

How to activate your LegalShield memberships

Have you signed up for a LegalShield subscription and don't know how to activate your services? This document will show you all the information and steps to take so you can take full advantage of all the benefits your plan has to offer. Under LegalShield's protection, you and your family can live your life worry free!

Activating Your Legal Plan



- 01** 24 to 48 business hours after you sign up for a LegalShield legal protection Plan, you will receive an email from LegalShield. This email will contain your membership number, the name and phone number of your provider law firm, and a link to activate your subscription.
- 02** First, click on the ACTIVATE ACCOUNT link in the email. You will then be prompted to create a username and password. Alternatively, you can create your username and password by visiting <https://accounts.legalshield.com> and following the same process. Once your username and password have been created, you will be redirected to your membership portal where you will find information about your account as well as your subscription plan number.
- 03** Next, download the LegalShield app from the [App Store](#) or [Google Play](#), and log in using your username and password created during activation (step 2). If you wish, you can also activate the biometric login feature to access your account. * Remember, it is critical that you activate your account **BEFORE** downloading the app, otherwise you will need to uninstall it and restart the process for it to work properly.
- 04** If you need to change or update your personal account information, you can do so directly in the LegalShield app or by logging in (SIGN IN) to your account on the following web page: <https://accounts.legalshield.com>.
- 05** You can now start using your subscription! You now have access to a team of lawyers on hand to help you with your legal questions. If you would like to learn more about how to easily communicate with your provider law firm, ask your LegalShield Associate to share the document '**How to use your LegalShield membership in Canada**' document with you.

Activating Your Identity Theft Plan



- 01** 24 to 48 business hours after you've signed up for an IDShield Identity Theft & Restoration Plan, you will receive a confirmation email from us to activate your membership. This email will contain your membership number and a link to activate your subscription. If you have signed up for a family plan, your spouse will also receive an activation email. * If you have also subscribed to a LegalShield Legal Protection Plan and it is activated, your IDShield plan will have been activated at the same time. Please skip to step 3 and use the same credentials for both accounts.
- 02** First, click the 'ACTIVATE' link in the email. You will be prompted to create a username and password. * Do not delay in activating your subscription as this link expires 72 hours after it is sent. Once expired, a new link will need to be sent to activate your subscription.
- 03** Next, log in to your IDShield account via the web page: <https://memberportal.idshield.ca> using the username and password you created during activation (step 2) and follow the instructions to fill out your account details and the personal information to be monitored. The information you entered can be changed and updated at any time.
- 04** Once you have securely entered your personal information into our system, it is vigilantly monitored and safeguarded. If anything compromises your identity or privacy, you will be notified by email and given access to private investigators for consultation and full restoration services.



If you have any questions about your subscriptions, please contact Member Services:

Monday through Friday between 7 a.m. and 7 p.m. CT



✉ memberservices@legalshield.com

✉ idshield@legalshield.com

☎ 1-800-654-7757

☎ 1-888-494-8519

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