

# Self-Service Upgrade Process


1. <https://idseal.com/upgrade-email/> - Enter Email

The screenshot shows the IDSeal website's 'Upgrade Account' page. At the top, there is a navigation bar with the IDSeal logo, links for 'WHY IDSEAL', 'HOW IT WORKS', 'PROTECTION & PLANS', 'SUPPORT', and 'NEWS & BLOG', and a 'MEMBER LOGIN' button. Below the navigation bar is a dark blue header with a shield icon and the text 'Upgrade Account'. The main content area is a light gray box with the heading 'Submitting this form will do the following'. Below this heading are two bullet points: 'Check if your account exists' and 'Send an email containing a unique upgrade link'. Underneath is a white input field labeled 'Email'. At the bottom of the form is a blue button with a shield icon and the text 'Request Upgrade Email Link'. A blue chat bubble icon is visible on the right side of the page.

2. Thank You Page

The screenshot shows the IDSeal website's 'Thank You' page. At the top, there is a navigation bar with the IDSeal logo, links for 'WHY IDSEAL', 'HOW IT WORKS', 'PROTECTION & PLANS', 'SUPPORT', and 'NEWS & BLOG', and a 'MEMBER LOGIN' button. The main content area is white with a large heading 'Thank You for verifying your account.' Below this heading is a bold, italicized sentence: 'You will receive an email shortly with your unique upgrade link.'. Underneath is another bold, italicized sentence: 'This process may take a few minutes.' Below that is a third bold, italicized sentence: 'Once you receive your email, select your unique link to complete your upgrade.' A white box with a black border contains the following text: 'If you do not receive a welcome email within a few minutes of signing up, please check your Spam or Bulk E-Mail folder just in case the email got delivered there instead of your inbox.' Below this box is another line of text: 'Be sure to add IDSeal to your safe sender list to ensure deliverability of future emails, including important alerts and notifications about your Identity Protection.' At the bottom of the page is a dark blue footer with social media icons for Facebook, Instagram, Twitter, YouTube, and LinkedIn. Below the icons is the phone number '888-325-5865' and the copyright notice '©2019 IDSeal, LLC. All rights reserved.' A blue chat bubble icon is visible on the right side of the footer.

### 3. Receive Email with Unique upgrade link



## Upgrade Link




Thank you for your interest in upgrading your plan. Please use the link below to complete your upgrade process.

[UPGRADE LINK](#)

If you have any questions, please [chat](#) with one of our Identity Care Specialists.

Sincerely,  
**The IDSeal Team**  
*Give them nothing to steal, with IDSeal.*

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1000 Progress Pl Concord, NC 28025



## 4. Upgrade Plan Order Form



### Upgrade Plan Form

#### Submitting this form will do the following

Upgrade an account to a new plan.

Customer Name	Ontraport Contact ID
<input type="text" value="John Smith"/>	<input type="text" value="23564"/>

Product	Zip Code
<input type="text" value="Platinum - 12 M - \$289.90"/>	<input type="text" value="28621"/>

Select the product that the account is changing too.

<input type="text" value="Name on Card"/>
<input type="text" value="Card Number"/>

We do not accept prepaid, cash cards, or gift cards.  
Accepted Credit Cards

<input type="text" value="Billing Zip Code"/>	-- Expiration Month --	-- Expiration Year --
<input type="text" value="CVV"/>		

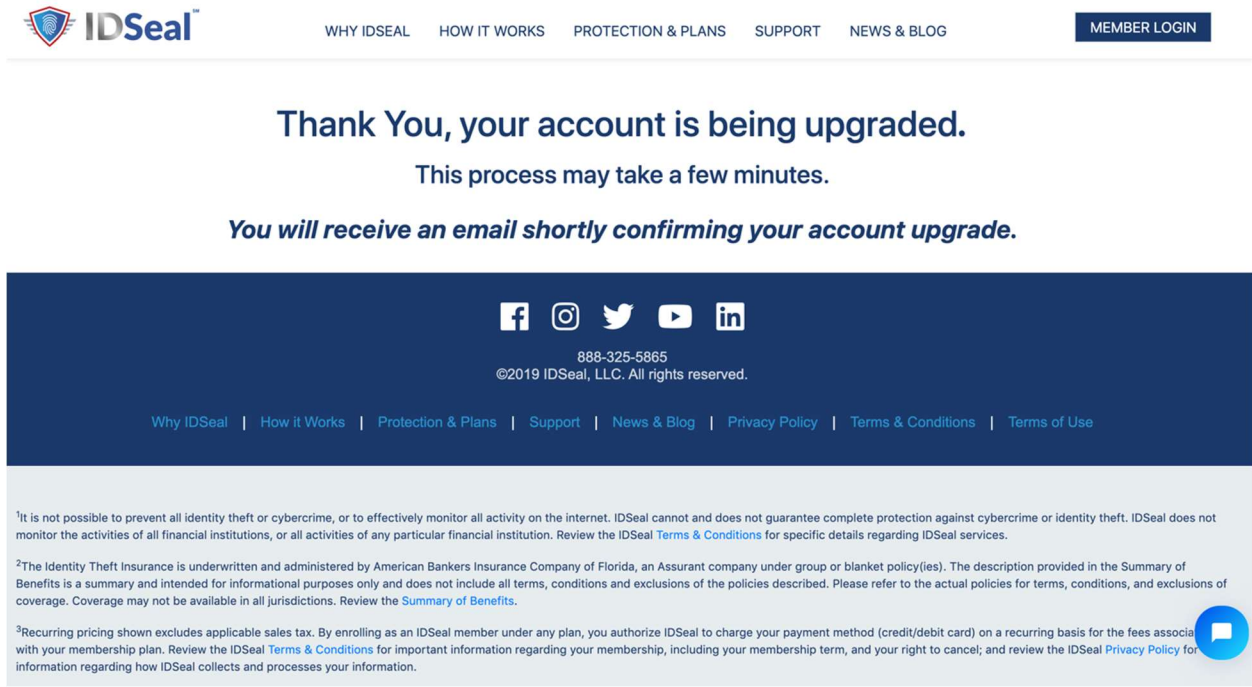
Plan Type:	Platinum - 12 M
Plan Price:	\$289.90
Tax:	\$0.00
<hr/>	
Monthly Recurring Total:	\$289.90

[Upgrade Plan](#)



888-325-5865  
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## 5. Thank You Page



The screenshot shows the IDSeal Thank You page. At the top left is the IDSeal logo. To its right are navigation links: WHY IDSEAL, HOW IT WORKS, PROTECTION & PLANS, SUPPORT, and NEWS & BLOG. On the far right is a dark blue button labeled "MEMBER LOGIN". The main content area features a large heading "Thank You, your account is being upgraded." followed by the text "This process may take a few minutes." and a bolded statement: "You will receive an email shortly confirming your account upgrade." Below this is a dark blue footer bar containing social media icons for Facebook, Instagram, Twitter, YouTube, and LinkedIn, the phone number 888-325-5865, and the copyright notice "©2019 IDSeal, LLC. All rights reserved." A secondary navigation bar below the footer lists links for Why IDSeal, How it Works, Protection & Plans, Support, News & Blog, Privacy Policy, Terms & Conditions, and Terms of Use. At the bottom of the page, there are three footnotes providing legal disclaimers and terms of service information.

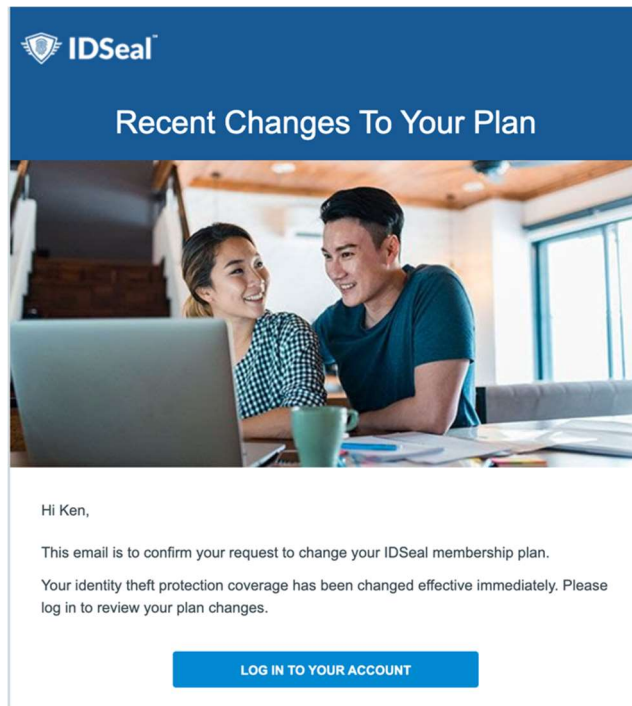
Why IDSeal | How it Works | Protection & Plans | Support | News & Blog | Privacy Policy | Terms & Conditions | Terms of Use

<sup>1</sup>It is not possible to prevent all identity theft or cybercrime, or to effectively monitor all activity on the internet. IDSeal cannot and does not guarantee complete protection against cybercrime or identity theft. IDSeal does not monitor the activities of all financial institutions, or all activities of any particular financial institution. Review the IDSeal [Terms & Conditions](#) for specific details regarding IDSeal services.

<sup>2</sup>The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company under group or blanket policy(ies). The description provided in the Summary of Benefits is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. Review the [Summary of Benefits](#).

<sup>3</sup>Recurring pricing shown excludes applicable sales tax. By enrolling as an IDSeal member under any plan, you authorize IDSeal to charge your payment method (credit/debit card) on a recurring basis for the fees associated with your membership plan. Review the IDSeal [Terms & Conditions](#) for important information regarding your membership, including your membership term, and your right to cancel; and review the IDSeal [Privacy Policy](#) for information regarding how IDSeal collects and processes your information.

## 6. Confirmation Upgrade Complete Email




The screenshot shows an email from IDSeal with the subject "Recent Changes To Your Plan". The email header features the IDSeal logo and the subject line. Below the header is a photograph of a man and a woman sitting at a table, looking at a laptop. The main body of the email contains the following text: "Hi Ken," followed by "This email is to confirm your request to change your IDSeal membership plan. Your identity theft protection coverage has been changed effective immediately. Please log in to review your plan changes." At the bottom of the email is a blue button labeled "LOG IN TO YOUR ACCOUNT".

Hi Ken,

This email is to confirm your request to change your IDSeal membership plan. Your identity theft protection coverage has been changed effective immediately. Please log in to review your plan changes.

[LOG IN TO YOUR ACCOUNT](#)

## 7. Receipt Email



### RECEIPT

Hello Ken,  
Here is a summary of your recent order.  
You completed checkout on December 6, 2019 10:42AM.

<b>DETAILS</b>	<b>SOLD BY</b>
Order ID: 121019	IDSeal, LLC
Order Date: December 6, 2019 10:42AM	
Grand Total: \$34.99	

**PRIMARY ACCOUNT HOLDER**  
Ken McClure  
104 LAUREN DR  
ELKIN, North Carolina 28621  
[kencmcclure@gmail.com](mailto:kencmcclure@gmail.com)  
Billing Zip: 28621

### SUMMARY

DESCRIPTION	QTY	PRICE	TOTAL
Platinum Plus	1	34.99	34.99
		<b>SUBTOTAL</b>	<b>34.99</b>