

Quick Reference Guide

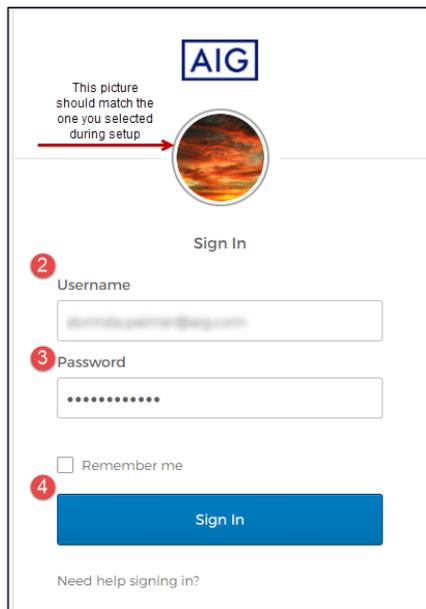
Overview

The process of logging into some AIG applications will now require a Multi-factor Authentication (MFA). This means that 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.

To log into AIG applications using MFA:

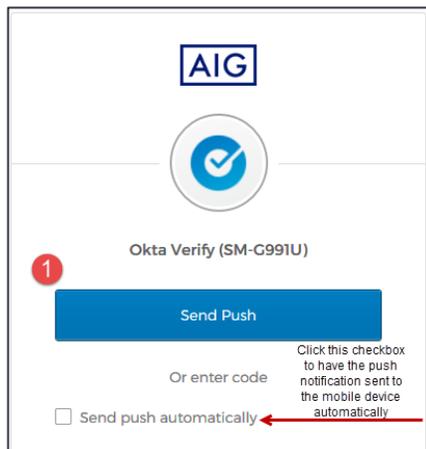
1. Access the application's sign-on page.
2. Enter the **Username**
3. Enter the **Password**
4. Click the **Sign In** button. The **MFA** screen appears.



The screenshot shows the AIG sign-in page. At the top, there is a circular image placeholder with the text "This picture should match the one you selected during setup" and a red arrow pointing to it. Below this is a "Sign In" label. The form contains a "Username" field (marked with a red '2'), a "Password" field (marked with a red '3'), and a "Remember me" checkbox. A blue "Sign In" button (marked with a red '4') is at the bottom. A link "Need help signing in?" is at the very bottom.

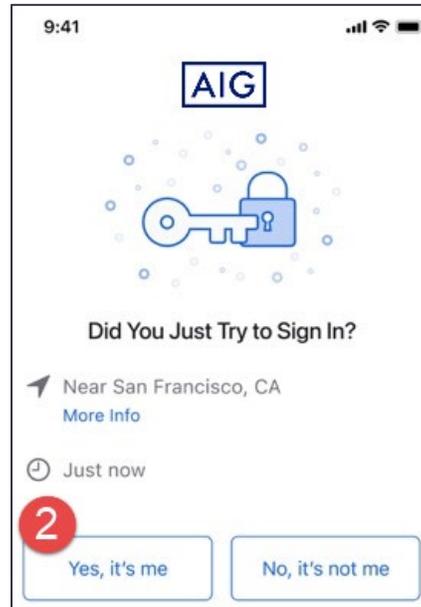
For Okta Verify:

1. Click the **Send Push** button. A verification notification will pop up on the mobile device previously set up.



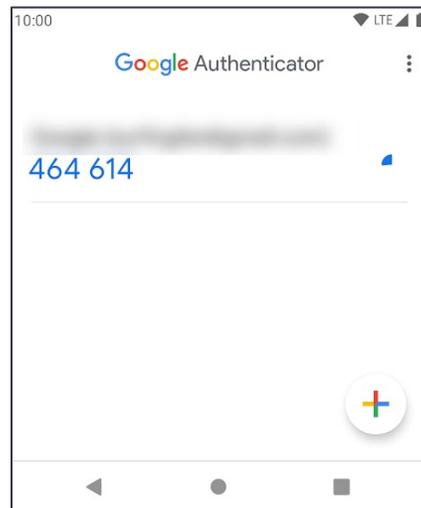
The screenshot shows the AIG Okta Verify screen. It features the AIG logo at the top, a circular icon with a checkmark, and the text "Okta Verify (SM-C991U)". A blue "Send Push" button (marked with a red '1') is prominent. Below it is the text "Or enter code" and a "Send push automatically" checkbox (marked with a red arrow). A note at the bottom right says "Click this checkbox to have the push notification sent to the mobile device automatically".

2. Click the **Yes, it's me** button on the mobile device notification. You are redirected to the application landing page.



For Google Authenticator

1. Access **Google Authenticator** on the mobile device.



2. Enter the six-digit code on the **Google Authenticator** screen into the **Enter Code** field.
3. Click the **Verify** button. You are redirected to the application landing page.

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The screenshot shows the Google Authenticator login screen. At the top is the AIG logo. Below it is a circular icon with a clock and the text "Google Authenticator". The instruction "Enter your Google Authenticator passcode" is displayed. A red circle with the number "2" points to the "Enter Code" input field, which contains the text "032620". A red circle with the number "3" points to the blue "Verify" button. A "Sign Out" link is located at the bottom right.

The screenshot shows the SMS Authentication login screen. At the top is the AIG logo. Below it is a circular icon with "SMS" and a speech bubble. The text "SMS Authentication" and the phone number "(+1 XXX-XXX-9950)" are displayed. A red circle with the number "2" points to the "Enter Code" input field, which contains "712096". To its right is a "Send code" button. A red circle with the number "3" points to the blue "Verify" button. A "Sign Out" link is at the bottom right.

For SMS Authentication

1. Click the **Send Code** button for SMS Authentication. A numeric code will be sent to your mobile device.

This screenshot is similar to the previous one but highlights the "Send code" button with a red circle and the number "1". The "Enter Code" field is currently empty.

2. Enter the code into the **Enter Code** field. Click the **Verify** button. You are redirected to the application landing page.

For Voice Call Authentication

1. Click the **Call** button for Voice Call Authentication. A phone call will provide a code for verification.
2. Enter the code into the **Enter Code** field.
3. Click the **Verify** button. You are redirected to the application landing page.

The screenshot shows the Voice Call Authentication login screen. At the top is the AIG logo. Below it is a circular icon with a phone handset and signal waves. The text "Voice Call Authentication" and the phone number "(+1 XXX-XXX-9950)" are displayed. A red circle with the number "2" points to the "Enter Code" input field, which contains "40536". To its right is a "Calling" button. A red circle with the number "3" points to the blue "Verify" button. A "Sign Out" link is at the bottom right.