

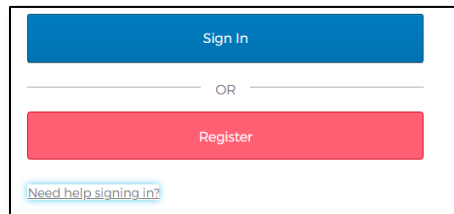
AIG Pay online (Remittance) User Guide

Unlock Account

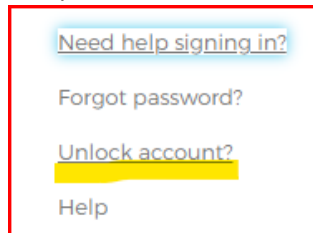
The AIG Pay Online (Remittance) website has been enhanced to a multi-factor authentication registration and login process.

This guide provides step by step instructions on how to unlock your account when you see a message indicating your account is locked.

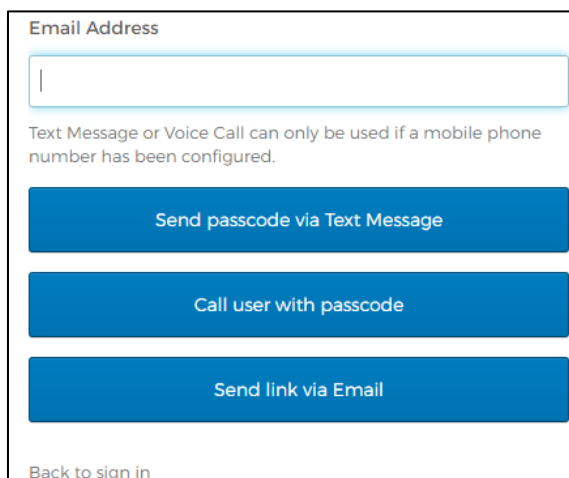
1. Under the red "Register" button on the login page, click "Need help signing in?".



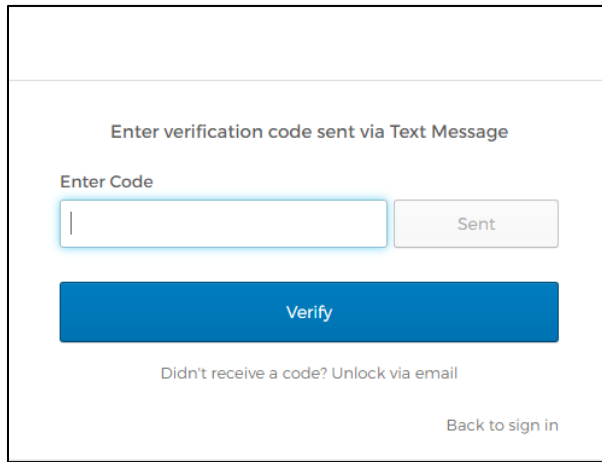
2. Toggle the options and click on "Unlock account".



3. Enter your email address and select one of the options to get a temporary passcode.

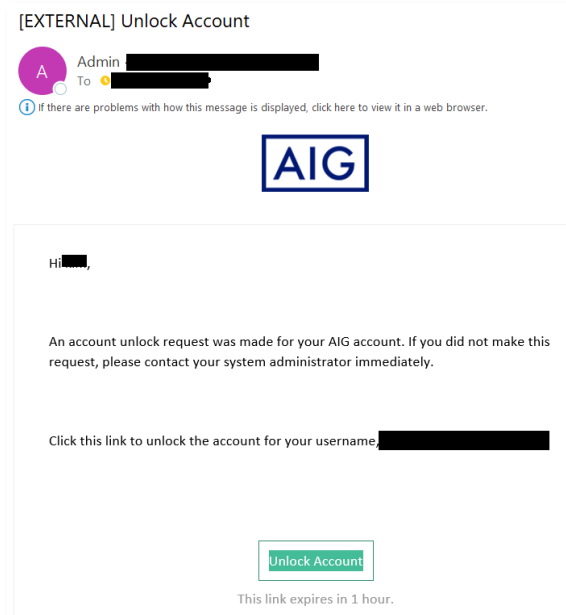
A screenshot of a form for entering an email address. At the top is the label "Email Address" above an empty input field. Below the input field is a note: "Text Message or Voice Call can only be used if a mobile phone number has been configured." There are three blue buttons stacked vertically: "Send passcode via Text Message", "Call user with passcode", and "Send link via Email". At the bottom left, there is a link that says "Back to sign in".

- a. If you choose “Send passcode via Text Message”, a one-time passcode will be sent to your registered mobile device via text message. Enter the passcode, then click the “Verify” button on the next page.



The screenshot shows a web form titled "Enter verification code sent via Text Message". It features a text input field labeled "Enter Code" with a cursor inside, and a "Sent" button to its right. Below the input field is a large blue button labeled "Verify". At the bottom of the form, there is a link that says "Didn't receive a code? Unlock via email" and a "Back to sign in" link in the bottom right corner.

- b. If you choose “Call user with passcode”, you will receive a call with a passcode. Enter the passcode and click “Verify” button on the next page (same screen as above).
- c. If you choose “Send link via email”, you will receive an email (sample below). ****Check your Junk/Spam folder if you do not see the email in your inbox.**



Click the “Unlock Account” button in the email message.

****Please note that the link is only valid for 1 hour.**

4. Your account is now unlocked successfully. Click “Back to sign in” button, sign in using the email and password on file. If you are still unable to log-in, please follow the “reset password” instructions.



Account successfully unlocked!

You can log in using your existing username
and password.

[Back to sign in](#)