



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

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.

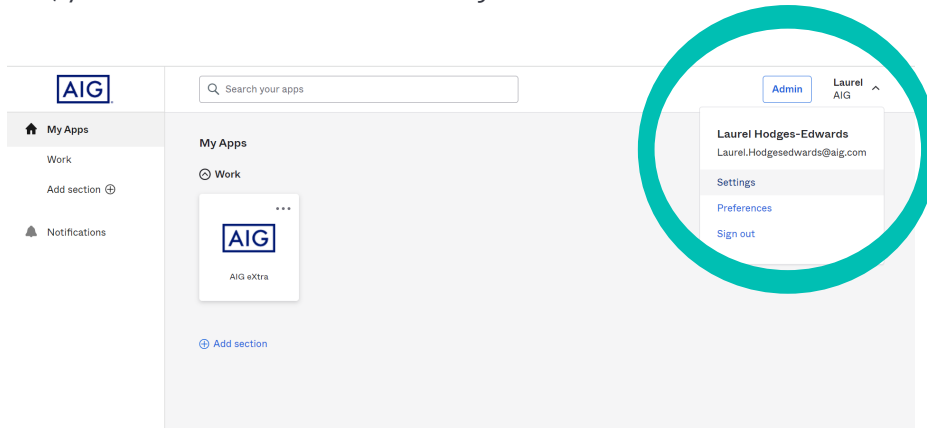
This is the initial email invitation you should have received from AIG, to start using this new experience click on the green box.

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.

Forgot Password Text Message

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Forgot Password Voice Call

Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

Change Password

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

Current password

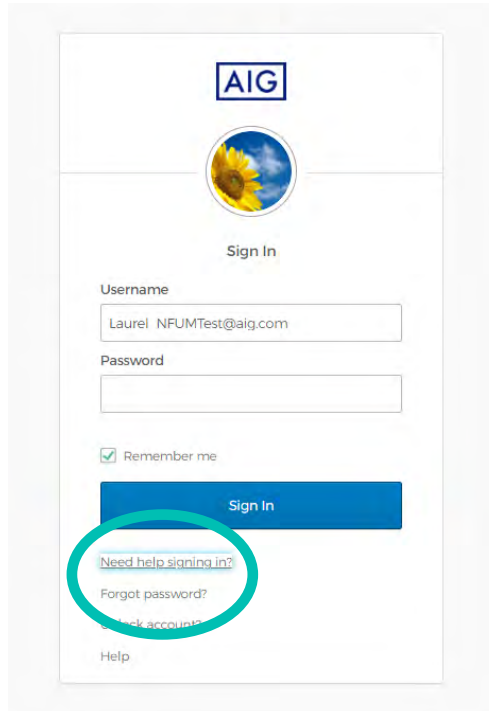
New password

Confirm new 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.

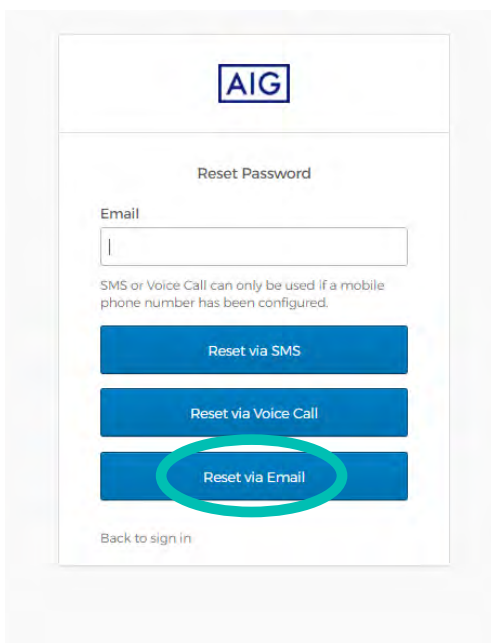
Firstly, please press 'Need help signing in?' It will then drop down three options, one of which is "Forgot Password?".



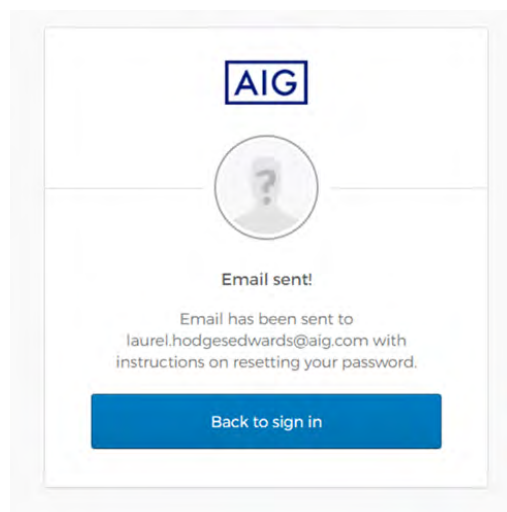
The screenshot shows the AIG Sign In page. At the top is the AIG logo. Below it is a circular profile picture of a sunflower. The page is titled 'Sign In'. There are two input fields: 'Username' with the value 'Laurel NFUMTest@aig.com' and 'Password'. Below the password field is a 'Remember me' checkbox which is checked. A blue 'Sign In' button is present. Below the button, the link 'Need help signing in?' is circled in green. Other links visible are 'Forgot password?', 'Link 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 screenshot 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, a note states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are three blue buttons: 'Reset via SMS', 'Reset via Voice Call', and 'Reset via Email', which is circled in green. At the bottom left is a link 'Back to sign in'.



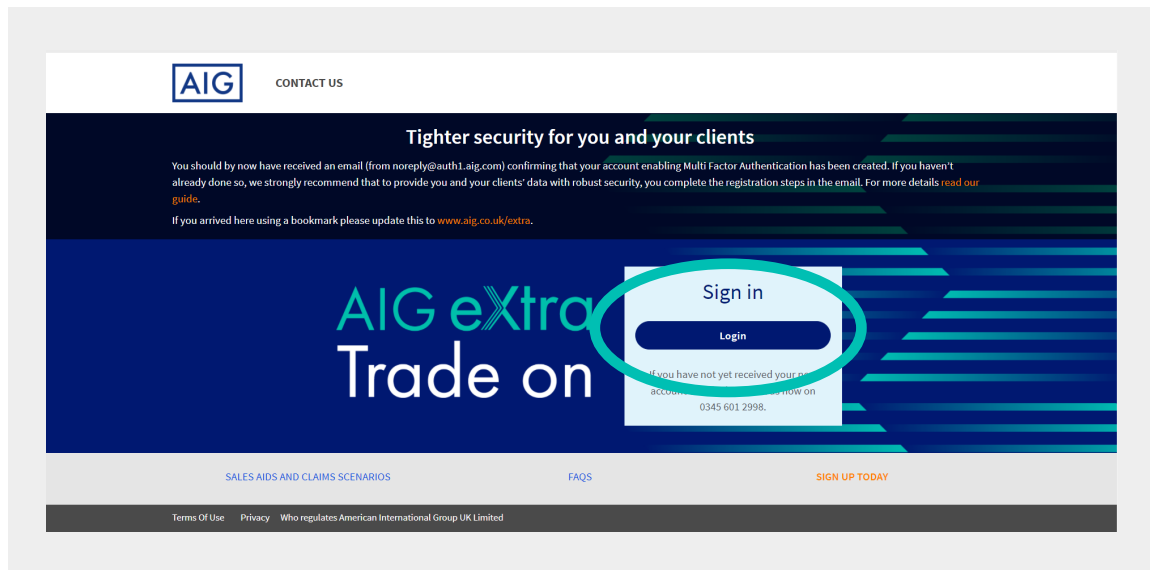
The screenshot shows the AIG 'Email sent!' confirmation page. At the top is the AIG logo. Below it is a circular icon with a question mark. The text 'Email sent!' is displayed. Below that, it says 'Email has been sent to laurel.hodgesedwards@aig.com with instructions on resetting your password.' At the bottom is a blue button labeled 'Back to sign in'.

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 .

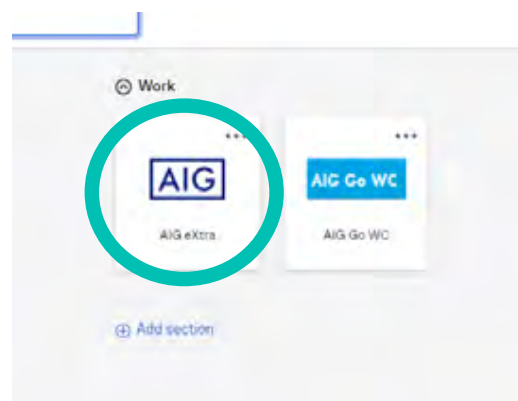
The link you need is <https://devauth1.customerpltfm.aig.com>

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?".

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 input fields for 'Username' (containing 'Laurel NFUMTest@aig.com') and 'Password'. Below these is a 'Remember me' checkbox which is checked. A blue 'Sign In' button is present. At the bottom, there are links: 'Need help signing in?' (circled in red), 'Forgot password?', 'Unlock account?', and 'Help'.

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

The screenshot shows the AIG '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 input 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' (circled in red). At the bottom left is a link 'Back to sign in'.

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

The screenshot shows the AIG '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 'Back to sign in' button.



www.aig.co.uk