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## **The “WHY” behind Associate Auto Activation**

- Provide faster access for new associates to their marketing sites
- Provide faster access for new associates to their Associates Only Back Office
- Provide faster access for new associates to their Prospect by LegalShield App and Account
- Provide faster access for new associates to their LSEngage App and Account

## **Associate Auto Activation – What’s in it for me?**

- New recruits have access to their marketing sites to begin processing business quicker.
- New recruits have access to their Associates Only Back Office to be able to use the Paperless App program.
- New recruits will have a more seamless account setup in Prospect by LegalShield and will be able to share resources quicker.
- New recruits will have a more seamless account setup in LSEngage and will be able to receive communications quicker.

## **How Associate Auto Activation Works**

- Prospects who enter their online applications or paperless apps from the Associates Only Back office, that do not need to be placed or have answered no to a felony question, will now be able to activate their marketing sites, Associates Only Back Office, Prospect by LegalShield, and LSEngage accounts more quickly.
- New Associates will see a new confirmation page at the end of the checkout experience that will show them their marketing site URL and their username and password for the Associates Only Back Office, Prospect by LegalShield, and LSEngage.
- New associates will also receive a confirmation email that will display their login name and the URL’s to access their marketing site, Associates Only Back Office, Prospect by LegalShield, and LSEngage platforms.
- New associates will be able to access their marketing site, Associates Only Back Office, Prospect by LegalShield App, and LSEngage App quickly and efficiently with Associate Auto Activation.

### **Associate Auto Activation – Marketing Sites**

- New Associates will be able to access the Marketing Sites after their enrollment.
- The confirmation page will provide their Marketing Site URL for them to use.
- The confirmation email will provide their Marketing Site URL for them to use.
- New associates will be able to process business on their Marketing Site.

### **Associate Auto Activation – Associates Only Back Office**

- New Associates will be able to access the Associates Only Back Office quicker with their login name and password being provided on the confirmation page as well as the URL to the Associates Only Back Office being available for them.
- New associates will be able to navigate through and view all functions and aspects of the Associates Only Back Office upon login.
- New Associates will be able to access the Paperless Application program through their Associates Only Back Office.
- New Associates will be able to access the Chat feature to speak to an Associate Services representative when they have a question.

### **Associate Auto Activation – Prospect by LegalShield**

- New Associates will be able to access the Prospect by LegalShield mobile app with quicker access and a more seamless action.
- The new Associates' account will be setup with Prospect and they will no longer to connect their account to LegalShield anymore.
- New Associates will be able to access the platform and begin entering contacts and sharing resources.

### **Associate Auto Activation – LSEngage**

- New Associates will be able to access the LSEngage mobile app with quicker access and a more seamless action.
- The new Associates' account will be setup with LSEngage and they will be able to receive communications from their team and field leadership.
- New Associates will be able to navigate through and view the functions and aspects of the LSEngage platform.

## Questions

Q: Who does Associate Auto Activation affect?

A: New Associates that sign up from the Online Application or the Paperless Application will be effected by Associate Auto Activation.

Q: Are reinstated Associates included in Associate Auto Activation?

A: Not at this time. Associate Auto Activation will focus on new web applications.

Q: How fast is Associate Auto Activation?

A: It depends on the status of the application and the time it was submitted but it is anywhere from 1-15 minutes for a new associate to be able to access their accounts.

Q: Will Associates who fill out a paper app use Associate Auto Activation?

A: No. Associate Auto Activation will only be in effect for new associates who signed up on a web application.