



Guide to Setup Multi-Factor Authentication (MFA)

How to Setup MFA

Step 1: Click [here](#) to access to myAIG portal.



myAIG



For Okta / SMS login, kindly [Click Here](#).

Returning Users

Scan with Singpass app to log in



Don't have SingPass Mobile? Find Out more

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5HPHPEHU0HERIRUHDVVLHUIUHDFHVVQGFOLFEN □
1H □



How to Setup MFA

Step 3: Enter the Password and click Sign In.



myAIG



Returning Users

Username
OktaAgent_093@gmail.com

Password
.....

Remember me

SIGN IN

Need help signing in?

Step 4: The **Set up Multi-factor authentication** screen appears.



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Returning Users

Your company requires multifactor authentication to add an additional layer of security when signing in to your account

Okta Verify
Use a push notification sent to the mobile app.
[Setup](#)

Google Authenticator
Enter single-use code from the mobile app.
[Setup](#)

SMS Authentication
Enter a single-use code sent to your mobile phone
[Setup](#)

Voice Call Authentication
Use a phone to authenticate by following voice instructions.
[Setup](#)



How to Setup MFA

Step 5: Chose either **Okta verify** or **SMS Authentication** to set up the Multi-Factor authentication (MFA).

We shall only share the setup for Okta Verify and SMS Authentication as these are the recommended modes.

Note: Refer to the guide to setup Okta Verify or SMS Authentication in the following slides.

You are required to download Okta Verify app on your mobile before proceeding to setup the Multi-Factor authentication (MFA) for Okta Verify.



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| |
|---|
| Returning Users |
| Your company requires multifactor authentication to add an additional layer of security when signing in to your account |
| Okta Verify |
| Use a push notification sent to the mobile app. Setup |
| Google Authenticator |
| Enter single-use code from the mobile app. Setup |
| SMS Authentication |
| Enter a single-use code sent to your mobile phone Setup |
| Voice Call Authentication |
| Use a phone to authenticate by following voice instructions. Setup |



How to Setup MFA

Step 6: Proceed to change your new password after setting up the Multi-Factor authentication (MFA).

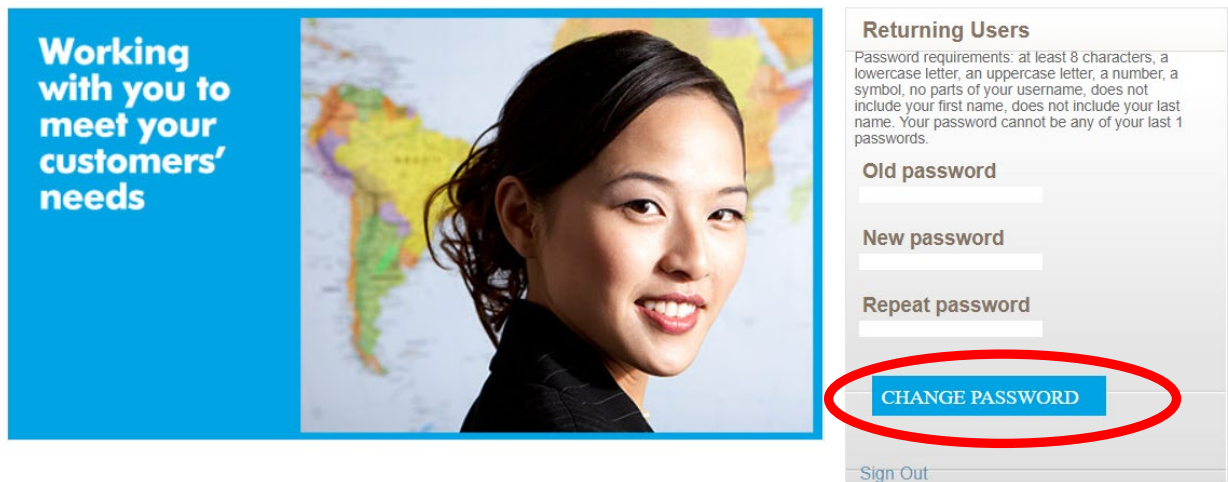
Enter a new password in the **New Password** field. Ensure the password meets the password requirements.

Enter the password again in the **Repeat Password** field.

Note: Please take note that your New Password CANNOT be your previous passwords.



myAIG



The screenshot shows a user interface for changing a password. On the left, there is a blue banner with the text "Working with you to meet your customers' needs" and a photo of a smiling woman. On the right, there is a form titled "Returning Users" with the following text: "Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 1 passwords." Below this text are three input fields labeled "Old password", "New password", and "Repeat password". At the bottom of the form is a blue button labeled "CHANGE PASSWORD", which is circled in red. A "Sign Out" link is visible at the bottom left of the form area.


Step 7: Click the **Change Password** button.





How to Setup MFA













Step 8: The “Welcome to AIG” page appears.

Welcome to aig-apac-ciamuat1, FirstA!
Create your aig-apac-ciamuat1 account

 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 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.













 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.

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How to Setup MFA

Step 9: Proceed to select a **security image** for future login. Click the **Create My Account** button.

 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.

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Step 10: Check the box to agree to the Terms of Use. And click **Go**.



myAIG

I accept the terms of use



How to Setup MFA

Step 11: Successfully login to myAIG portal.



myAIG

Welcome Sundae Tay
Contact AIG Support | Logout
01-Sep-2021

My Dashboard | Tools ▾ | Products ▾ | My Profile

My Applications

Auto Quotation Request

My Favorites

Check Policy Status

Policy Number ▾
Enter a Policy Number

[Check Claim Status](#) ▶

[Check Marketing Status](#) ▶

AIG Highlight

Professional Indemnity Instant Quote Pads for four industries are accessible via myAIG portal.

Events & Training

My Training | **Training Schedule** | Online

| Date | Time | Name | Venue | Synopsis | Registration Status |
|------|------|------|-------|----------|---------------------|
|------|------|------|-------|----------|---------------------|

News & Announcements

- AIG - USD Exchange Rate for August 2021
- PDPA Guidelines For Agents - May 2018
- Claims Hotline Guide (revised)





MFA Option 1: Mobile Authenticator Application

Okta Verify

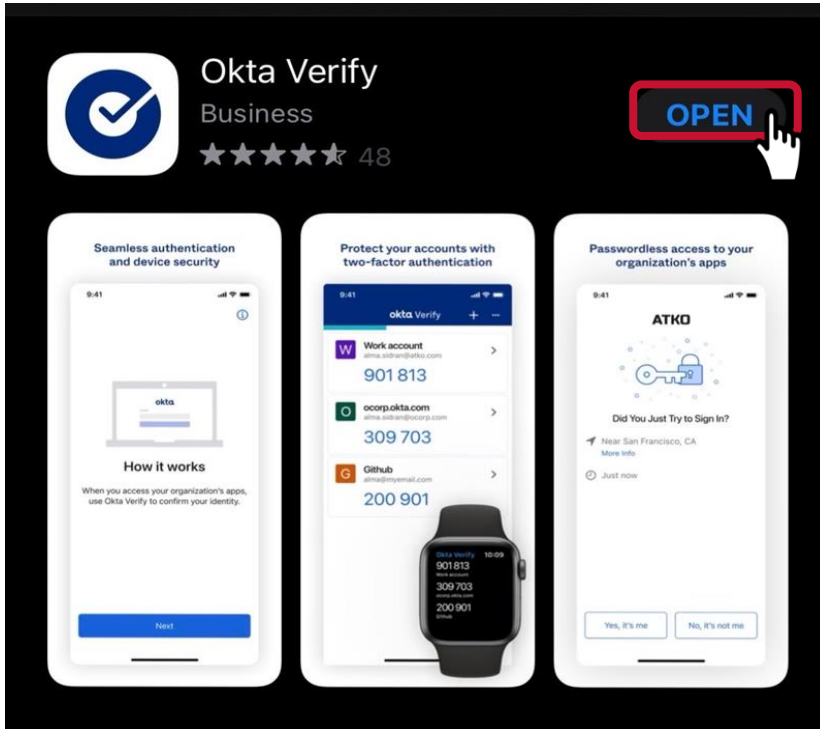


Guide for downloading OKTA Verify

1) Download OKTA Verify App on your mobile.

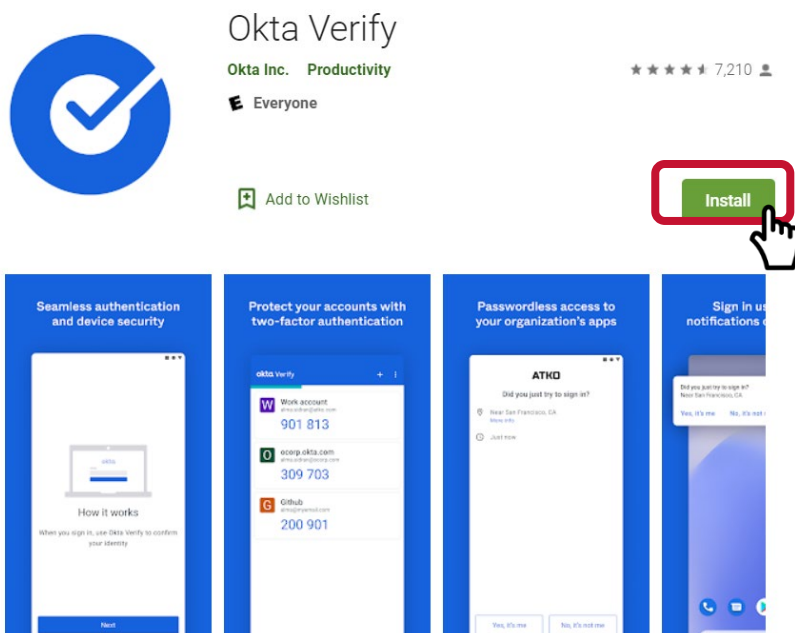
IOS user – click at this [link](#)

(<https://apps.apple.com/us/app/okta-verify/id490179405>) to download the app



Android user - click at this [link](#)

(https://play.google.com/store/apps/details?id=com.okta.android.auth&hl=en_US&gl=US) to download the app





Guide to setup OKTA Verify

To set up Okta Verify:

1. Click the **Setup** button in the Okta Verify option.
2. Click the **iPhone** or **Android** radio button to set up the appropriate device type.
3. Click the **Next** button.



New broker
portal with
improved
self-service
capabilities



myAIG

Returning Users

Select your device type

- iPhone
 Android

Download Okta Verify from the Google Play Store onto your mobile device.

NEXT

[Back to factor list](#)

To setup **Okta Verify** on mobile device:

1. Make sure you have successfully installed OKTA Verify on your mobile device.
2. Launch **Okta Verify** on your mobile device.
3. Select **Organization** on the **Choose account type** screen.
4. Tap **Scan a QR code**. The QR code scanner opens.
NOTE: The app may need you to grant access to the device camera to continue.
5. Use the mobile device to scan the **QR code** on the computer screen. The account will be added to Okta Verify.
6. Click the **Next** button on the **Setup Okta Verify** screen.

If the QR Code does not work, click **Can't scan?** under the QR code to be given the option to activate Okta Verify via Email or SMS.

Follow the below instructions for the chosen activation method:

Email

1. Select **Send activation link via Email** and tap **Next**.
2. Open the email from Okta on your mobile device.
3. Tap **Activate Okta Verify Push** in the email. The Okta Verify app will open, and the **Enrolled in Push Authentication** will display.
4. Return to the setup page and ensure Okta Verify is displayed under Enrolled Factors.
5. Tap **Finish** on the mobile device to complete the process.

SMS

1. Select **Send activation link via SMS**.
2. Enter your mobile phone number in the **Phone number** field. Please note this mobile number is only for Okta Verify and we will not update other systems.
3. Tap **Next**.
4. You will receive a text message from Okta. Open this message and tap the link in it.
5. The Okta Verify app will open, and you should see a message that reads **Enrolled in Push Authentication**.
6. Return to the setup page and ensure Okta Verify is displayed under **Enrolled Factors**.
7. Tap **Finish** to complete the process.



MFA Option 2: 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. Please note this mobile number is only for SMS Authentication here and we will not update other systems.
3. Click the **Send code** button. A text message will be sent to the mobile device.
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.



myAIG

Working with you to meet your customers' needs

Returning Users

Singapore

Phone number
+65 90009000

SEND CODE

Back to factor list

