How to Set Up an Account with Your ARAG Legal Plan

Legal Insurance

Congratulations! You've taken the first step in protecting yourself and the ones you love with affordable access to professional legal help. Need a little assistance getting started and understanding how the plan works? Follow these steps to set up an online account and explore how to get the most from your legal plan.

1. Create your ARAG® member account

1. Visit ARAGlegal.com/account
2. Choose **Create Account**
3. Enter the **Member ID number** provided in your new member welcome materials
4. Next enter your home address ZIP code. (Don't know your Member ID? Select **Look up my ID number** and choose **ID Lookup for Members**. Follow the prompts to retrieve your Member ID)
5. Provide your email address to receive a verification code
6. Enter the code to create and confirm your password

You're all set! You should now be logged into your account

2. Set Up Multi-Factor Authentication (MFA)

1. After your first login, go to your Account page and add a cell phone number to receive verification codes for multi-factor authentication (MFA). You can also choose to receive codes via the email address you used to create your account.
2. For quicker logins, you have the option to set up a passkey using Touch ID, Face ID or a PIN. This allows you to bypass MFA in the future.
3. On your next login, enter your username and password. Then, choose to receive a verification code via email or text, and enter the code to complete MFA setup.
4. If you've set up a passkey, you can choose to use it instead of entering a verification code.

3. Explore all your plan has to offer

- Review your plan coverage
- Get started on your legal matter
- Create your own personal legal documents using DIY Docs®
- Create professional demand letters to quickly and easily address common disputes

- Learn about any additional legal or financial services that may be offered
- Access educational guidebooks and videos to learn more about common legal matters
- Find answers to common questions and get help when you need it – whether through quick self-service or Customer Care support

4. Follow these steps when you need help with a legal matter

1. Log in to your account to start a case or contact our friendly Customer Care team.
2. Help us understand a bit more about your legal issue and then we'll send you a CaseAssist® confirmation email. This contains complete coverage details including what is paid for by ARAG, along with contact information for experienced network attorneys who can help with your case.
3. Meet with your network attorney over the phone, virtually or in person to begin resolving your issue.
4. Your network attorney will bill us directly for their legal services on covered matters. You may be responsible for other costs, like court fees and copy fees.

ARAG Legal App: Visit Google Play or the Apple App Store and download the ARAG Legal app to start a case, review plan coverage and get help from ARAG's experienced Customer Care team.

Questions? We're here to help!

Make the most of what your legal plan offers today. If you have questions or need additional information, visit the Help Center at ARAGlegal.com/Help-Center or call ARAG Customer Care at **800-247-4184**.

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