

Quick Reference Guide

Overview

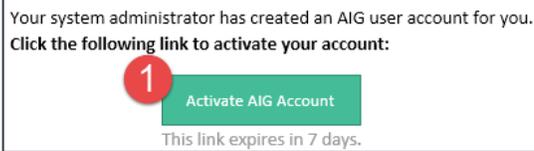
The process of logging into some AIG applications will now require a Multi-factor Authentication (MFA). This means that each time a user logs in, the login is required to be verified through a secondary means of verification (mobile application, SMS, or phone call).

NOTE: The screens featured throughout this guide reflect the standard design, but the look and feel may vary slightly depending on the application.

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

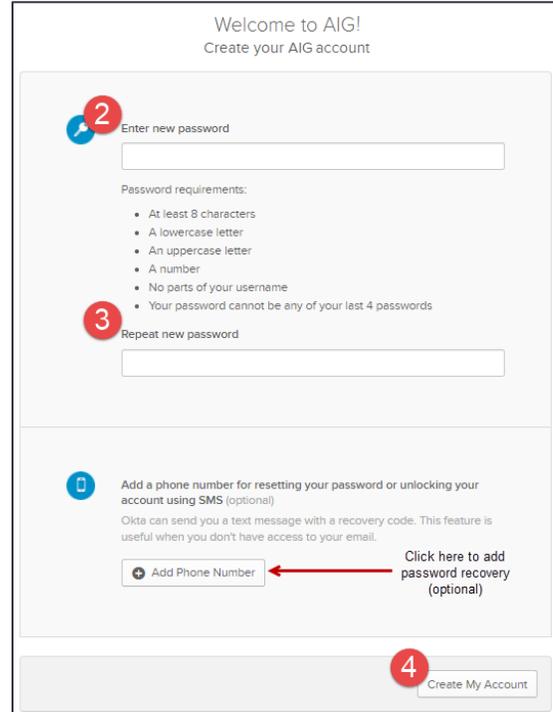
To set up MFA:

1. Click the link provided in the “Welcome to AIG!” email. The **Create Your Account** screen loads in an internet browser.



2. Enter a new password in the **Enter new password** field. Ensure the password meets the password requirements.

3. Enter the password again in the **Repeat new password** field.
4. Click the **Create My Account** button. The **Set up Multi-factor authentication** screen appears.



Welcome to AIG!
Create your AIG account

2 Enter new password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 4 passwords

3 Repeat new password

4 Add a phone number for resetting your password or unlocking your account using SMS (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

[Add Phone Number](#) [Click here to add password recovery \(optional\)](#)

4 Create My Account