

# ACCESSING CREDIT MONITORING ONLINE

## Member Login Page

- To begin using your credit monitoring service, please go to: **account.idtheftsmart.com**
- First time visitors will need to enter through the left side of the screen (New Members) by supplying their Member Number, Last Name & Zip Code. Click Continue.
- Return visitors will enter through the right side of the site, using the User ID and Password that was created during their initial set up. Then click continue.

## Demographic Information & Username/Password Page

- This page will be pre-populated with the demographic information known to Kroll. The member will need to fill in the missing required information. This includes DOB, SSN and email address.
- Member must create a UserID and Password, following the provided guidelines. Click continue when finished.
- Password Question and Answer will be used to help retrieve the member's login credentials, should they forget them in the future.

## Identity Authentication Page

- Member will be required to answer 3-4 questions to validate their identity before receiving any credit alerts. Click continue when finished.

## Member Dashboard Page

- **Alert Summary** section will provide access to all new credit alerts that have not been viewed by the member
- **Credit Services** tab will allow members to view all previously viewed credit alerts
- **Consultation & Restoration** tab will provide information on the unlimited consultation with a licensed investigator as well as full identity restoration if necessary.
- **Member Education** section provides tips on how to identify signs of fraud, how to obtain and review your credit report, links to remove your name from marketing lists, etc.
- **My Account** tab will allow the member to view and/or edit their personal information, i.e. username, password, email address, etc.
- **Browser Compatibility** tab contains information on which Internet browsers are compatible with the user website and links to download compatible browsers
- **Logout** tab allows the member to securely log out of their ID TheftSmart account
- For questions on an unfamiliar alert, please call the member services number: **866-355-1044**.