

Allstate Identity Protection user guide

Pro plan



enrollment & portal walkthrough

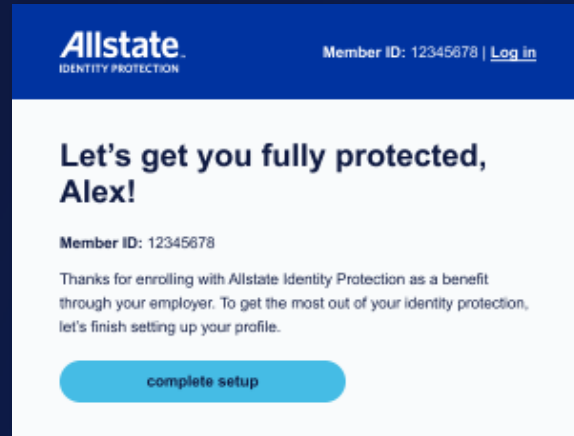
You can count on Allstate Identity Protection's restoration services, even if you never log in. However, activating your online account unlocks additional features and keeps you in the know.

getting started: your welcome email or text

Step 1

Within 24 to 48 hours of your effective date, you'll get a welcome email and/or text. Click a button in the email or tap the link in the text.

Welcome! You're enrolled in Allstate Identity Protection as an employee benefit through Allstate Identity Protection. Log in at https://app.allstateidentityprotection.com/activate?utm_medium=sms&utm_campaign=ACTIVATION&memberId=8675309&code= to create your account. Msg&data rates may apply. Reply HELP for help, STOP to cancel.



What to do next:

- 1 Complete your profile
Make sure we have your most up-to-date information in your settings.
- 2 Activate your features
The more we monitor, the better we can help protect you.
- 3 Stay in the know
Let us know how you want to receive alerts — email, text, or both.

get started



Questions?

Step 2

Enter your personal email address and create a password to finish setting up your account.

A screenshot of the Allstate Identity Protection password reset screen. At the top is the Allstate logo and 'IDENTITY PROTECTION'. The heading says 'Reset your password'. Below this are two input fields: 'New password*' and 'Re-enter new password*', both with masked characters and an eye icon to toggle visibility. Below the fields is a list of password requirements: 'Your password must contain:' followed by five items, each with a green checkmark: 'At least 10 characters', 'At least 3 of the following:' (which includes 'Lower case letters (a-z)', 'Upper case letters (A-Z)', and 'Numbers (0-9)'), 'Special characters (e.g. !@#\$%^&*)', and 'No more than 2 identical characters in a row'. At the bottom is a blue button labeled 'Reset password'.

getting started: your welcome email or text

Step 1

You'll receive a verification email at the address you entered. Click the button in the email.



Member ID: 1234567



Verify your email address

Hi Alex,

You have requested to update the email address on your Allstate Identity Protection account.

Once verified, we'll update your account's email address and you'll start receiving notifications about your account activity at this new email.

verify email



Have a question?

If you did not request this email address change or if you have any questions, contact our customer care team at (800) 789-2720 or CustomerCare@AIP.com.



Allstate Identity Protection is offered and serviced by InfoArmor, Inc., a subsidiary of The Allstate Corporation.
7380 N Dobson Rd., Suite 101, Scottsdale, AZ 85260 USA
[Privacy Statement](#) | [Terms and Conditions](#) | [Unsubscribe](#)

Step 2

Enter the login credentials you created to access your portal dashboard.



Email address

alexsmith@gmail.com

Edit

Password*

Forgot password?

Continue

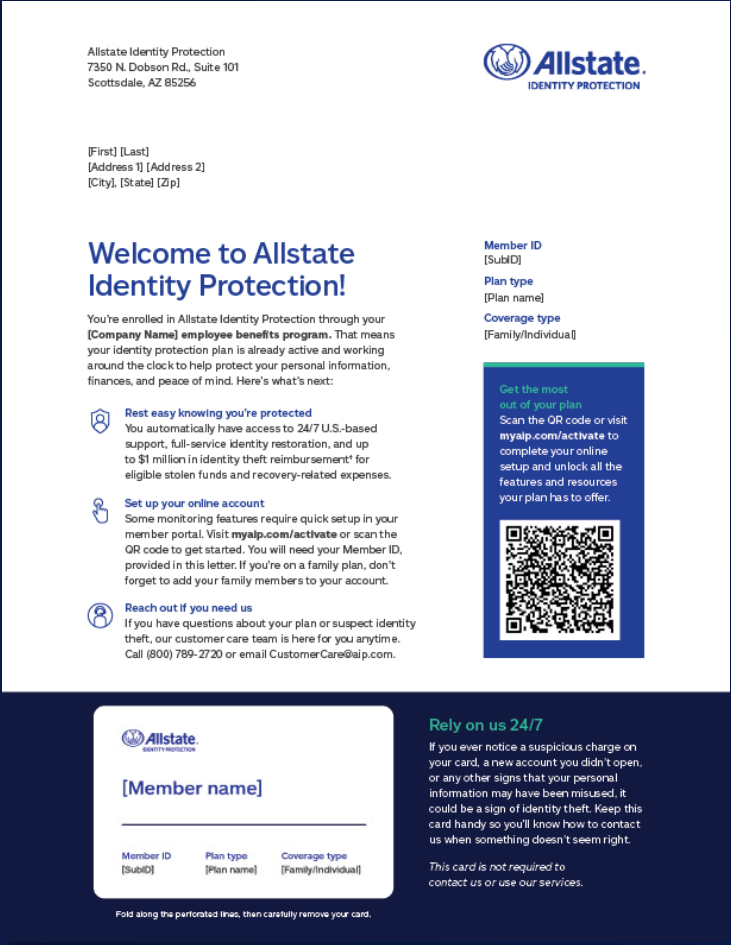
First time logging in?

Need help? Call us at (800) 789-2720

getting started: your welcome letter

Step 1

You may also receive a welcome letter by mail. It includes your Member ID and a link to activate your account.



Step 2

Type the link into your browser and enter your Member ID. Then, enter your personal email and create a password to finish setting up your account.

Allstate
IDENTITY PROTECTION

Let's create your account

Identity protection helps safeguard your digital identity. Stay ahead of online threats by creating an account to access your full suite of features.

Member ID ?

12345678

Next

Already have an account? [Log in here.](#)

view your portal dashboard

Your dashboard gives you a snapshot of your account and easy access to every feature included in your plan.

Allstate
IDENTITY PROTECTION

AS

Hi, Alex!

FAMILY

AS

RS

BS

FS

+

Protect your people. Share the coverage.

View family

IDENTITY HEALTH

Your Identity Health Status is
low risk

low riskat riskexposed

We haven't detected any threats to your identity. Looking to better protect yourself? See your personalized recommendations.

Learn more

ALERTS

Dark Web Monitoring Activity

Compromised email address or username

Credit Activity

New account

Digital Footprint

Additional items detected

Credit Activity

New account

Credit Activity

New inquiry

Dark Web Monitoring Activity

Compromised email address or username

Dark Web Monitoring Activity

Compromised email address or username

Dark Web Monitoring Activity

Compromised email address or username

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Accessibility

Contact Us

customize your alert preferences

Step 1

Click your profile icon with your initials in the top right corner. Select "Settings."

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IDENTITY PROTECTION

AS

Settings

Account

Alerts

Plan

Name

Alex Smith

Change name

Email address

alexsmith@gmail.com

Change email address

Password

.....

Change password

Address

5678 Main St.

New Town, AZ 12345

Change address

Phone

(123) 456-7890

Change phone

Step 2

Within Settings, click "Alerts" and select how you'd like to receive notifications—email, text, or both.

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Settings

Account

Alerts

Plan

Alert delivery method

I'd like to receive my alerts by:

☒ Email

☒ Text/SMS

Sex offender alerts

I'd like to be notified if a sex offender registers in my ZIP code or in the ZIP code or in the ZIP codes of family members associated with my account.

☒ On

Privacy Statement

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see your Identity Health status

Step 1

Click either the "Identity Health Status" menu item or the "Learn More" button directly on your dashboard.

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Hi, Alex!

FAMILY

AS

RS

BS

FS

+

Protect your people. Share the coverage.

View family

IDENTITY HEALTH

Your Identity Health Status is low risk

low risk

at risk

exposed

We haven't detected any threats to your identity. Looking to better protect yourself?
See your personalized recommendations

Step 2

You'll also receive an email each month with your updated status and additional account updates and resources.

Allstate

IDENTITY PROTECTION

Member ID: 12345678

Log in

Alex, 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

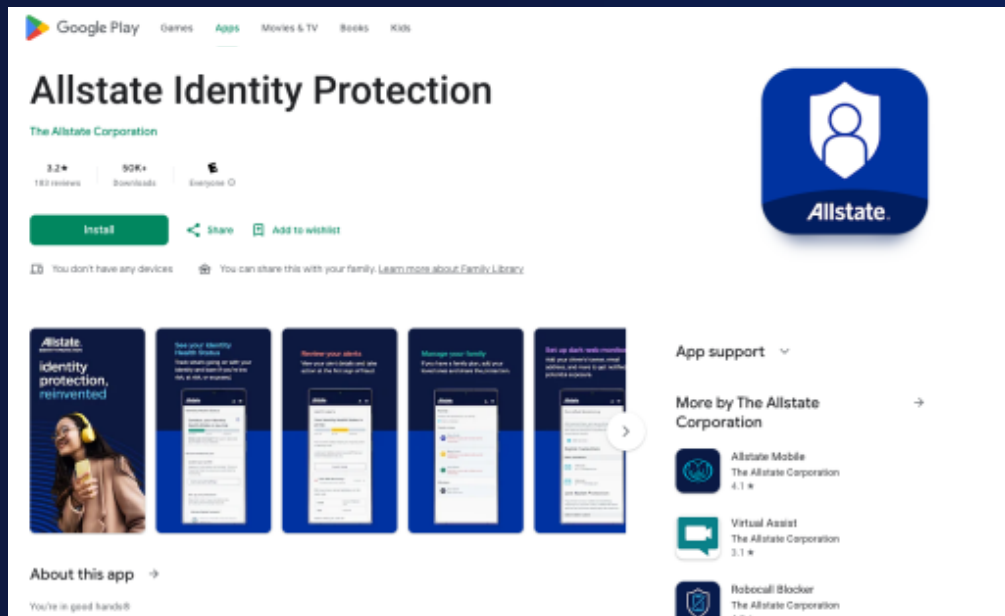
For further assistance, or to contact us, see our [Help Center](#).

Learn more

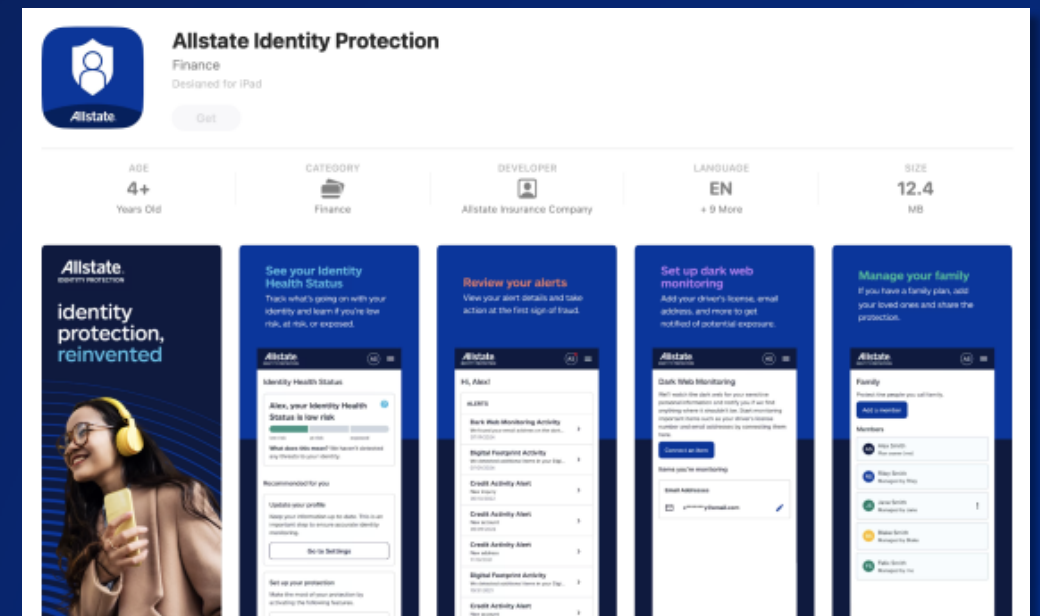
Top insights for you

download the Allstate Identity Protection app

Whether you're at your desk or on the go, our online portal is ready for you. Access it via your desktop browser, mobile browser, or our user-friendly app. For on-the-go protection, our app lets you easily stay on top of your account, manage alerts, and more—all from your mobile device. Download the latest version anytime, available for both [iOS](#) and [Android](#).



Scan to download the Allstate Identity Protection app for Android



Scan to download the Allstate Identity Protection app for iOS

family plans

With a family plan, you can add anyone under your roof or your wallet (meaning anyone who lives with you or is financially dependent on you). You can also add any family member 65 or older, regardless of where they live or their financial ties to you. All family members must reside in the U.S. and have a valid Social Security number.

add or manage your family

Step 1

Click the “View Family” button on your account dashboard or click your profile icon with your initials in the top right corner and select “Family.”

Allstate
IDENTITY PROTECTION

AS

≡

Hi, Alex!

FAMILY

Needs your attention.

ASRSBSFS+

Protect your people. Share the coverage.

View family

IDENTITY HEALTH

Your Identity Health Status is

low risk

low risk

at risk

exposed

We haven't detected any threats to your identity. Looking to better protect yourself? See your personalized recommendations.

Step 2

To add a new family member, click “Add a member.” To view an existing family member, click their name under “Members.”

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AS

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Family

Protect the people you call family.

Add a member

AS

Alex Smith

Plan owner (me)

RS

Riley Smith

Managed by Riley

JS

Jane Smith

Managed by Jane

⋮

BS

Blake Smith

Managed by Blake

FS

Felix Smith

Managed by me

add adult family members

Step 1

Once you click the "Add a member" button, select "They're 18+ years old" and enter their details to send them an invitation.



How old is this person?

They're 18+ years old

You'll invite them as an adult. They will manage this account.

They're younger than 18

You'll add them as a child. You will manage this account.

Cancel

Remove member

Step 2

The invited family member will receive an email notification that they've been added to your plan and will need to complete their own account activation.

Allstate

IDENTITY PROTECTION

Member ID: 12345678



Hi Felix,

Great news! Alex Smith has invited you to their Allstate Identity Protection plan. With our service, you'll get alerts about potential fraud and round-the-clock support from our specialists.

Click the button below and follow the on-screen instructions to set up and start managing your own account.

set up account



What's next?

Once you've created your account, you'll have your own personal login, full control of our monitoring features, and access to view your account activity at any time.



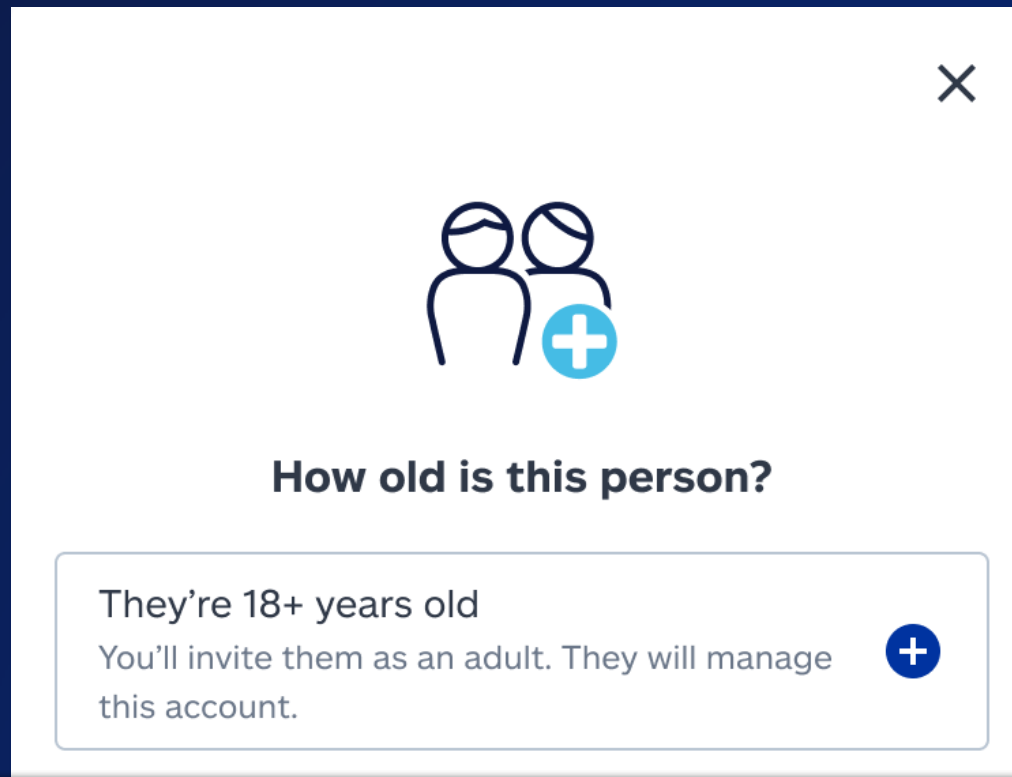
Allstate

IDENTITY PROTECTION

add minor family members

Once you click the "Add a member" button, select "They're younger than 18" and enter their details.

Going forward, you'll manage their account, receiving alerts and viewing activity directly in your portal.



They're younger than 18

You'll add them as a child. You will manage this account.



customer care and restoration

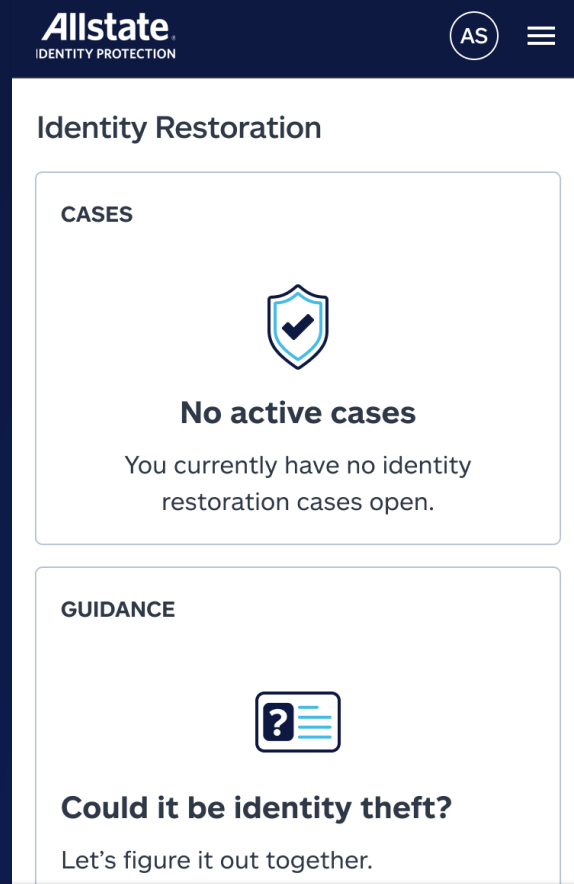
Whether you suspect fraud, are dealing with identity theft, or just need help understanding your protection, our experts are here to help 24/7.

connect with our customer care team

Step 1

For immediate support,
call the number displayed
at the bottom of your
dashboard or on your
login page.

To investigate a situation further, go to the "Identity Restoration" menu item and click "Start our survey" to use our identity fraud finder tool.



[Start our survey](#)

Step 2

To book a one-on-one coaching session about elder fraud, scams, or your features, go to the "Personal Coaching" menu item and request a call.

Topics

 CHILD CREDIT ASSISTANCE

NEW

Strategies to help prevent child identity theft and credit fraud

Learn how to safeguard your child's financial future

Request coaching



ELDER FRAUD

Expert guidance to reduce the risk of fraud for older adults

Learn how to stay protected

Request coaching

 SCAMS

A plan to detect real calls and emails from phishing scammers

Learn how to better spot a fake

Request coaching

Past restoration cases

track or manage your restoration case

Step 1

To view past or current identity restoration cases and track the status of an active case, click the "Identity Restoration" menu item.

Past restoration cases

Account Takeover Specialist: Vera	Resolved 05/13/26
Tax ID Theft	Unresolved Contact us to reopen
Account Takeover Specialist: Vera	Resolved 04/19/26
Tax ID Theft Specialist: Felix	Resolved 04/05/26
Account Takeover Specialist: Vera	Unresolved Contact us to reopen
Tax ID Theft Specialist: Felix	Resolved 03/03/26
Account Takeover Specialist: Vera	Resolved 02/17/26
Tax ID Theft Specialist: Felix	Resolved 01/26/26

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Step 2

If you have an open restoration case, you can also schedule appointments and securely message your dedicated restoration specialist here.

Identity Restoration



Let's connect

Please schedule a call with your Restoration Specialist, John.

Schedule a call

How does restoration work? ?

RESTORATION INBOX



Start your conversation with John.

{John} will respond within 1-2 business days.

Write a message to {John}



credit monitoring

Easily access your credit score and reports, with tools to lock your credit and dispute errors. You'll also get notified of any credit activity we detect.

getting started with credit monitoring

Step 1

To monitor your credit effectively, you'll need to confirm your personal information. This allows us to accurately match your credit file with TransUnion, so you get the most relevant alerts and reports.

Allstate
IDENTITY PROTECTION

AS

Credit Monitoring

Exit

1

2

3

Review your information

Verify your identity

Security check

Review your information

Are your details correct?

Alex Smith
5678 Main St.
New Town, AZ 12345
(123) 456-7890

To make changes, you'll be redirected to Settings.

Edit in Settings

Yes, correct

Step 2

Start by clicking the "Credit Monitoring" menu item. You may be asked for your full legal name, address, date of birth, and your Social Security number (SSN).

Allstate
IDENTITY PROTECTION

AS

Credit Monitoring

Exit

✓

✓

3

4

Missing information

Review your information

Verify your identity

Security check

Confirm your information

We need to ask...

We're required to confirm your date of birth and Social Security number. Please enter your personal information.

Date of birth

01/02/1990

Social Security number ?

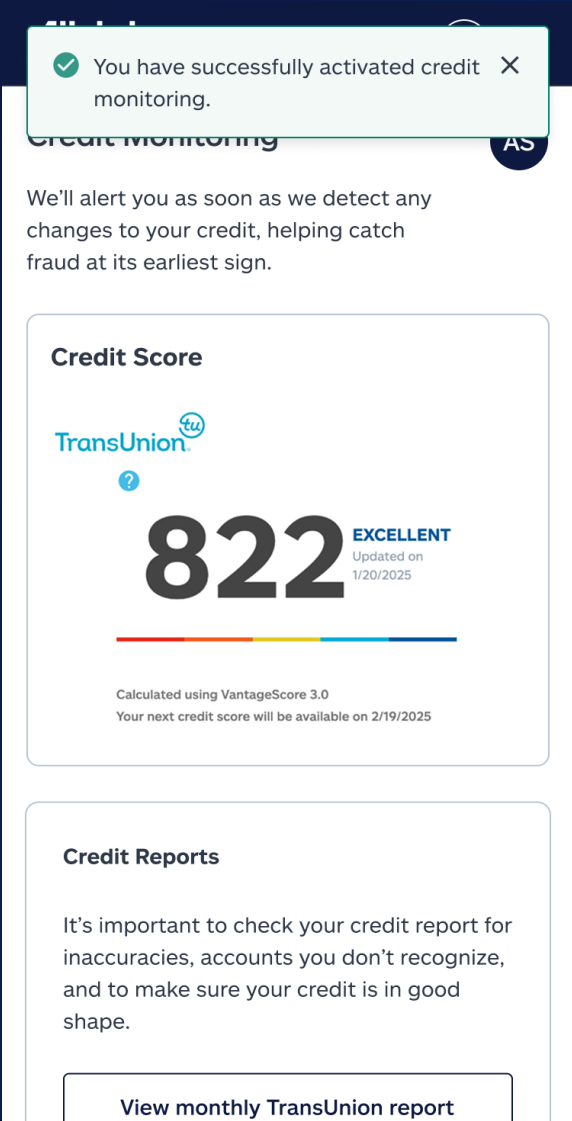
123-456-7890

Next

view your credit score and reports

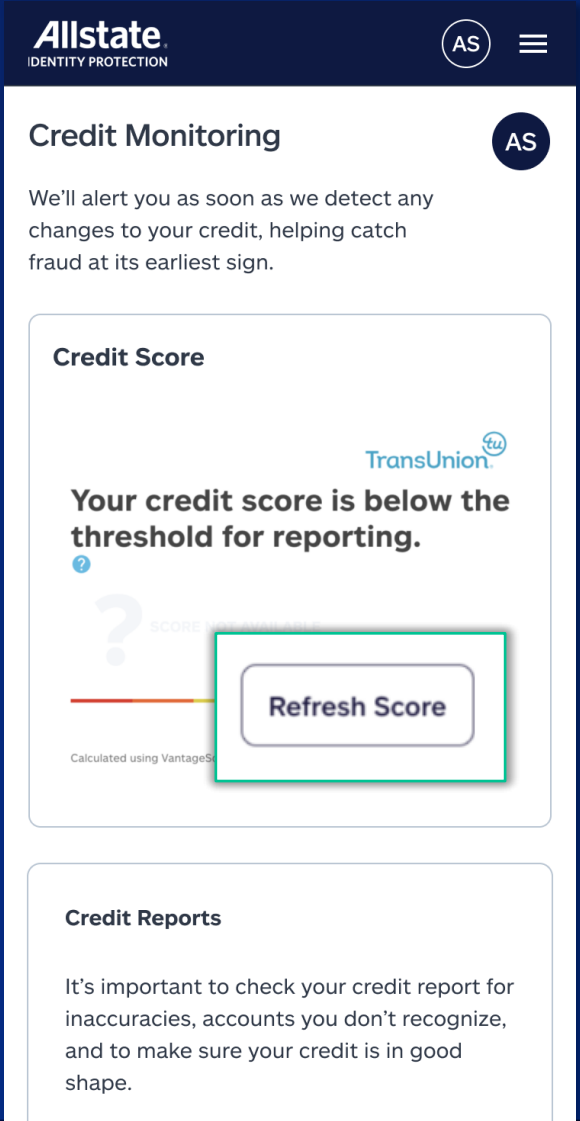
Step 1

Click the "Credit Monitoring" menu item to view your credit score. You can also access your credit reports from this page by clicking the "View annual credit report" button.



Step 2

To see your latest score, simply click the "Refresh Score" button. Refreshing your score won't impact your credit.



financial transaction monitoring

An extra set of eyes on your finances, our financial transaction monitoring tracks your debit, credit, and other accounts for suspicious or high-risk activity, based on the thresholds you set.

add your accounts to financial transaction monitoring

Click the “Financial Transactions” menu item. Select “Add new account” and then select your financial institution. Enter your account information to begin monitoring.

Adjust your account thresholds or use the default thresholds that automatically appear.

If we detect any activity that meets or exceeds the thresholds, you'll receive an alert so you can take action right away if needed.

Allstate

IDENTITY PROTECTION

AS

≡

Financial Transactions

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

Add new account

No accounts connected

Add your financial accounts to start monitoring transactions and receive alerts for any suspicious activity.

We'll alert you if we see:

A withdrawal over

\$200

A transaction over

\$250

A credit card transaction over

\$1,000

A low balance below

\$1,000

A high balance above

\$500

A net worth change over

3%

A portfolio change over

3%

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Fraud Reimbursement

About ads / do not sell or share my personal

dark web monitoring

The dark web is a hidden part of the internet often used to buy and sell stolen personal information. That's why monitoring it is a crucial step in protecting yourself from scams and identity theft.

enter your information to dark web monitoring

Step 1

Click the "Dark Web Monitoring" menu item. Select "Add a new item" and enter any information you want monitored from the drop-down menu. Use the "Other" category to monitor additional information, like your passport number, Social Security number, and other sensitive data.

Allstate

IDENTITY PROTECTION

AS

✓

Success! We'll start monitoring for this info.

✕

your info shows up on the dark web. Get quick alerts to help you take action — before the fraudsters do.

+

 Monitor info

●

 Info we're monitoring

✉

 Email

alexsmith0098@gmail.com

Personal email address

⋮

ivegottoomanyemailaddresses001234...

ok

⋮

👤

 Driver's license

**** * 0987

driver's license

⋮

💳

 Credit/debit card

Step 2

If we detect that any of the items you've entered are on the dark web, you'll get an alert with guidance on what to do next.

Allstate

IDENTITY PROTECTION

Member ID: 12345678

dark web activity detected

Hi Alex,

You've asked us to keep an eye on your personal information and inform you of any potential risks to your data. While we were monitoring the dark web, we discovered that your information was exposed.

To view the full details of this alert and the next steps we recommend, log into your account.

review this activity

i

Keep in mind:

When your personal information ends up on the dark web, it does not mean you are experiencing fraud or identity theft. However, it may make you an easier target for future attempts.



social monitoring

Your social media accounts connect you to your personal and professional world, so protect those connections with our early threat detection.

link your accounts to social monitoring

Step 1

Click on the “Social Monitoring” menu item. To add your Facebook, Twitter, LinkedIn, Instagram, and/or YouTube accounts, click “Connect” next to the account you want to monitor, then log into your social media account to link it to monitoring.

Allstate
IDENTITY PROTECTION

AS

Social Monitoring

Watch for hacking and account takeover of your social media accounts.

Connect social media accounts

Log out before enabling social monitoring.



Facebook

Connect Facebook



Instagram

Connect Instagram



LinkedIn

Connect LinkedIn



Connect Snapchat

Step 2

We'll alert you if we spot account takeover, cyberbullying, or objectionable language in your social media content.

Allstate
IDENTITY PROTECTION

Member ID: 12345678



New activity detected on your social media account

Hi Alex Smith,

You enabled social media monitoring to stay on top of potential issues. We detected activity on your Facebook account that may be questionable and needs your attention.

Activity detected: Scam

Log in to your Allstate Identity Protection account to view the details.

review activity

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solicitation reduction

An important step in protecting your personal information is to reduce the amount of personal information available to telemarketers, and in your mailbox.

block spam calls with solicitation reduction

Click the "Solicitation Reduction" menu item and use the "Opt Out" links to opt out of the major sources of junk mail and telemarketing calls.

Solicitation Reduction

An important step in protecting your personal information is to reduce the amount of personal information available to telemarketers, and in your mailbox. Use the links below to opt out of the major sources of junk mail and telemarketing calls.

Protect Your Personal Information	
	Credit Card Offers Opt out
	Telemarketing Calls Opt out
	Commercial Email Opt out
	Commercial Mail Opt Out of LexisNexis Opt Out DMA
	Commercial Coupons Opt Out Valpak Opt Out of Save.com

sex offender alerts

Get notified if a sex offender registers in your ZIP code or in the ZIP codes of family members associated with your account.

control sex offender alerts

Step 1

Click your profile icon with your initials in the top right corner. Select "Settings."

Allstate
IDENTITY PROTECTION

AS

Settings

Account

Alerts

Plan

Name

Alex Smith

Change name

Email address

alexsmith@gmail.com

Change email address

Password

.....

Change password

Address

5678 Main St.

New Town, AZ 12345

Change address

Phone

(123) 456-7890

Change phone

Step 2

Within Settings, click "Alerts" and you'll find a toggle switch you can use to enable or disable these notifications.

Allstate
IDENTITY PROTECTION

AS

Settings

Account

Alerts

Plan

Alert delivery method

I'd like to receive my alerts by:

☒ Email

☒ Text/SMS

Sex offender alerts

I'd like to be notified if a sex offender registers in my ZIP code or in the ZIP code or in the ZIP codes of family members associated with my account.

☒ On

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new features
coming soon

COMING SOON: JANUARY 1, 2027

personalized onboarding

Available in all plans

Getting started doesn't have
to feel overwhelming...

Enrolling in identity protection unlocks a powerful suite of features, but the setup process can sometimes feel detailed and time-consuming—especially for people eager to get protected right away.

...with a personalized onboarding
journey that makes setup simple

Designed to simplify setup, personalized onboarding equips you with the essentials. A brief quiz tailors the experience to your needs, followed by a customized checklist that recommends which features to activate and when.



COMING SOON: JANUARY 1, 2027

24/7 human chat

Available in all plans

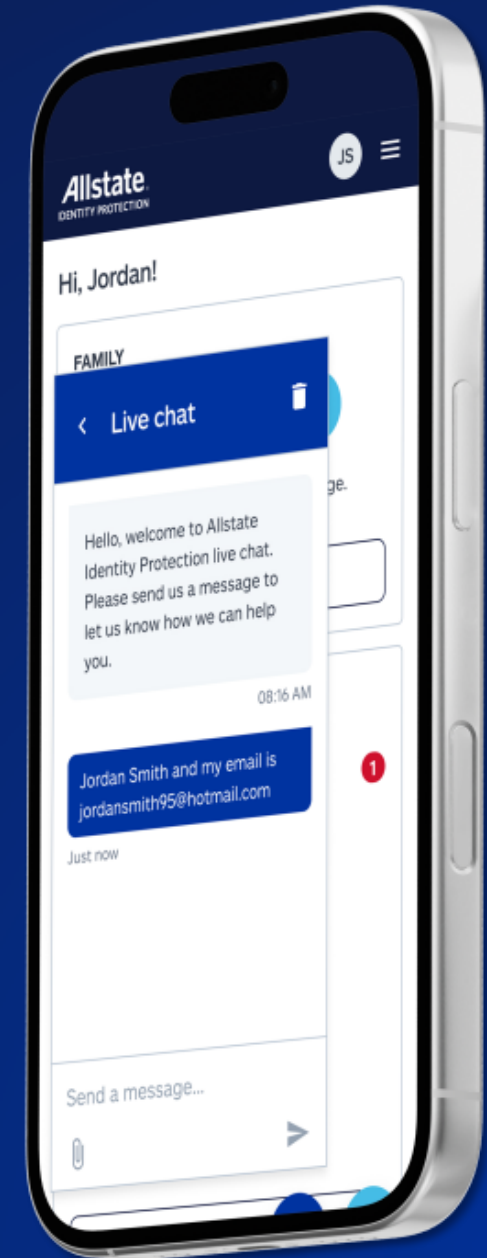
Life doesn't wait for business hours...

Questions often come up in the moment, like when you receive an unfamiliar alert, are setting up a feature, or just sense something isn't right. In those situations, digging through FAQs, navigating phone menus, or waiting for business hours can be inconvenient or even stressful.

...enter 24/7 support from real people, not bots

Our round-the-clock human chat will remove that friction by connecting you directly

with a live specialist anytime. You can instantly talk to a real expert who can explain alerts, walk you through features, or offer guidance if something seems suspicious—so you can get the support you need at any hour, without ever dealing with a bot.



additional
resources

Allstate Security Pro[®]

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

No sign-up required. You can opt out anytime using the “Communication Preferences” link at the bottom of the emails.

Allstate Security Pro[®]



As account takeover trends up, try these tips

We often see cases of hackers using stolen credentials to break into online accounts.

When this happens, it's called account takeover — and it can lead to fraudulent transactions and loss of access to your legitimate accounts.

[learn more](#)



Quick tips

Allstate Security Pro[®]



Unemployment fraud is on the rise in your area

When natural disasters strike, there's always a scramble to save lives and valuables. Amid the confusion and stress, there's also an opportunity for identity theft.

[learn more](#)



Quick tips

Lorem ipsum lorem ipsum

Ut lacus quam, iaculis at efficitur ut, commodo id ligula. Class aptent taciti sociosqu ad litora torquent per conubia nostra. per inceptos

feature activation emails

Reminds you to activate the features included in your plan, like dark web monitoring, financial transaction monitoring, and more.



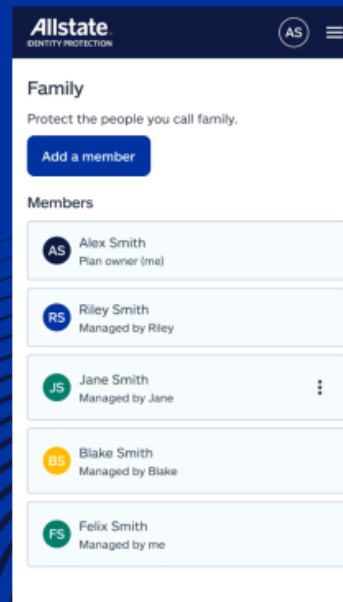
Member ID: 12345678

Share the protection with your family

Hi Alex,

As a family plan member, you can easily extend identity protection to the people who matter most to you—no matter their age or whether they live with you. Adding family members to your monitoring takes just a few clicks.

[add my family](#)



More reasons to love family protection



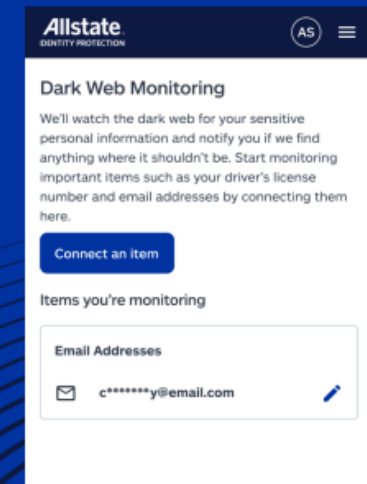
Member ID: 12345678

Is your information on the dark web?

Hi Alex,

The dark web is a hidden section of the internet where stolen personal information is often bought and sold. If your data ends up there, you could be at a greater risk of identity theft. Our dark web monitoring feature scans for your information—and if it's detected, you'll get an alert and clear steps to help secure your information.

[add my information](#)



Key details we monitor for you



Credit or debit cards

Stay informed about leaked card numbers so you can quickly contact your bank and prevent unauthorized

resource centers



Content Hub

Read our articles for the latest information and tips on protecting your identity and staying safe from scams.



Elder Fraud Center

Resources for older adults and their families to help fight fraud and scams.



Unemployment Fraud Center

Report unemployment fraud and get the facts about this fraud type.



Help Center

Access user guides, browse Frequently Asked Questions, and find the information you need to get the most from your protection.



GETTING THE RIGHT HELP

our customer care team

Allstate Identity Protection's customer care team can help with questions about using our service, such as:

- "I can't log in to my account."
- "What does this alert mean?"
- "How do I use the credit monitoring feature?"
- "Is this identity theft?"
- "What's the status of my identity restoration case?"



GETTING THE RIGHT HELP

your employer's human resources team

Your employer can help with questions about enrolling in our service as a company benefit, such as:

- "Am I eligible for this benefit?"
- "How do I sign up through my work?"
- "What does this benefit cover?"
- "Is there a cost to me for this benefit?"
- "What happens to my coverage if I leave the company?"

questions

1.800.789.2720 or visit myaip.com



appendix

pricing details

Deducted from your paycheck.

Open enrollment starts: Month XX, Year

Plan type	Your pricing	You & family pricing
[Plan name]	\$XX.XX / month	\$XX.XX / month

pricing details

Provided by your employer, at no cost to you.

Open enrollment starts: Month XX, Year

Plan type	Your pricing	Additional family coverage (optional)
[Plan name]	\$XX.XX / month	\$XX.XX / month

helpful links



[Help Center](#)

Got questions? Find answers and support here for anything Allstate Identity Protection.



[Allstate Identity Protection log in](#)

Sign in to manage your account, see your alerts, and handle your recovery with Allstate Identity Protection.



[Allstate Identity Protection website](#)

Learn all about Allstate Identity Protection services and features on our official website.

[Allstate Identity Protection app \(\[App Store\]\(#\) & \[Google Play\]\(#\)\)](#)

Manage your account on the go with the Allstate Identity Protection mobile app.



[Getting started with Bark](#)

Learn how to start using Bark to block apps and sites, get alerts about potential issues, and more.