

OTP TROUBLESHOOTING AND ECLAIMS FAQs



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April 2024

At AIA Australia, we go the extra mile to make sure member data is secure. On Friday, 12 April 2024, we introduced multi-factor authentication to the log-in process for our eClaims application. This is by way of a One-Time PIN sent to a user's registered email address at each log-in.

If you're having trouble logging in, the following simple troubleshooting tip should help.

eClaims log-in tip – Clearing your cache.

Using Chrome

1. At the top right corner, click on the menu icon  (*Customise and control Chrome*) then select **Clear Browsing Data**.
2. Select a time range – this should be before the last time that you logged into eClaims.
3. Choose the types of information you want to remove, ensuring **Browsing history** and **Cookies and other site data** are selected.
4. Click **Clear data**.

Using Microsoft Edge

1. At the top right corner, click on the menu icon  then select **Settings**.
2. In the Settings sidebar, select **Privacy, search and services**.
3. Under *Clear browsing data*, click **Choose what to clear**.
4. Choose a time range, such as last hour or all time. This needs to include the date of your last eClaims log-in.
5. Choose the types of information you want to remove, ensuring **Browsing history** and **Cookies and other site data** are selected.
6. Click **Clear now**.

Frequently Asked Questions

To help you navigate the new multi-factor authentication for eClaims, we've answered some commonly asked questions below:

What do I need to do?

- Log-in as normal – follow the instructions on screen and enter your One-Time PIN when asked.
- Be cyber-security aware and report any suspicious activity to the AIA support number available in the One-Time PIN email.

Will the my password change at transition?

No. Your eClaims password will remain unchanged unless you change it using the Change Password function. This is recommended if you haven't changed your password recently.

Does the One-Time PIN replace my current password?

No, the One-Time PIN at each log-in is in addition to the user's password. This adds another level of security to the log-in process.

What happens if I get the One-Time PIN wrong?

eClaims will provide you with guidance to help you regain access quickly. This may include trying again with current One-Time PIN, requesting a new One-Time PIN, or waiting a short period before trying again.

What happens if I'm locked out of eClaims?

If you've exhausted the number of failed PIN attempts allowed, you will be locked out of the system for a period. The eClaims application will provide you with guidance on your next steps.

What if I don't receive a One-Time PIN email?

eClaims will let you know when the One-Time PIN email has been sent, and in most cases, you will receive it right away. In the unlikely event that you don't receive the email when expected, simply:

- Check the junk folder and opt to trust the sender for next time.
- Click Request New PIN to trigger a new email with a refreshed PIN.
- Check that your registered email address is correct and resolve any inaccurate details.