



# AIG Extranet Guide for AIG Online Log on Changes

This guide will show the steps you will take to use the new Log on experience. These new login changes will mean that it will be easier to access our Extranet Portal, as this will merge with Okta login, resulting in you being able to access our AIG Extranet throughout the day with only logging in once.

## Benefits of the new experience include:

- Change or reset your password at any time
- Set up your preferred Multi-Factor Authentication (MFA) method from multiple options such as SMS or authenticator app
- Unlock your profile after multiple failed login attempts

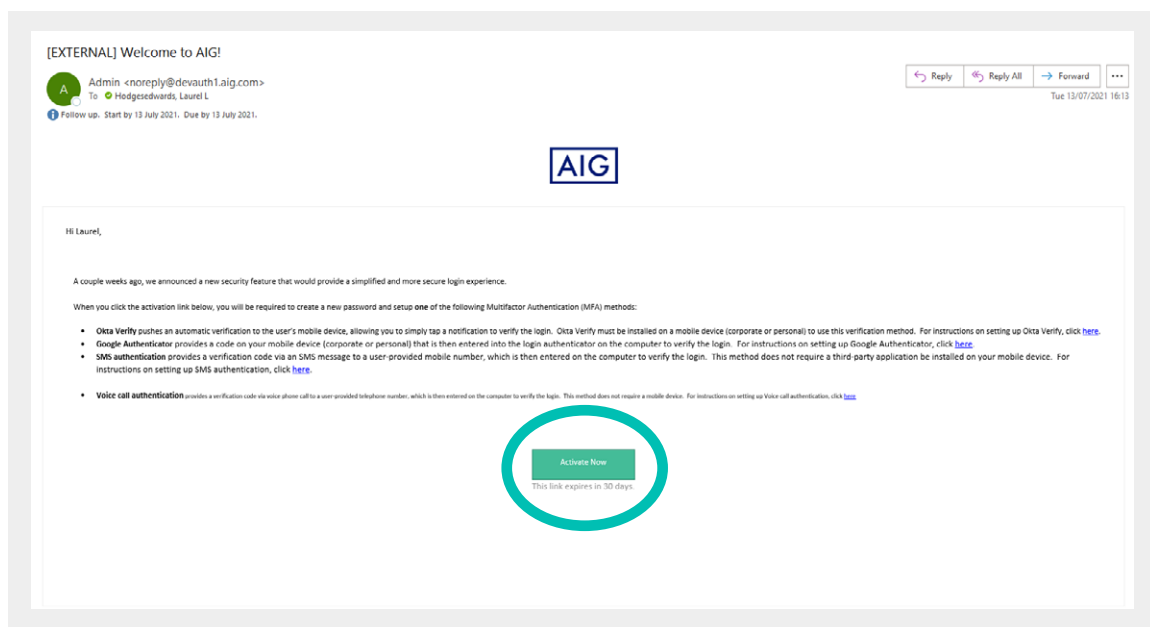
## Enhanced authentication experience

We are committed to constantly evolving our technology to improve both experience and security for our users.

We are creating an enhanced authentication experience for many of the AIG services and applications you use. This will result in a simplified login experience and provide a single email, password, and MFA setup for users with access to more than one AIG application.

If this is your first time accessing an application supported by the new login experience, you will be prompted to setup your account by resetting your password. This setup process will take no more than two minutes. You will use this password every time you login to the AIG Extranet.

This is the initial email invitation you should have received from AIG, to start using this new experience click on the green box.



Once you click on the link on your email you will be taken to a page that looks like this.

Welcome to AIG, Laurel!  
Create your AIG account

**Enter new password**

**Repeat 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

**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**

**Add a phone number for resetting your password or unlocking your account using Voice Call (optional)**  
Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

**Add Phone Number**

**Click a picture to choose a security image**  
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

**Create My Account**

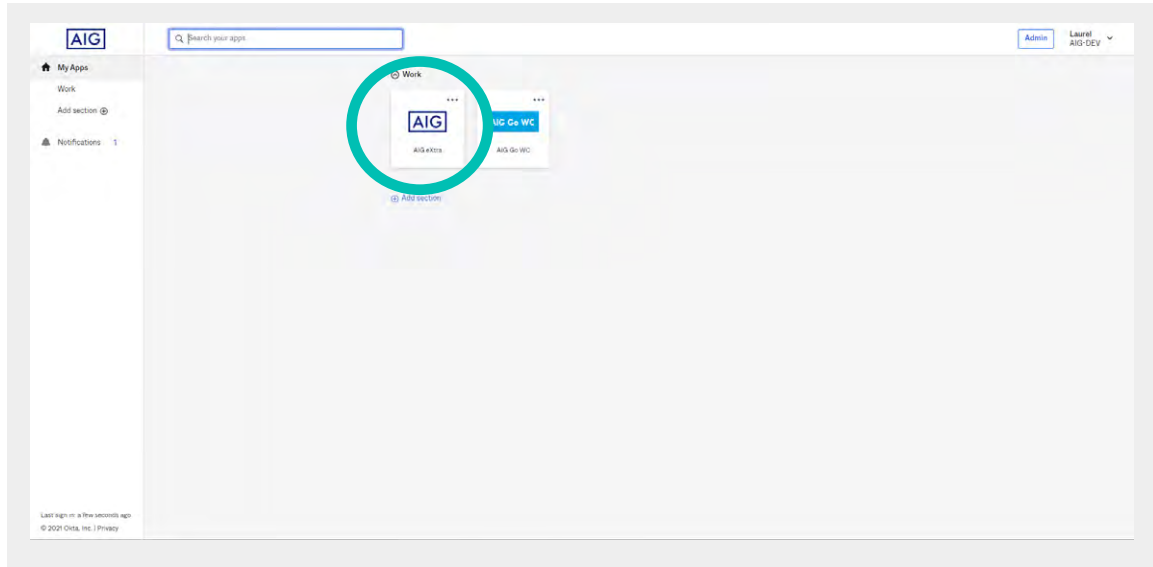
All you need to do is type your password in the two top fields as well as choosing a picture at the very bottom.

The phone number options are one there for aiding you when you need to reset your password. The phone number would be used only as a verifier to provide additional security for your account.; however, it is not compulsory, and you do not need to input them.

Once you have completed the above, please click on 'Create My Account' and this will confirm your new Okta account.

When you have clicked on 'Create My Account' it will take you to the below page, this will only come up on the registration and should not appear any other time you log on.

Please select the AIG **Online** box, to gain access to your portal.



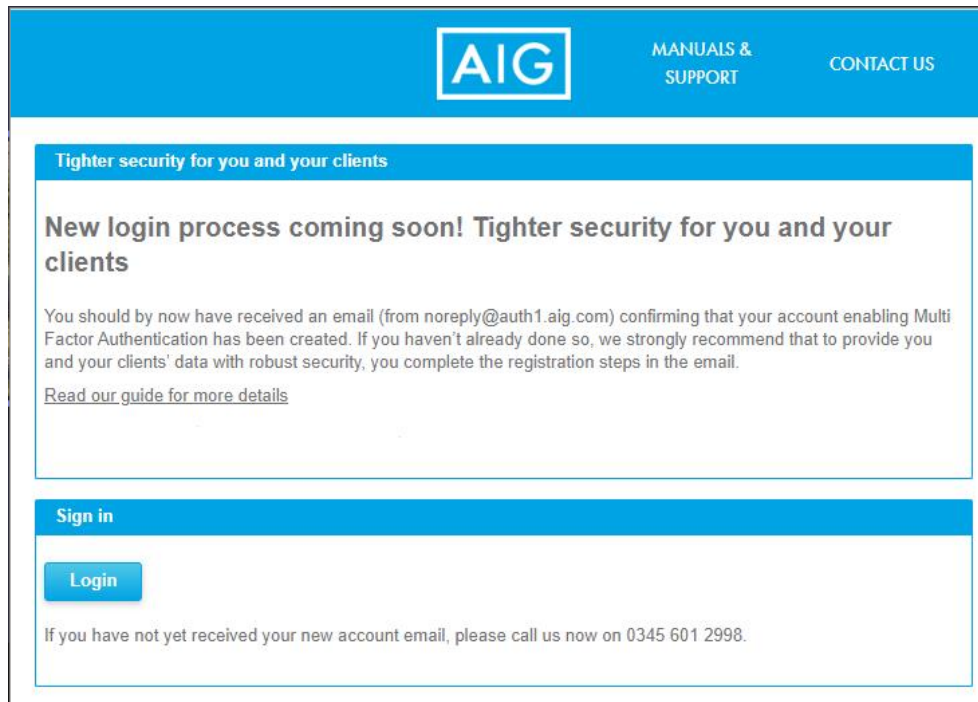
You should then see your portal exactly how you would usually see it.

## How to access AIG Extranet from now on

On the original email you received, the link below the activation link will provide you with a direct link to the okta platform for the AIG Extranet .

The link you need is <https://devauth1.customerpltfm.aig.com>

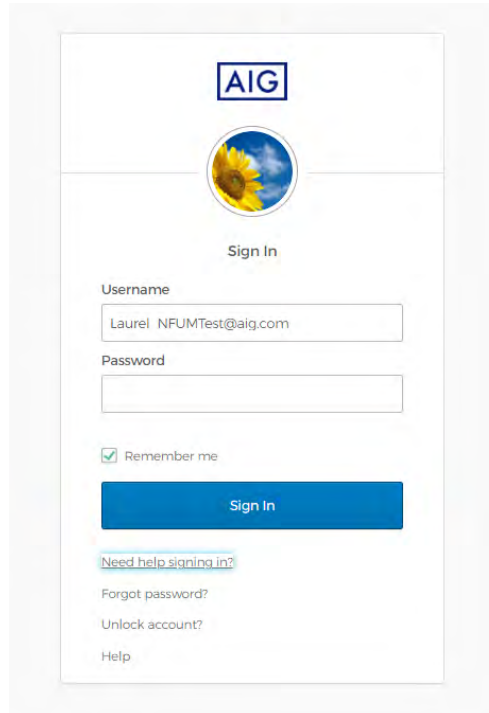
Alternatively, you can still use the old dashboard as you usually would however you must click on the blue link every time as the old username and password sign in will not work.



Once logged in by Okta verify, when you click on the blue box one it will automatically redirect you to the AIG portal you are used to for the rest of the day, meaning you will not need to enter your username and password every time you login. This will save time and be more convenient for you to access your policies.

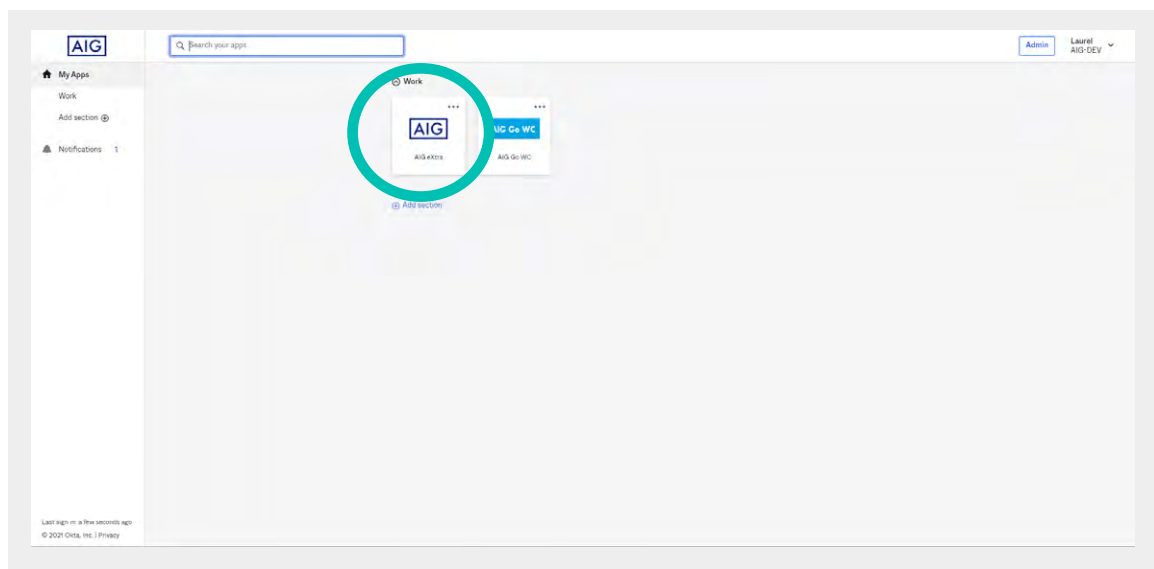
## How you will sign in with Okta

After completely setting up your account with Okta. Each day your Okta page will look like the below where you simply have to enter your email and password.



The image shows the Okta Sign In page for AIG. At the top is the AIG logo. Below it is a circular profile picture of a sunflower. The page is titled "Sign In". There are two input fields: "Username" with the value "Laurel NFUMTest@aig.com" and "Password". Below the password field is a checkbox labeled "Remember me" which is checked. A blue "Sign In" button is below the checkbox. At the bottom, there are links: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help".

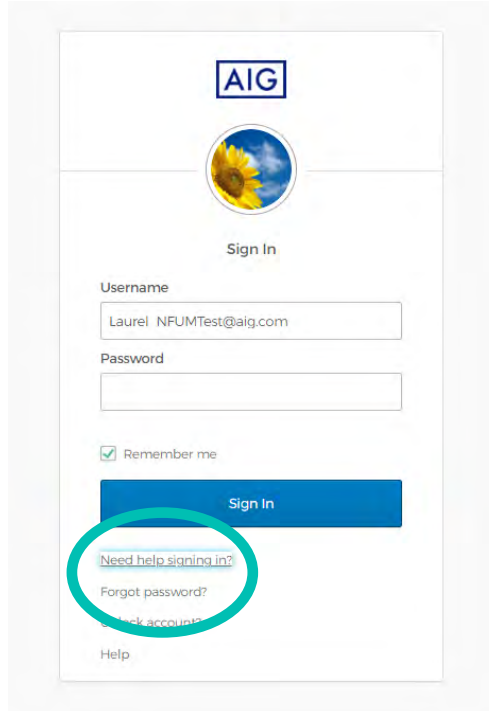
You will still have to choose the AIG **Online** box after logging in however this should cause minimal issues. It will work how you usually login but a different Interface providing you enter security for your clients.



## How to reset your password on Okta

In order to reset your password on the Okta portal you must proceed with the following steps.

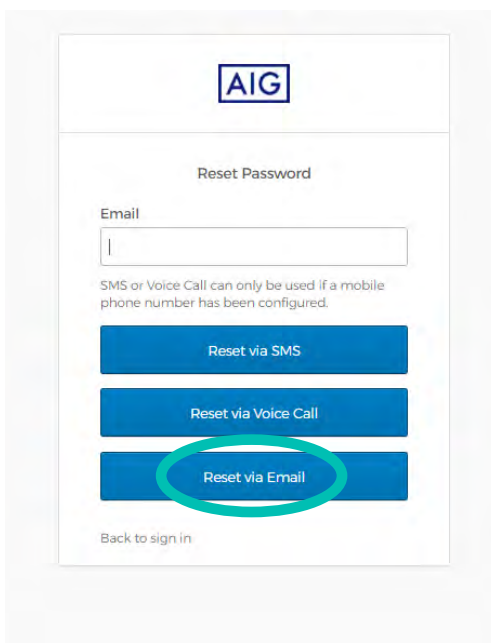
Firstly, please press 'Need help signing in?' It will then drop down three options, one of which is "Forgot Password?".



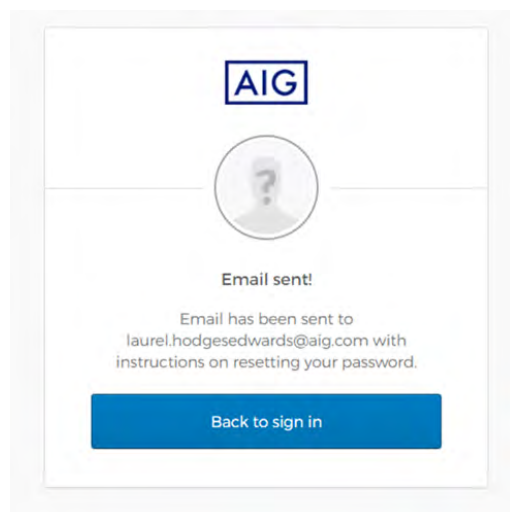
The image shows the AIG Sign In page. At the top is the AIG logo. Below it is a circular profile picture of a sunflower. The page is titled "Sign In". There are two input fields: "Username" with the text "Laurel NFUMTest@aig.com" and "Password". Below the password field is a checkbox labeled "Remember me" which is checked. A blue "Sign In" button is below the checkbox. Below the button, the text "Need help signing in?" is highlighted with a red circle. Below this text are three links: "Forgot password?", "Lock account?", and "Help".

Once that has been done, you must press reset via email unless you had input your phone number during the registration process.

This will generate and email so that you will be able to reset your password.



The image shows the AIG Reset Password page. At the top is the AIG logo. Below it is the title "Reset Password". There is an "Email" input field. Below the input field is a note: "SMS or Voice Call can only be used if a mobile phone number has been configured." Below this note are three blue buttons: "Reset via SMS", "Reset via Voice Call", and "Reset via Email". The "Reset via Email" button is highlighted with a red circle. At the bottom left is a link "Back to sign in".



The image shows the AIG "Email sent!" confirmation page. At the top is the AIG logo. Below it is a circular profile picture of a person with a question mark. The page is titled "Email sent!". Below the title is a message: "Email has been sent to laurel.hodgesedwards@aig.com with instructions on resetting your password." Below the message is a blue button labeled "Back to sign in".

## How to Unlock your Account Using Okta Verify

In order to Unlock your login on the Okta portal, it is the exact same process as resetting your password, this may be helpful as after 30 days on inactivity your account will be locked for security, however it is easy to quickly unlock it.

Firstly, please press 'Need help signing in?' The drop-down options will appear, and you should choose "Unlock account?".

The screenshot shows the AIG Sign In page. At the top is the AIG logo. Below it is a circular profile picture placeholder with a sunflower. The text 'Sign In' is centered. There are two input fields: 'Username' with the value 'Laurel NFUMTest@aig.com' and 'Password'. Below these is a 'Remember me' checkbox which is checked. A blue 'Sign In' button is present. Below the button, the link 'Need help signing in?' is circled in red. Other links visible are 'Forgot password?' and 'Unlock account?'.

Once that has been done, you must press send email unless you had input your phone number during the registration process.

This will generate and email so that you will be able to unlock your account.

The screenshot shows the 'Unlock account' page. At the top is the AIG logo. Below it is the text 'Unlock account'. There is an 'Email' input field. Below the field, a note states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are three blue buttons: 'Send SMS', 'Voice Call', and 'Send Email'. The 'Send Email' button is circled in red. At the bottom left is a link 'Back to sign in'.

The screenshot shows the 'Email sent!' confirmation page. At the top is the AIG logo. Below it is a circular profile picture placeholder with a question mark. The text 'Email sent!' is centered. Below it, a message states: 'Email has been sent to laurel.hodgesedwards@aig.com with instructions on unlocking your account.' At the bottom is a blue button labeled 'Back to sign in'.

