Setting Up Voice Call 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).

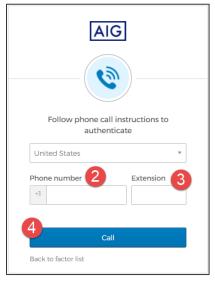
- **NOTE:** The screens featured throughout this guide reflect the standard design, but the look and feel may vary slightly depending on the application.
- **NOTE:** For questions relating to the multifactor authentication rollout, including privacy related questions, review the <u>FAQ</u>.

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.

Follow phone call instructions to authenticate	
United States	Ψ.
Phone number	Extension
+]	
Calling	
Enter Code 5	
51675	
6	
Verify	
Back to factor list	

