Token Replacement

It is the responsibility of all employees and contractors of Allstate to protect its assets. To add an additional layer of protection to our systems, data, and customer information, Two-Factor Authentication Service (TFAS) is put in place to validate a user’s credentials (identity) when accessing the Allstate network remotely.

Mishaps happen everyday; personal computers/mobile devices break, get stolen or the VIP Access application gets deleted or corrupted. When this happens, you will need to remove your current token’s Credential ID number and replace it with a new security token.

This guide provides instruction to replace a lost or stolen security token used with Allstate’s Two-Factor Authentication Service.

Obtain a new security token before starting the token replacement process

You will need to acquire a new token prior to starting the token replacement process. Refer to the Two-Factor Authentication Quick Reference Instructions for assistance.

Need Help?

Please refer to the Frequently Asked Questions (FAQs) to learn more about the Two-Factor process and troubleshooting information.

Visit the MyATSC self-service site or contact the ATSC at 1-800-686-1274.
Users with no office phone or mobile phone in Allstate Outlook Address Book

These users can’t do token recovery on their own. They will need to contact the ATSC if there are issues with an existing token or the need to remove an existing token.

Use the Allstate Address Book Update Service if you need to add or change your phone numbers in the Allstate’s Outlook Global Address Book.

Users with office phone or mobile phone in Allstate Outlook Address Book

1. From your Allstate desktop, home PC, or personal device, open Internet Explorer or a different browser.
   
   **Note**: Internet Explorer is used in this example.

2. In the Address field, type URL: https://ssp.allstate.com


4. Type your Allstate NT ID and Password.

5. Click Sign In. A To Complete Your Sign-in screen appears.
6. Click **Trouble signing in?** A Confirm Your Identity options screen appears.

7. Click the **radio button** next to the method you prefer to receive a temporary security code.

   **Reminder:** If you wish to receive the temporary code via SMS, you must have your mobile phone number listed in Allstate’s Outlook Address Book.

   If you prefer to receive a Voice Call, you must be at the phone number listed in the Address Book as the call is interactive.

8. Click **Continue**. The Enter Your Temporary Security Code screen appears.

   **Note:** You can expect to receive your temporary security code via text message or phone within a few minutes.

9. In the Security Code field, type your **six-digit temporary security code**.

10. Click **Sign In**. A Manage Your Credentials screen appears.
The Manage Your Credentials screen displays your current registered token.

11. Hover over the Actions button next to the token that needs to be replaced, and click Remove. Remove Credential screen appears.


13. To register your new token, click Register.

14. In the Credential Name field, type a name for your credential.
15. In the Credential ID field, type the Credential ID number.
17. Click Submit. The Manage Your Credentials screen reappears.
18. To close the Manage Your Credentials screen, click Sign-out located in the upper right side of the screen.
19. On the Welcome to VeriSign Identity Protection (VIP) Self Service Portal screen, click on the Red “X” in the upper right side of the screen to close the program.