# 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.
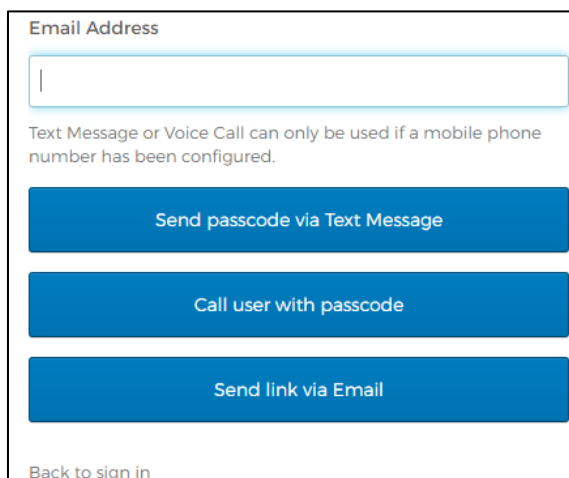
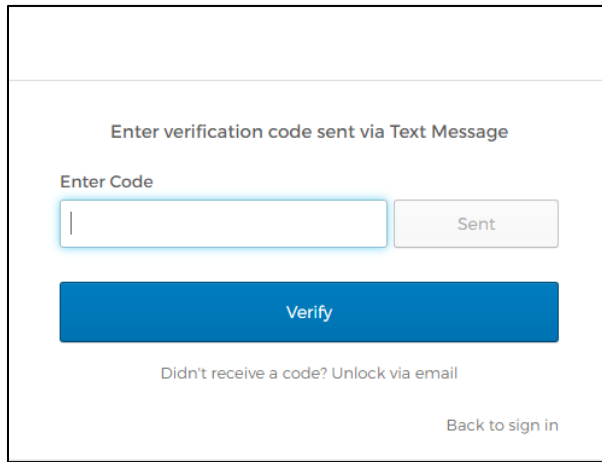1. Under the red "Register" button on the login page, click "Need help signing in?".
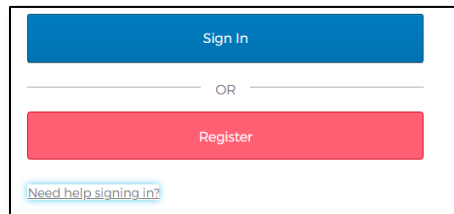
2. Toggle the options and click on "Unlock account".
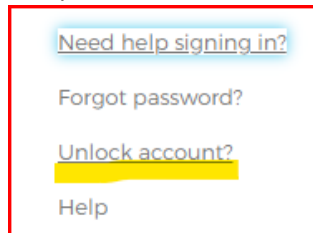
3. Enter your email address and select one of the options to get a temporary passcode.

a. 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.

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.
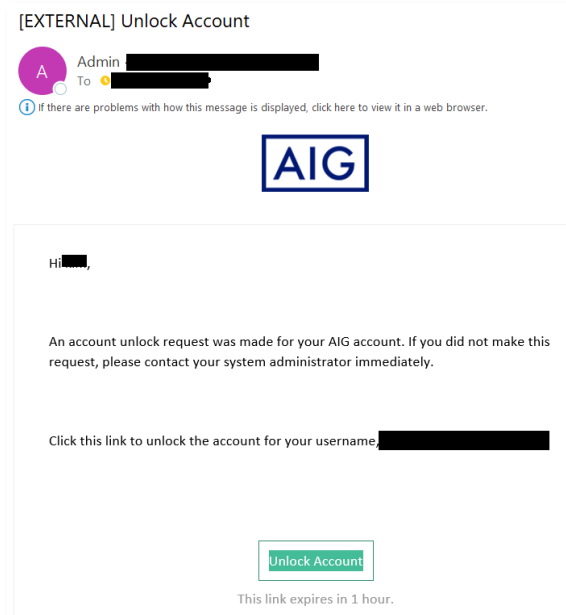
Click the "Unlock Account" button in the email message.
**Please note that the link is only valid for 1 hour.

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.

AIG

Account successfully unlocked!

You can log in using your existing username and password.

Back to sign in