AgentSync

Identity FAQ's

Q- How can I sign up?
1. Use the following link: **id.agentsync.io** to start signup
2. Enter and verify your **email** address or use the code. We recommend using a personal email not tied to a specific carrier or agency
3. You will also need to verify your **cellphone** for subsequent login attempts, since the MFA code will be sent to your phone.
4. Then setup your **Password** pertaining to the guidelines for security
5. Next is to complete **NIPR credentialing** by entering your NPN number, last-4 SSN, first and last name
6. Once successful, you will enter Identity. You can now edit and add your personal information

Q- What if I forgot my password?
Request a **Forgot Password** on login. You will be redirected to verify your email address and enter a new password.

Q- What if I forgot my NPN?
NPN is a unique identification number issued by NIPR. You can also sign up to Identity without In case you forgot your NPN number, please reach out to NIPR. For more information contact support.

Q- Who can I reach out to for help?
We recommend going through the list of helpdesk questions to help with a solution before reaching out to identitysupport@agentsync.io. Our team is available for support Mon-Fri 9am-5pmMT.

Q- How secure is my data?
We use state of the art encryption to secure your data. All PII is encrypted and stored securely. Additionally, you are protected by CCPA. We do not re-sell your data or provide it to any 3rd party entities without your consent.

Q- How can I opt out and delete my account?
You can reach out to identitysupport@agentsync.io to request your account to be deleted. We do not currently have an automated way to delete your account.