

Congratulations, Your New AIG Computer is Here!

This guide will walk you through setting up your new computer for the first time. **It's important that you follow the steps below in the order presented:**

- Step 1: Activating OKTA Verify Account
- Step 2: Setting up OKTA Verify App on your Mobile Device
- Step 3: Logging into Your New AIG Computer
- Step 4: Install your Applications

Before you start, ensure the following is completed/available:

1. **If you are at Home**, ensure you have **GlobalProtect VPN** access. If you do not have it, please call the **Global Service Desk** for assistance.
2. **If you are in the Office or your home Wi-Fi is unavailable**, connect a network cable to your computer or use a docking station (*you cannot use AIG's MobileNet WiFi for the first logon*). If your laptop does not have a network port, you can use a Dell USB-C network adapter included in the box you received. 
3. You will need a computer and have access to a mobile device (Corporate / BYOMD / Personal) with internet connection to set up Okta Verify.

-  when you see the **computer icon**, the activity is on your computer,
-  when you see the **mobile icon**, the activity is on your corporate mobile device.



If you have any issues with your new computer or need a helping hand with the process, please call the **Global Service Desk**. Alternatively, you can use [Chat Support](#).

Global Service Desk



1-800-435-7457 (US toll free number)
00 800 5656 5555 (Euro toll free number)

Country	Technology Support Number
Australia	+613 95224904
China	+86 400 821 8585
Hong Kong	+852 3555 0011
	+62 21 52914847
Indonesia	+62 21 52914848
	Toll free ☎
Japan	0120-95-1319 +81 3-5619-3777
Malaysia	+603 21180045
New Zealand	+61 3 9522 4904
Pakistan	+1 682 831 9783
Singapore	+65 6419 1665
South Korea	
Taiwan	+886 2-7735-5034
Thailand	+66 2 649 1488
Vietnam	+848 39140065

Step 1: Activating OKTA Verify Account

Pre-requisite:

Before you begin this step, you will need to have the following items handy; you should have received emails from AIG with this information:

- 1) Domain and LAN ID
- 2) Temporary LAN Password
- 3) AIG Email Address

- 1. If not connected to the AIG network, use a personal computer to access <https://aigtech.okta.com>.
- 2. At the login screen, enter your **AIG email address** and your temporary **LAN password** provided to you via email.
Note: Please do not copy-paste the password from the email (copying can cause spaces to be included in your password).
- 3. Once prompted to change your password, create a new password you will remember. Next, re-enter your **AIG email** and the **new password**.
- 4. Then, you will be prompted to register and create an OKTA account. You will be required to register your mobile device and set a security question.

Error Message: If you received an error message, go to **page 9** to resolve the issue.

FW: ACTION REQUIRED: Share LAN ID Inform...

Wed 6:21 AM

Follow up. Completed on Thursday, January 28, 2021.

ID Password (below) with them after onboarding.

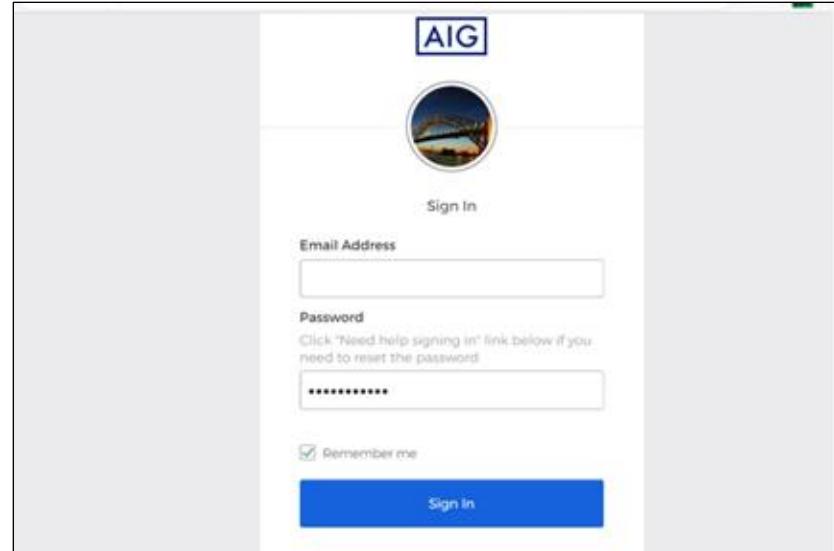
LAN ID Password: **nx0vf%hh**

They will be required to change their password the first time.

Additional Support:

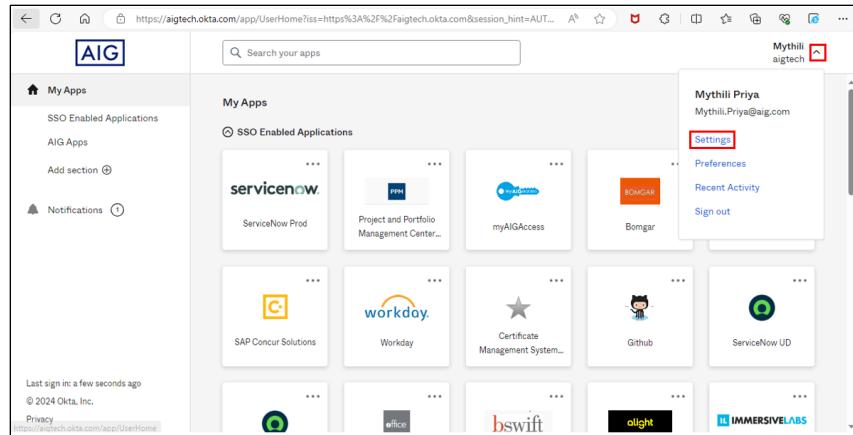
- **Technical Support:** Please contact the Global Service Desk [Service Portal](#) or call the AIG Global Service Desk. For local [the Global Service Desk web page](#).

****Temporary LAN Password email sample****

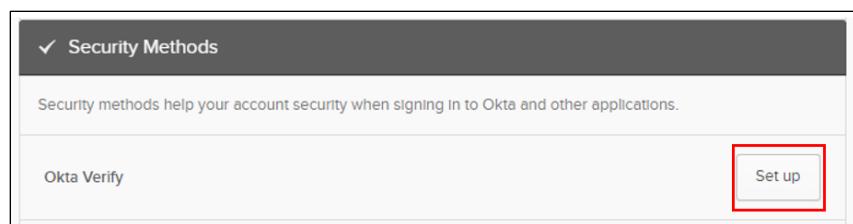


Step 2: Setting up OKTA Verify App on your Mobile Device

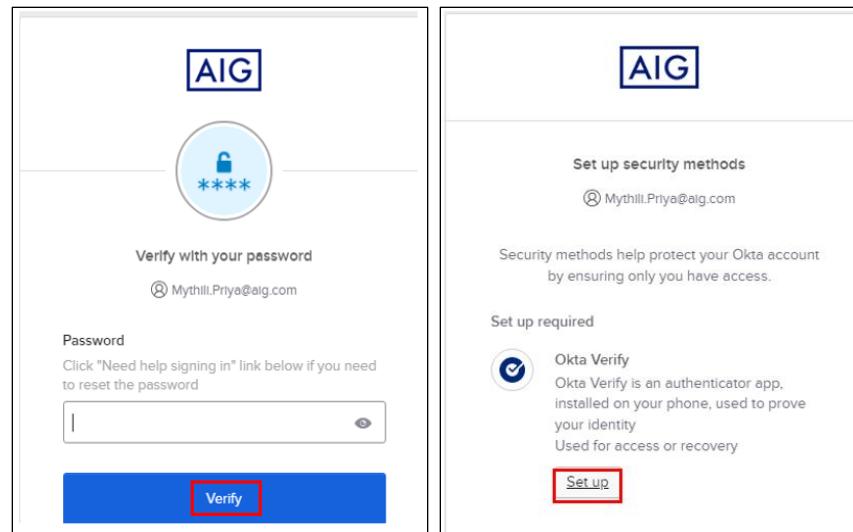
1. Open <https://aigtech.okta.com/app/UserHome> (AIG Okta MyApps Dashboard) in your web browser. Next, click on **your name** at the top right-hand corner of your browser and click on **Settings** dropdown.



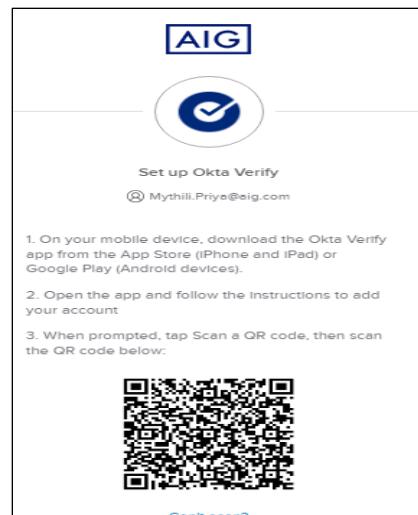
2. On the next screen, scroll to the **Security Methods** section and click **Set up** for Okta Verify.



3. It prompts to enter your password. Enter your Password and select **Verify**. On next screen click **Set up** for OKTA Verify.

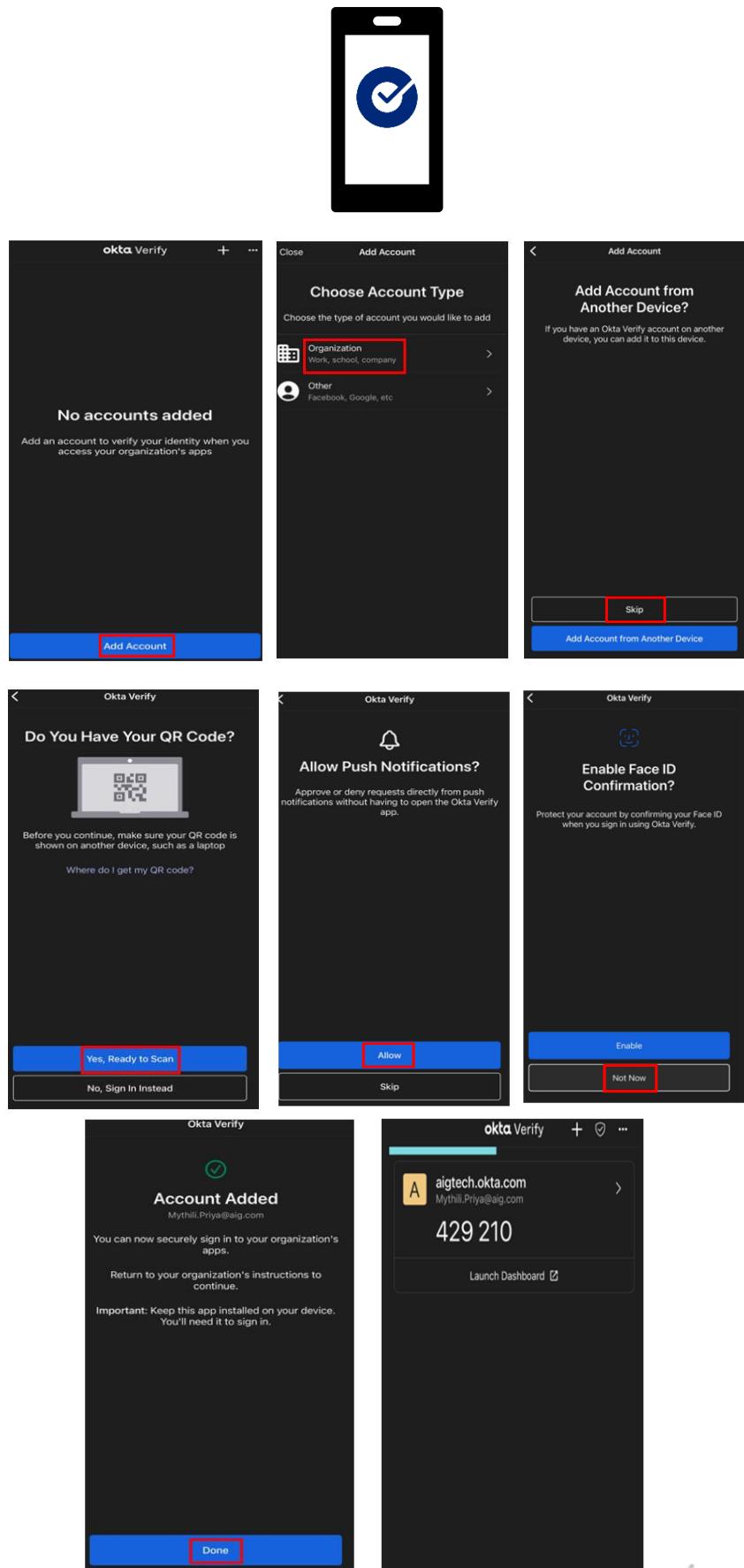


4. You will be presented with a **barcode** to scan using your Okta Verify App installed on your mobile device.



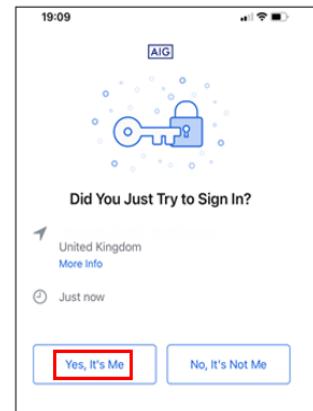
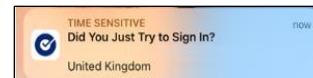
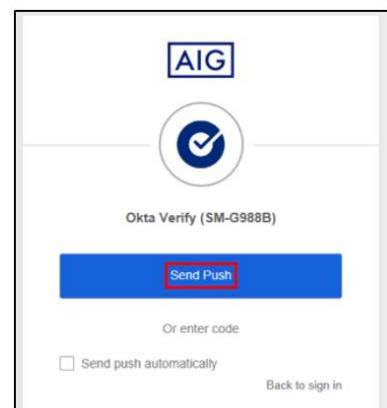
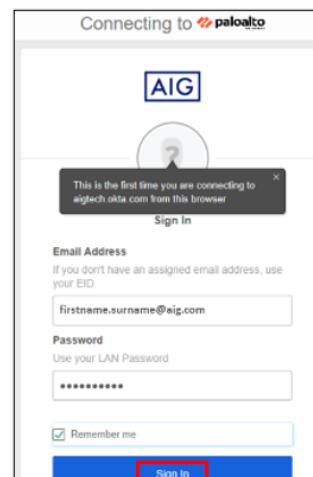
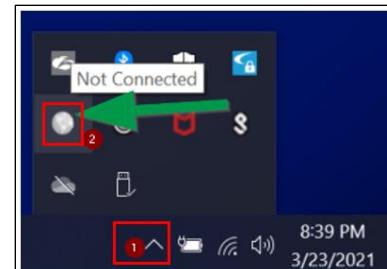
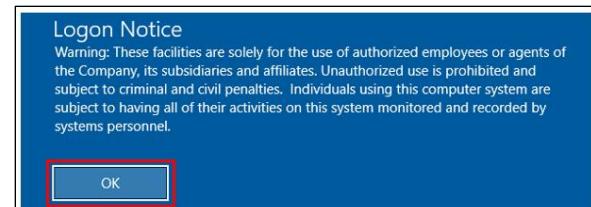
Step 2: Setting up OKTA Verify App on your Mobile Device

- 5. Download the **Okta Verify App**.
 - **For corporate-issued phones:** download from the AIG App Store.
 - **For personal devices:** download from the Apple App Store or Android Play Store.
- 6. Open the **Okta Verify** app, follow the on-screen prompts: **Add Account**.
- 7. Next, select **Organization**, then select **Skip** and click 'Yes, Ready to Scan' to scan the QR code.
- 8. Once the barcode scanning window appears, hold your mobile device in front of your computer screen to capture the barcode generated earlier.
- 9. On next screen, select **Allow** for Push Notifications and select **Not Now** for Face ID confirmation.
- 10. You will see the confirmation on your mobile device - **Account Added**. Click **Done**. You will now notice the token number changes on your mobile.



Step 3: Logging into Your New AIG Computer (From an AIG Office)

1. Connect your new laptop to a docking station or connect the power adapter and network cable before powering it on.
2. Press any key on the welcome screen, and if the legal notice appears, read and acknowledge it by clicking **OK**.
3. Enter your **AIG Username** and **Password**.
4. Click the update arrow on the bottom right of your screen, then click on the grey GlobalProtect icon. Next, click on **Connect**.
5. Once the Okta MFA window appears, enter your **AIG email address** and **password**, then click on **Sign in**. Next, GlobalProtect will then initiate the 2-factor authentication, click **Send Push** to continue.
6. Complete the 2-factor authentication from your Okta Verify application by clicking on the notification or by opening the OKTA app on your phone. Then, tap on **'Yes, it's Me'**.
7. Wait for the VPN connection confirmation.



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Step 3: Logging into Your New AIG Computer (From Home)

- 1. Connect the power adapter and power on your new computer. Next, press any key on the welcome screen, and if the legal notice appears, read and acknowledge it by clicking **OK**.

Logon Notice

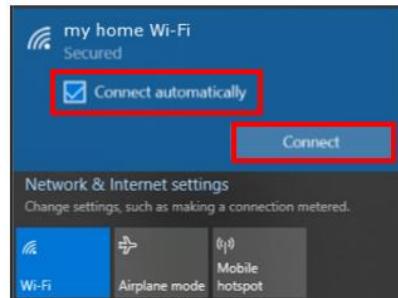
Warning: These facilities are solely for the use of authorized employees or agents of the Company, its subsidiaries and affiliates. Unauthorized use is prohibited and subject to criminal and civil penalties. Individuals using this computer system are subject to having all of their activities on this system monitored and recorded by systems personnel.

OK

- 2. Connect your computer to your home Wi-Fi by clicking on the **Internet icon** on the bottom right of your screen (*if you're connecting with a network cable, jump to Step 4*).



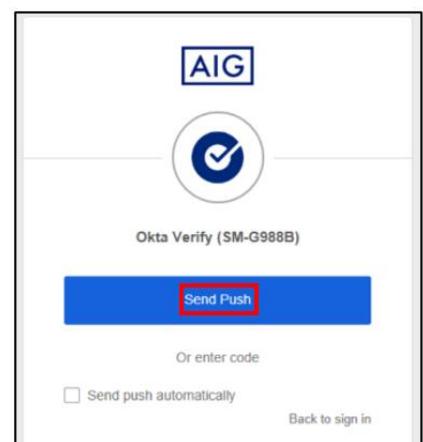
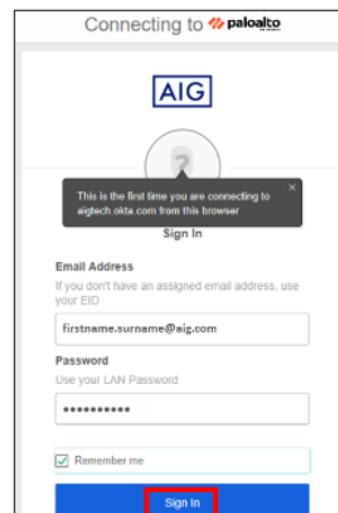
- 3. Click on your home Wi-Fi, select **Connect automatically**, then click **Connect**. Next, enter your network security key (password) and click **Next**.



- 4. Once connected, click the **VPN icon**. Global Protect VPN connection will start, this may take a few seconds.



- 5. Once the Okta MFA window appears, enter your **AIG email address** and **password**. Then, click on **Sign in**. Next, GlobalProtect will initiate the 2-factor authentication, click **Send Push** to continue.

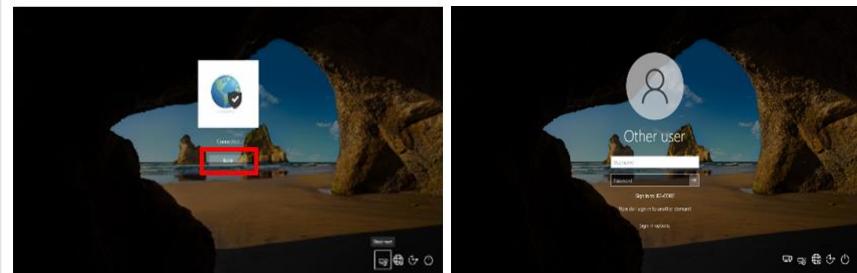


Step 3: Logging into Your New AIG Computer (From Home)

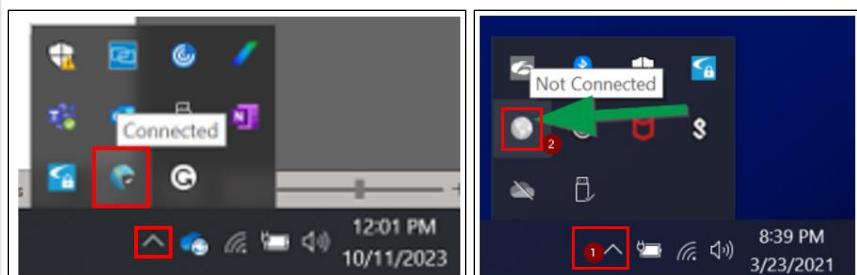
6. Complete the 2-factor authentication from your Okta Verify application by clicking on the notification or by opening the OKTA app. Then, tap on 'Yes, it's Me.'



7. Once the VPN connection is established, click **Back**. Then, enter your **AIG username** and **password** to log in to your new AIG computer.



8. Verify that the VPN is still connected to the network: Click the update arrow on the bottom right of your screen; if the GlobalProtect icon is **blue**, you are connected; if the icon is **grey**, you are not connected. To reconnect click on the **grey GlobalProtect icon**, next click on **Connect**, then go back to **Step 5 (page 6)** if you need help with the 2 factor-authentication.

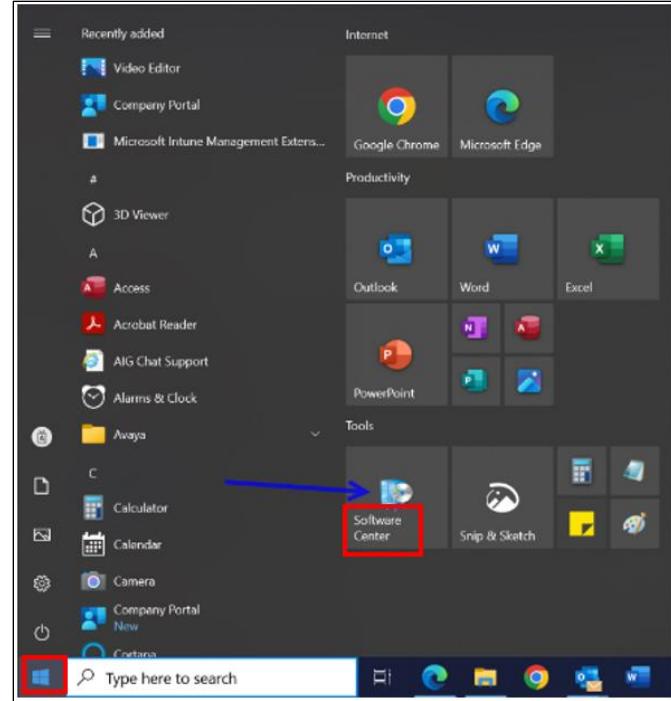


9. Wait for the VPN connection confirmation.



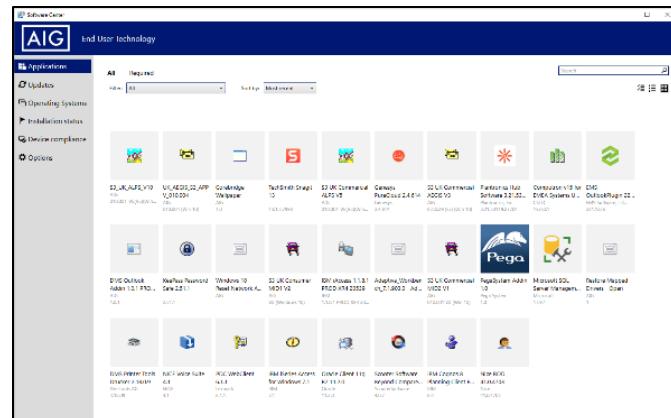
Step 4: Installing Applications

1. Click on the blue Window icon  on the bottom left of your screen to open the **Start menu**. Next, click on **Software Center**.



2. When the Software Center launches, from the Applications tab, click on the **required application** and **Install**.

Note: If the Application you require is not listed in Software Center, **please contact the Global Service Desk (information for the GSD is listed on page 1)**.



New User AIG Computer Setup



Error Messages Resolution Steps

OKTA Account Creation Issue

- 💻 If you receive this error message after creating your OKTA account, please proceed to access OKTA via their website: <https://aigtech.okta.com>, and log in using your **AIG email address** and your **new LAN password** that was set earlier.

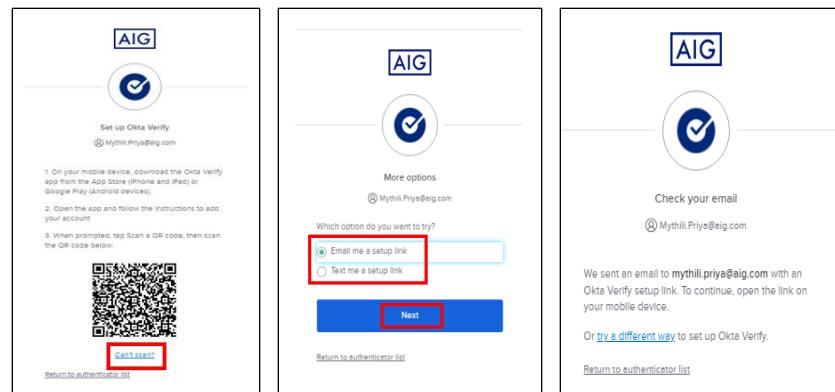
Once you are logged in, proceed with **page 3, Step 2: Setting up OKTA Verify App on your Mobile Device**.

OKTA Bar Code Not Scanning

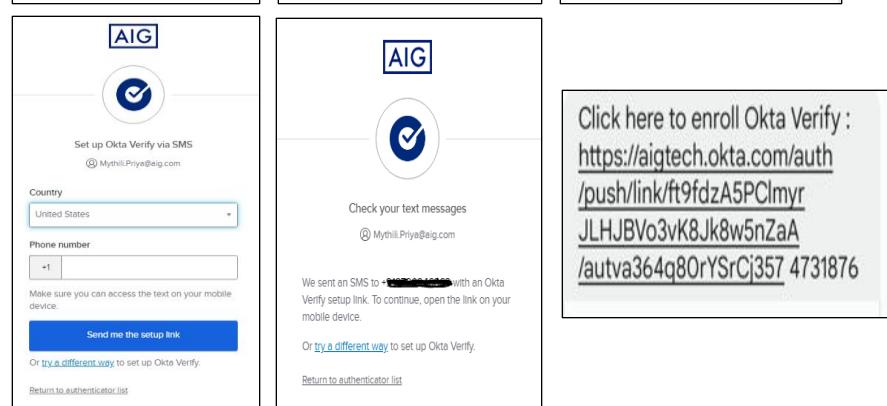
If the barcode does not scan, please follow the steps below to enroll your device manually.

Note: *If the network connection is slow, you may get a blank screen, wait for few minutes, and the page will load properly*

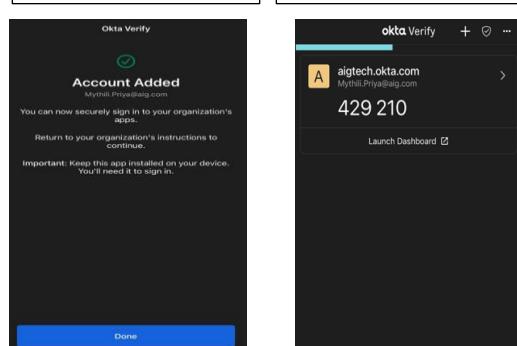
- 💻 1. Click on the **Can't scan?** option located below the barcode, then select **Email me a setup link** or **Text me a setup link** and then click **Next**.



- 💻 2. You will receive a link either via an Email in your Inbox or an SMS to your mobile.



- 💻 3. Click the URL in your email / mobile that will redirect to Okta Verify app and your account gets added successfully. You will now notice the token number changes on your mobile.



You can now continue with
Step 3: Logging into Your New AIG Computer.

