



## ID Watchdog Reference Guide

Thank you for enrolling in ID Watchdog. You will receive a Welcome notification upon your effective date asking you to complete your registration. Your coverage starts on Day 1, but this step merely allows you to access your information in your personal online dashboard.

If ID Watchdog detects any suspicious or potentially harmful activity we will send you a red alert notification immediately. Please call us if you have questions or concerns about your account.

Each month you will receive a summary email from us. This will either indicate all is clear (green) or if we detected anything that may be fraudulent (red). Please review the red activity notifications in your dashboard and call us with any questions or concerns.

Social Security Numbers cannot be updated via ID Watchdog Customer Support.

Cancellations must be handled by the employee benefits department.

\*Credit reports and credit scores are available for eligible ID Watchdog Platinum customers only.

No I.D. cards are issued with your identity theft protection. If you have any questions or concerns, please simply call the number above and we can assist.

If your employment status changes, your rates are locked in for 12 months. Simply call the number above and we can help you make the transition to credit card payments.

### EMPLOYEE DASHBOARD:

Employees can access their secure, online ID Watchdog account to add family members, review alerts, view current monitoring status, review credit reports\* and credit scores\* and update account information.

<https://dashboard.idwatchdog.com>

### FOR ANY QUESTIONS, PLEASE CONTACT CUSTOMER SUPPORT:

**1-866-513-1518**

Mon-Fri 8am - 6pm MST

True Identity Protection™

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