



# AIG Extranet Guide for Resetting your own Password

This guide will show the steps you will take to be able to reset your own password. Adding MFA to your account is completely optional, to be able to reset your password quickly and more efficiently you will be required to add in a phone number to be able to reset your own password.

## 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

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## 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.

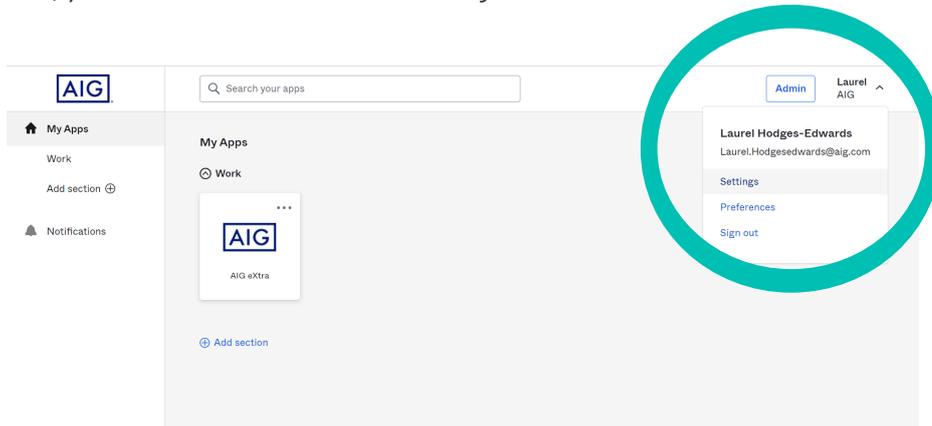
This is the initial email invitation you should have received from AIG, to start using this new experience click on the green box.

# How to Add a Phone Number to reset your own Password

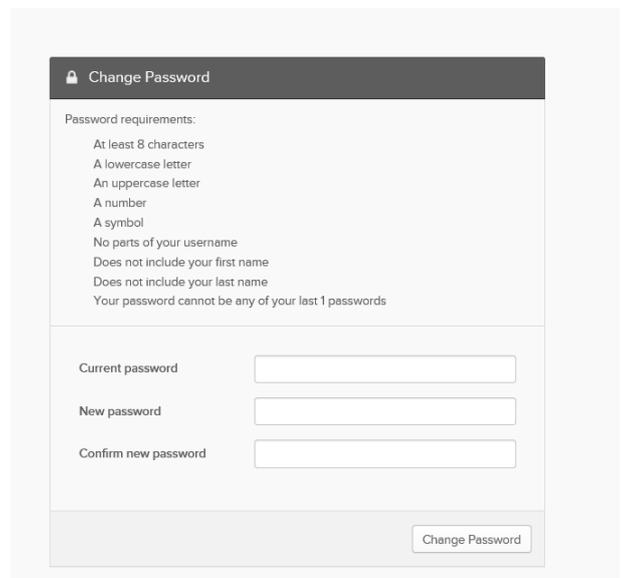
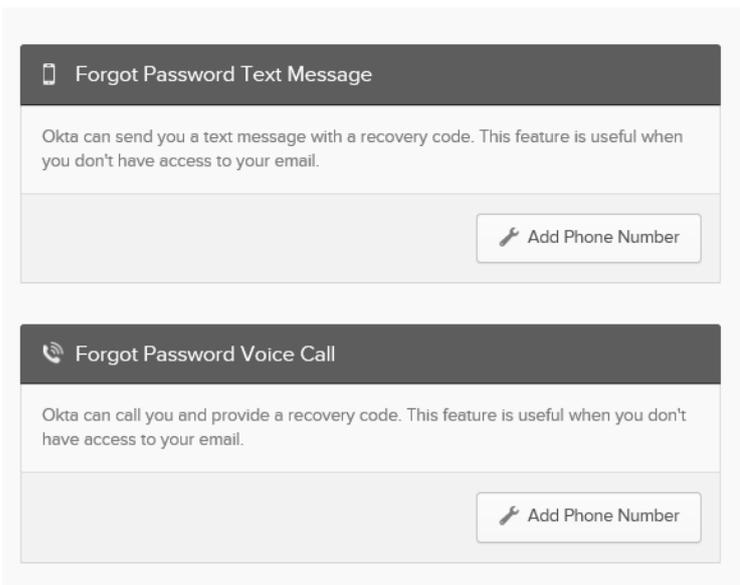
In order to reset your own password on the Okta portal you must proceed with the following steps.

This is not Adding MFA to your account but allowing a simpler way to reset passwords.

Firstly, please go onto the my apps page and click on your name in the top right hand corner and select the drop down arrow, you will need to then click on settings.



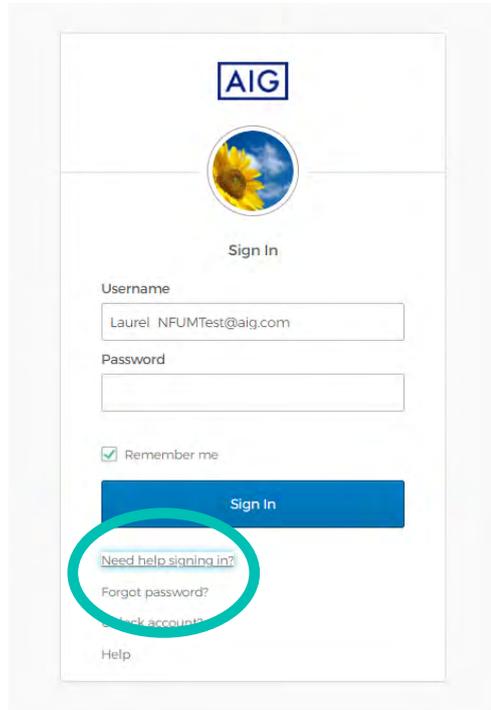
Once you have clicked settings it will take you to your profile page, on this page you will be able to add your phone number to reset your password, this can be done by Text message or Voice call, additionally you can change your current password.



## How to reset your password on Okta

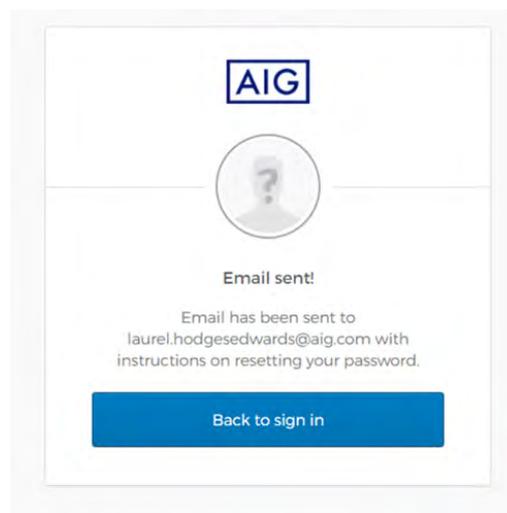
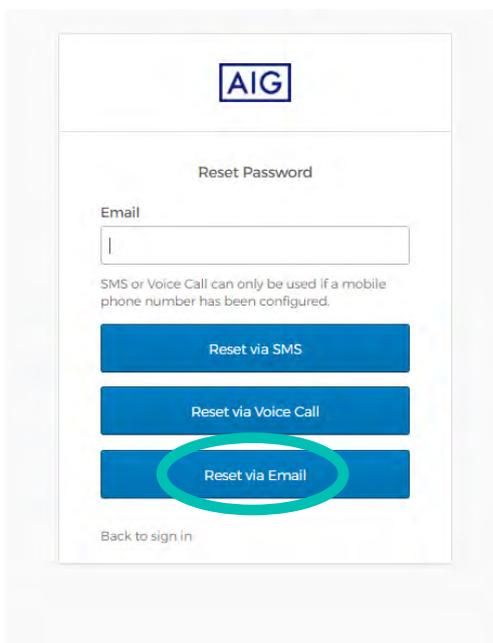
In order to reset your password on the Okta portal you must proceed with the following steps.

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



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.

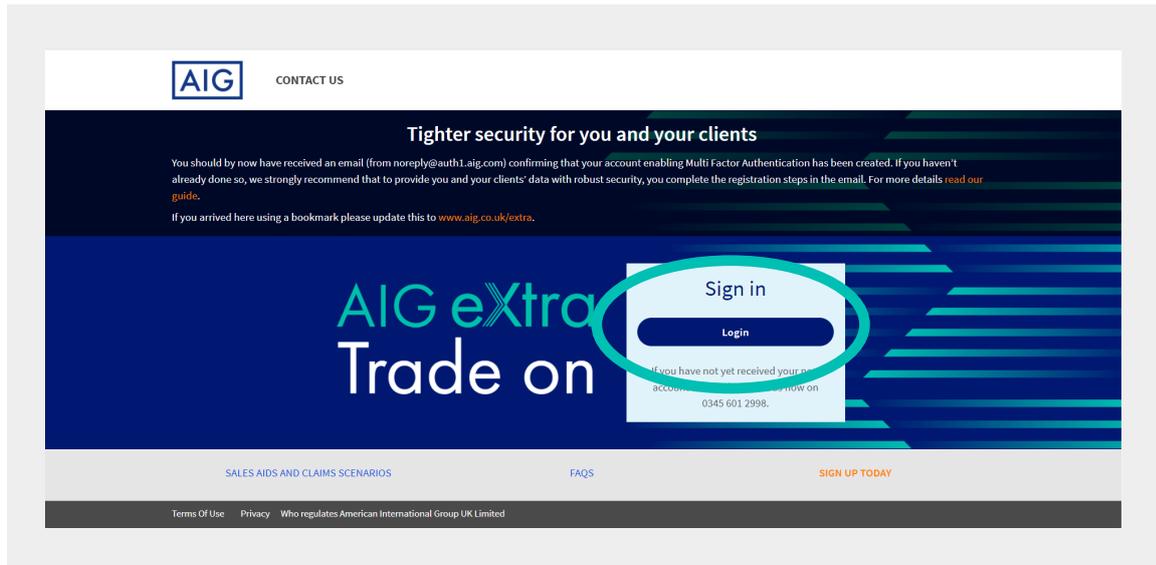


## How to access AIG Extranet from now on

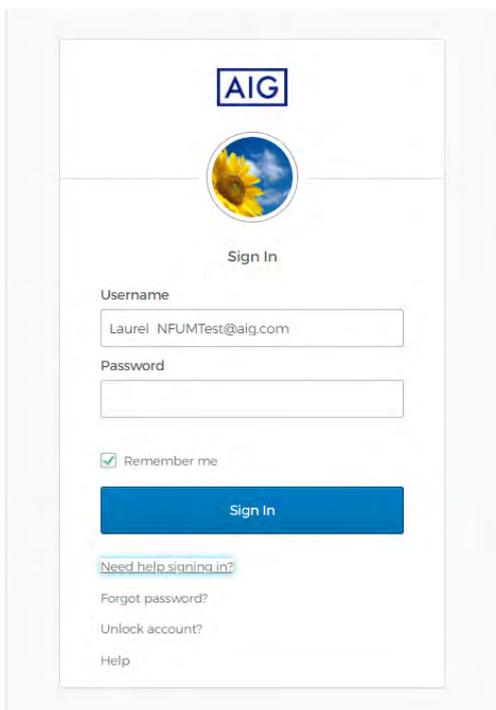
On the original email you received, the link below the activation link will provide you with a direct link to the okta platform for the AIG Extranet .

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

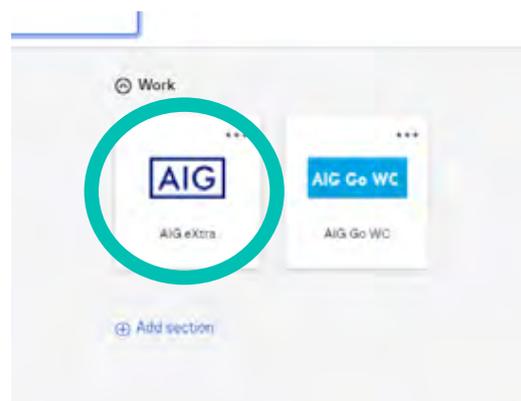
Alternatively, you can still use the old dashboard as you usually would however you must click on the blue link every time as the old username and password sign in will not work.



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.



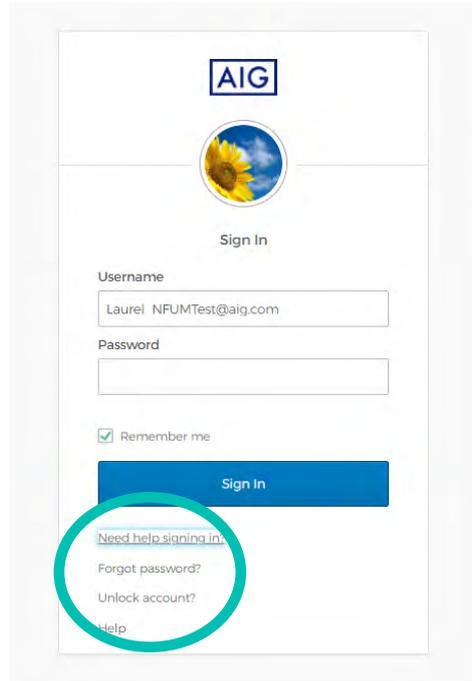
You will still have to choose the AIG Extra box after logging in however this should cause minimal issues. It will work how you usually login but a different Interface providing you enter security for your clients.



## How to 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?”.



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.

