Setting Up SMS Authentication

Multi-factor Authentication

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.

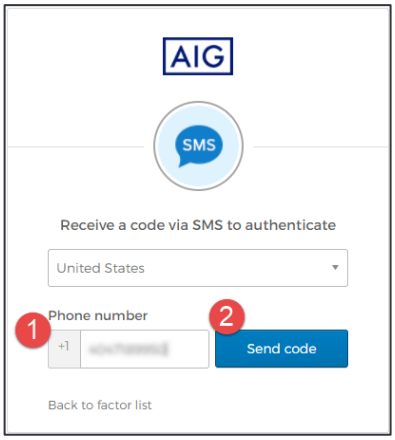
NOTE: For questions relating to the multifactor authentication roll-out, including privacy related questions, review the FAQ.

Set Up SMS Authentication

SMS Authentication provides a verification code via an SMS message to a user-provided mobile number, which is then entered on the computer to verify the login. This method does not require a third-party application be installed on the user's mobile device.

To set up SMS Authentication:

1. Click the **Setup** button in the **SMS Authentication** option.
2. Enter the phone number to receive the authentication call in the **Phone number** field.
3. Click the **Send code** button. A text message will be sent to the mobile phone.



4. Enter the code that was sent to the mobile device.
5. Click the **Verify** button. **SMS Authentication** will display in the **Enrolled factors** list.