

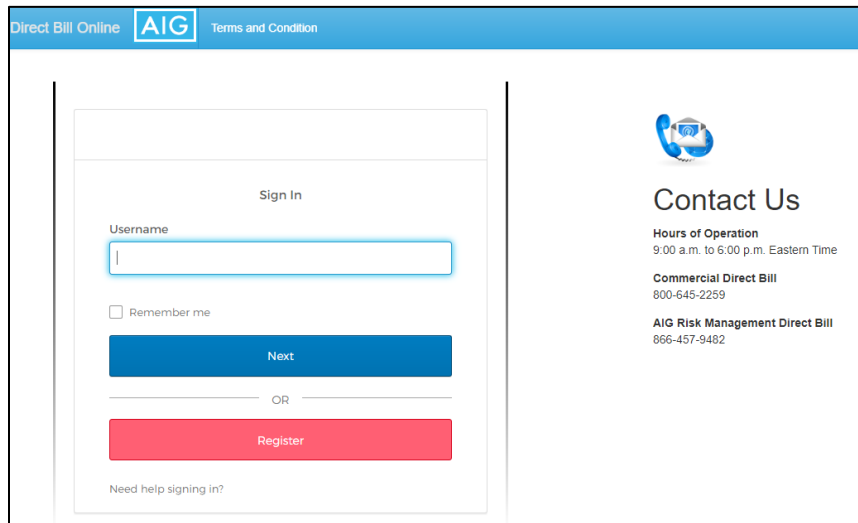
AIG Pay online (Remittance) User Guide

New User Registration

The AIG Pay Online (Remittance) website has been enhanced to a multi-factor authentication registration and login process.

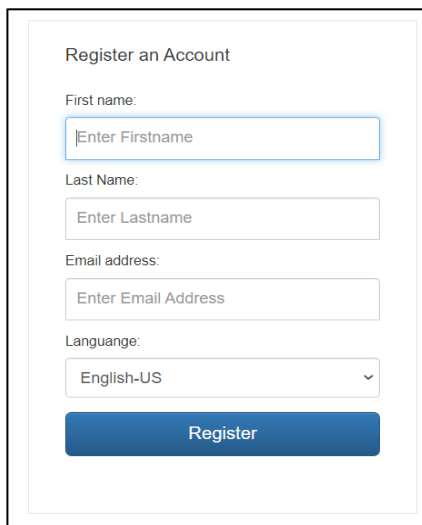
This guide provides step by step instructions on registration for a new user.

1. On the website, click on the red “Register” button on the landing page.

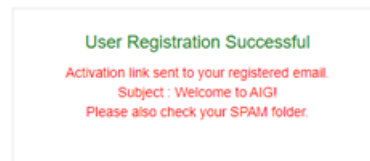


The screenshot shows the AIG Direct Bill Online landing page. At the top, there is a blue header with "Direct Bill Online", the AIG logo, and "Terms and Condition". The main content area is split into two columns. The left column contains a "Sign In" section with a "Username" input field, a "Remember me" checkbox, a blue "Next" button, and a red "Register" button. Below the "Register" button is a link that says "Need help signing in?". The right column contains a "Contact Us" section with a phone icon, "Hours of Operation" (9:00 a.m. to 6:00 p.m. Eastern Time), "Commercial Direct Bill" (800-645-2259), and "AIG Risk Management Direct Bill" (866-457-9482).

Key in First name, last name, and email address. Click on “Register” button.



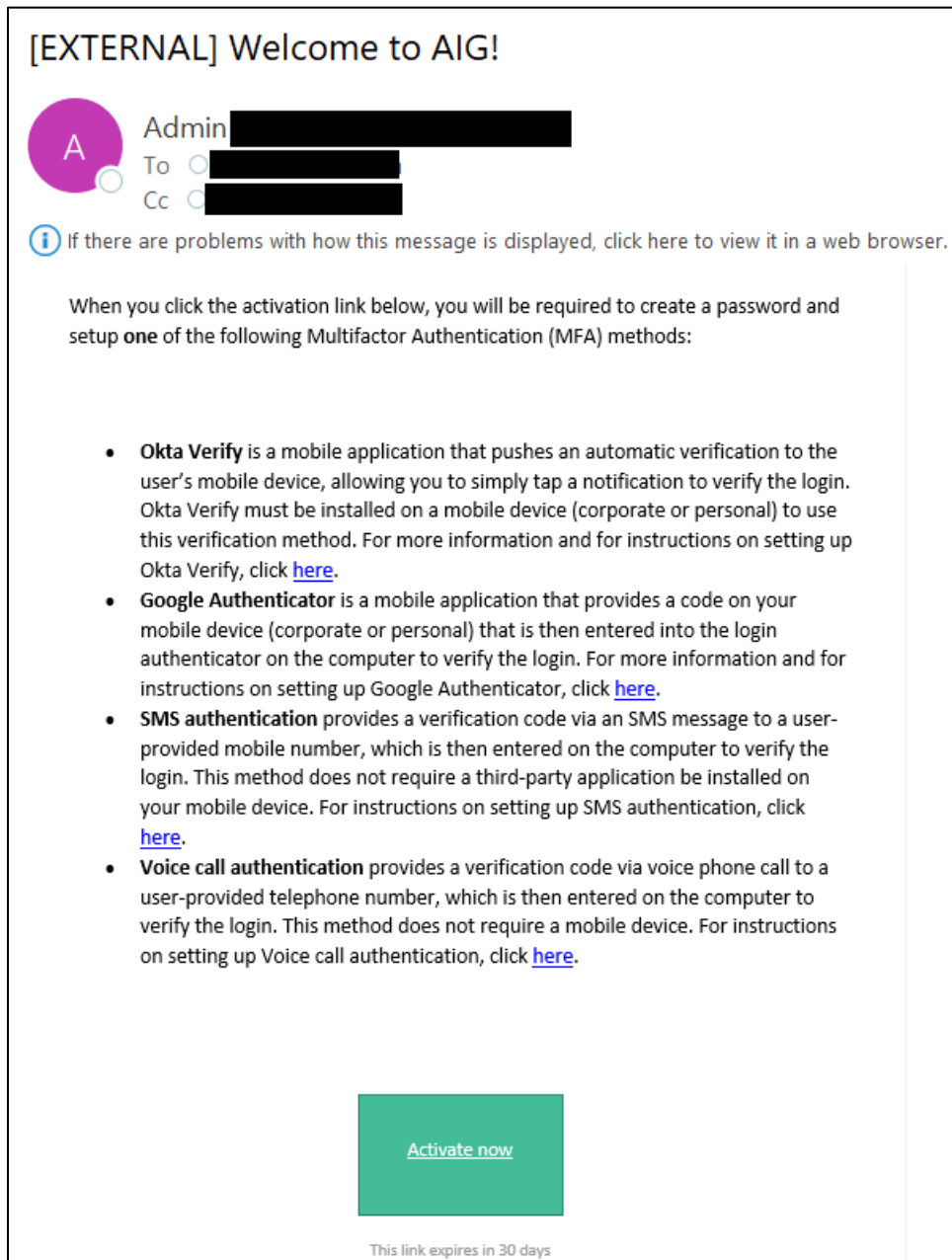
The screenshot shows the "Register an Account" form. It has the following fields: "First name:" with a text input field containing "Enter Firstname"; "Last Name:" with a text input field containing "Enter Lastname"; "Email address:" with a text input field containing "Enter Email Address"; and "Language:" with a dropdown menu set to "English-US". A blue "Register" button is at the bottom.



The screenshot shows a green "User Registration Successful" message box. The text inside reads: "User Registration Successful", "Activation link sent to your registered email.", "Subject : Welcome to AIG!", and "Please also check your SPAM folder."

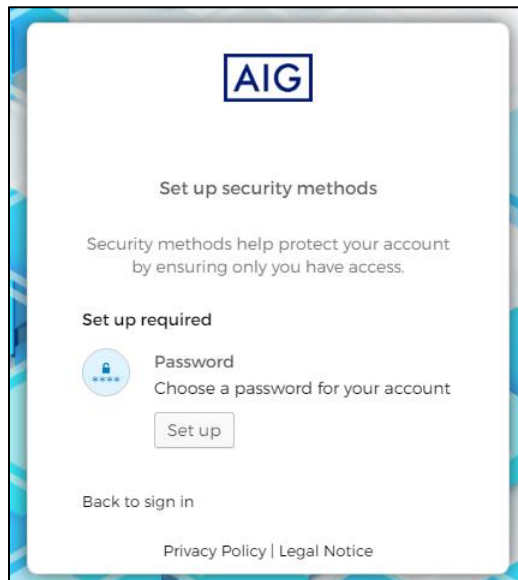
You have completed the first part of the registration.

2. Check your email inbox for an email with the subject of “Welcome to AIG!” Below is a sample.



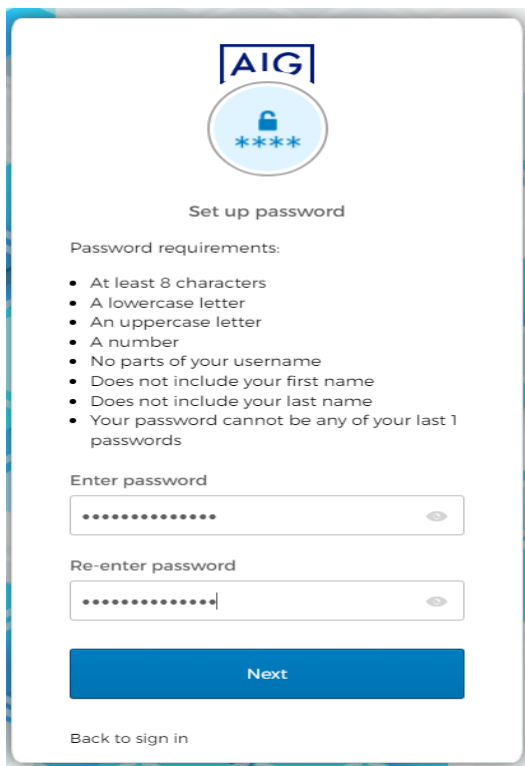
3. After clicking the green “Activate now” button in email, you will be redirected back to the web page. By now, your registered email is verified successfully. The next step is setting up your password.
- ** Note that the following steps are one time setup.**

1) Set password. Click setup.



The screenshot shows the AIG account setup page. At the top is the AIG logo. Below it is the heading "Set up security methods". A sub-heading reads "Security methods help protect your account by ensuring only you have access." Underneath, a section titled "Set up required" contains a lock icon with four asterisks, followed by the text "Password" and "Choose a password for your account". A "Set up" button is positioned below this text. At the bottom left, there is a link "Back to sign in", and at the bottom center, there are links for "Privacy Policy" and "Legal Notice".

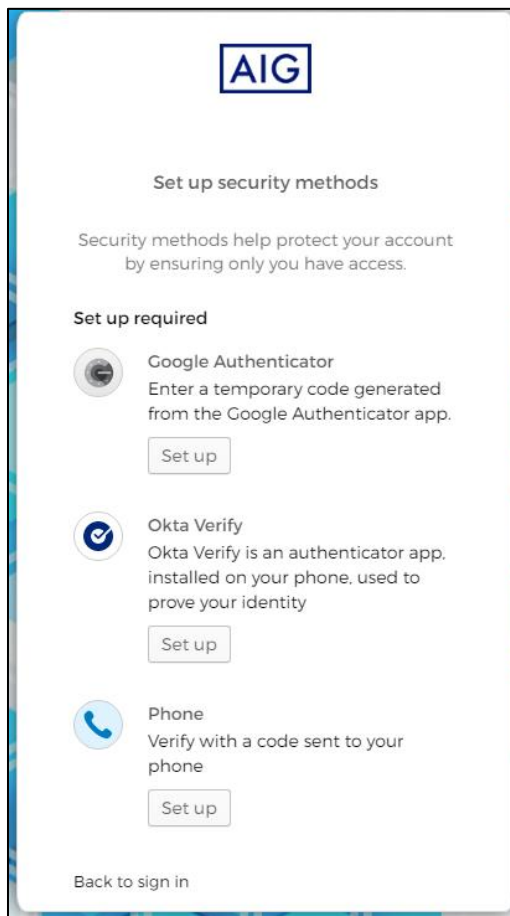
2) Set your password based on the requirements.



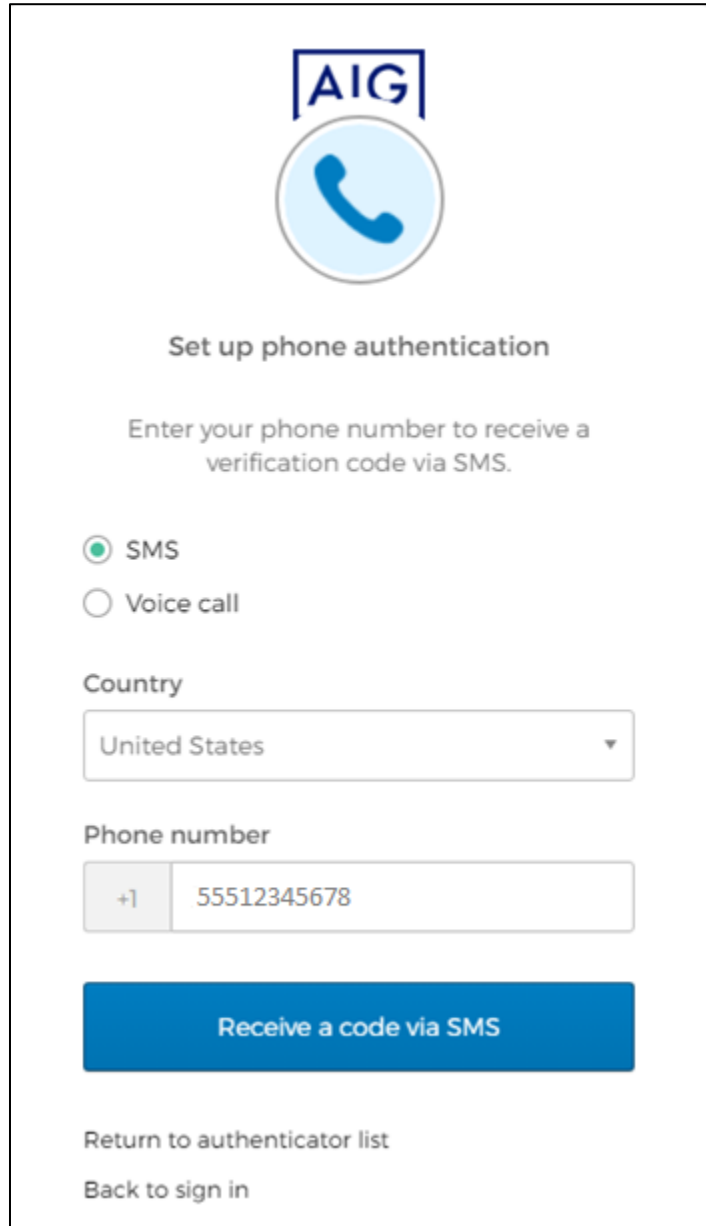
The screenshot shows the AIG account setup page for password requirements. At the top is the AIG logo, followed by a lock icon with four asterisks. The heading is "Set up password". Below this, the text "Password requirements:" is followed by a bulleted list of requirements: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "No parts of your username", "Does not include your first name", "Does not include your last name", and "Your password cannot be any of your last 1 passwords". There are two input fields: "Enter password" and "Re-enter password", both containing masked characters and a visibility toggle icon. A blue "Next" button is located below the input fields. At the bottom left, there is a link "Back to sign in".

- 3) **(Required)** Setup Multi-Factor Authentication (MFA). AIG provides 3 options to verify the mobile device. You are required to choose at least one. We recommend you use either Phone verification for AIG Pay Online (Remittance). Phone verification includes SMS and Voice call.

Both “Okta Verify” and “Google Authenticator” require installing an application on your mobile device. Application installation instructions are in the Welcome email.



- a) If you prefer to verify your device via SMS (Text Message), click the “Setup” button under Phone.
- i) Select SMS then Choose country and enter phone number. Click on “receive a code via SMS” button.



The screenshot shows the AIG phone authentication setup interface. At the top is the AIG logo and a blue telephone handset icon inside a circle. Below this is the heading "Set up phone authentication" and the instruction "Enter your phone number to receive a verification code via SMS." There are two radio button options: "SMS" (selected) and "Voice call". A "Country" dropdown menu is set to "United States". The "Phone number" field contains "+1" in a grey box and "55512345678" in the main input area. A large blue button labeled "Receive a code via SMS" is positioned below the phone number field. At the bottom, there are two links: "Return to authenticator list" and "Back to sign in".

AIG

Set up phone authentication

Enter your phone number to receive a verification code via SMS.

SMS

Voice call

Country

United States ▼

Phone number



+1 55512345678

Receive a code via SMS

[Return to authenticator list](#)

[Back to sign in](#)

- ii) A one-time passcode will be sent to your mobile device. Enter the code and click “Verify” button.

Set up phone authentication


A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

[Return to authenticator list](#)

[Back to sign in](#)


iii) You completed the verification of your mobile device when you see the page below.



Set up security methods


Security methods help protect your account by ensuring only you have access.

Set up optional



Google Authenticator
Enter a temporary code generated from the Google Authenticator app.

Set up





Okta Verify
Okta Verify is an authenticator app, installed on your phone, used to prove your identity

Set up

Finish

[Back to sign in](#)

- b) If you prefer to verify via voice call, click “Setup” button under Phone.
i) Select Voice call then choose country and enter phone number. Click on “Call” button.

Set up phone authentication

Enter your phone number to receive a verification code via voice call.

SMS
 Voice call

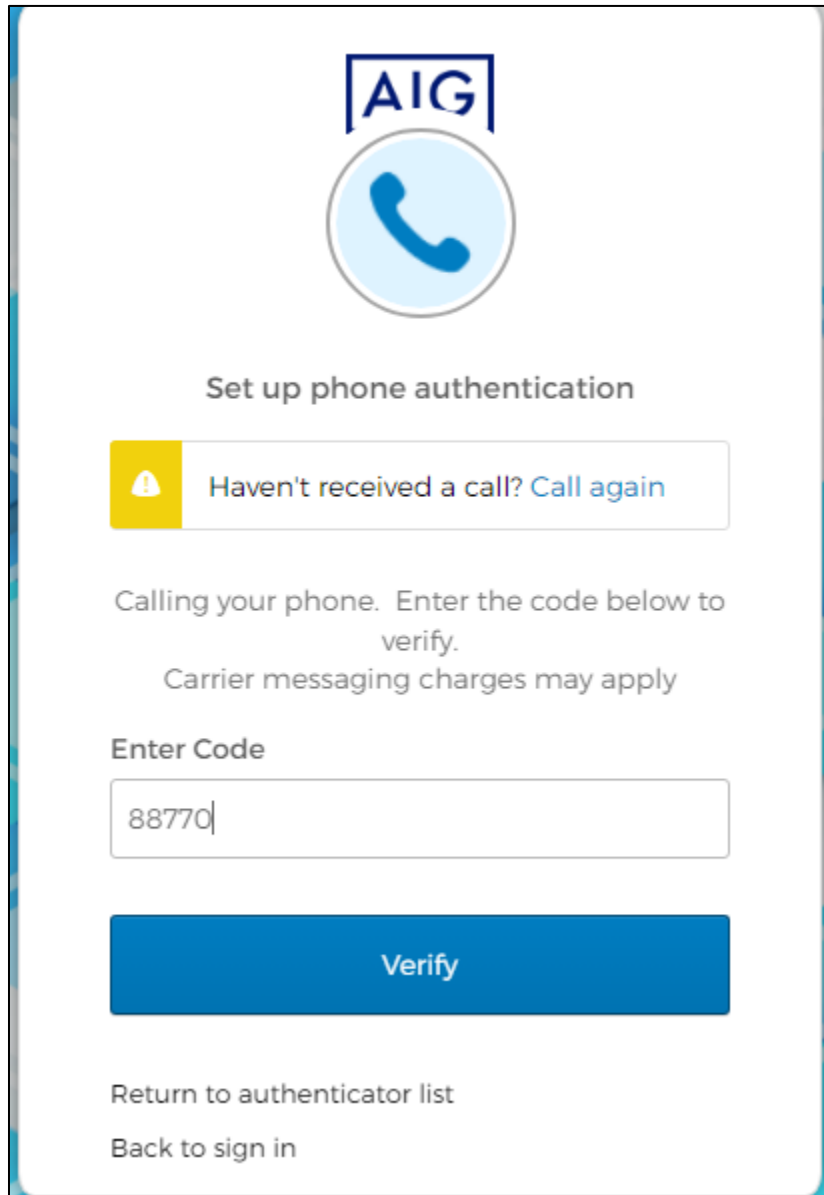
Country
United States ▼

Phone number Extension
+1 55512345678

[Receive a code via voice call](#)

[Return to authenticator list](#)
[Back to sign in](#)

- ii) You will receive a call with the one-time passcode, key in the code and click “Verify”.



AIG

Set up phone authentication

Haven't received a call? [Call again](#)

Calling your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

88770

Verify

[Return to authenticator list](#)

[Back to sign in](#)

- iii) Once it is successfully verified, you will see the page below as confirmation. Click “Finish” to go to the next step.



Set up security methods

Security methods help protect your account by ensuring only you have access.

Set up optional



Google Authenticator

Enter a temporary code generated from the Google Authenticator app.

Set up



Okta Verify

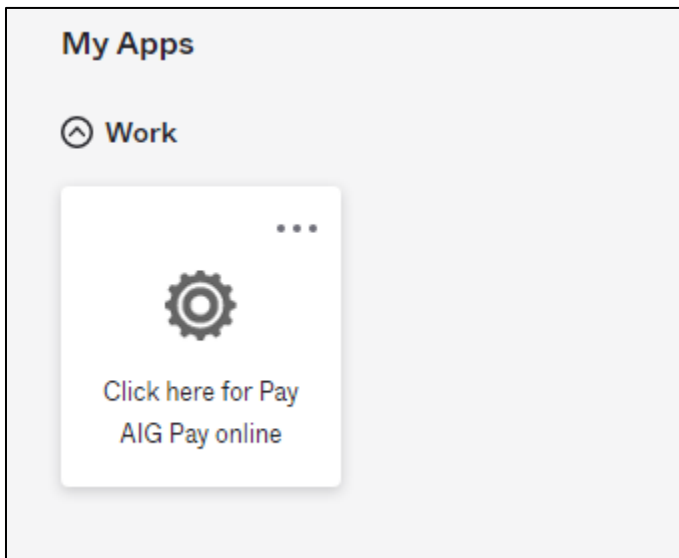
Okta Verify is an authenticator app, installed on your phone, used to prove your identity

Set up

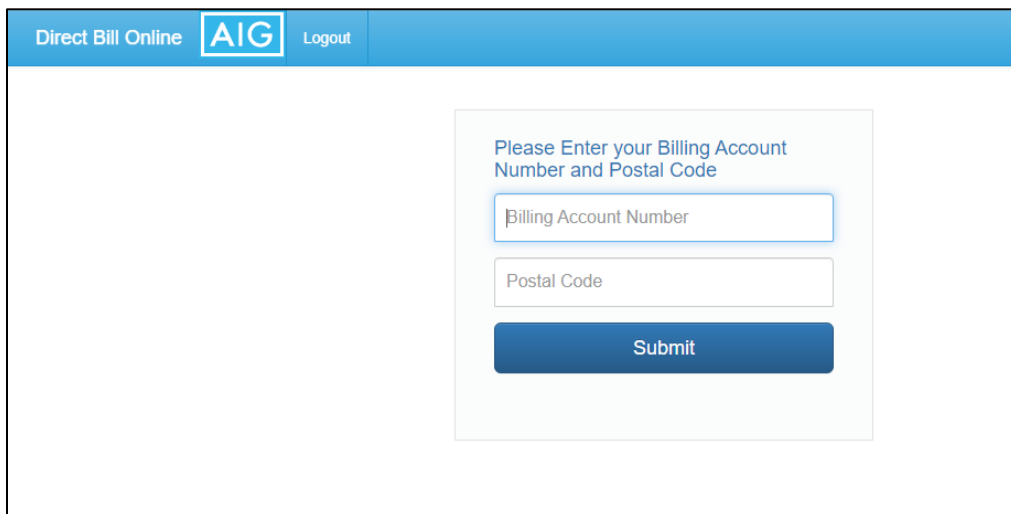
Finish

[Back to sign in](#)

- 4) Now you have successfully registered, and you have landed on the AIG OKTA dashboard. Click the “AIG PAY Online” icon to be directed to the AIG Pay Online website.



- 5) You will find that you have been automatically logged into the AIG Pay Online (Remittance) site. Last step, enter your “Billing Account Number” and “Postal Code”.

A screenshot of the AIG Pay Online (Remittance) site. The header is blue and contains "Direct Bill Online", the AIG logo, and "Logout". The main content area is white and contains a form with the heading "Please Enter your Billing Account Number and Postal Code". The form has two input fields: "Billing Account Number" and "Postal Code", and a blue "Submit" button.

You are ready to go!