



# AIAHUB, SOVLINK AND AIA INSIGHT MULTI-FACTOR AUTHENTICATION (MFA) FAQs

June 2024

## Contents

What is Multi-Factor Authentication (MFA)? .....	0
Why is this required? .....	0
What are the options for my MFA? .....	1
I'm a SovLink or AIA insight account holder and I received an invitation to AIAHub, what do I need to do?.....	1
Can I change my authentication method to phone? .....	1
Can I change my authentication method to the authenticator app? .....	1
I changed my authentication method in Settings, but it didn't work or reverted to email. ....	2
How will I access SovLink and AIA Insight once MFA is introduced? .....	2
I need a new SovLink account; how do I register? .....	2
I need a new AIA Insight account; how do I register now? .....	3
How do I find out my AIA Real (AIA Insight) agency code if I don't know it? .....	3
I didn't receive my authentication email.....	3
I've got a security email about a new sign-on or notice of a change to my AIAHub account, why is this? .....	3
What if I receive a security email and don't recognise the activity?.....	3
Who can I contact?.....	4

## What is Multi-Factor Authentication (MFA)?

MFA is a multi-step account login process that requires users to enter more information than just a password. With AIA, along with the password, users will be asked to enter a code which will be sent to their email or their phone.

## Why is this required?

At AIA New Zealand, we are custodians of adviser and client data, and we take that responsibility seriously.



MFA has been introduced so that AIA can continue to make the AIAHub, SovLink and AIA Insight trusted platforms and keep accounts secure.

### **What are the options for my MFA?**

You can choose between your AIAHub primary email address, mobile phone, or the Okta Verify app for your secondary authentication method. If no alternative method has been set up, this will default to email.

### **I'm a SovLink or AIA insight account holder and I received an invitation to AIAHub, what do I need to do?**

Activate your account in AIAHub. Take note of your AIAHub username and password, as this will be your SovLink and AIA Insight username and password going forward.

### **Can I change my authentication method to phone?**

If you already have an AIAHub account and would like to change your authentication method from email to phone, this can be done by:

1. Navigate to the 'My Profile' option in AIAHub
2. Select 'My Information'
3. Select 'Set up' next to phone number under the security methods menu
4. You will be asked to verify it's you by selecting 'email' or 'password'

Both options will require you to enter your password and send an email to authenticate your account with a code

5. Select 'Set up'
6. Enter the mobile number that will be used for authentication
7. Select 'receive a code via SMS'
8. Enter your authentication code

The phone number will be updated under the security methods section of your profile

9. To navigate back to AIAHub, select the 'My Apps' option in the top left-hand corner of the screen and select the AIAHub tile

The first time you log on after changing your authentication method select 'Verify with something else'. Once you 'select' phone, any subsequent logons will automatically send the authentication via SMS.

### **Can I change my authentication method to the authenticator app?**

If you already have an AIAHub account and would like to change your authentication method from email to phone, this can be done by:

1. Navigate to the 'My Profile' option in AIAHub
2. Select 'My Information'
3. Select 'Set up' next to Okta Verify under the security methods menu
4. You will be asked to verify it's you with your 'password'



Both options will require you to enter your password and send an email to authenticate your account with a code

5. Select 'Set up'
6. On your mobile device, download the Okta Verify app from the App Store (iPhone and iPad) or Google Play (Android devices).
7. Open the app and follow the instructions to add your account
8. When prompted, tap Scan a QR code, then scan the QR code shown on your screen

The Okta Verify will be updated under the security methods section of your profile to show the device you downloaded the app and scanned the QR code to

9. To navigate back to AIAHub, select the 'My Apps' option in the top left-hand corner of the screen and select the AIAHub tile

The first time you log on after changing your authentication method select 'Verify with something else'. Once you 'select' Okta Verify, any subsequent logons will automatically send the authentication via Okta Verify.

### **I changed my authentication method in Settings, but it didn't work or reverted to email.**

If you have changed your authentication method and it's reverted to email, try clearing your cache. Instructions on how to do this here [Clearing cache](#)

### **How will I access SovLink and AIA Insight once MFA is introduced?**

You have two options.

1. You can access your SovLink and/or AIA Insight accounts via the AIAHub App Launcher. This access has been enhanced so you can access multiple accounts via AIAHub if needed. This is the same for advisers and non-advisers, e.g., delegates or support staff with SovLink and/or AIA Insight access.
2. Alternatively, you can continue accessing SovLink and AIA Insight directly, but your current login credentials will be replaced with your AIAHub username and password.

### **I need a new SovLink account; how do I register?**

To sign up for SovLink access please click this link <https://www.SovLink.co.nz/Register.aspx>  
This link will take you to an online registration form.

Please complete the form then click the Register button at the bottom of the webpage. Once this is submitted, AIA will be in contact with you to confirm set up or to attain further information from you if required.

Please note that if you are not a principal or servicing adviser of the policies you wish to view, we will also need authority from the principal or an authorised party to provide you with the requested access. The authority can be provided via this [SovLink/Insight Authority Form](#)



## **I need a new AIA Insight account; how do I register now?**

To sign up for AIA Insight access, please email [nz.agencyservices@aia.com](mailto:nz.agencyservices@aia.com) and confirm which AIA Real agency you need to access. Once this is submitted, AIA will be in contact with you to confirm set up or to attain further information from you if required.

Please note that if you are not a principal or servicing adviser of the policies you wish to view, we will also need authority from the principal or an authorised party to provide you with the requested access. The authority can be provided via this [SovLink/Insight Authority Form](#)

## **How do I find out my AIA Real (AIA Insight) agency code if I don't know it?**

Please email [nz.agencyservices@aia.com](mailto:nz.agencyservices@aia.com). Please provide all identifying information you have for the agency i.e., adviser name, company name if any and if the agency is aligned to an Adviser Group. If the agency is paid, you could also confirm the bank account name or number that is used. This information will help the team identify the correct agency code to provide you.

## **I didn't receive my authentication email.**

Please check your SPAM or Junk folder for the email. If your systems have a firewall in place, the email could be blocked from being delivered. In this case, please add [noreply@okta.com](mailto:noreply@okta.com) to your whitelist so the email can reach you.

## **I've got a security email about a new sign-on or notice of a change to my AIAHub account, why is this?**

These emails will to be sent to your AIAHub primary email when the following occurs:

- AIAHub detects sign-on activity on a new, unrecognised device
- You change your password
- On first set up of your authentication method for multi-factor authentication (MFA)
- If your MFA authentication method is updated

Please note the location shown in these emails may not reflect your physical location. This may occur if your internet service provider has assigned you an IP address that is registered in a different location, or if you are using a VPN.

There is no action required for these emails, unless you identify the activity as suspicious.

## **What if I receive a security email and don't recognise the activity?**

Your account may have been compromised.

We recommend checking with any immediate team members and updating your password. You should also let your internal IT team know.

You can report the suspicious activity to AIA by contacting Practice Solutions on 0800 484 444 or email [nz.practicesolutions@aia.com](mailto:nz.practicesolutions@aia.com)



Alternatively, click the **'Report Suspicious Activity'** button in your security email to report.

### **Who can I contact?**

If you have a query about your access, please contact your BDM or Partnership Services on [nz.agencyservices@aia.com](mailto:nz.agencyservices@aia.com)

If you are experiencing technical difficulties, please contact Practice Solutions on 0800 484 444 or email [nz.practicesolutions@aia.com](mailto:nz.practicesolutions@aia.com)