

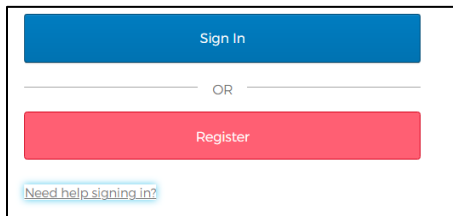
# AIG Pay online (Remittance) User Guide

## Reset Password

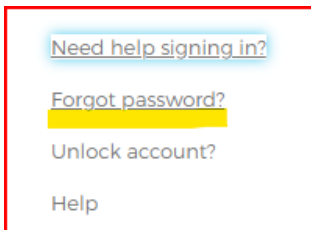
The AIG Pay Online (Remittance) website has been enhanced to a Multi-Factor Authentication registration and login process.

This guide provides step by step instructions on how to reset your password.

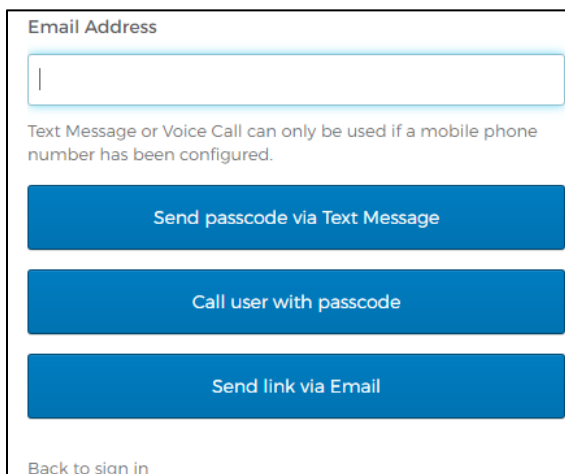
1. Under the red “Register” button on the login page, click on the link of “Need help signing in?”.



2. Toggle the options and click on “Forgot password”.



3. Enter your email address and select one of the options to verify that your email account and associated device is valid.

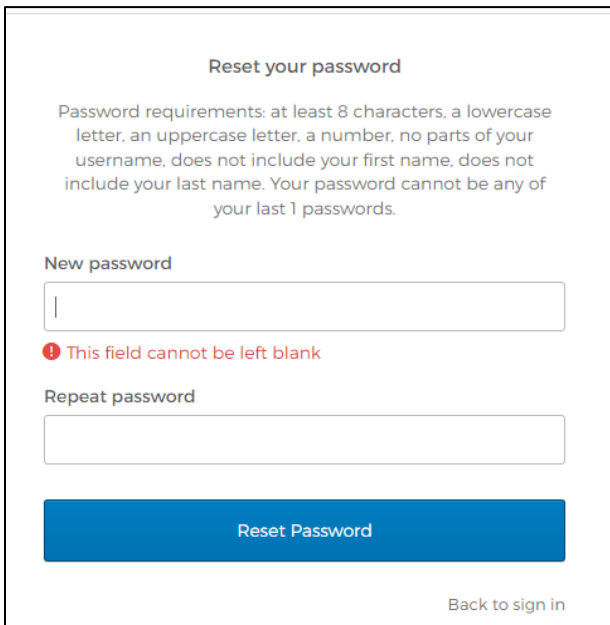
A screenshot of the email verification screen. At the top is the label "Email Address" above an empty input field. Below the input field is a note: "Text Message or Voice Call can only be used if a mobile phone number has been configured." There are three blue buttons stacked vertically: "Send passcode 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”, enter the passcode sent to your mobile device, then click the “Verify” button on the next page.



The image shows a mobile application screen for SMS authentication. At the top, there is a blue circular icon with 'SMS' and a dropdown arrow. Below it, the text 'SMS Authentication' is centered, followed by a phone number '(+1 \*\*\*\*\* 678)'. A label 'Enter Code' is positioned above a text input field containing '368090'. To the right of the input field is a 'Send' button. Below the input field is a checkbox with the text 'Do not challenge me on this device for the next 5 days'. A large blue 'Verify' button is centered at the bottom. At the very bottom right, there is a link 'Back to sign in'.

After your mobile device is verified successfully, you can reset your password.



The image shows a mobile application screen for resetting a password. The title 'Reset your password' is centered at the top. Below the title, the password requirements are listed: 'Password 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. Your password cannot be any of your last 1 passwords.' There are two text input fields: 'New password' and 'Repeat password'. Below the 'New password' field, there is a red error message: 'This field cannot be left blank'. At the bottom center, there is a large blue 'Reset Password' button. At the bottom right, there is a link 'Back to sign in'.

Click on the “Send Code” button for second-time verification. Enter the passcode and click on “Verify”.

The image shows a mobile application screen for text message authentication. At the top center is a blue circular icon with a white speech bubble containing the letters 'SMS'. Below this icon, the text 'Text Message Authentication' is displayed in a bold, sans-serif font. Underneath that, a phone number is shown in a smaller font: '(+1 \*\*\*\*\* 678)'. The screen features an 'Enter Code' label above a white rectangular input field. To the right of the input field is a light gray button labeled 'Send code'. Below the input field and 'Send code' button is a checkbox with the text 'Do not challenge me on this device for the next 15 minutes'. At the bottom of the screen is a large, prominent blue button labeled 'Verify'. In the bottom right corner, there is a link that says 'Back to sign in'.

Now you have accessed the pay online site. Done!


- b. If you choose “Call user with passcode”, you will receive a call with passcode. Enter the passcode and hit “Verify” button on the next spage (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.

[EXTERNAL] Account password reset



Admin [REDACTED]

To [REDACTED]

 If there are problems with how this message is displayed, click here to view it in a web browser.

This message is from an external sender; be cautious with links and attachments.



H [REDACTED]

A password reset request was made for your AIG account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset the password for your username, [REDACTED]



This link expires in 1 hour.

If you experience difficulties accessing your account, send a help request to your administrator:

Click the "Reset Password" link in the bottom of the email.  
Next, you can enter a new password.

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

**Reset your password**

Password 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. Your password cannot be any of your last 1 passwords.

**New password**

**Repeat password**

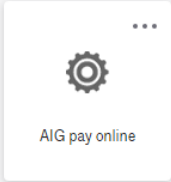
**Reset Password**

[Back to sign in](#)

Click on the "AIG Pay Online" icon on the page to log in to the pay online site page.

**My Apps**

🕒 Work



AIG pay online

⊕ Add section