

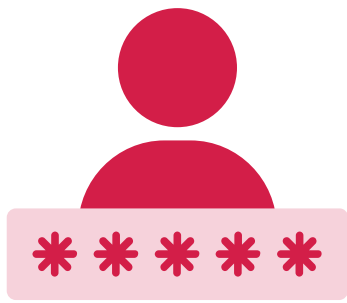


HEALTHIER, LONGER,
BETTER LIVES

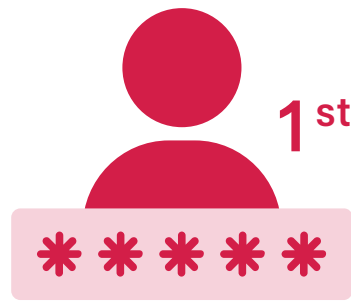
Group Insurance Employer Login User Guide



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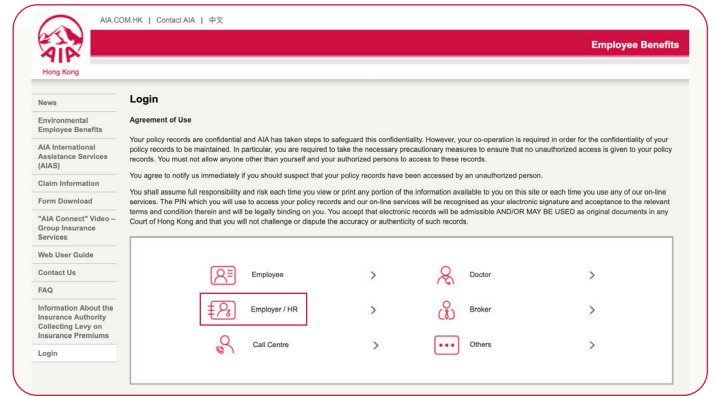
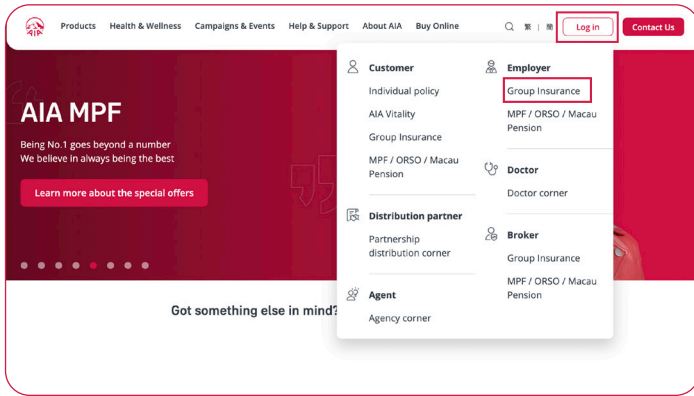


2. Employer first time login



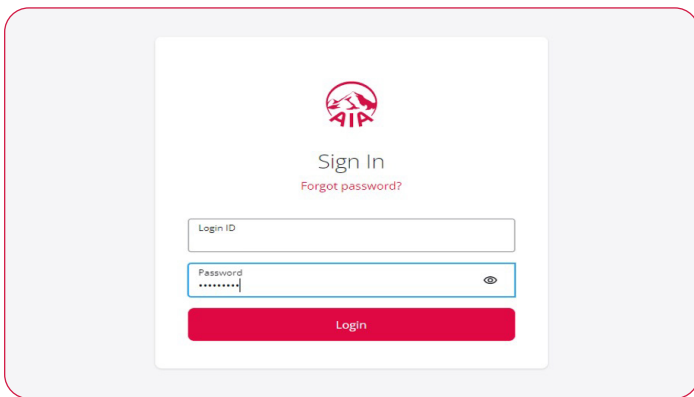
3. Forgot password

1. Existing employer login

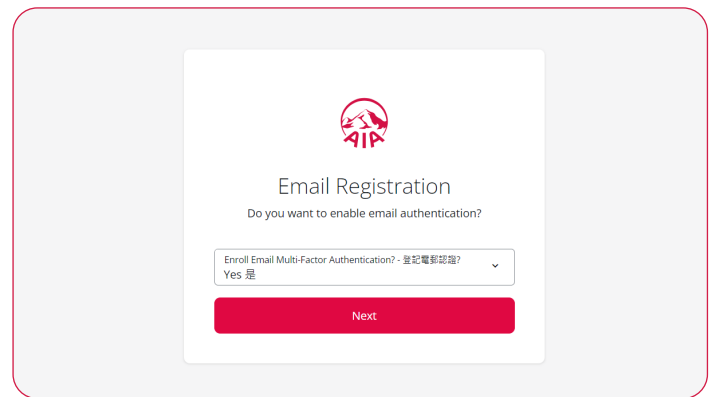


1.1 To log in, visit aia.com.hk and click “Log in” in the top right corner, then click “Group Insurance” under the “Employer” section on the pop-up menu.

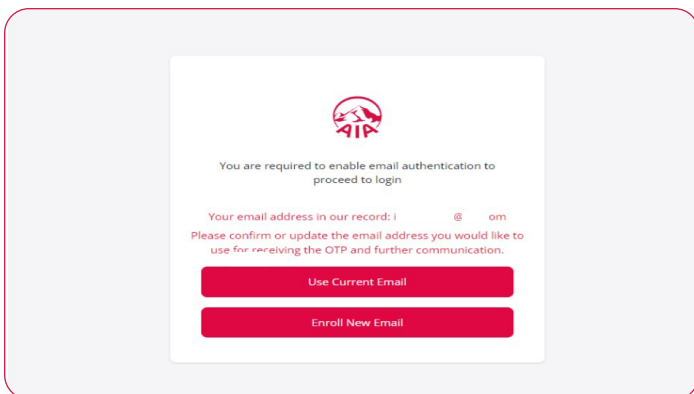
1.2 View the Agreement of Use and click “Employer / HR”.



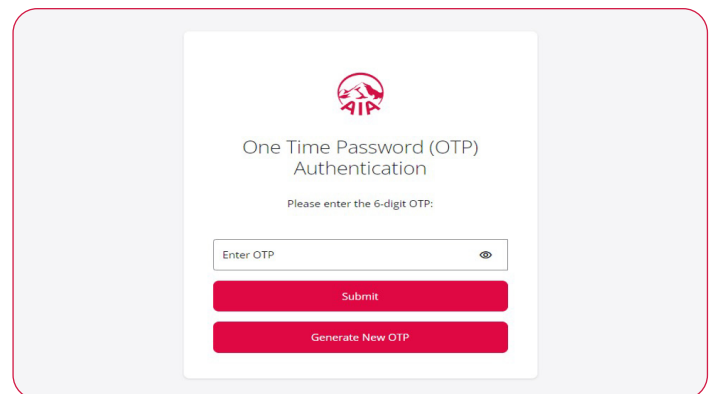
1.3 Sign in using your login credentials.



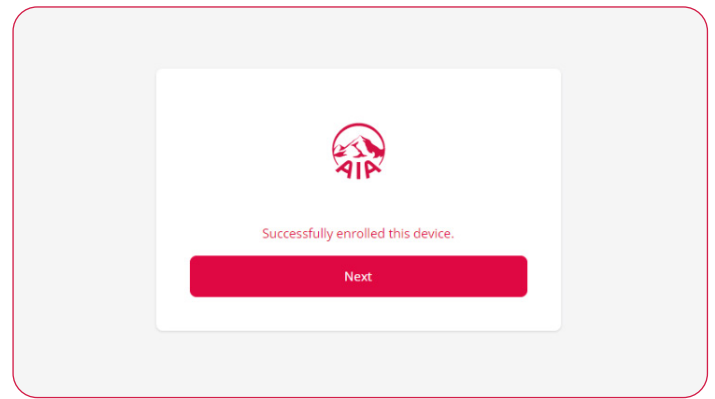
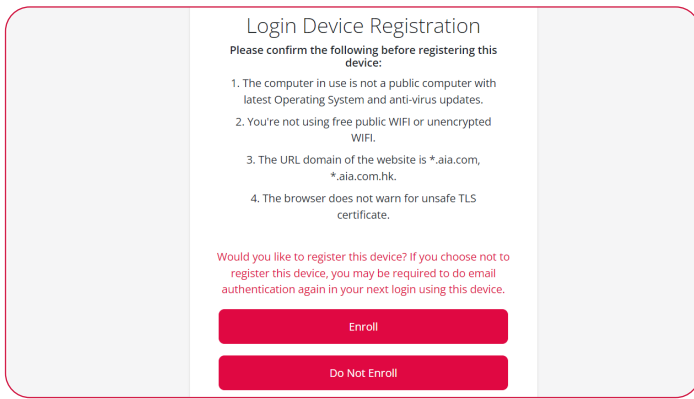
1.4 To enable Email Multi-Factor Authentication (“MFA”), select “Yes” from the pull-down menu, then click “Next”.



1.5 Select “Use Current Email” to use the email address shown, or “Enroll New Email” to enter another email address for email authentication and for receiving the one-time password (“OTP”).

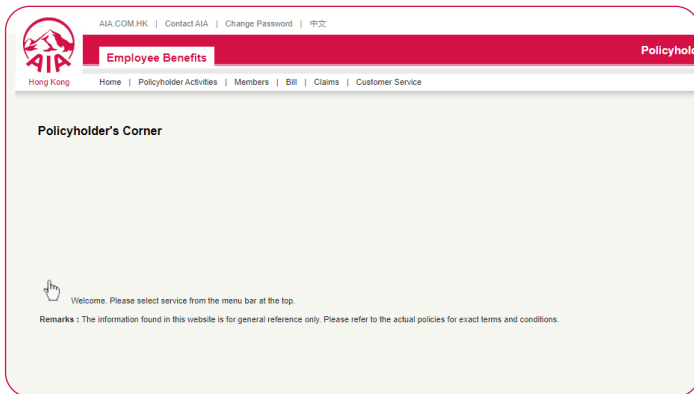


1.6 Once you receive the OTP via email, enter it as shown, then click “Submit”.



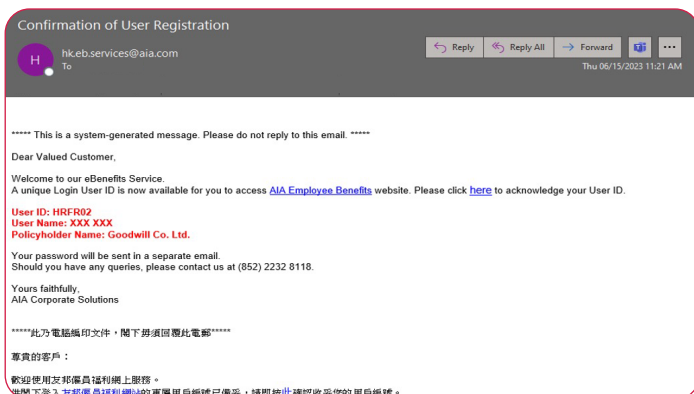
- 1.7** If this is a trusted device and network, you can click “Enroll” to skip email authentication next time you log in using this device and browser. Otherwise, click “Do Not Enroll”.

- 1.8** The device has been successfully enrolled.

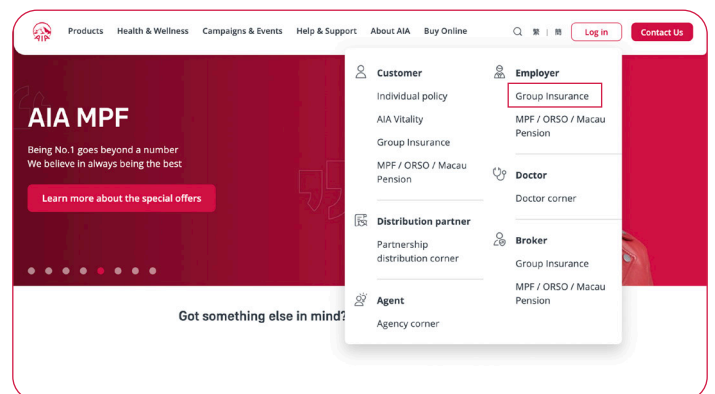


- 1.9** You are now logged in.
If you have registered this device as a trusted device, you may skip email authentication next time you log in using this device. Otherwise, email authentication will be required next time you log in using this device. Your registration will be confirmed via email.

2. Employer first time login



- 2.1** Once you complete registration, you will receive your User ID and initial password by post or emails.



- 2.2** Please continue with Step 1.1.

Change Password

Please enter the new password:

- Must be at least 8 characters long
- Contains at least one lowercase character, one uppercase character, one number, one special character (~!@#\$%^&*()_+=[]|;:~<.>/?~\')
- Cannot be part of Login ID
- Cannot reuse last 8 passwords

✓ Must be at least 8 characters long
✓ One lowercase character, one uppercase character, one number, one special character

Password

Confirm Password

Next

Email Registration

Do you want to enable email authentication?

Enroll Email Multi-Factor Authentication? - 登記電郵認證?

Yes 是

Next

2.3 You will be asked to change your Initial Password.

2.4 Please continue with Step 1.4.

3. Forgot Password

Sign In

[Forgot password?](#)

Login ID

Password

Login

AH AIAHK Corporate Solutions <hk.cs.info@aia.com>

To

Dear Customer,

Please click the link below to reset your password.

[Reset Password](#)

Regards,
AIA Corporate Solutions

3.1 If you have forgotten your password, click “Forgot password”, then enter your Login ID and registered email.

3.2 You will receive an email with a password reset link. Click the link to reset your password.

Reset Password

Please enter the new password:

- Must be at least 8 characters long
- Contains at least one lowercase character, one uppercase character, one number, one special character (~!@#\$%^&*()_+=[]|;:~<.>/?~\')
- Cannot be part of Login ID
- Cannot reuse last 8 passwords

✓ Must be at least 8 characters long
✓ One lowercase character, one uppercase character, one number, one special character

Password

Confirm Password

Next

3.3 Choose a new password that satisfies the criteria shown, then re-enter that password to confirm. You will receive confirmation via email.