **ID Watchdog Security Team** summarizing activity from the prior 30 days. Those without an email on file will receive their summary via mail.

Until you create your online account, you will see a CREATE ACCOUNT button. This button has your unique URL with activation code programmed into the link so you don't have to type it in directly. Mailed letters will include a URL and activation code to get started.

*NOTE: If you have not received any mailed letters or emails from ID Watchdog for more than a month after your start date, please call Customer Care to confirm your contact information so we can make sure you receive your alerts.*