FAQs: Upgraded IDShield Plans

Q: What is new with IDShield?
A: IDShield is now even better with 18 new industry-leading features!
- [See an overview](#) of what's new.
- [Learn more](#) about the new features.
- [Watch a video](#) about the IDShield Plus mobile app.

And once you activate your account at [idshield.cloud/activate](#), you can also explore the new features and add the items you want monitored within your account.

Q: Do I still get full consultation and restoration?
A: Yes. You will be served by certified and Licensed Private Investigators who will do whatever it takes for as long as it takes to assist you.

Q: Is the price changing?
A: No. All new features are included as a free upgrade. Our mission is to deliver exceptional products and services and these updates ensure we remain best in class. Therefore, we've added the additional features at no additional cost.

Q: Do I need to do anything to get the upgrade?
A: Yes. To get the benefits of this free upgrade, you'll need to activate your account at [idshield.cloud/activate](#).

Q: What if I don't know my IDShield membership number?
A: There are multiple places to get your IDShield membership number:
- It's included at the top of your activation email
- You can call us at 888-494-8519. We're open Monday – Friday, 7 a.m. to 7 p.m. CT
- You can email us at [idshield@legalshield.com](#)
- You can connect on Facebook at [www.facebook.com/getidshield](#) and ask for help

Q: I went to idshield.cloud/activate and entered my information but received a message that my account is inactive. What does this mean?
A: It means your account is not quite ready to activate. Please return to [idshield.cloud/activate](#) and try again in 12-24 hours.

Q: Why do I need to create a new login?
A: It's part of the authentication process to unlock all the new benefits of your plan. You'll use the new login to access your IDShield account from now on. You'll also use the new login for the IDShield Plus mobile app.

Q: When I tried to log in to my existing IDShield account, I received a message stating that my membership is inactive. What does this mean?
A: It simply means you have been upgraded and are ready to activate your account. So please make sure to activate at idshield.cloud/activate and download the IDShield Plus mobile app to start receiving your upgraded benefits.

Q: Do I need to keep my old login information?
A: No, the new login you create when you authenticate is the only IDShield login you'll need from that point on.

Q: Can I delete the IDShield mobile app from my device?
A: Yes. Once you activate your account at idshield.cloud/activate you'll be ready to delete the IDShield app and use the IDShield Plus mobile app from that point on. The IDShield Plus app has all the new features plus a great new look.

Q: Do all my monitored items carry over?
A: Your main details will carry over once you log in and activate your account. To take advantage of all the new monitoring features, you will need to enter additional data. We will also ask that you verify all other data once logged in.