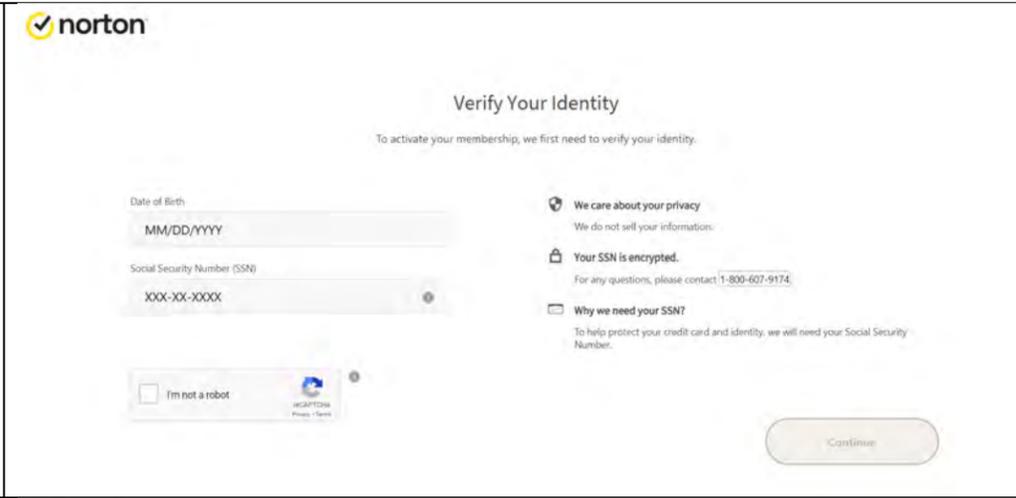
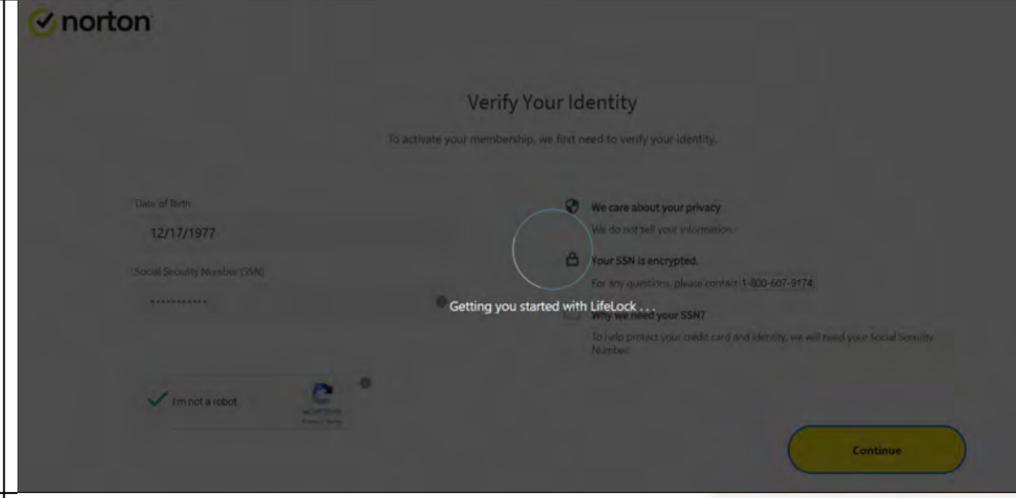


## Activating your membership:

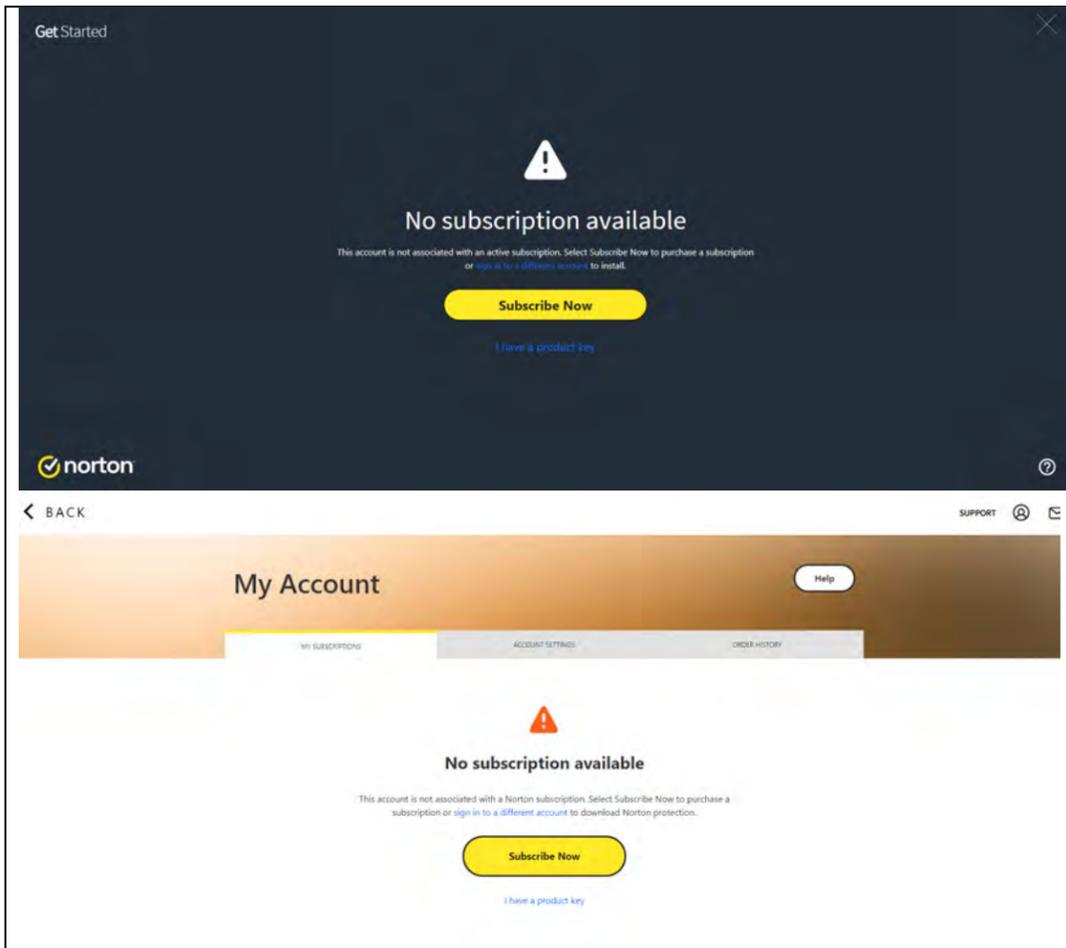
<p><b>Step 1:</b></p> <p>Go to <a href="http://www.norton.com/ebsetup">www.norton.com/ebsetup</a></p> <p>For Canada, go to <a href="http://www.norton.com/ebsetupcanada">www.norton.com/ebsetupcanada</a></p>	
<p><b>Step 2:</b></p> <p>Enter your information, check 'I'm not a robot' and click continue.</p>	
<p><b>Step 3:</b></p> <p>Create login credentials for your new benefit plan and click 'create account.'</p> <p>Already have a Norton account? Simply click 'Sign in' at the bottom and use your existing credentials.</p>	

**Step 4:**

Activate your credit services by accepting the Fair Credit Reporting Act and continue to follow the onboarding flow to take advantage of the features included in your new membership.

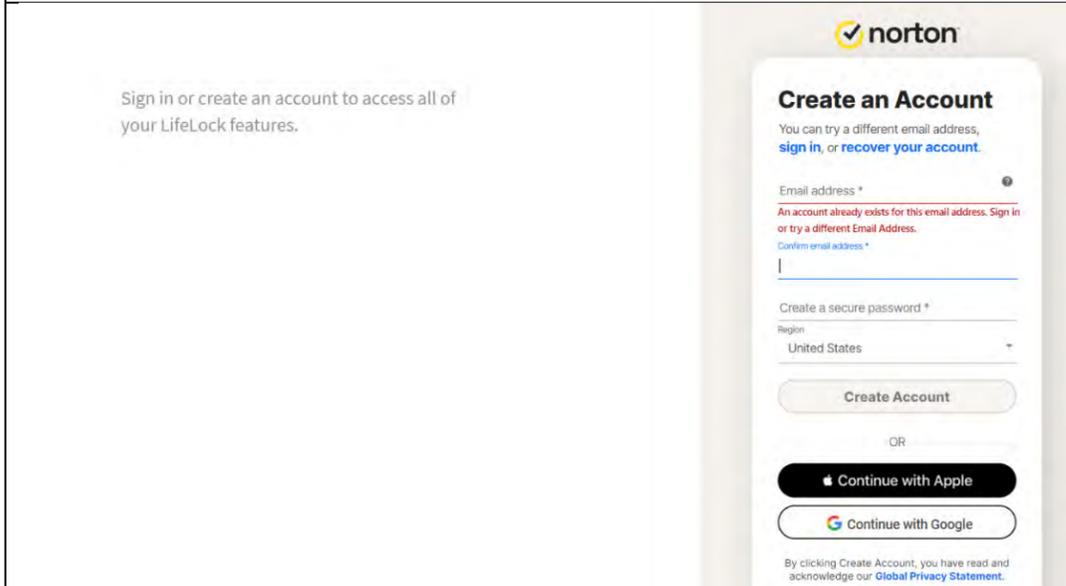
The screenshot shows the 'Activate Credit Services' page in the Norton user interface. At the top, there is a 'Get Started' link. The main heading is 'Activate Credit Services', with a sub-heading: 'Set up credit alerts and take advantage of other credit services included in your subscription.' Below this, there is a prominent yellow 'Activate Now' button and a blue link that says 'I'll do this later'. The Norton logo is visible in the top left. The section is titled 'CREDIT SERVICES ACTIVATION'. Below the title, there is a checkbox with the text: 'By checking the box and proceeding: I authorize NortonLifeLock, its successors and assigns, in accordance with these written instructions under the Fair Credit Reporting Act to obtain my credit data from any consumer reporting agency as needed to confirm my identity, disclose my credit data to me, and deliver to me the services and features as available in the plan I have selected. I understand if NortonLifeLock is unable to validate or verify my identity, I will be enrolled into a plan without credit features.' There is also a link: 'By proceeding, I agree to the Terms & Service Agreement and have read the Global Privacy Statement.' A yellow 'Next' button is located at the bottom right of this section. Below this, there is another Norton logo and a 'SUPPORT' link. The main content area is a grid of eight service tiles, each with an icon, a status indicator, and a button: 'Device Security' (You are protected, View Devices), 'ID Theft Protection' (1 alert(s), Review Alerts), 'Credit Score & Report' (3 items(s), View Credit Report), 'Secure VPN' (Stay anonymous online, Download), 'Cloud Backup' (100GB PC storage, Set Up Backup), 'Password Manager' (Store and autofill passwords, Get Started), 'Parental Controls' (1 child not monitored, Review Activity), and 'Privacy Monitor' (Protect your online privacy, View Results).

Troubleshooting Error Messages:



Reaching this screen indicates your login credentials are not linked to your benefit account.

To resolve, follow the onboarding steps, and instead of creating an account on **Step 3**, click 'Sign in'. This will link your login to your benefit plan.



Reaching this screen indicates that your email address you are trying to use already exists within Norton.

To resolve, follow the onboarding steps, and instead of creating an account on **Step 3**, click 'Sign in'. This will link your login to your benefit plan.



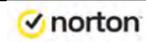
## You've already created an account

Click below to sign out, then sign in to the Norton account associated with your LifeLock subscription.

Sign Out

Reaching this screen indicates that you have already successfully set up your benefit plan using a different email address.

To resolve, simply go to [my.norton.com](https://my.norton.com) and login using the credentials you had previously established. If you cannot recall your login credentials, please contact us at 800-607-9174.



## Verify Your Identity

To activate your membership, we first need to verify your identity.

Date of Birth

12/18/1977

Social Security Number (SSN)

\*\*\*\*\*

Your information may be incorrect. Please check and try again or call Member Services at 1-800-607-9174.

**We care about your privacy**  
We do not sell your information.

**Your SSN is encrypted.**  
For any questions, please contact 1-800-607-9174.

**Why we need your SSN?**  
To help protect your credit card and identity, we will need your Social Security Number.

I'm not a robot



Continue

Reaching this error indicates that your personal information does not match your enrollment data or your benefit is not yet actively enrolled.

To resolve, please confirm your Social Security Number and Date of Birth details are correct at your place of enrollment. Additionally, please confirm that you are successfully enrolled in the benefit and have received welcome communications.