

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](#).

Setup Voice Call Authentication

Voice Call Authentication provides a verification code via voice phone call to a user-provided telephone number, which is then entered on the computer to verify the login. This method does not require a mobile device.

To set up Voice Call Authentication:

1. Click the **Setup** button in the **Voice Call Authentication** option.
2. Enter the phone number to receive the authentication call in the **Phone number** field.
3. Enter the phone extension in the **Extension** field, if necessary.
4. Click the **Call** button. A phone call will provide an authentication code for setup.

5. Enter the code into the **Enter Code** field.
6. Click the **Verify** button. **Voice Call Authentication** will display in the **Enrolled factors** list.