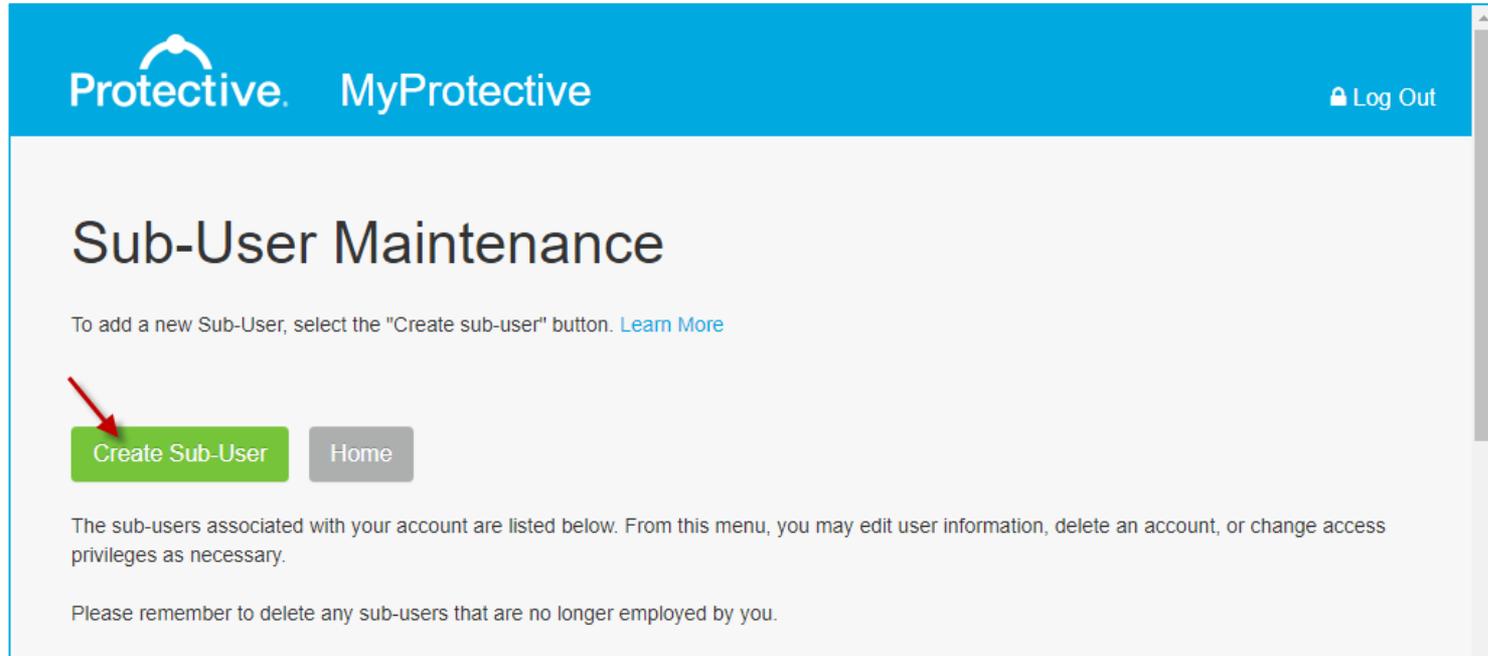# MyProtective.com
Sub-user setup process

January 2021

Sub-user creation process

Step 1: Primary users log into MyProtective.com and navigate to Manage Sub-Users maintenance page.

Search

Welcome, Life Agent Services Guest!

Change Password   Change EPD Email Address   Electronic Funds Transfer (EFT)
Change Password Help Question & Answer   Manage Pending Business Email Notifications   Manage Sub-Users
Change Email Address   Change Default Agent Number

My Dashboard
Welcome, Life Agent Services Guest!

Pending Business   **11**   Existing Business   Quick Access

Step 2: Primary users click the "Create Sub-User" button.

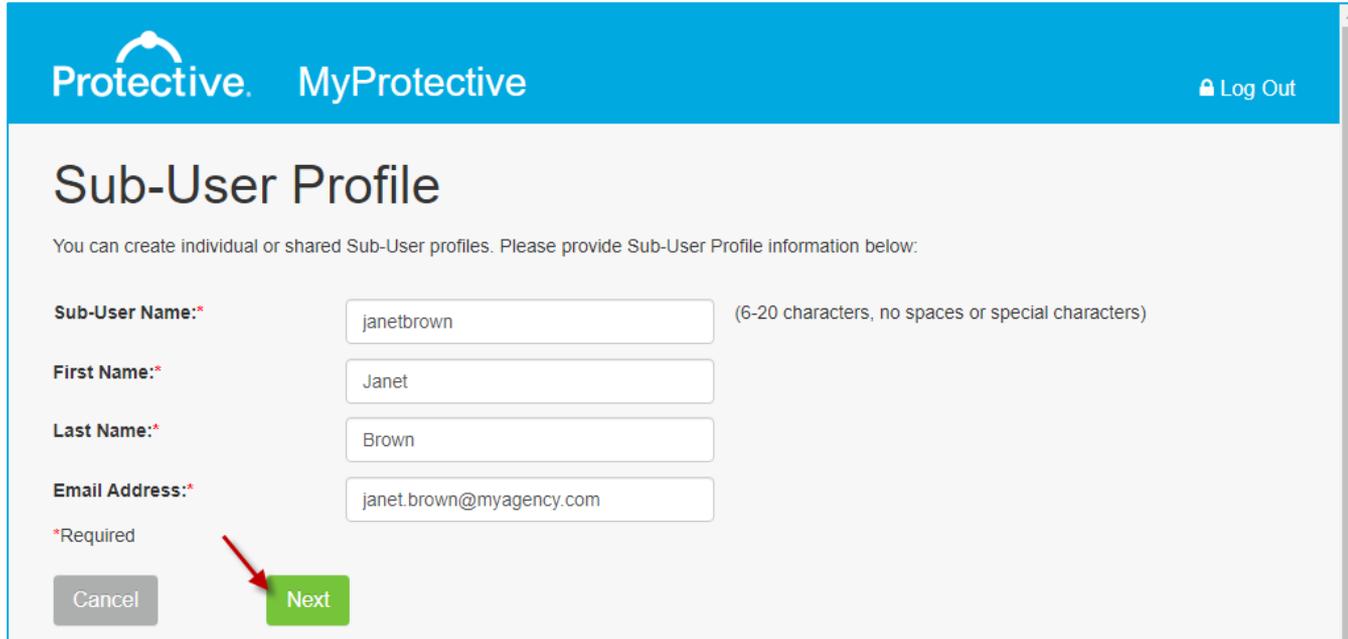Protective. **MyProtective**

🔒 Log Out

Sub-User Maintenance

To add a new Sub-User, select the "Create sub-user" button. Learn More

Create Sub-User   Home

The sub-users associated with your account are listed below. From this menu, you may edit user information, delete an account, or change access privileges as necessary.

Please remember to delete any sub-users that are no longer employed by you.

Step 3: Primary users enter profile information for sub-users.

Step 4: Primary users select access rights.

Step 5: Primary users confirm information and click "Continue" to email registration details to the sub-user for password setup.
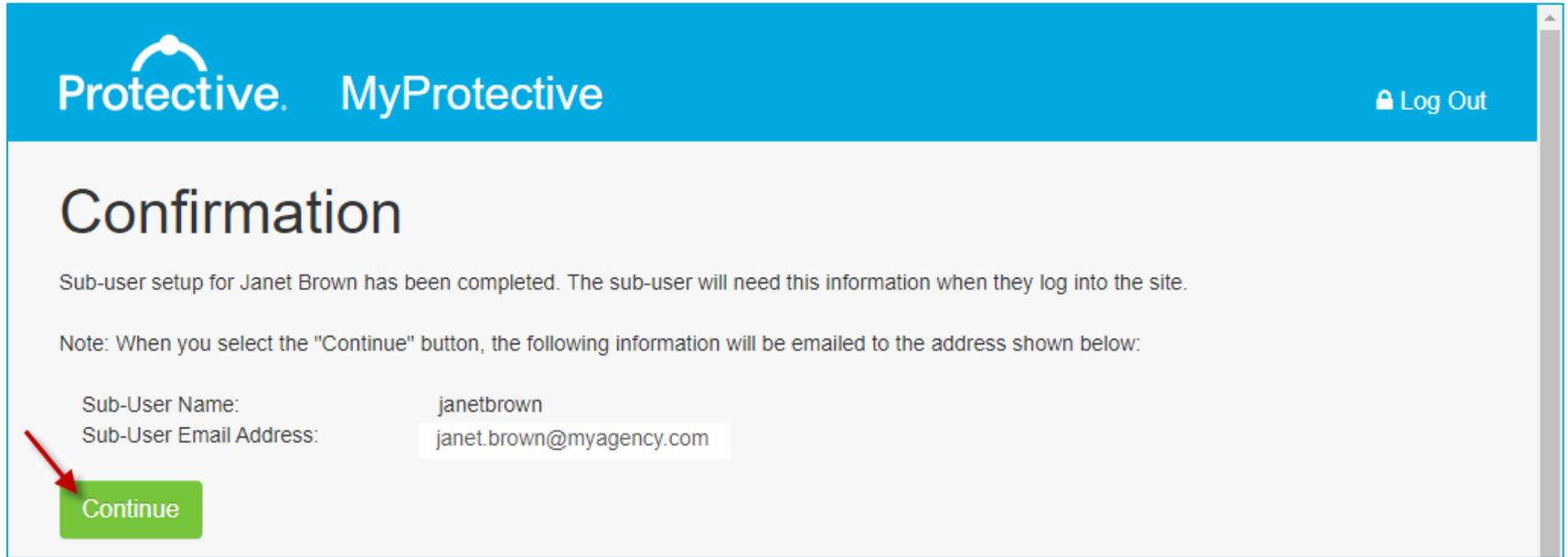
Protective.   MyProtective   🔒 Log Out

Confirmation

Sub-user setup for Janet Brown has been completed. The sub-user will need this information when they log into the site.

Note: When you select the "Continue" button, the following information will be emailed to the address shown below:

Sub-User Name: janetbrown
Sub-User Email Address: janet.brown@myagency.com

Continue

Step 6: New sub-user account appears on the maintenance page.

Protective. MyProtective 🔒 Log Out

Sub-User Maintenance

To add a new Sub-User, select the "Create sub-user" button. Learn More

[Create Sub-User] [Home]

The sub-users associated with your account are listed below. From this menu, you may edit user information, delete an account, or change access privileges as necessary.

Please remember to delete any sub-users that are no longer employed by you.

User Name	FName	LName	Email				
janetbrown	Janet	Brown	janet.brown@myagency.com	Edit	Delete	Change Access	Send Reset Email

Sub-user password setup

Step 1: Sub-user receives registration email with a link to set up a password (link expires after 24 hours).

Protective Website Registration Confirmation

cmsemail@protective.com
To

↩ Reply   ≪ Reply All   → Forward   ...

Fri 11/13/2020 5:08 PM

Retention Policy   Entire Mailbox - 180 Day Delete (6 months)   Expires   5/12/2021

A MyProtective account has been created for you. Your user name is provided below.

Set up your password here

User Name: janetbrown

This link will expire after 24 hours.

Step 2: Sub-user enters user name listed in the email.

Step 3: Sub-user creates a secure password that matches the requirements listed.
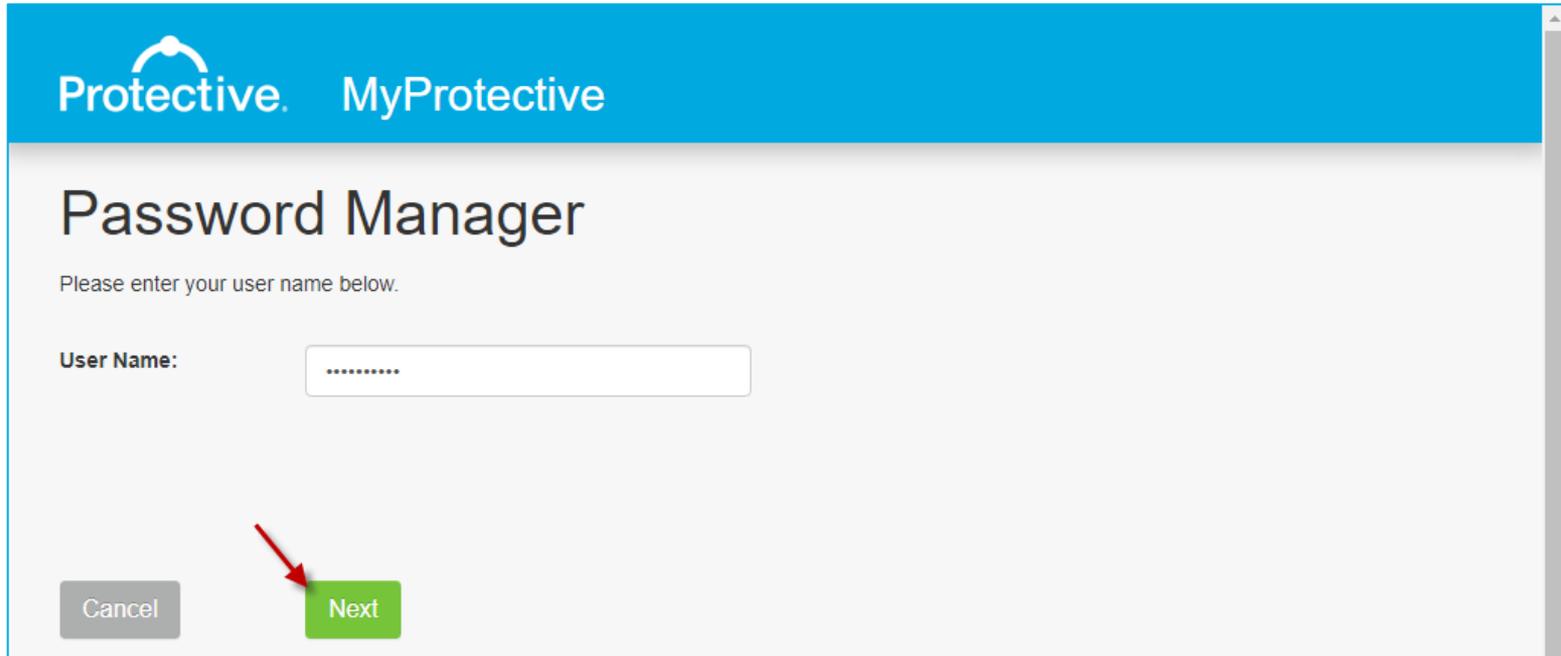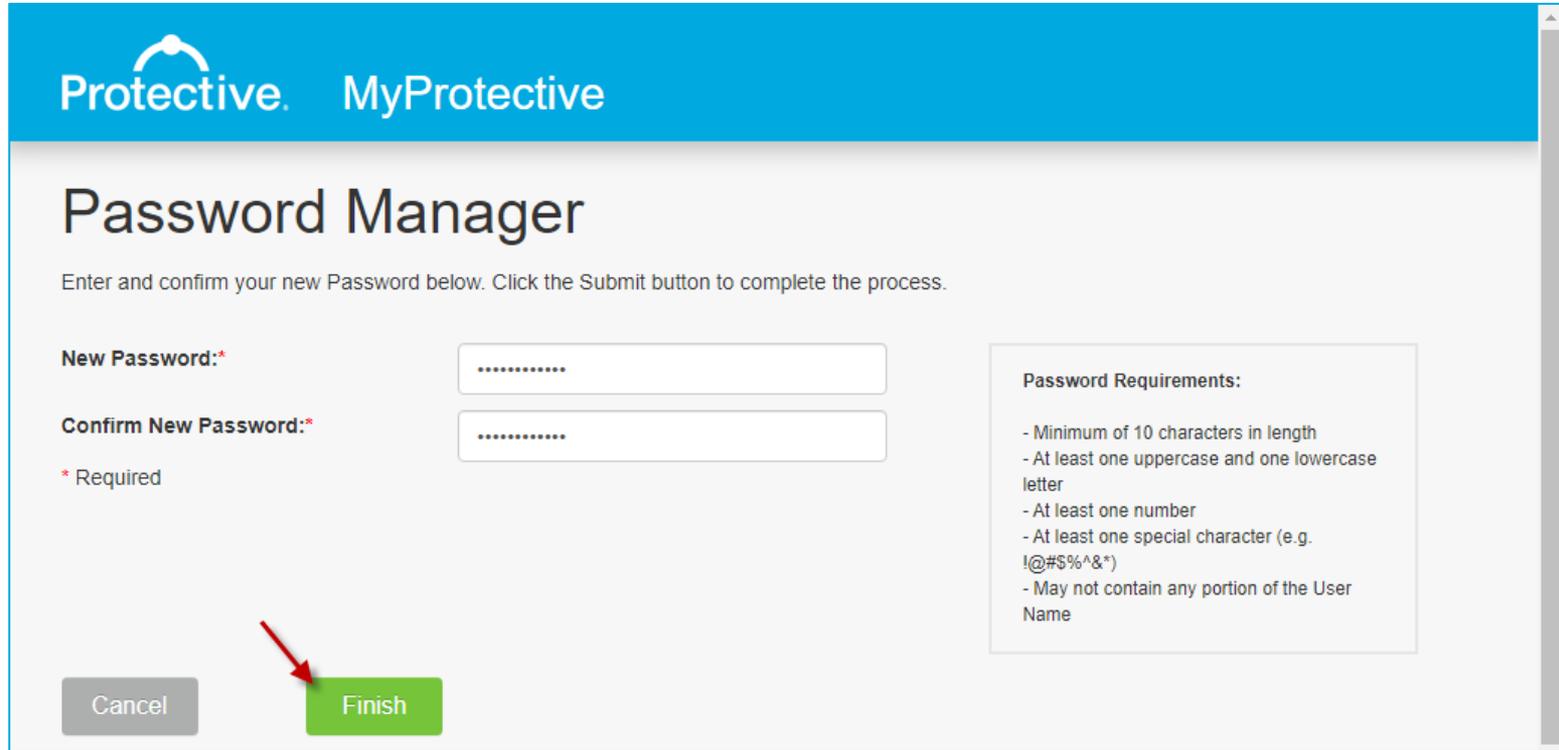
Protective. MyProtective

Password Manager

Enter and confirm your new Password below. Click the Submit button to complete the process.

New Password: *

Confirm New Password: *

* Required

Password Requirements:

- Minimum of 10 characters in length
- At least one uppercase and one lowercase letter
- At least one number
- At least one special character (e.g. !@#$%^&*)
- May not contain any portion of the User Name

Cancel   Finish

Step 4: Sub-user clicks "Continue" to confirm new password and also receives a confirmation email.
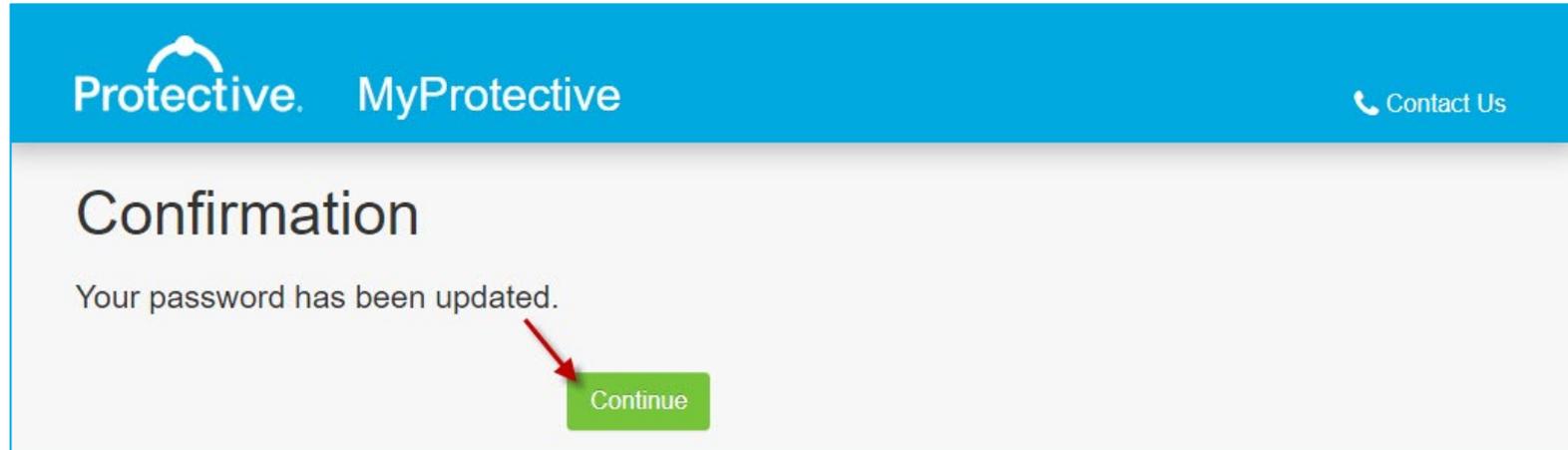
Step 5: Sub-user is taken to a MyProtective.com log in page for access.

Step 6: Sub-user chooses a security question.

Step 7: Sub-user reviews email address for accuracy.
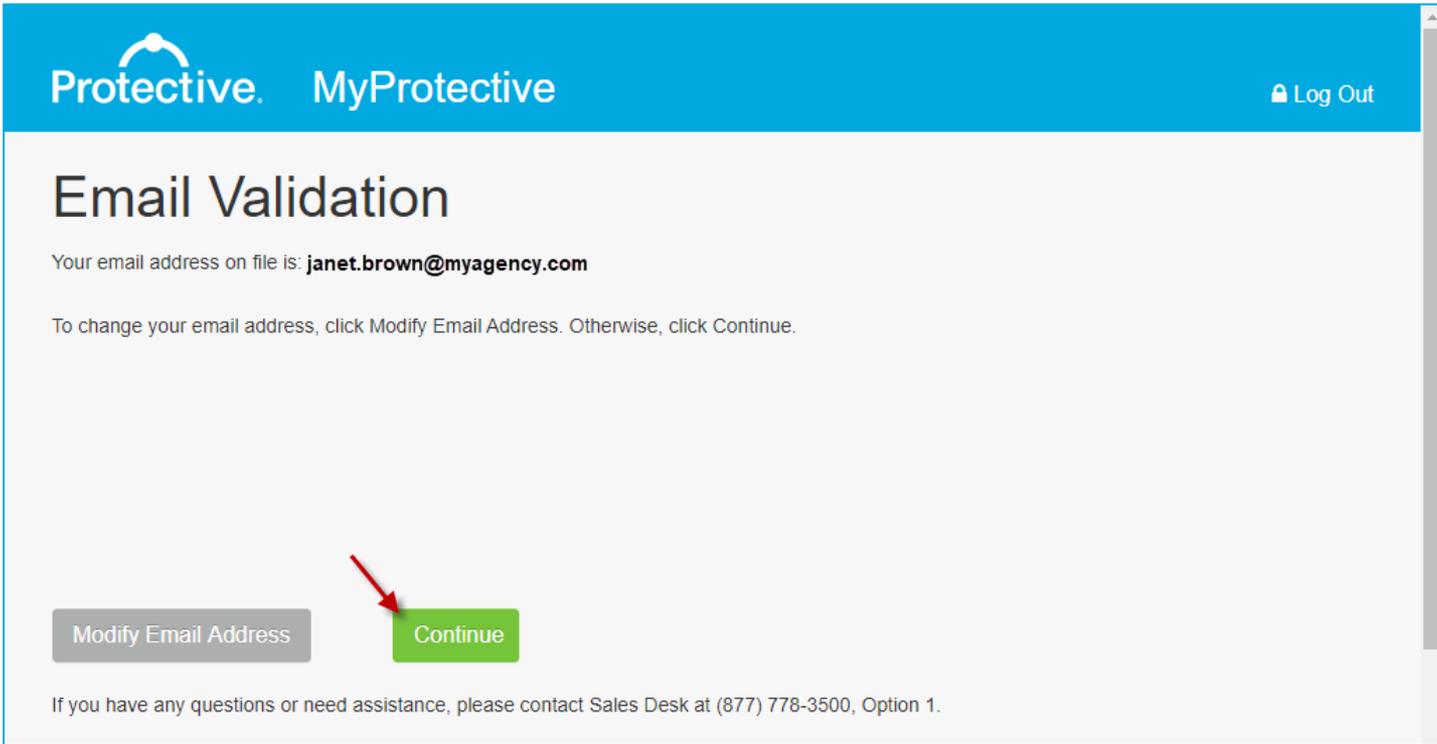
Protective. MyProtective

🔒 Log Out

Email Validation

Your email address on file is: **janet.brown@myagency.com**

To change your email address, click Modify Email Address. Otherwise, click Continue.

Modify Email Address   Continue

If you have any questions or need assistance, please contact Sales Desk at (877) 778-3500, Option 1.

Step 7: Sub-user successfully logs in.