

Quick Reference Guide

Overview

The process of logging into some AIG applications will now require a Multi-factor Authentication (MFA). This means that each time a user logs in, the login is required to be verified through a secondary means of verification.

NOTE: For questions relating to the multifactor authentication roll-out, including privacy related questions, review the [FAQ](#).

Set Up Google Authenticator for Desktop

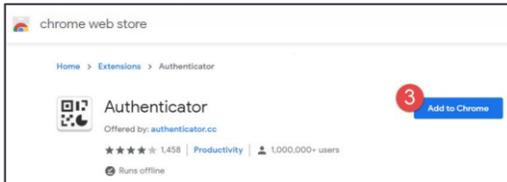
Google Authenticator provides a code on the user's desktop that is then entered into the login authenticator on the computer to verify the login.

NOTE: Click [here](#) for additional information about the Google Authenticator application, including regarding personal information collected by Google Authenticator. Google Authenticator is a third-party application, and AIG does not manage or have access to any personal information that may be collected by the Google Authenticator application.

NOTE: Google Authenticator for Desktop is only available for the Chrome browser.

To set up Google Authenticator for desktop:

1. Open **Google Chrome**.
2. Click [here](#) to open the **Authenticator google web store** page.
3. Click the **Add to Chrome** button.



4. Click the **Add extension button in the Add "Authenticator"?** pop-up box.
5. Open the **myAIG login** screen in Google Chrome.



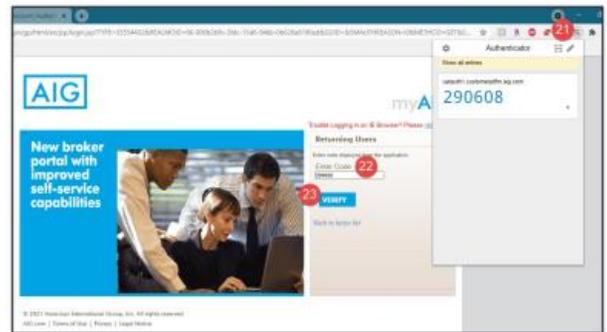
8. Enter the AIG login email address in the Username field.
9. Click the **NEXT** button.
10. Enter the AIG login password in the **Password** field.
11. Click the **SIGN IN** button.
12. Click the [Setup](#) link in the **Google Authenticator** option.
13. Click the **Android** radio button.
14. Click the **NEXT** button.



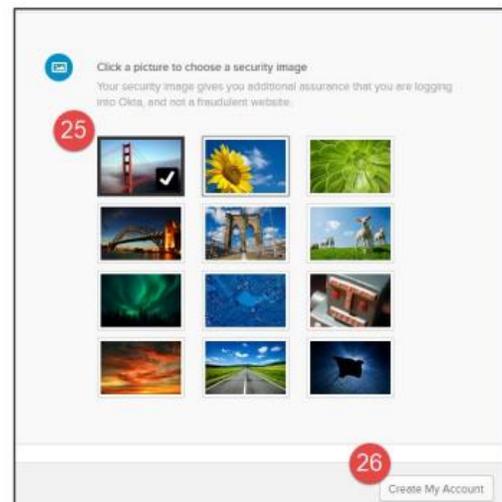
17. Place the mouse at the corner of the QR code, right-click and drag the mouse until the QR code is highlighted in the dashed box.



18. Release the mouse.
19. Click the **OK** button in the pop-up-box.
20. Click the **NEXT** button.
21. Click the **Authenticator** icon from the Chrome extensions bar.
22. Enter the code in the Authenticator box into the **Enter Code** field on the myAIG login screen.
23. Click the **VERIFY** button.



24. Enter a new password in the **New password** and **Repeat password** fields and click the **CHANGE PASSWORD** button, if required.
25. Select a picture to choose a security image from the options.
26. Click the **Create My Account** button. myAIG portal opens.



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Google Authenticator for Desktop for Internet Explorer or Microsoft Edge

Some applications are not accessible in Google Chrome, but their logins must still be authenticated. To do this, both Google Chrome and Internet Explorer must be used to log in and authenticate.

To use Google Authenticator with myAIG applications in other browsers:

1. Open the **myAIG login** screen in **Internet Explorer**.
2. Enter the AIG login email address in the **Username** field.
3. Click the **NEXT** button.
4. Enter the AIG login password in the **Password** field.
5. Click the **SIGN IN** button.
6. Open **Google Chrome**.
7. Click the **Authenticator** icon from the Chrome extensions bar.
8. Enter the code in the Authenticator box into the **Enter Code** field on the myAIG login screen in Internet Explorer.
9. Click the **VERIFY** button in Internet Explorer.
10. Close **Google Chrome**