AIG Extranet Guide for Extra 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

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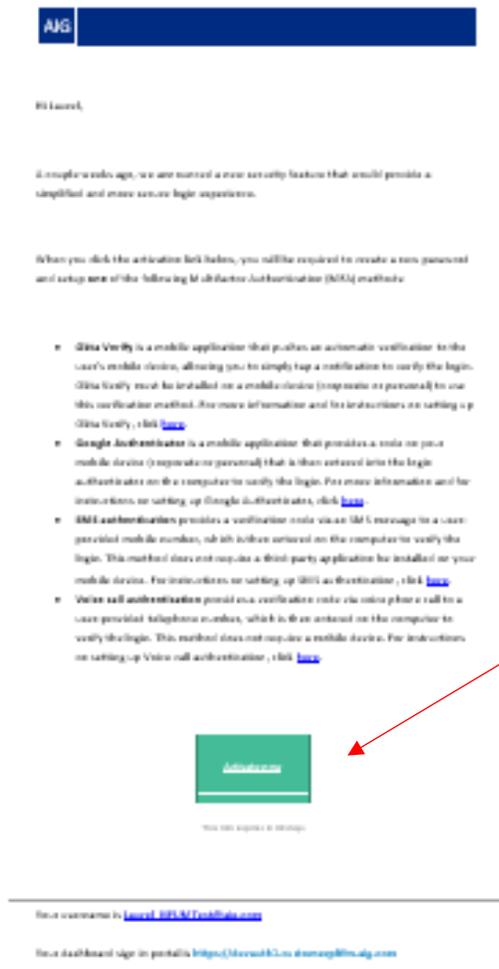
If this is your first time accessing an application supported by the new login experience, you will be prompted to setup your account by resetting your password. This setup process will take no more than two minutes. You will use this password every time you login to the AIG Extranet.

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.

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 Extra box, to gain access to your portal.
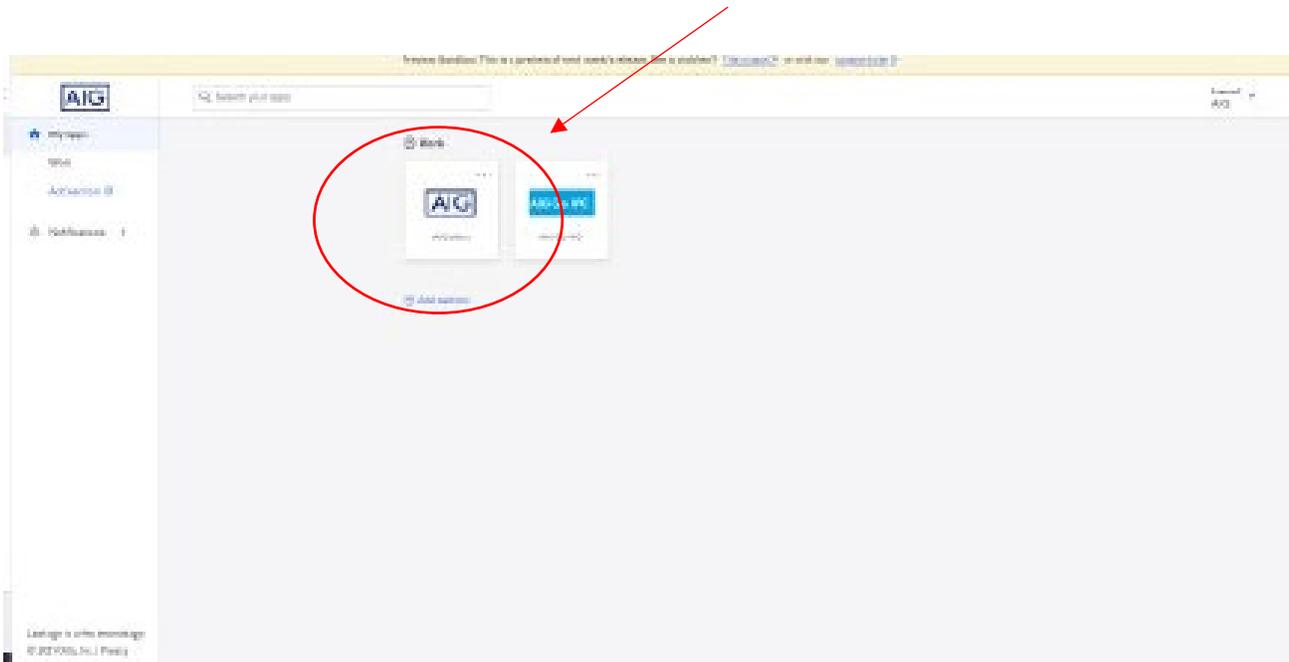
You should then see your portal exactly how you would usually see it.
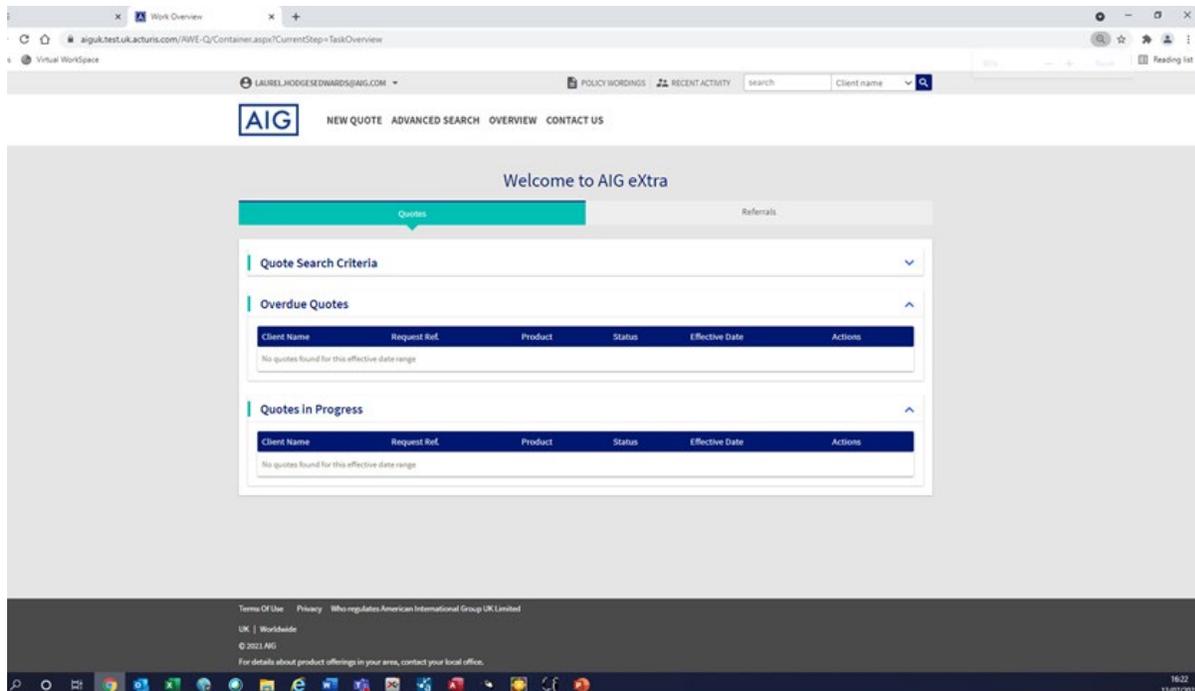
How to access AIG Extranet from now on.

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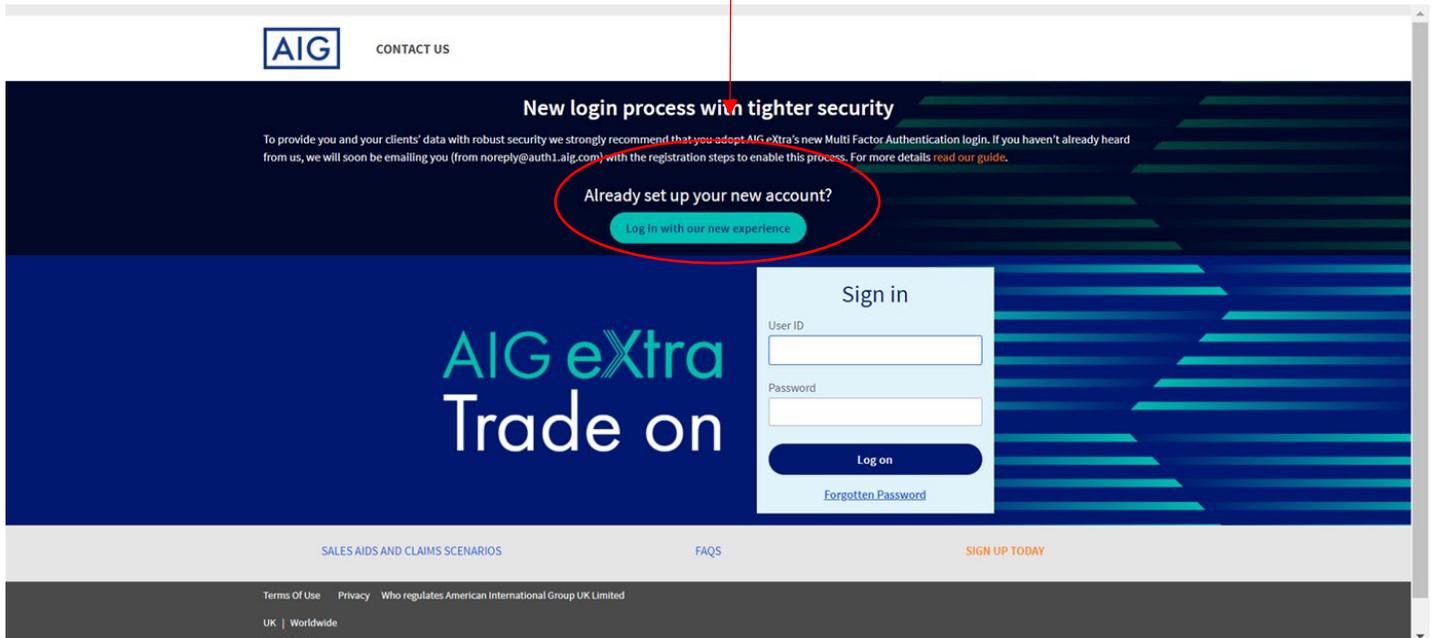
Once logged in by Okta verify, when you click on the blue box one it will automatically redirect you to the AIG portal you are used to for the rest of the day, meaning you will not need to enter your username and password every time you login. This will save time and be more convenient for you to access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

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.
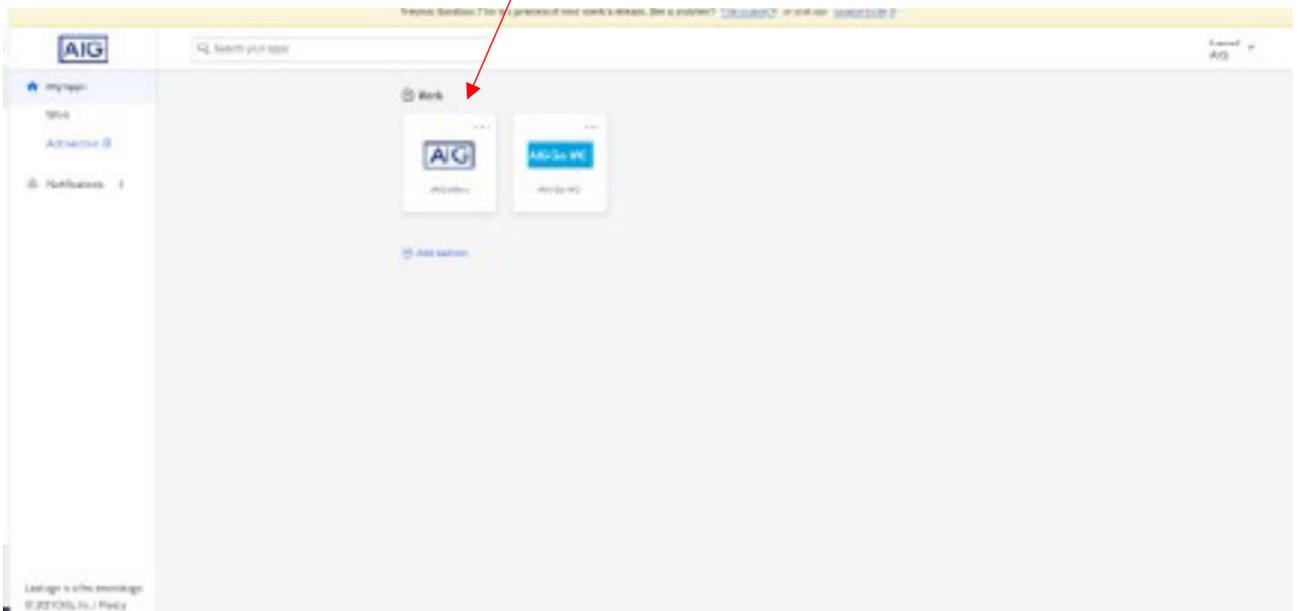
How to reset your password on Okta

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 "Reset 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 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 to unlock your 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.