



# Frequently Asked Questions



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## ❓ What devices are supported?

Windows, Mac, Android and iOS. Please click on this link for details regarding features available by platform: <http://acncompass.ca/digital-privacy-protection/>.

## ❓ What payment methods are allowed?

Canadian VISA, MasterCard, AMEX, Discover debit or credit cards are accepted. Prepaid cards and gift cards are not accepted.

## ❓ Can I change my plan after I am already signed up?

You can change your plan in the Customer Portal. Please select "Services" and click on the "Upgrade/Downgrade" button. Choose your new plan and choose "Change To This Plan". Please note, new Pro-Tec license keys will be issued when you change your plan and must be updated on all devices.

## ❓ Can I change my credit card information after I am already signed up?

You can change your credit card information in the Customer Portal. Please select "Payments" and "Update Billing Information".

## ❓ I have an issue with IDSeal Titan, how do I get support?

The best way to find quick answers to all questions is to visit the IDSeal Application Support page at <https://www.acn.idseal.com/support-pro-tec/>.

## ❓ When will IDSeal Titan orders appear on the PCL and count?

Customers who enroll by 4 p.m. ET will appear on your personal customer list and count for IBO Qualifications the same day.

## ❓ If my customer enrolled in IDSeal Titan and chose the quarterly or annual pricing plan, how will commissions be paid?

Commissions will be paid monthly. The monthly commissionable revenue will be equal to the quarterly or annual plan fee (less taxes) divided by 3 or 12 and the commissionable revenue will be credited for each month of the plan.

## ❓ If my existing IDSeal Titan customer is on a monthly or quarterly plan and chooses to get the annual plan, how are Customer Points allocated?

Once your customer completes their current service period, they will switch to the new plan and you will receive points and commissions based on the new plan at that time.

## ❓ What happens at the end of my customer's subscription?

Customers in Quebec and Nova Scotia on a quarterly or annual plan will receive a renewal notice 30 days from their subscription end date. If the customer takes no action they will be downgraded to a monthly plan upon renewal. Their Pro-Tec subscription keys will expire, and they will be issued new keys. Customers in Ontario on a quarterly or annual plan will receive a renewal notice 30 days from their subscription end date but do not need to take any action to renew.

## ❓ I forgot to add the IBO ID or entered it incorrectly during signup – how do I fix this?

Easy fix! There's no need to cancel the account. Please use the claim missing customer's tool on your Personal Customer List.

## ❓ How do I find out the order status of my downline's account?

Please contact IBO Services and they will be happy to assist you.