Allsup Place Directions (updated 3.23.12)

Welcome

Hello and welcome to Allsup Place[®].

Thank you for your interest in this secure and helpful online community. Allsup Place is where you can connect with others, share information and, if you are an Allsup customer, have greater access to your account information and Customer Service.

The following information will help you get started and gain access to Allsup Place.

Registration

To take advantage of Allsup Place, you'll need to register. It's easy and fast. Just click on "Register" in the green tab at the top of any site page to get started.

Once your information has been submitted, you will be immediately granted access to Allsup Place.

Select your own User Name, Display Name (for use in the Forum) and Password. Passwords must be:

- At least 8 characters in length,
- Contain at least one upper case letter,
- Contain one lower case letter, and
- Contain one number.

When you register, you will also need to provide basic information such as your name, address, phone and email address.

Be sure to save your custom User Name and Password as you will need this information to access your personal account information – available to you anytime.

*Note to Allsup customers: As a security precaution, please use the same email address that you have on file with Allsup. In order to activate your account and view account details, your email addresses – in Allsup Place and in your file – have to match. Contact us at (866) 502-8372, Monday – Friday, 7 a.m. to 5 p.m. (CT) or <u>click here</u> if you have any questions or need to update your email address in your file.



When you register for Allsup Place, we will also ask if you would like information about certain medical conditions. While this is not required, completing this part of the registration will help us better customize your visit in Allsup Place.

The conditions that we are currently providing as options include the following:

- AIDS / HIV
- ALS (Amyotrophic Lateral Sclerosis) / Lou Gehrig's Disease
- Anxiety
- Arthritis
- Asthma
- Bipolar Disorder
- Bulging Discs
- Cancer
- Chronic Fatigue Syndrome
- Chronic Pain
- COPD
- Depression
- Diabetes
- Epilepsy
- Fibromyalgia
- Heart Disease
- Hepatitis C
- Liver Disease
- Lupus
- Meniere's Disease
- Migraines
- MS (Multiple Sclerosis)
- Muscular Dystrophy
- Organ Transplants
- Parkinson's Disease
- PTSD
- Spinal Disorders
- Stroke
- Other

Please use the "Other" option in the event that you are interested in using Allsup Place, but do not see the condition listed that you are interested in, or you do not have a condition listed here. This will help us determine what other conditions we should add to Allsup Place.



Finally, you must agree to the Allsup Place <u>Terms and Conditions of Use</u> as well. To read the Terms and Conditions of Use Agreement, <u>click here</u> (http://www.Allsup.com/Allsup-Place/Allsup-Place-Terms-and-Conditions-of-Use.aspx) or you may read it by clicking on the "View User Agreement" link provided during Registration. Then just check the check box and click the "Register" link at the bottom of the page.

We also provide you with the option to sign up to receive information from Allsup via email. Just check the box here and tell us what topics interest you.

Congratulations. You are now registered and a new member of Allsup Place. Upon registering, you are automatically logged in to Allsup Place.

If you've already registered during a previous visit, all you have to do now is Login.

Login

You must be registered in Allsup Place before you can log in. To register, please review the Registration section.

If you've already registered, click the Login button in the green tab, provide us with your User Name and Password and click "Login."

Now you're in Allsup Place.

Logout

We suggest that you Logout (in the green Allsup Place tab) when you are ready to leave Allsup Place.

You will be automatically logged out of Allsup Place after 15 minutes of inactivity.

Forgot your Password?

That's okay. All you have to do is click on the "Forgot Password?" link on the Login page, provide us with your User Name* or Email Address and click "Send Password."

You should receive your Password in your email inbox very soon. And then you'll be ready to return to Allsup Place.

*If you forgot your User Name, please <u>click here</u>, and submit the short form so we can provide you with your User Name in order for you to continue enjoying Allsup Place.



Locked out of Allsup Place?

After three unsuccessful attempts to log in, the system will lock your account for security reasons. If you need to unlock your account, we suggest that you first utilize the "Forgot Password?" feature, and then wait 10 minutes before trying to log in again.

If you are still unsuccessful, please <u>click here</u>, submit the short form, and our team will be happy to unlock your account for you.

Manage Account

The Manage Account feature is available via a link within the green tab at the top of page, accessible only after you are logged into Allsup Place.

Here you can manage your profile details and make changes to any of the information you provided to us during your Registration, including Password changes. As a security measure, an email will be sent to you (at the email address that you provided to us during registration) every time you make a change to your profile. If you did not initiate a change(s) to your profile, please contact us immediately at (866) 502-8372.

Areas within Allsup Place

As a non-registered visitor:

- News
- Forum
- The SSDI Process
- Allsup Medicare Advisor[®]
- Disability Life Planning Service[®]
- Refer a Friend
- Allsup Place FAQs
- Allsup Place Demo
- Contact Allsup

As a registered Allsup Place member (non-customer):

- Account Activation
- Locate Resources
- News
- Forum
- The SSDI Process
- Allsup Medicare Advisor
- Disability Life Planning Service



- MyCalendar
- Refer a Friend
- Allsup Place FAQs
- Allsup Place Demo
- Contact Allsup

As an Allsup customer (with an activated account):

- Account Activation
- MyClaim (available to SSDI customers only)
 - Check the Status of Your SSDI Claim
 - My Contact Information
 - Important Documents
 - o Contact Us
 - Provide Us With Updates
- MyAMA Account (available to *Allsup Medicare Advisor* (AMA) customers only)
 - o Check the Status of Your AMA Report
 - o My Contact Information
 - Access Your AMA Report (including how to read your report)
 - o Contact Us
 - Provide Us With Updates
- MyLifePlan (available to *Disability Life Planning Service* (DLPS) customers only)
 - Check the Status of Your DLPS Report
 - My Contact Information
 - Review Your DLPS Report
 - o Contact Us
 - Access the DLPS Library
- Locate Resources
- News
- Forum
- The SSDI Process
- Allsup Medicare Advisor[®]
- Disability Life Planning Service[®]
- MyCalendar
- Refer a Friend
- Allsup Place FAQs
- Allsup Place Demo
- Contact Allsup

Account Activation (for Allsup customers only)

The Account Activation link is available in the left hand navigation.



For SSDI customers, upon receipt of your signed 1696 form, Allsup will send you an email including your Activation ID and Activation Key. You will need to provide both of these in order to activate your account, which will then provide you with details on your claim with Allsup, the ability to update your contact information anytime, and much more.

<u>Click here to view a sample of the email you can expect to receive from</u> <u>Allsup.</u>

For Allsup Medicare Advisor customers, upon receipt of payment or the establishment of alternative payment arrangements, Allsup will send you an email including your Activation ID and Activation Key. You will need to provide both of these in order to activate your account, which will then give you details on your AMA account, the ability to update your contact information anytime, and much more.

For Disability Life Planning Service customers, upon receipt of payment or the establishment of alternative payment arrangements, Allsup will send you an email including your Activation ID and Activation Key. You will need to provide both of these in order to activate your account, which will then give you details on your DLPS report, the ability to update your contact information anytime, and much more.

Please contact us at (866) 502-8372, Monday – Friday, 7 a.m. to 5 p.m. (CT), or <u>click here</u> with any issues you may experience while trying to activate your account.

Special Note to Allsup customers: You only have to activate your Allsup Place account once, even if you are a customer with multiple services. However, once activated, you will always see this message to remind you of your successful account activation: Your account has already been activated.

Note: Once you activate your account, you must log out and then log back in to reset your account in order to access information on your claim.

*All Allsup Place members have access to this page, but this page is only applicable and important to you if you are an Allsup customer. Otherwise, please ignore this page.



MyClaim

MyClaim is only available to Allsup customers with an SSDI claim. All other visitors won't have access to this special section, accessible via a link in the left hand navigation. MyClaim consists of a few different components, including (1) check the status of your SSDI claim, (2) review your contact information with the ability to provide us with updates, (3) review and use a variety of important documents, (4) contact us with any questions and (5) provide us with a variety of updates (such as "Has DDS or SSA sent you anything?").

Check the Status of Your SSDI Claim

One of the first things you will see when you get to your MyClaim page is a graphic that will illustrate the status of your SSDI claim and the current level of your claim within the SSDI process. Click on your graphic, which will reflect your claim's progression through the SSDI process, for more details about your current status.

This current status page will include details specific to the activities related to your claim. You also may click on the links provided for additional details, or use the "Show All" feature. Then, depending on your claim's level, you may be provided with links to the previous level, next level and the complete SSDI Process (see The SSDI Process section for more details), which is also available as a PDF document.

My Contact Information

The box to the right of your status information on your MyClaim page displays the contact information that we have on file for you at Allsup (not what you registered with on Allsup Place). Please use this display as a way to review and update your contact information. You also may indicate if your bank information has changed.

Click on the "Click here to update" link when and if you need to update your contact information. Now, use the fields provided to make any changes to your contact information. Once you're done updating your information, click the "Submit" button.

You will receive an on-screen "Thank You" message as well as an email indicating changes to your contact information have been received and how to contact us in the case that you did not initiate the change(s).

Upon return to your MyClaim page, you will notice that the My Contact Information box contains a message indicating <<Update Pending>>. This tells you that we received your update(s) and that your update is pending



until our final review and approval. This process may take up to two (2) business days. Once approved, you will not only notice your change(s) here, but the <<Update Pending>> message will be gone.

Important Documents

Now you have the option to access your available important documents online in Allsup Place's secure community. All you have to do is click on the link to request your online documents, and you will have online access to your available documents within one business day. You also will receive an email notifying you when they are ready for viewing.

Allsup also provides some of the financial agreements and legal documents required from its customers. You may view, type directly on these blank documents and print them, or print them for completion or for your records.

- 1696 Form (The Appointment of Representative you completed that indicates Allsup is representing you in the effort to secure your SSDI benefits.)
- Fee Agreement
- SSA-795 (Direct Deposit form)
- Authorization for Release of Medical and Other Information

You must have Adobe Acrobat Reader in order to access these blank documents. If you don't have Adobe Acrobat Reader, <u>you can download it</u> <u>here for free</u>.

Contact Us

Depending on the status of your claim, you will be provided with a phone number to call us or you can click on the graphic to use our customized Contact form. Your information will be auto-populated on the form, and all you'll have to do is provide us with your Question / Comment, and click "Submit."

Provide Us with Updates

The bottom right hand corner on your MyClaim page contains several questions – that rotate – directed to you in order to remind you to provide Allsup with updates. These include sending us updates on anything DDS or SSA has sent to you, any life changing events you may have recently experienced or providing us with your medical updates.

Just click on the graphic to link to our customized Contact form. Your information will be auto-populated on the form, and all you'll have to do is provide us with your update in the Question / Comment field, and click "Submit."



If you're submitting medical updates, complete the form provided as completely as you can. Providing Allsup with medical updates has never been easier.

MyAMA Account

The MyAMA Account section is available only to you as an *Allsup Medicare Advisor* (AMA) customer. No other visitors will have access to this special section, accessible by a link in the left hand navigation. Each MyAMA Account consists of a few different components, including:

- 1. Check the status of your AMA report, which includes completing your AMA questionnaire;
- 2. Review your contact information with the ability to provide us with updates;
- 3. Access your AMA Report (including how to read your report);
- 4. Contact us with any questions; and
- 5. Provide us with updates or refer a friend.

1. Check the Status of Your AMA Report

One of the first things you will see when you get to your MyAMA Account page is a graphic that indicates the status of your AMA report and any tasks that still need to be completed in order to receive your completed report. Click on the graphic, which will take you to additional information as well as important links.

2. My Contact Information

The box to the right of your status information on your MyAMA Account page displays your contact information. Please use this to review and update your contact information.

Click on the "Click here to update" link when and if you need to update your contact information. Now, use the fields provided to make any changes to your contact information. Once you're done updating your information, click the "Submit" button.

You will receive an on-screen "Thank You" message as well as an email indicating changes to your contact information have been received and how to contact us in the case that you did not initiate the change(s).

Upon returning to your MyAMA Account page, you may notice that the My Contact Information box contains a message indicating <<Update Pending>>. This tells you that we received your update(s) and that your update is pending until our final review and approval. This process can take



up to two (2) business days. Once approved, you will not only notice your change(s) here, but the <<Update Pending>> message will no longer be visible.

3. Your AMA Report

Click on the "Your AMA Report" graphic to receive information about your AMA report, and a link to your report in PDF format once its available.

You must have Adobe Acrobat Reader in order to access and open your AMA report. If you don't have Adobe Acrobat Reader, <u>you can download it here</u> for free.

Until your report is available, you may still visit this area and learn about how to read your AMA report. This will also be available to you once the AMA report is available.

4. Contact Us

You will be provided with a phone number to call us, or you can click on the graphic to use our customized Contact form. Your information will automatically appear on the form and all you have to do is provide us with your Question / Comment, and click "Submit."

5. Provide Us Updates or Refer a Friend

The bottom right hand corner on your MyAMA Account page contains two graphics that remind you to provide Allsup with contact information updates or help you refer a friend to Allsup.

Just click on the graphic to link to the appropriate page and form.

MyLifePlan

The MyLifePlan section is available only to you as a *Disability Life Planning Service* (DLPS) customer. No other visitors will have access to this special section, accessible by a link in the left hand navigation. Your MyLifePlan section consists of a few different components, including:

- 1. Check the status of your DLPS report, which includes completing your DLPS questionnaire;
- 2. Review your contact information with the ability to provide us with updates;
- 3. Access your DLPS Report;
- 4. Contact us with any questions; and
- 5. Access the DLPS library.
- 1. Check the Status of Your DLPS Report



One of the first things you will see when you get to your MyLifePlan page is a graphic that indicates the status of your DLPS report and any tasks that still need to be completed in order to receive your completed report. Click on the graphic, which will take you to additional information as well as important links.

2. My Contact Information

The box to the right of your status information on your MyLifePlan page displays your contact information. Please use this to review and update your contact information.

Click on the "Click here to update" link when and if you need to update your contact information. Now, use the fields provided to make any changes to your contact information. Once you're done updating your information, click the "Submit" button.

You will receive an on-screen "Thank You" message as well as an email indicating changes to your contact information have been received and how to contact us in the case that you did not initiate the change(s).

Upon returning to your MyLifePlan page, you may notice that the My Contact Information box contains a message indicating <<Update Pending>>. This tells you that we received your update(s) and that your update is pending until our final review and approval. This process can take up to two (2) business days. Once approved, you will not only notice your change(s) here, but the <<Update Pending>> message will no longer be visible.

3. Your DLPS Report

Click on the "Your DLPS Report" graphic to receive information about your DLPS report, and a link to your report once its available.

Until your report is available, you may still visit this area and learn about how to read your DLPS report. This will also be available to you once the DLPS report is available.

4. Contact Us

You will be provided with a phone number to call us, or you can click on the graphic to use our customized Contact form. Your information will automatically appear on the form and all you have to do is provide us with your Question / Comment, and click "Submit."

5. Access the DLPS Library

The bottom right hand corner on your MyLifePlan page provides an easy way to access all of the additional resources included in the DLPS library. These



additional resources enhance your Disability Life Planning report. The library not only provides you with information on various topics, but also includes useful tips and tools to help you save money.

Locate Resources

Anyone registered on Allsup Place may access this information using the link provided in the left hand navigation. The resources in the Locate Resources section are pre-populated and are the result of the condition(s) and state that you selected during registration. But you may also create your own search criteria by selecting a different state – either by using the map or the drop-down box – and/or different condition(s).

There are three different types of Resources available in this section, including (1) Organizations, (2) Personal Stories and (3) Web Resources. Each of these is represented on tabs below the map and search options available. The type of resources you are currently accessing will be most recognizable by the difference in tab color – the tab including the type of resource currently being accessed will be colored a darker blue while the other tabs will be a lighter blue.

These resources are in no way all-inclusive and Allsup does not endorse or guarantee the accuracy of any of the resources available here.

Organizations

Upon reaching the Locate Resources page, the Organizations are provided below the map on the page. These organizations are grouped together; first you will see the condition-specific organizations grouped together by condition. Then you will see a section below the condition-specific organizations titled "General Organizations," which are those organizations that are not condition-specific, but deemed relevant and helpful to the majority of our visitors.

Each organization listed here is a live link that when clicked will open up in a new window in order to take you to that organization's Web site. When you're done reviewing the Web site, just close the window, and you're right back where you were before you clicked on the link.

Personal Stories

To access the Personal Stories resources, click on the Personal Stories tab, which will turn darker blue upon accessing. First, the Personal Stories applicable to your registered condition(s) will appear, and then we provide



you with some general personal stories that we think may be of interest to you.

Each personal story is accessible by clicking on the story title and will open in a new window, so as soon as you're done reading it, you can just close the window, and you're right back where you were in Allsup Place.

Web Resources

To access the Web Resources, click on the Web Resources tab, which will turn darker blue upon accessing. These Resources are categorized by type of Resource. Some of the Resource categories include Financial Planning Calculators, Government Sites, Medical Information Sites, Online Support Groups, State Benefit Programs and much more.

Each of these categories of resources contains links to informative websites that when clicked will open that resource's website in a new window for your use. And when you're done, just close the window and check out another resource.

The resources that you see will differ from what other visitors see because these are provided especially for you based on information you provided to us during registration.

Come back often as we will update these resources on a frequent basis. If you know of a resource that you think would be beneficial to others, please send it to us by <u>clicking here</u>.

News

The Allsup Place News section is available to all Allsup.com and Allsup Place visitors and consists of a custom news feed, which includes thousands of articles from a variety of news sources. This is accessible via a link in the left hand navigation.

Allsup Place registered users will not only have access to news on Allsup, disability, Social Security and Medicare issues, but also receive information customized to the condition(s) selected during the Allsup Place registration process.

Visitors who are not registered may still access the News section; however, only the articles on Allsup, disability, Social Security and Medicare will be available to you.



Each news article listed is a live link that when clicked will provide you with the entire article

Forum

Speak up on or check out our Forum – accessible via a link in the left hand navigation.

What is a Forum? Read more about forums here.

Anyone may view or use the Forum; you do not have to be registered or logged in to Allsup Place to participate in the Forum.

Allsup regularly adds new discussions as needed based on requests and conversations that take place within the Forum. To read or participate in any of these discussions, click on a discussion title.

Now you can view the thread(s) (A thread is a topic for discussion.) available for that discussion. You may click on each thread to read and/or reply to it. You may also start a new thread by clicking on the "New Thread" button available (See the "How to Start a New Thread / Posting" section for more details.)

We encourage you to read the complete <u>Allsup Place Terms and Conditions</u> of <u>Use</u>, specifically the section on Forums before you participate in the Forum. All postings are subject to review and may be removed at Allsup's discretion.

Options and Settings Available to You in the Forum

Above the Forum, there are four different icons, with each representing a different function.

Once you select a discussion, you have two options for how the content is displayed. By default, it will show you everything – the threads and replies. But you can change this setting to "Show No Replies," by clicking on these words that appear below the Search box. Then if you want to see everything again – including the replies, just click on the "Show All" link that appears in the same place below the Search box.

My Settings

The first icon (from left) represents "My Settings." If you click on this option, you will be taken to a page called "User Settings." Here you can update many settings about your profile and how you are represented and can use the Forum.



<u>User Profile</u>

Your User Profile is what other Forum users can view about you/your profile.

- Email This appears as an option to provide other users with your email address; however, this feature is not available at this time.
- MSN You may provide your MSN related information here.
- Yahoo You may provide your Yahoo related information here.
- AIM You may provide your AOL Instant Messenger information here.
- ICQ You may provide your ICQ information here.
- Occupation This appears as an option to provide information; however, this information will not be visible to anyone else, so feel free to leave it blank.
- Interests This appears as an option to provide information; however, this information will not be visible to anyone else, so feel free to leave it blank.

User Settings

Your User Settings are settings specific to your profile.

- Group View This is pre-determined and cannot be changed.
- Threads Per Page You can determine how many threads per page you would like to view.
- Posts Per Page You can determine how many posts per page you would like to view.
- Signature You can create a signature that appears on each of your posts and replies. You have the ability to be creative here with different fonts, colors and more by using the formatting options that are made available to you (above the text box that you type in). Click the icon to the right of the Signature box in order to view your Signature as it will appear on screen before you click "Update" to make this live.
- Display Online Status By checking this box, you are indicating that you want others to be able to determine when you are visiting Allsup Place.

Tracking/Subscription

Your Tracking/Subscription options are specific to your profile.

- Email Format You can choose to receive emails regarding the Allsup Place Forum in either Text or HTML format. This is defaulted to the HTML option.
- Tracking Forum Here is one of the places where you can select which Discussions you would like to track. By selecting one of these options, you are opting in to receive an email notification (to the email address you registered with) any time a post or reply is made to the



Discussion(s) that you select. You may update this as often as you like.

 Clear All Read Status – This cannot be changed and dictates that any new threads you have not read will be bolded, and others that you have read (clicked on), will not be bolded.

Be sure to click "Update" at the bottom of this page in order to save your User Settings.

My Posts

The second icon (from left) represents "My Posts." If you click on this option, you will be taken to a page that includes all of the posts you have made within the Allsup Place Forum.

Click on any of these threads or Discussions in order to view more details.

Your Posting(s) and Your Profile (Member Profile)

Each posting you make or reply to is attached to your profile. You will be identified by the Display Name that you chose when you registered. It is up to you to make this name as identifiable or non-identifiable as you would like. If you need or want to change your Display Name, see the Manage Account section.

Each posting and reply includes a "by Display Name." Any user can click on your "display name" in order to read your member profile.

Your Member Profile will contain the following information:

- Alias This is the Display Name that you chose during Registration.
- Email This option isn't currently available.
- Web site This option isn't currently available.
- MSN This will include what you provided in your "My Settings" as your MSN information if you didn't provide any information in this field, it will provide viewers with a "Not Available" message.
- Yahoo This will include what you provided in your User Settings as your Yahoo information if you didn't provide any information in this field, it will provide viewers with a "Not Available" message.
- AIM This will include what you provided in your User Settings as your AIM information – if you didn't provide any information in this field, it will provide viewers with a "Not Available" message.
- ICQ This will include what you provided in your User Settings as your ICQ information – if you didn't provide any information in this field, it will provide viewers with a "Not Available" message.



- Statistics This will provide all Allsup Place Forum users with information regarding how many Posts you have made, when your most recent post was and the date you joined Allsup Place.
- Post Count This will indicate how many posts you have made to the Allsup Place Forum.
- User Posts This provides Allsup Place Forum users with the ability to view all of the posts you have made to this Forum.
- Ranking The Forum has a ranking system in place, and it provides each user's ranking here.
- Signature This is populated by the Signature you created in your "My Settings." If you did not create a Signature, nothing appears here.

See the "User Settings" section to read more on what information you can provide in your Member Profile and how you can set this up.

What the Reply Button Does & How to Reply to an Existing Posting As you review and read each thread/posting, you will see a Reply button inside the box that the thread/posting resides within. Click "Reply," and then you will be taken to a page where you can type your reply. Your reply should be on topic with the discussion and thread.

You have the ability to format your reply, or you can just type your reply and select the "Preview" button to preview your reply before it's posted live on our site, select the "Submit" button to make your reply live on our site, or you can cancel your reply.

When your Reply appears, your Display name, number of posts made and ranking appears on the left hand side of your reply, along with the subject of your reply, your reply and your Signature (if you set one up).

Each posted reply is date and time stamped.

What the Quote Button Does

The "Quote" feature provides you the opportunity to reply (see the Reply Button information for more on replying) to someone's comment with their comment quoted in a box above your new comment/reply. This is a valuable feature when multiple conversations/threads are taking place within a Discussion.

How to Start a New Thread / Posting



Within any Discussion in the Allsup Place Forum, you will see a "New Thread" button at the top of the page, under the icons. Click on this "New Thread" button in order to start your new thread/topic for discussion.

Subject

You must provide a Subject for your new thread. Please make it as descriptive as possible for other Forum users.

Body/Content of Your Thread

Type your topic for discussion in the space provided. You may use the formatting options available to you here.

Notification

If you click the box to the right of Notification, you will be notified via email when anything is posted on your new thread/topic for discussion.

Thread Status

You may select a Thread Status for your New Thread.

- (None Specified) This is the default option.
- Unresolved
- Resolved
- Informative

Be sure to click "Submit."

Once posted, your New Thread/post is date and time stamped.

Report Post

Each post and reply includes a link to "Report Post." This provides you, the Forum user, with the opportunity to report a post to us for one of the following reasons:

- Post Against Policy
- Post is Spam
- Post is Off Topic
- Post Contains Profanity
- Post Contains Excessive Advertising

We appreciate your assistance in helping monitor this Forum in order to make it as appropriate and useful to our visitors as possible. An Allsup representative will receive and review each of these reports and will react in the best interest of our visitors and in accordance with the Allsup Place <u>Terms and Conditions of Use Agreement</u>.



Search

The Search feature is available via the icon third from the left hand side on every page or via the search box found on most pages within the Forum. This Search feature only searches within the Forum on Allsup Place.

If you click on the Search icon, the Search function provides you with many more options in order to find what you're looking for within the Forum. Some of the search options you have available using this Search feature include the following:

- From Date
- To Date
- Post Authors
- Subject Contains
- Body Contains
- Thread Status (None Specified default, Any Status, Unresolved, Resolved, Informative)
- Search In (Click on the box next to Discussions to select all of the Discussions or select the "+" button for the types of Discussions to drop down and select one of more of these in order to narrow your search.)

Once you have selected your Search criteria, select the "Search" button to retrieve your Search results.

Forum Home

To return to the Forum home page from anywhere within the Forum, click on the 4th icon from the left (or the first from the right), available on most Forum pages.

Email Notification

If you are interested in staying in the loop regarding a certain Discussion or thread, you will notice the following options at the bottom of most Forum pages. Just click on the checkbox to the right of this option, and you will start receiving notifications via the email address that you provided during registration. Your options include:

- "Email me when this forum has a new thread."
- "Email me when this thread has replies."

If you no longer wish to receive these notifications that you initiated within the Allsup Place Forum, you may click on the following included at the bottom of all notification emails that you receive.



"If you no longer wish to receive notifications, please visit <u>Your Profile</u> and change your notifications options."

Or you can change your notifications options by visiting the Allsup Place Forum, select My Settings, then select the "+" for the Tracking/Subscription area and update your options here. Don't forget to click "Update" in order to save your updates.

The SSDI Process

Every visitor to Allsup Place has access to The SSDI Process page, accessible via a link in the left hand navigation. For non-registered visitors, registered visitors who aren't Allsup customers, and Allsup's AMA customers, you will be provided with information on the SSDI Process – from information on each level, awarded rates, average days at that level to information on getting awarded and the Continuing Disability Review.

Allsup's SSDI customers will receive all of the above and more. You will also receive a step-by-step explanation of what happens during each level of the SSDI Process. And you also have access to this information in a PDF document, which you can print out and use as a reference anytime.

Allsup Medicare Advisor®

Every visitor to Allsup Place may access this – accessible by a link in the left hand navigation. For those of you who are not *Allsup Medicare Advisor* customers, this page provides you with information on the *Allsup Medicare Advisor* and a link to a free screening to determine your eligibility for the *Allsup Medicare Advisor* (AMA) service.

Current AMA customers will only receive a short message with a link to their MyAMA Account page.

Disability Life Planning Service[®]

Every visitor to Allsup Place may access this – accessible by a link in the left hand navigation. For those of you who are not *Disability Life Planning Service* customers, this page provides you with information on the *Disability Life Planning Service* and a link to request more information about the *Disability Life Planning Service* (DLPS).

Current DLPS customers will only receive a short message with a link to



their MyLifePlan page.

MyCalendar

MyCalendar is available to all registered users via a link in the left hand navigation. Use MyCalendar to schedule appointments, meetings and tasks. You also can set reminders and print it in a format that works best for you.

Refer a Friend

The Refer a Friend page is available via a link in the left hand navigation to any Allsup Place visitor who is interested in sharing Allsup Place with a friend. All you have to do is fill out a simple form consisting of your name and email address and your friend's name and email address. Your friend will then receive a short email from <u>you</u> with a link to join Allsup Place. Thanks for passing the word on.

You also may refer someone to Allsup who may need help obtaining SSDI benefits.

Allsup Place FAQs

Check out Allsup Place's frequently asked questions (FAQs) via a link in the left hand navigation. Here you can find the answers to the most common Allsup Place questions. And if you can't find the answer to your question, check out the Allsup Place Demo, or <u>use our online contact form</u>.

Allsup Place Demo

This is the Allsup Place Demo. It is available to all Allsup Place visitors – via a link in the left hand navigation. This was created to provide you and all visitors with a detailed look into Allsup Place and how to navigate it. Due to our diverse audience, this demo is available in a few different formats – as a PDF document, as a web page and as a presentation including screen shots with audio instruction that you can pause, jump around to random sections and more.

Contact Allsup

This provides all visitors with a direct link to contact us. There are a variety of ways to Contact Allsup – one of which is via a link in the left hand navigation. If you are a registered user and logged into Allsup Place, your information will be auto-populated on the form, and all you'll have to do is provide us with your Question / Comment, and click "Submit."



For those of you not logged in when accessing this option, please complete the short form and click "Submit."

Submit Your Feedback

We encourage you to submit your feedback to us regarding Allsup Place. We understand that Allsup Place is a new online community, and we want to hear from you so we can provide you with the best online community we can.

You may access this option by clicking on the appropriate graphic, located on the right hand side of most pages within Allsup Place. Just provide us with your Name, Email address and Feedback.

Again, your feedback is encouraged and appreciated.

Thanks for visiting and for your interest in Allsup Place – enjoy.

If you have any questions, please call (866) 502-8372 or <u>click here to</u> <u>contact us</u>.

