AIG QUICK REFERENCE GUIDE

TradEnable Portal Overview and Logging In
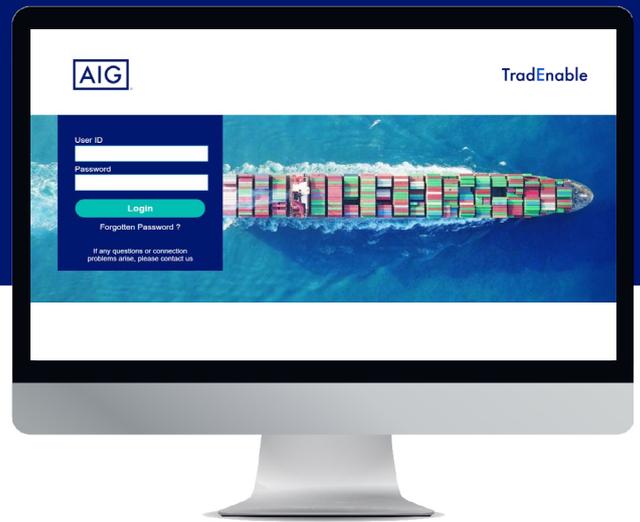
Overview

AIG's new TradEnable system allows Brokers and Policy Holders to administer and track policy activity via the **TradEnable portal**. Initial functionality includes the ability to add new Buyers to an existing policy, request new limits for an existing Buyer, and cancel existing limits.

The Portal also provides the facility of creating and managing Users within your organisation. Once your user profile has been created you will also be able to access the portal directly via multiple browsers.

The Portal has been designed with two-factor authentication to ensure security of policy information across the Internet. The authentication code will be sent to the same email address as your initial user name and temporary password notification.

Initial access to the Portal

You can request access to the Portal from your organisation's TradEnable contact, or from your contact in AIG. Once your user profile has been created you will receive an email with username and a temporary password. When you follow the link in the confirmation email, you will need to set a **permanent password** before using the Portal.

> **NOTE:** Once you have clicked the log-in link, you may wish to bookmark the web address for faster access in the future.
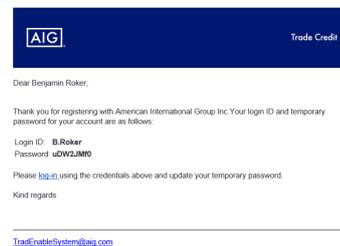
User registration email

Two-factor authentication

To enhance security of data on the Portal, a two-factor authentication is in place. When you log on to the Portal initially, and every three months, you will be asked to enter an authentication code which will be sent to you by email.
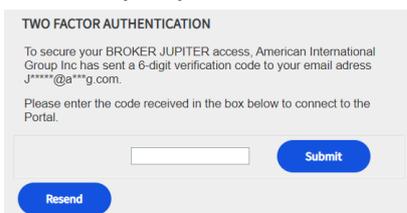
Entering your authentication code

Use the code to verify that you are logging in yourself and to indicate that you are using a trusted computer. The system will ask you to reverify the trusted computer every three months

> **NOTE:** If you do not indicate that you are using a trusted computer then the system will use two-factor authentication each time you log in.
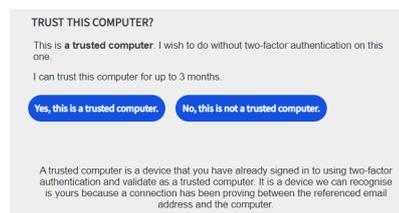
*Trusted computer confirmation*
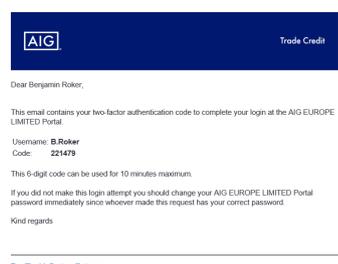
Two-factor authentication email

Forgotten Password

If you have forgotten your password, you can either ask your Portal contact to send you a password change email, or use the the **Forgotten password ?** link on the login screen.

If you submit an incorrect password five times, then your account will be deactivated automatically. To reactivate your account, you will need to write to your local Portal administrator or contact AIG directly.

*External user login screen and **Forgotten Password ?** link*

To reset forgotten passwords:

1. Click on the **Forgotten Password ?** hyperlink.
2. Enter your **Email** address.
3. Click the **Submit** button.
4. Check the email account associated with your account.
5. Log into TradEnable using the password contained in the email.
6. Enter the **Current password** from the email.
7. Enter **New password**.
8. **Confirm new password** by re-entering.
9. Click the **Submit** button.

Help and User Guides

You can access tips and user guides to learn more about using TradEnable.

To access user guides:

1. Hovering over the **View** 🔍 icon from the top menu.
2. Select the appropriate **User guide**.

> **NOTE:** The system will automatically download a PDF version of the document to your computer.

3. Open the downloaded file.

> **NOTE:** Users can also click the **Password** button to reset their password.

Profile management screen

Logging Out

To log out of the portal, click the **Exit** ➡ icon from the top menu.