

AIA Connect Mobile App User Guide



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Scan the QR code

Via the App Store

Scan the QR code

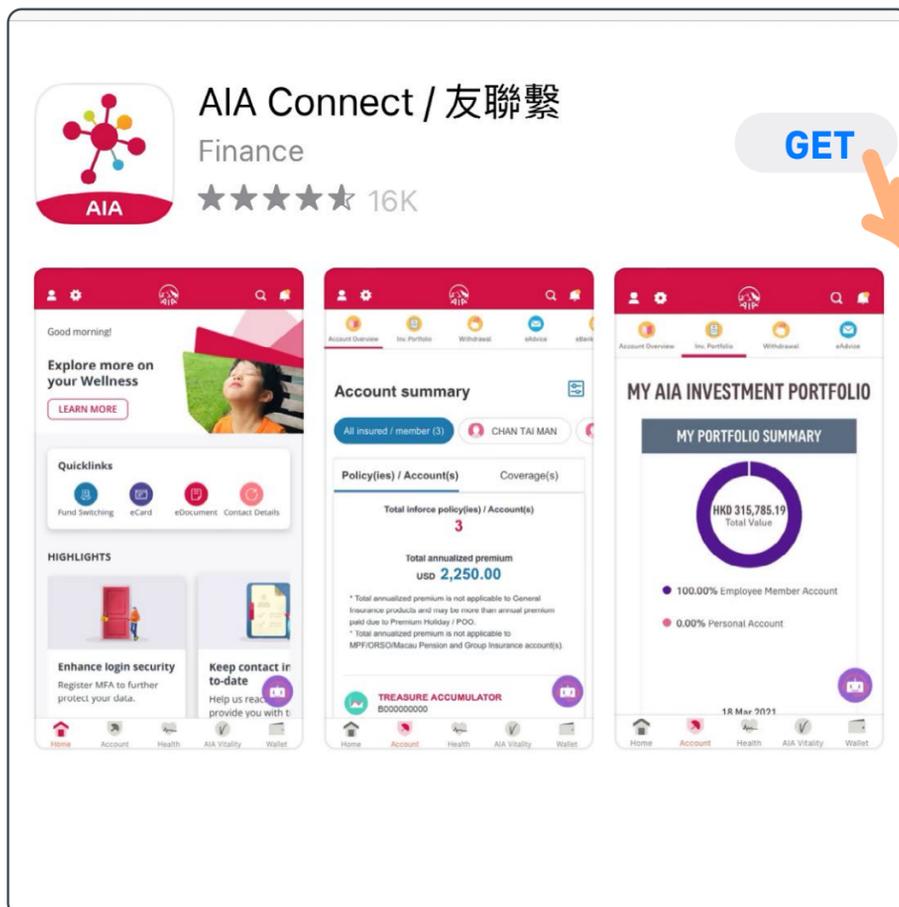
1_{/3} Scan the QR code or download via the App Store link below



OR



2_{/3} When you have reached the “AIA Connect” page in the App Store, tap “GET” to download and install.

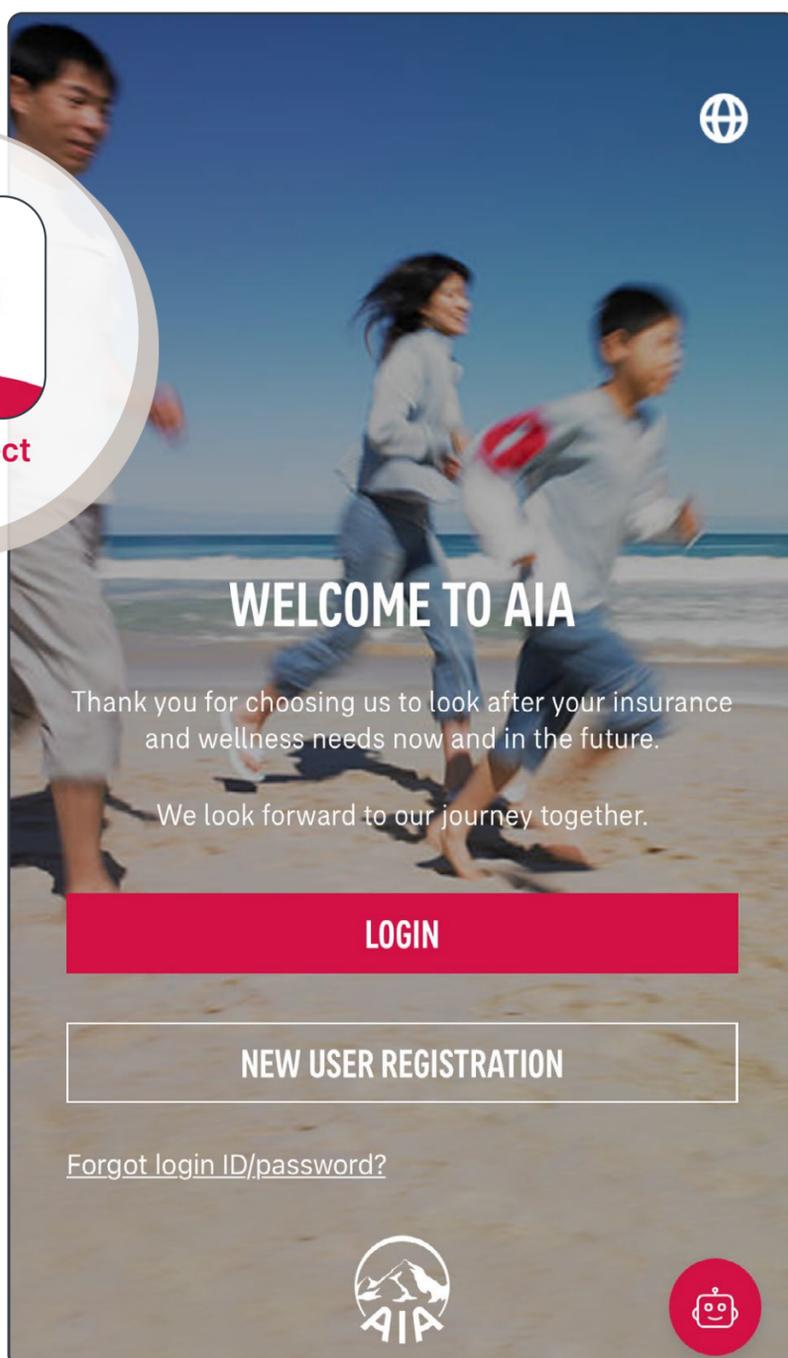
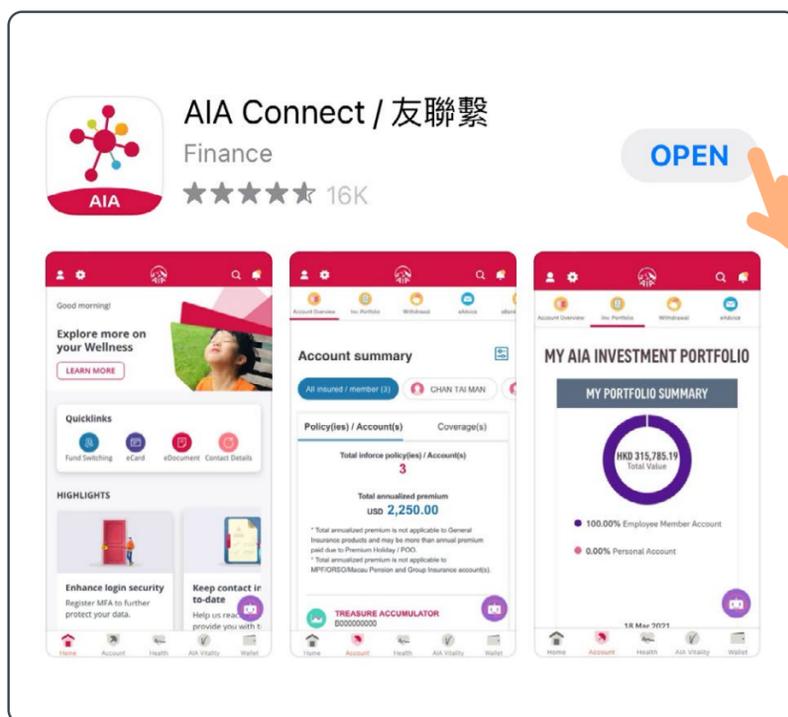


Scan the QR code

Via the App Store

Scan the QR code

3_{/3} Upon successful installation, you may open AIA Connect.



Scan the QR code

Via the App Store

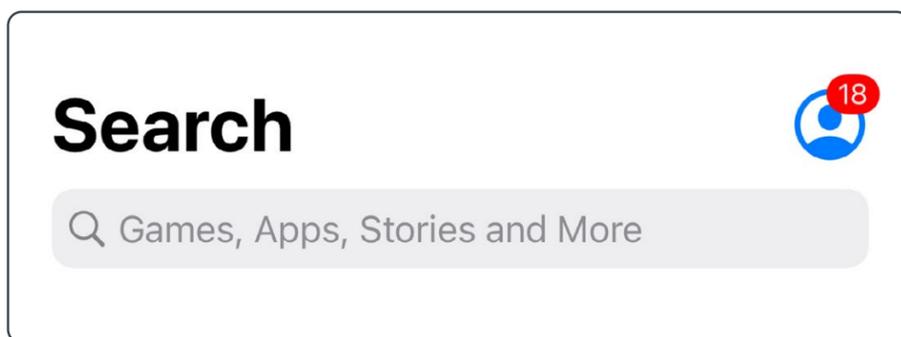
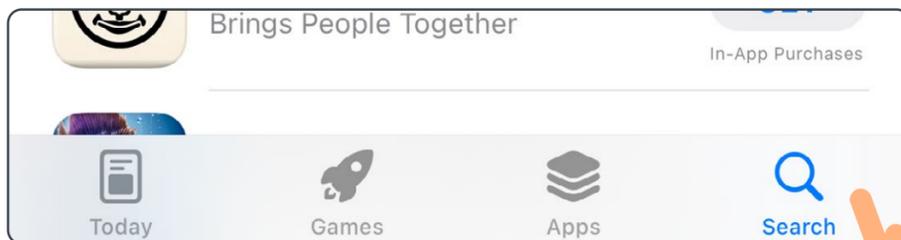
Via the App Store

1_{/4} Open the App Store app on your phone



App Store

2_{/4} Search for “AIA Connect”

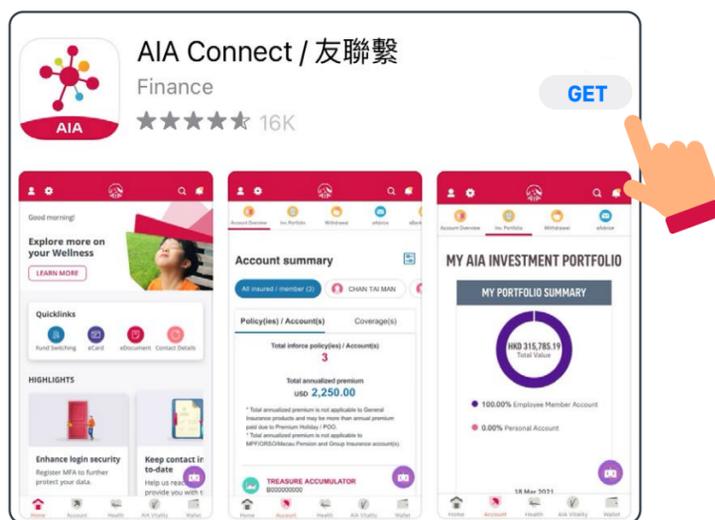


Scan the QR code

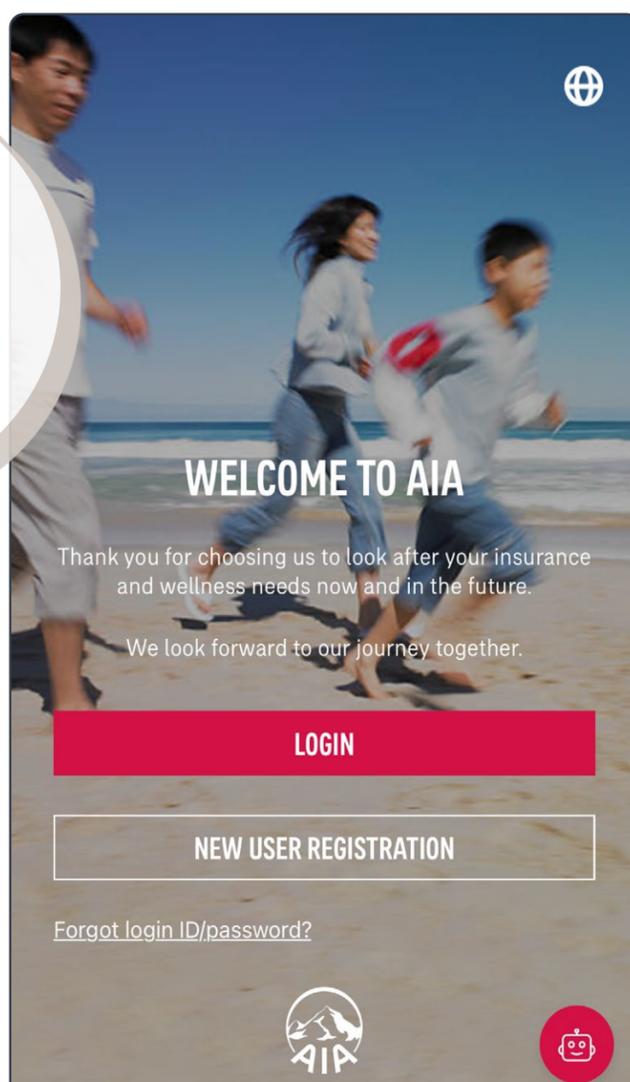
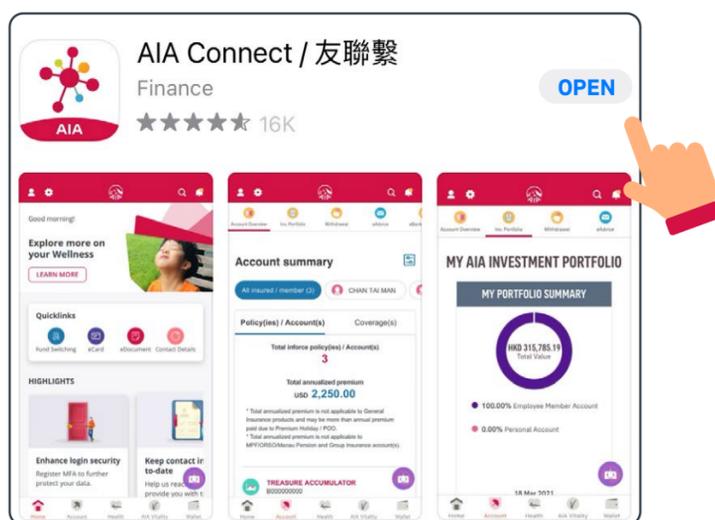
Via the App Store

Via the App Store

3_{/4} Tap “GET” to download and install



4_{/4} Upon successful installation, you may open AIA Connect.



Scan the QR code

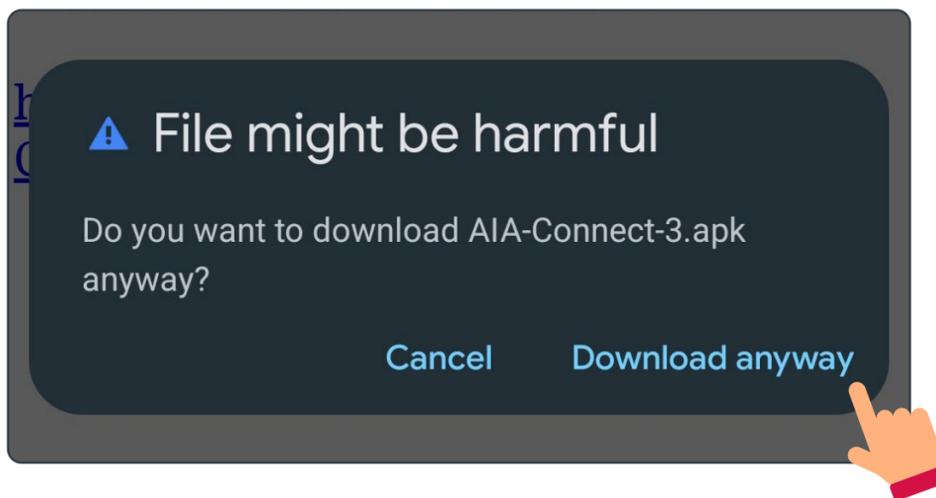
Via Google Play Store

Scan the QR code

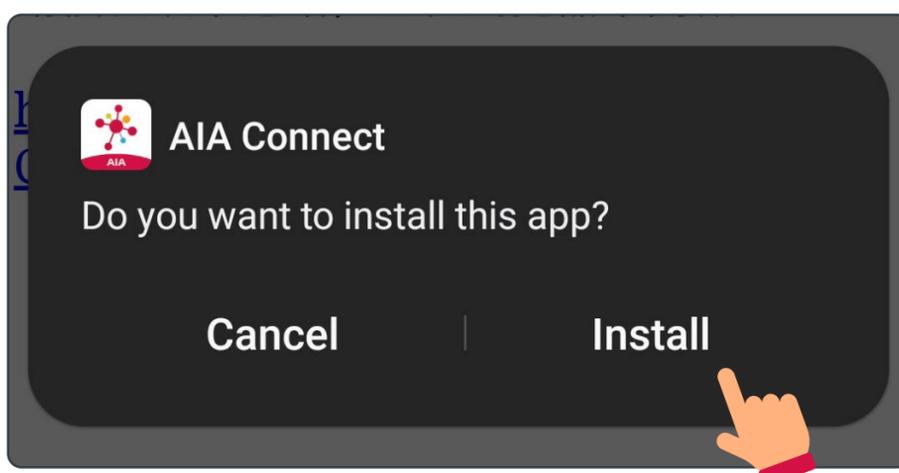
1_{/6} Scan the QR code below



2_{/6} A warning message may pop up in the web browser, please select “Download anyway”.



3_{/6} Once you have finished downloading AIA Connect, please select “Install”.

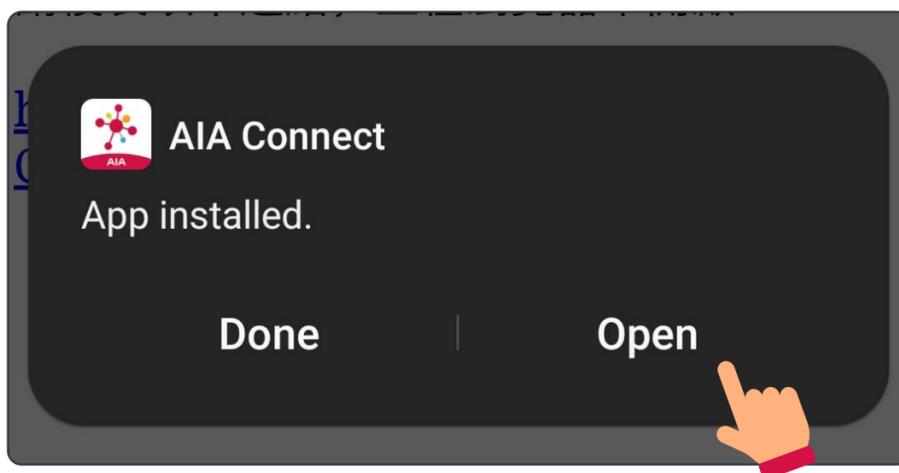


Scan the QR code

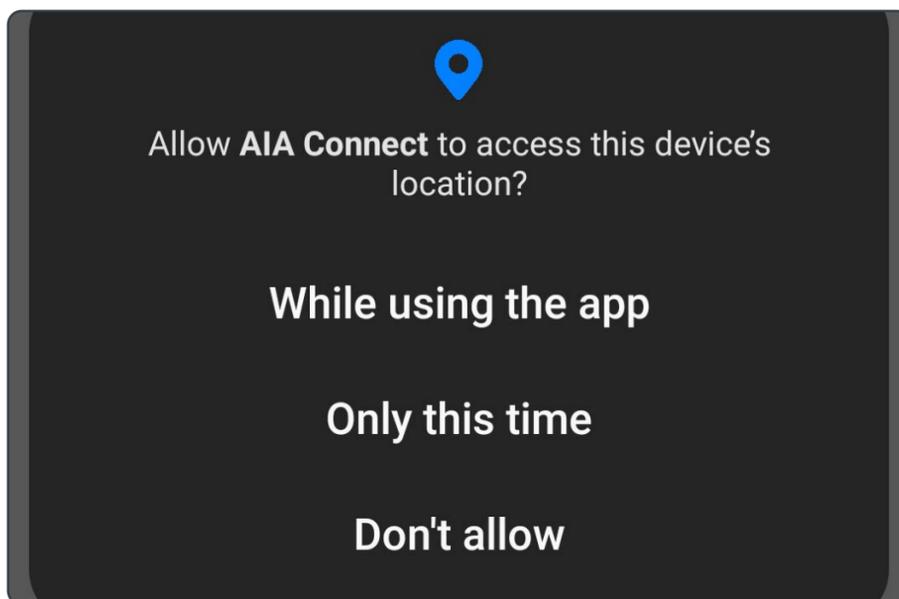
Via Google Play Store

Scan the QR code

4_{/6} Upon successful installation, please select “Open”.



5_{/6} The system will ask if you would like to share your location*, you may select the appropriate option based on your needs.



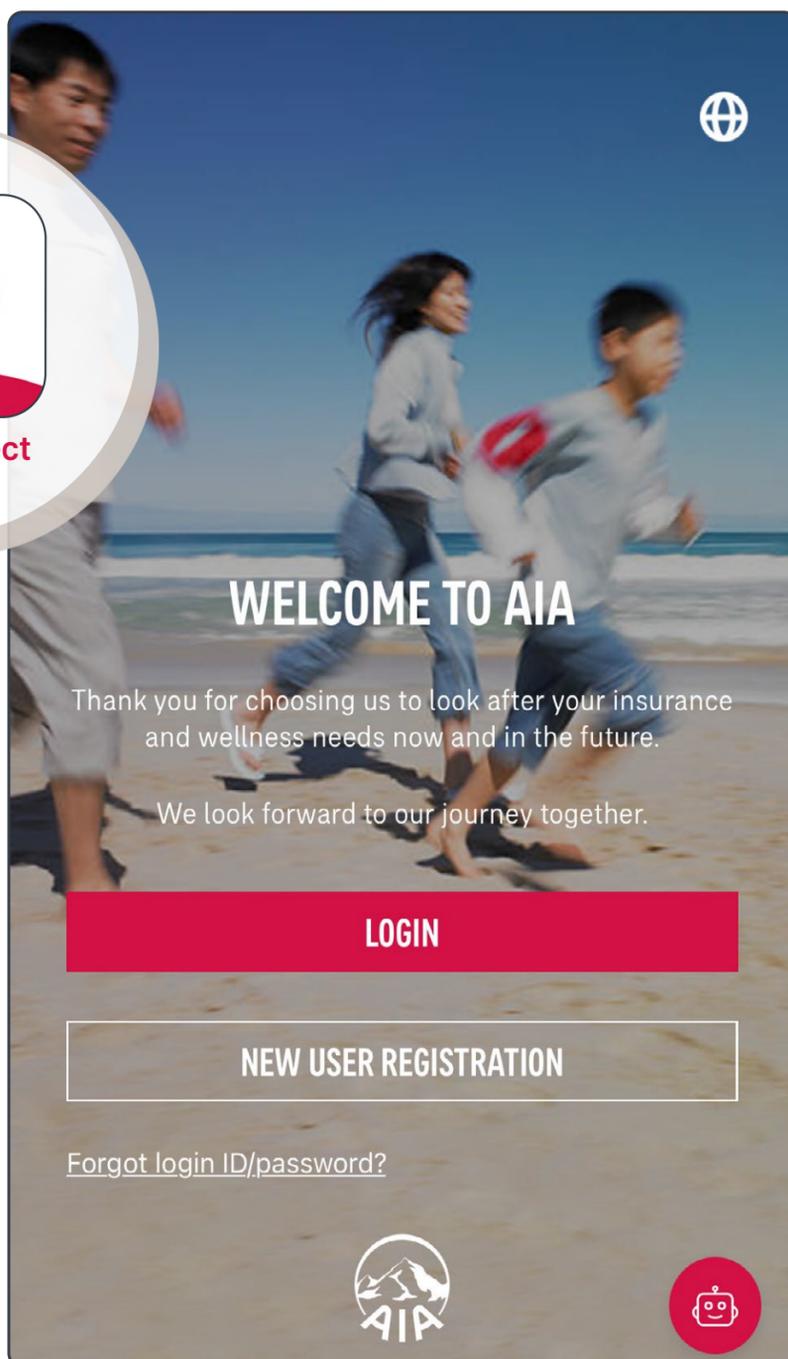
* This will help you “Find Our Network Doctors”

Scan the QR code

Via Google Play Store

Scan the QR code

6_{/6} After completing the previous steps, you may open AIA Connect.



Scan the QR code

Via Google Play Store

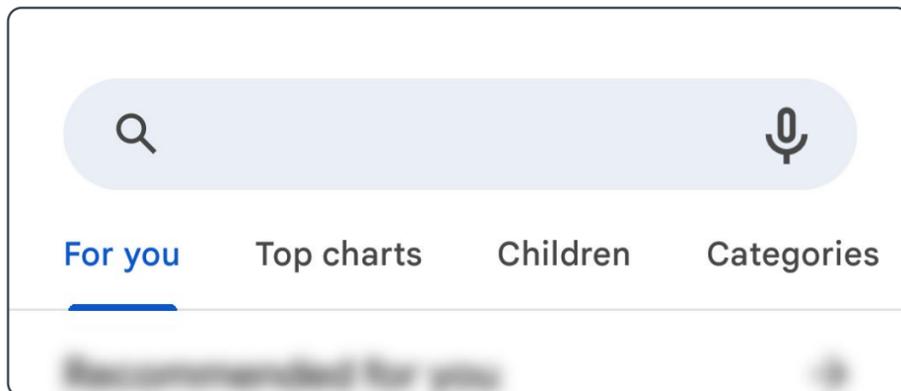
Via Google Play Store

1_{/4} Open the Google Play Store app on your phone



Play Store

2_{/4} Search for “AIA Connect”

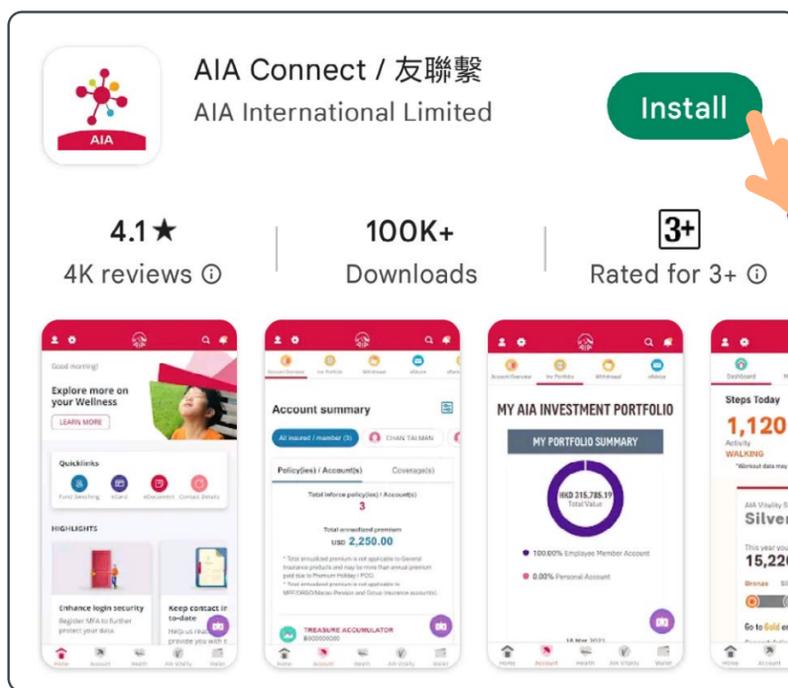


Scan the QR code

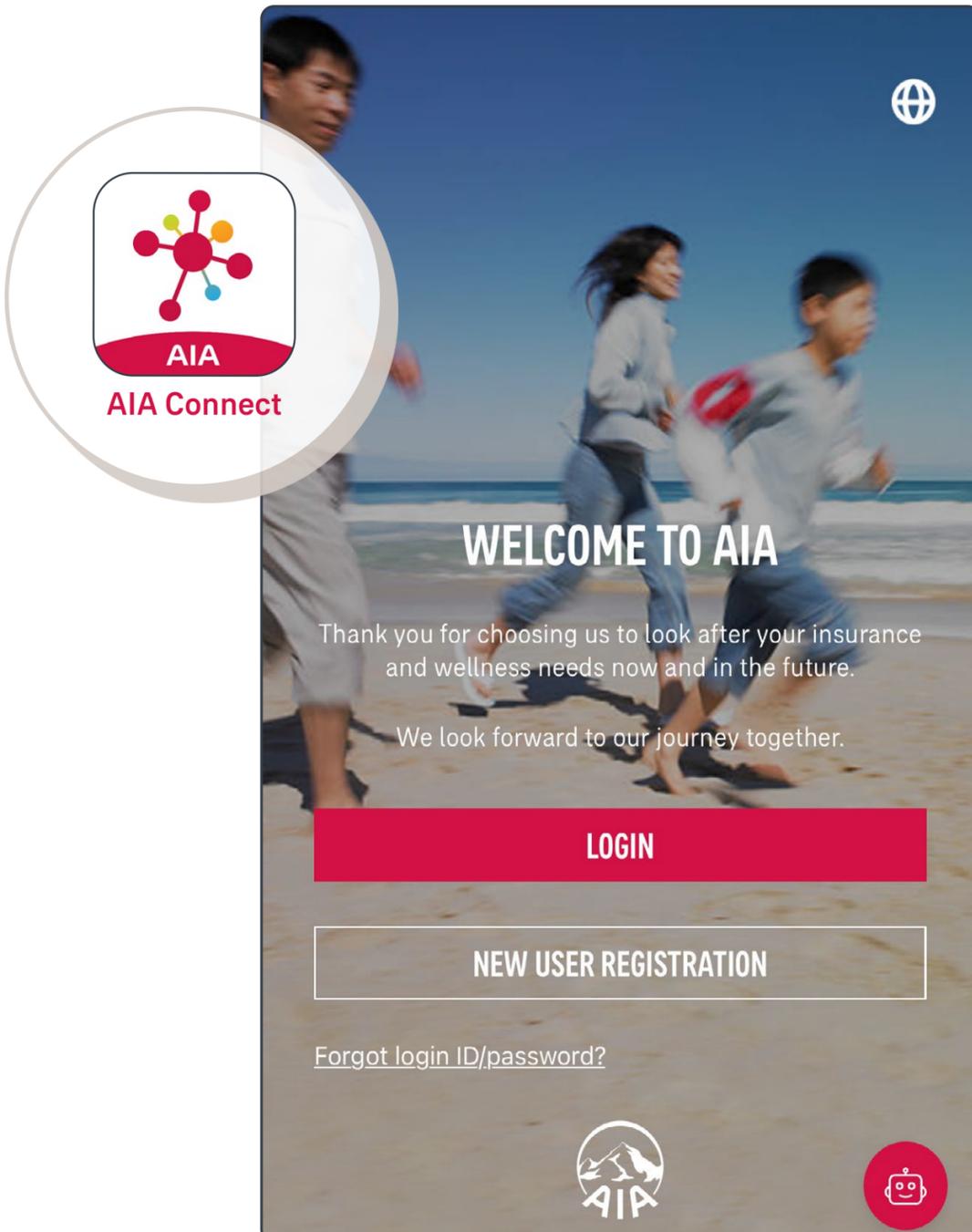
Via Google Play Store

Via Google Play Store

3_{/4} Select “Install” on the AIA Connect page in Google Play Store



4_{/4} Upon successful installation, you may open AIA Connect.

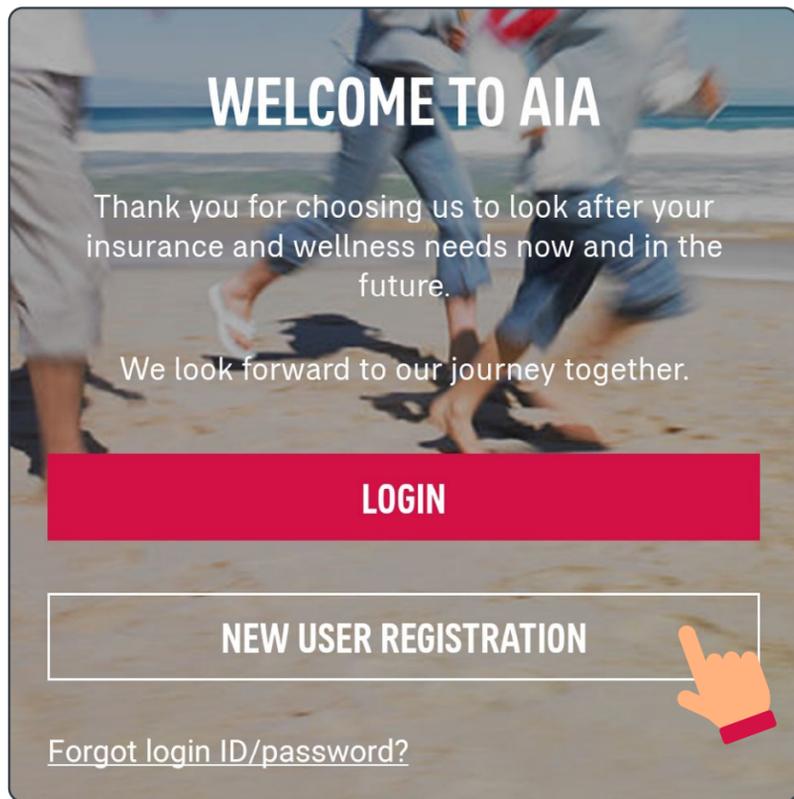


Register as a new user

Log in to AIA Connect

Register as a new user

1 /5 Open the AIA Connect mobile app, then select “New user registration” on the title page.



2 /5 Enter the email address and mobile phone number you will use to register, then select “Confirm”.

BEFORE WE START

Please let us know the mobile and email you'll use to register.

Email*

Mobile*

*Mandatory input

CONFIRM

Register as a new user

Log in to AIA Connect

Register as a new user

3_{/5} Fill out the registration form including your AIA Easy Login ID, password and personal information. Read and accept the terms and conditions, then select “Submit”.

AIA Easy Login ID

Password

Confirm Password

CONTACT DETAILS

Last Name

First Name



By pressing the submit button below, you confirm that you have read and understood, and you agree with the [Terms of Use](#) and [AIA Personal Information Collection Statement Pertaining to Potential Customer’s Sign Up for User Account](#).

Direct promotional and marketing materials
We would like to obtain your consent for sending the latest AIA promotions or offers to you. If you do not agree to doing so, please uncheck the box below.

I agree with the provision, use and transfer of my personal data for direct marketing purposes in accordance with [AIA Personal Information Collections Statement Pertaining to Potential Customer’s Sign Up for User Account](#).

SUBMIT

CANCEL



Register as a new user

Log in to AIA Connect

Register as a new user

4_{/5} Enter the One-Time-Passcode (OTP) you received via SMS, then select “Confirm”.

One-Time-Passcode (OTP) has been sent to you. It may take awhile, thanks for your patience.

+852 9*** **56 RESEND(56)

One-Time-Passcode (OTP)

XXX XXX

No OTP received? Please double check if the mobile is correct, and then try 'Resend'.

CONFIRM



5_{/5} You may log in to AIA Connect with your AIA Easy Login ID and password now



CONGRATULATIONS!

You've created your AIA Easy Login ID. Use it to login AIA Connect now.

Your AIA Easy Login ID
peter.chan

After logged in, system will guide you to link up other AIA accounts, if any. If you skip it, you can do it later with 'Account Maintenance' feature.

ACCESS AIA CONNECT

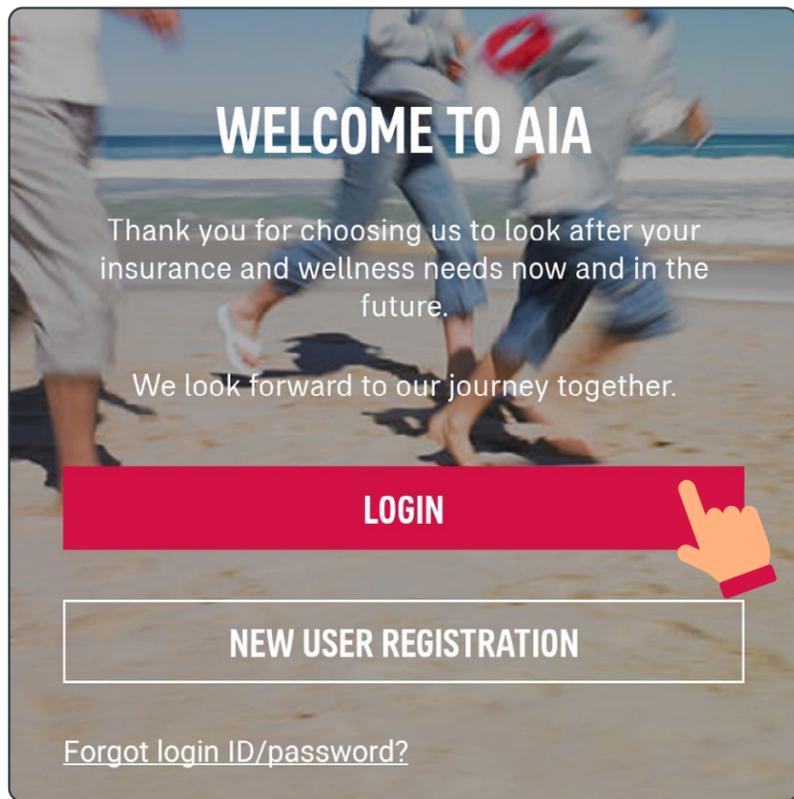


Register as a new user

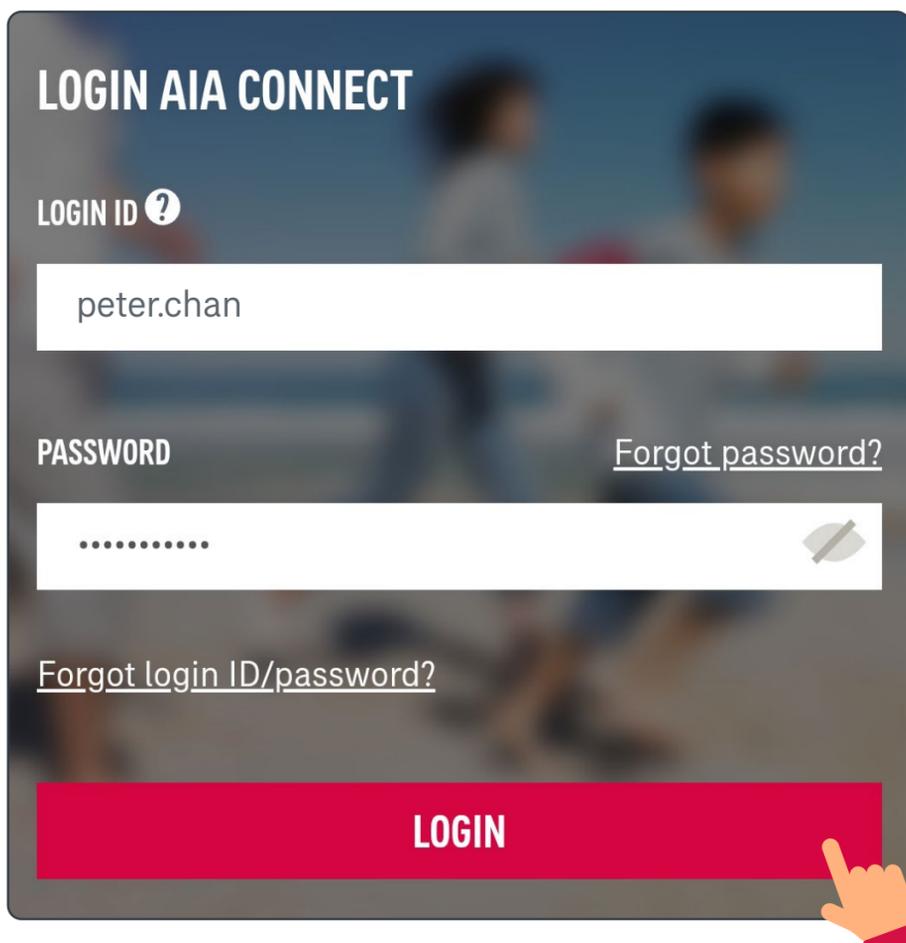
Log in to AIA Connect

Log in to AIA Connect

1 /9 Open the AIA Connect mobile app, then select “Login” on the title page.



2 /9 Enter your login ID and password



Register as a new user

Log in to AIA Connect

Log in to AIA Connect

3_{/9} Select a way to receive your One-Time-Passcode (OTP)

VERIFY YOUR IDENTITY

Please select a preferred way to receive One-Time-Passcode (OTP) to login

Mobile

Email

I have read, understood and agreed the [Terms and Conditions of OTP Service](#).

Reminder: If you select mobile to receive the OTP, please ensure the reception is good and your device setting does not filter out OTP message.

4_{/9} Enter the OTP you received via SMS or email

VERIFY YOUR IDENTITY

One-Time-Passcode (OTP) has been sent.

Mobile
+852 91 **56**

One-Time-Passcode (OTP)

No OTP received? [Resend](#)

Reminder: If you still failed to receive the OTP after click "resend", as an alternative, we suggest you to retry using email. Click "cancel" to re-login and select email to proceed.

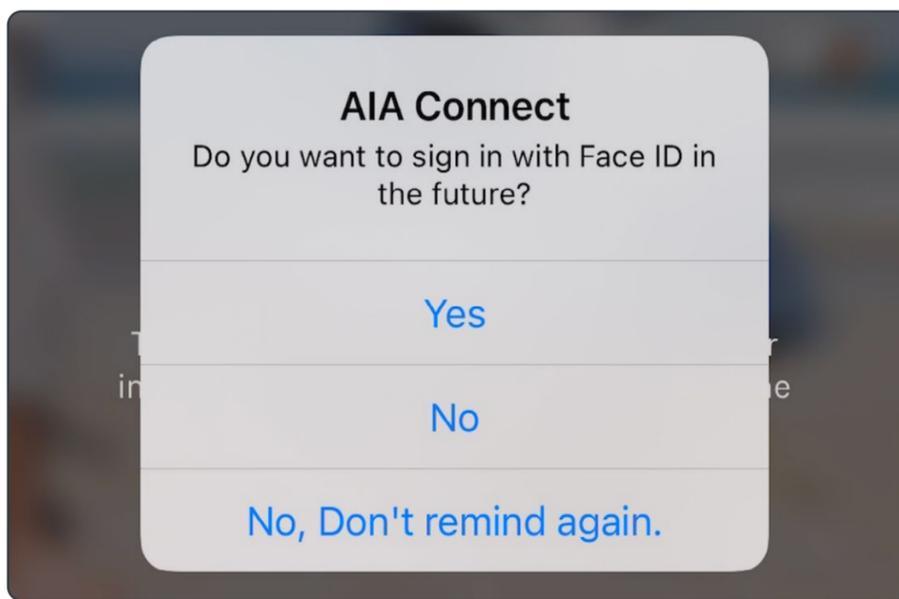
Register as a new user

Log in to AIA Connect

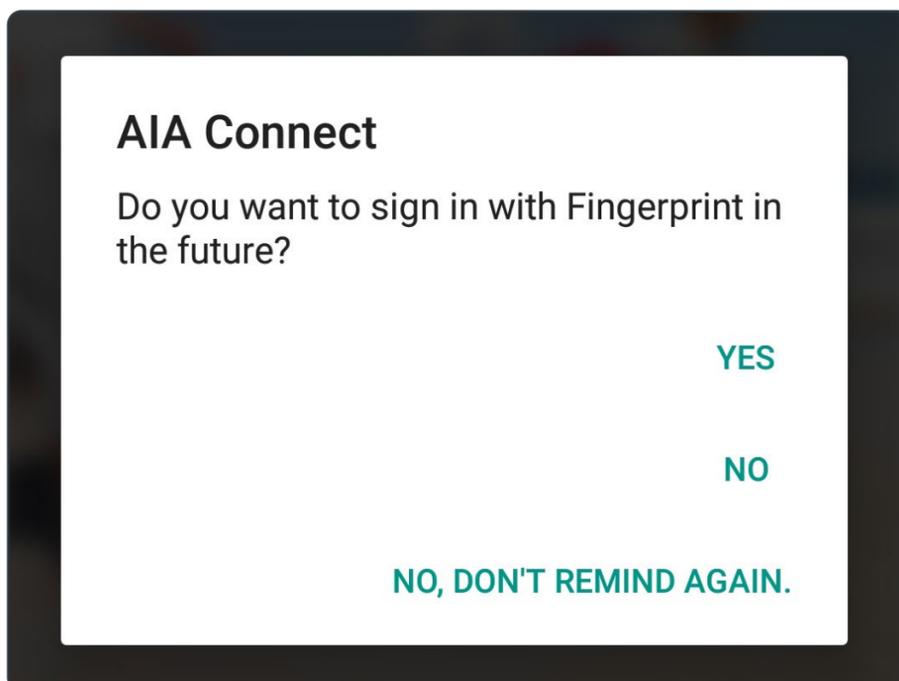
Log in to AIA Connect

5_{/9} Select “Yes” if you wish to log in with Face ID, Touch ID or fingerprint authentication; if not, please skip step 6.

iPhone users



Android phone users

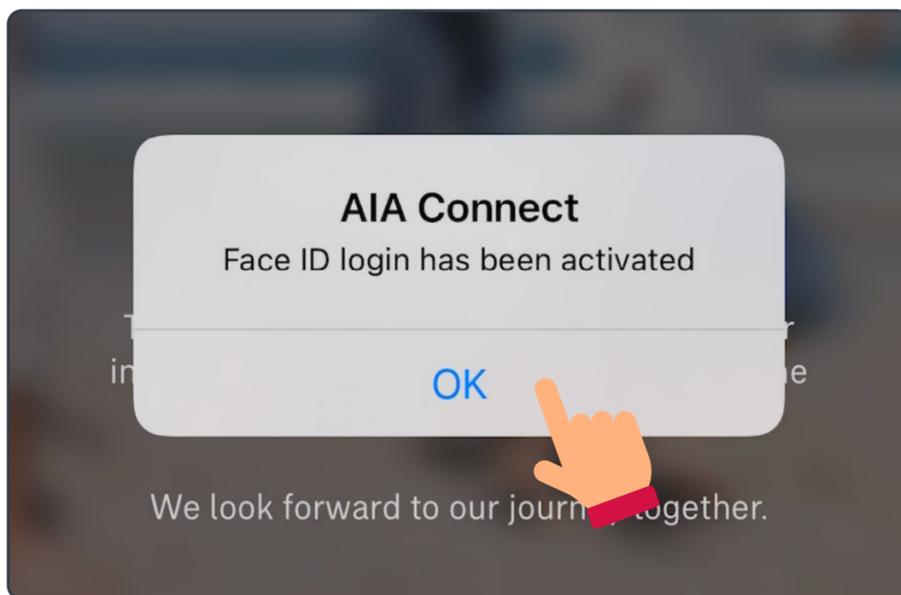
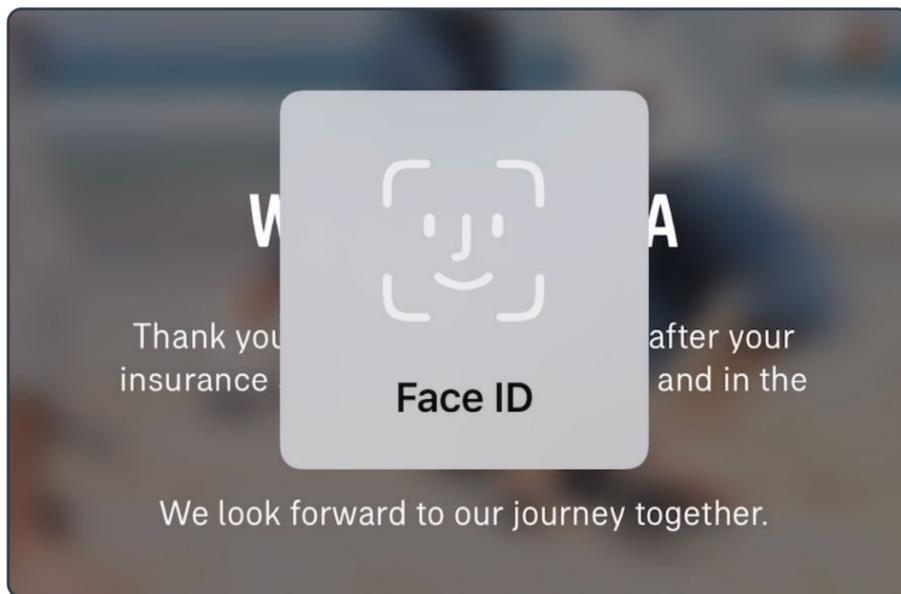


Register as a new user

Log in to AIA Connect

Log in to AIA Connect

6_{/9} iPhone users can follow the instructions to activate biometrics login by Face ID or Touch ID

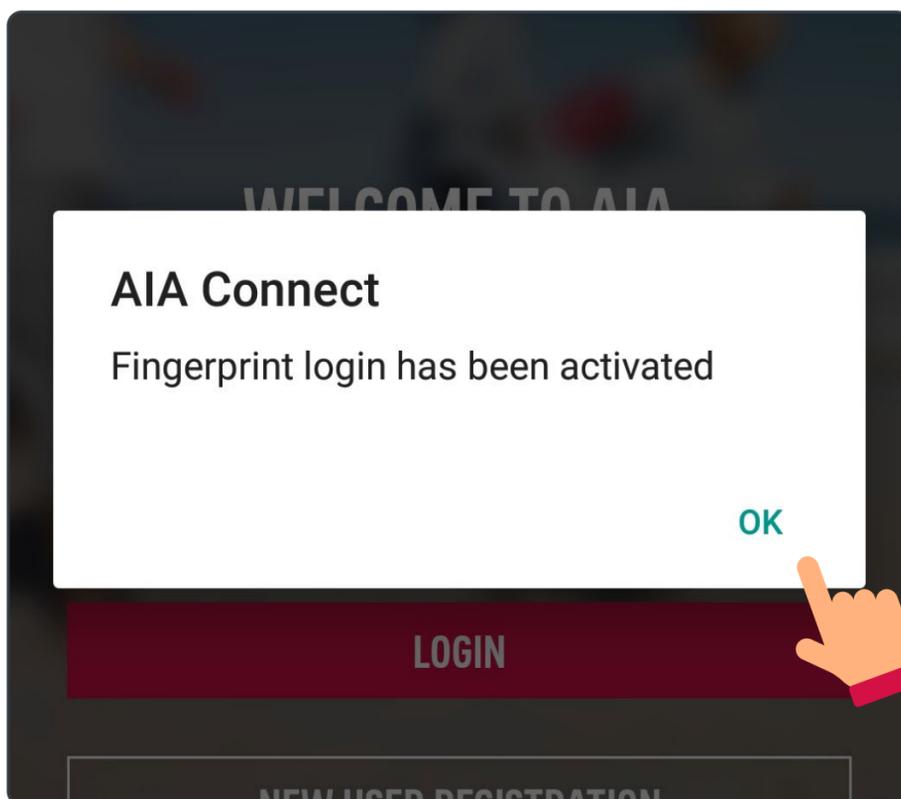
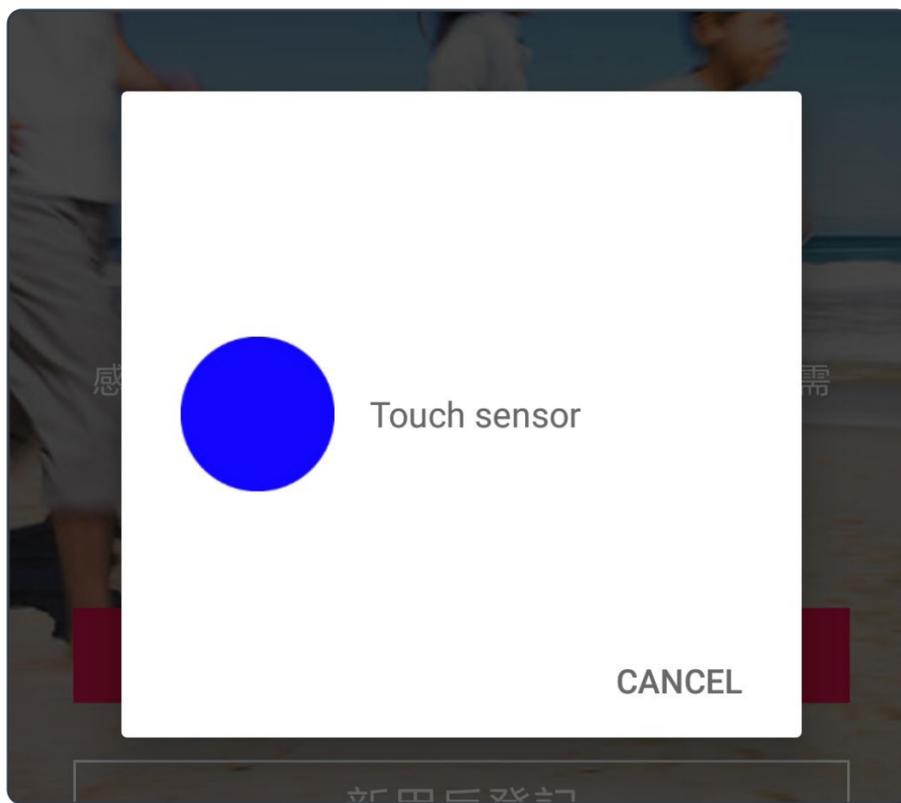


Register as a new user

Log in to AIA Connect

Log in to AIA Connect

6_{/9} (Cont.) Android phone users can follow the instructions to activate fingerprint login



Register as a new user

Log in to AIA Connect

Log in to AIA Connect

7_{/9} Upon successful login, please read and agree with the terms and conditions.

The use of AIA Connect (web version and mobile application version) shall at all times be governed by the [Terms of Use](#), [Terms & Conditions for AIA Connect](#), [AIA Privacy Statements / Personal Information Collection Statements](#).

By ticking the box, I have read, understood and agree to the terms & conditions and statements above.

AGREE

DISAGREE

8_{/9} During your first login, the system will ask if you would like to link your policy. If not, please select “Skip”.

Reminder: For new AIA Customer who just submitted a policy application and got the QR code, please click 'Skip' and use 'Connect New Policy' in homepage to link up the application to Easy Login ID.

START

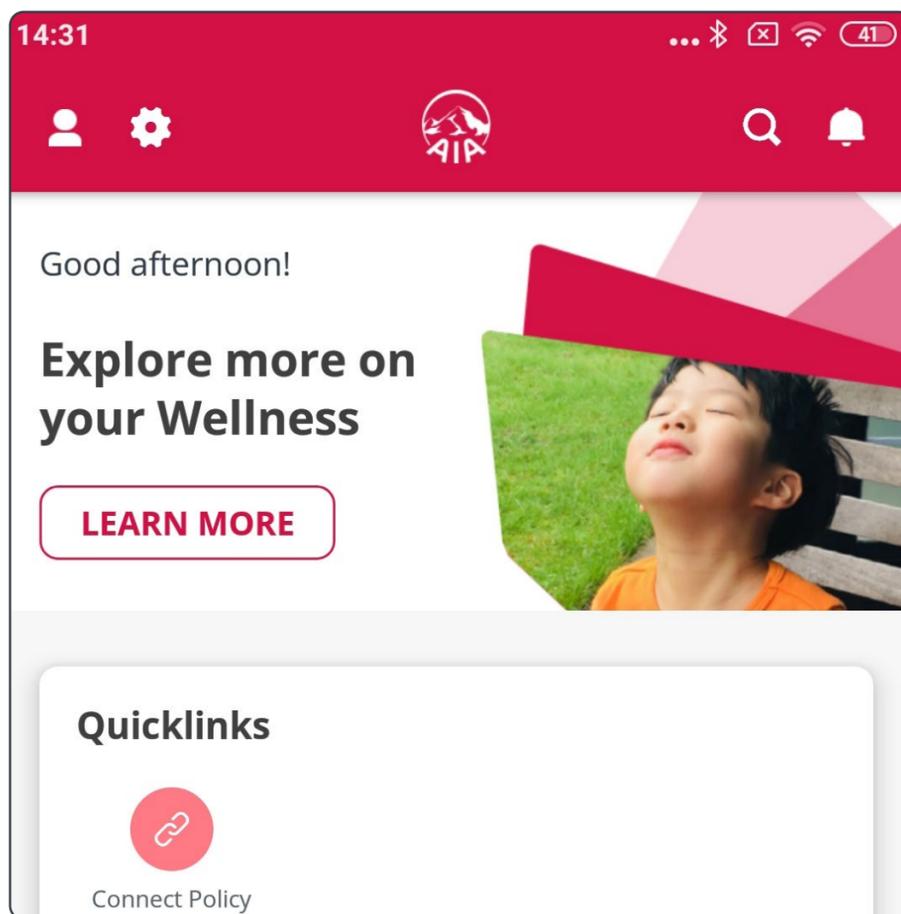
SKIP

Register as a new user

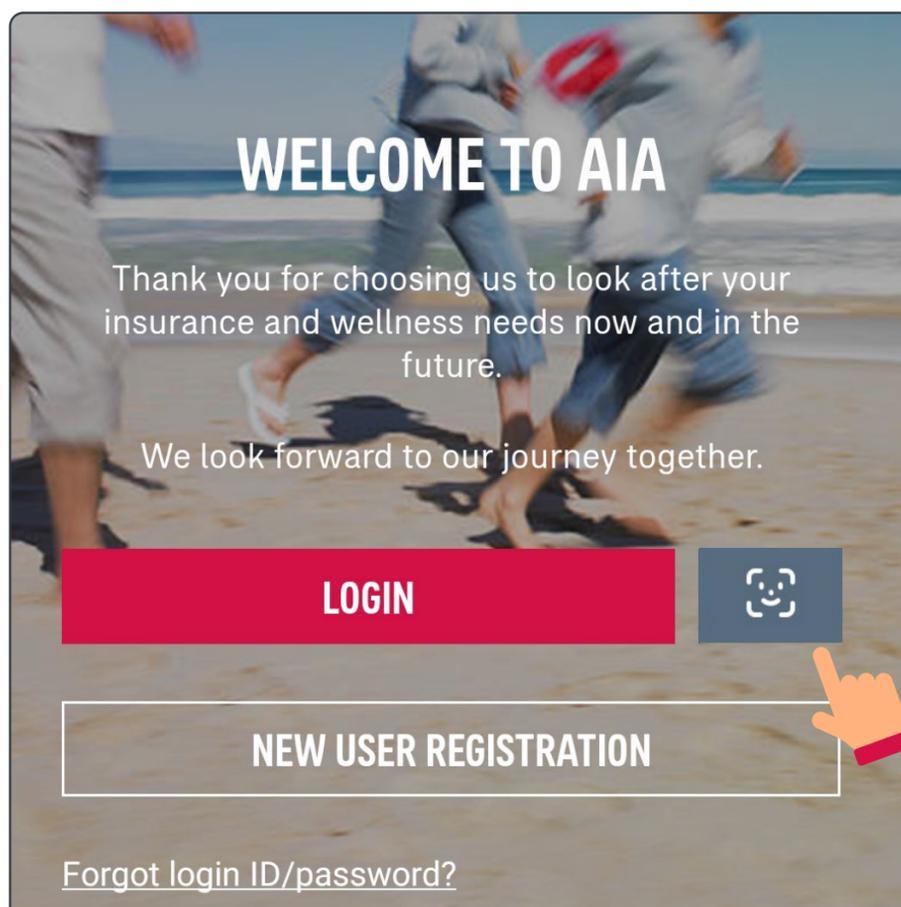
Log in to AIA Connect

Log in to AIA Connect

9_{/9} After completing the previous steps, you may log in to AIA Connect.



Once Face ID or Touch ID login is activated, iPhone users may select the same login method during every login in the future.

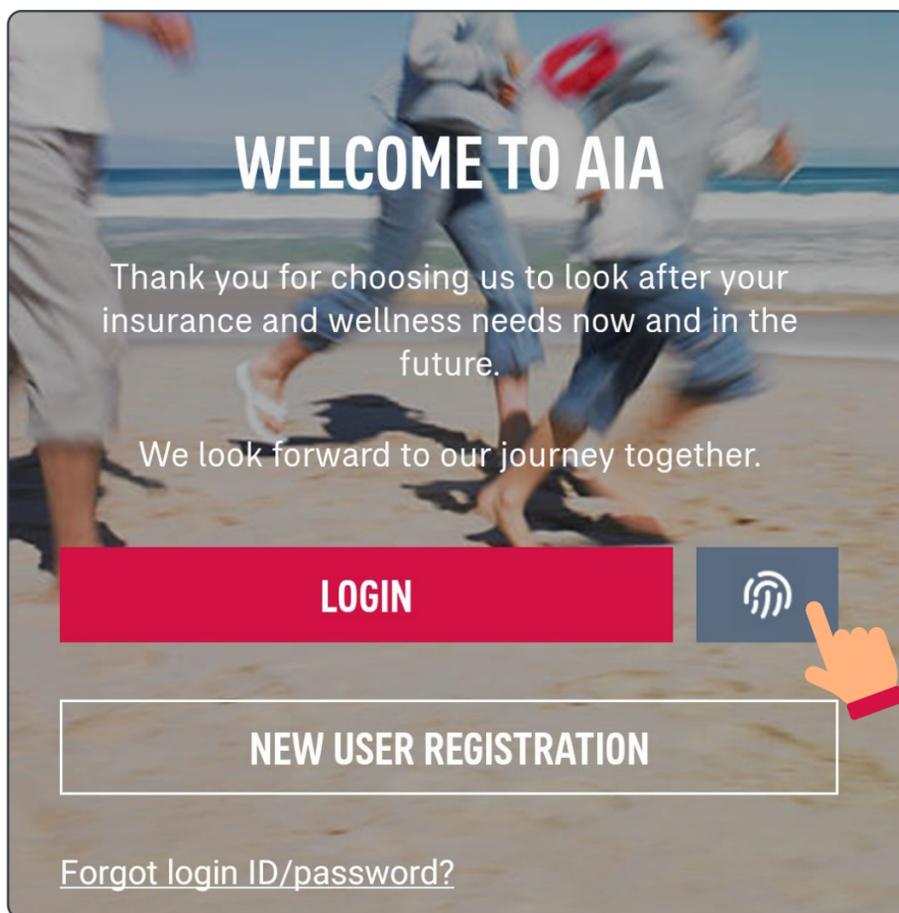


Register as a new user

Log in to AIA Connect

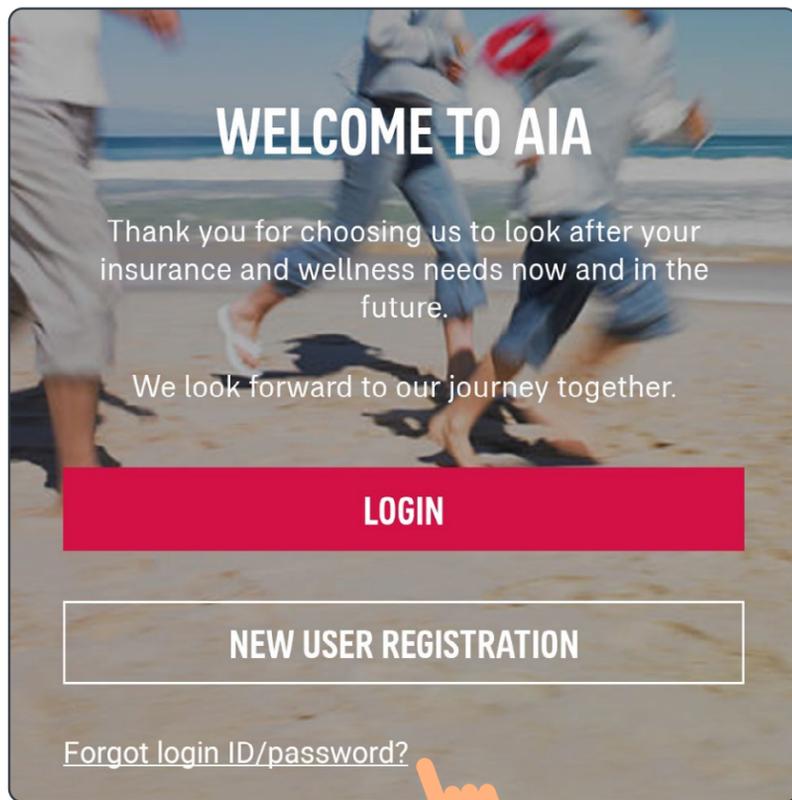
Log in to AIA Connect

9_{/9}
(Cont.) Once fingerprint login is activated, Android phone users may select the same login method during every login in the future.



Forgot login ID/password

- 1**_{/8} Open the AIA Connect mobile app, then select “Forgot login ID/password” on the title page.



- 2**_{/8} Enter your contact details or personal information to recover your login ID

1 — 2 — 3

RECOVER YOUR LOGIN ID

You can recover your login ID with either your personal information or contact details. Then, you can reset the password.

PERSONAL INFORMATION ✓ **CONTACT DETAILS**

Email*

peter.chan@yahoo.com.hk

Mobile*

+852 H... 9123 4567

OR

1 — 2 — 3

RECOVER YOUR LOGIN ID

You can recover your login ID with either your personal information or contact details. Then, you can reset the password.

✓ **PERSONAL INFORMATION** **CONTACT DETAILS**

ID Card / Passport No. *

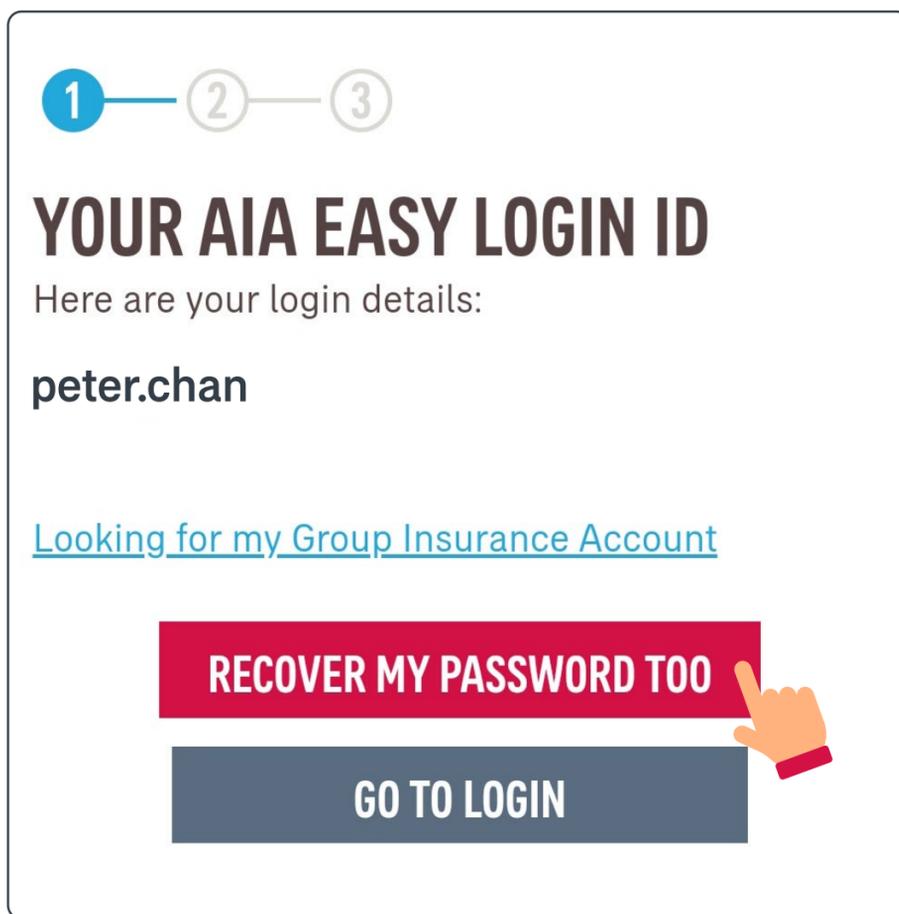
A1234567

Date of Birth*

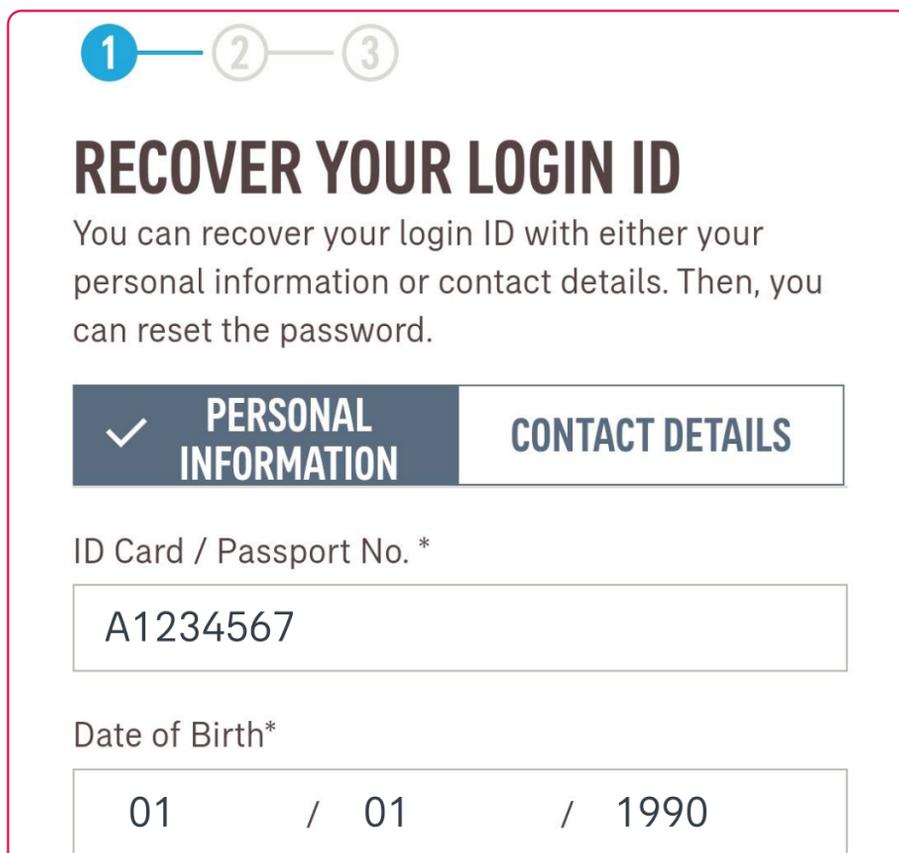
01 / 01 / 1990

Forgot login ID/password

3_{/8} A matched login ID will appear on the screen. You may select “Go to login”. To reset your password, select “Recover my password too”.



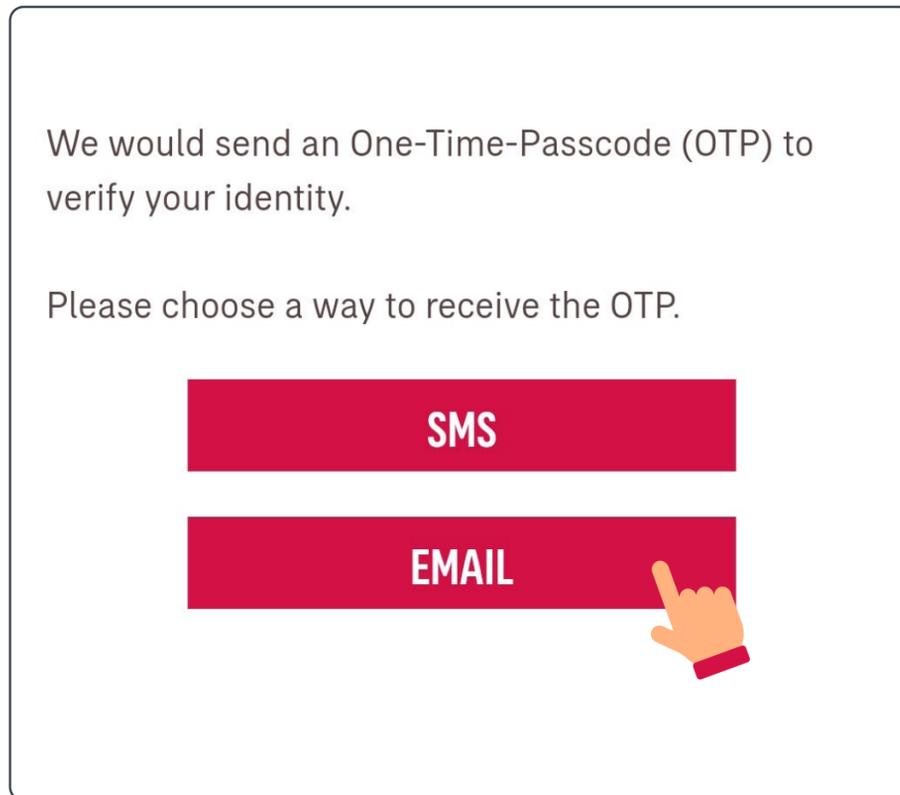
If the system cannot find a login ID, please double check the information provided. For further assistance, please contact us at the dedicated hotline shown on the page.



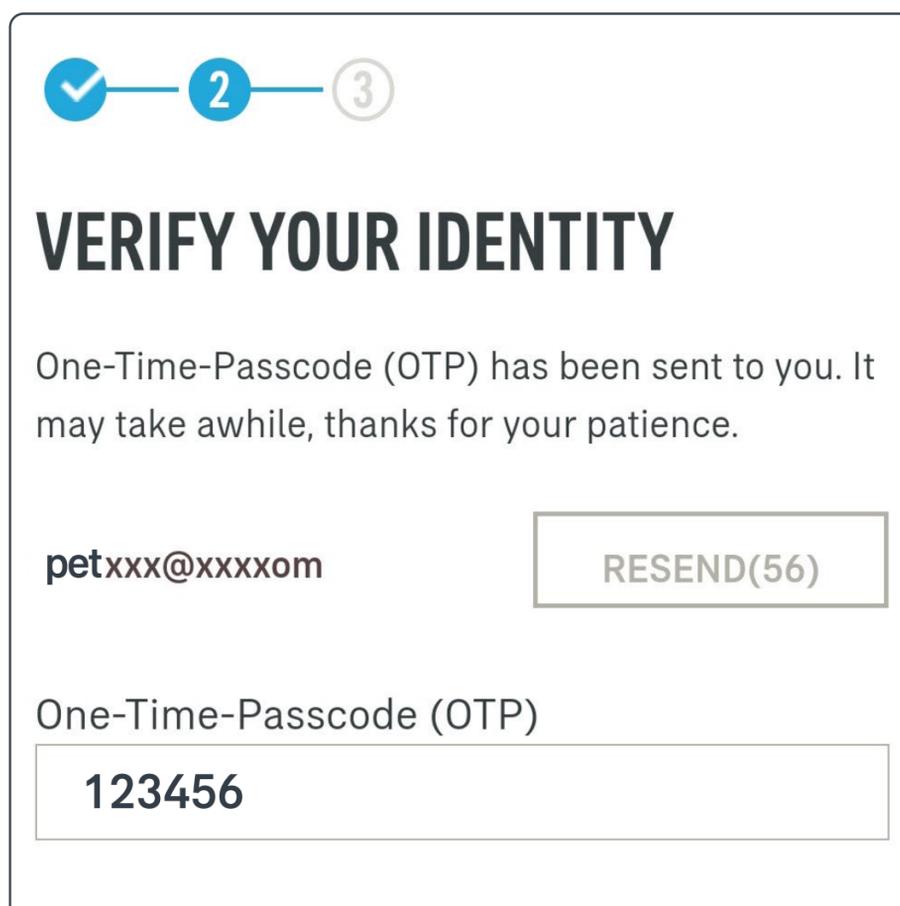
No matched record found. Please double check the input, especially if you have multiple ID/passport numbers with AIA. In case you are an AIA group insurance member, please provide more information below. Need help? Please contact us through your policy type dedicated hotline listed [here](#) for assistance.

Forgot login ID/password

4_{/8} Select a way to receive your One-Time-Passcode (OTP)

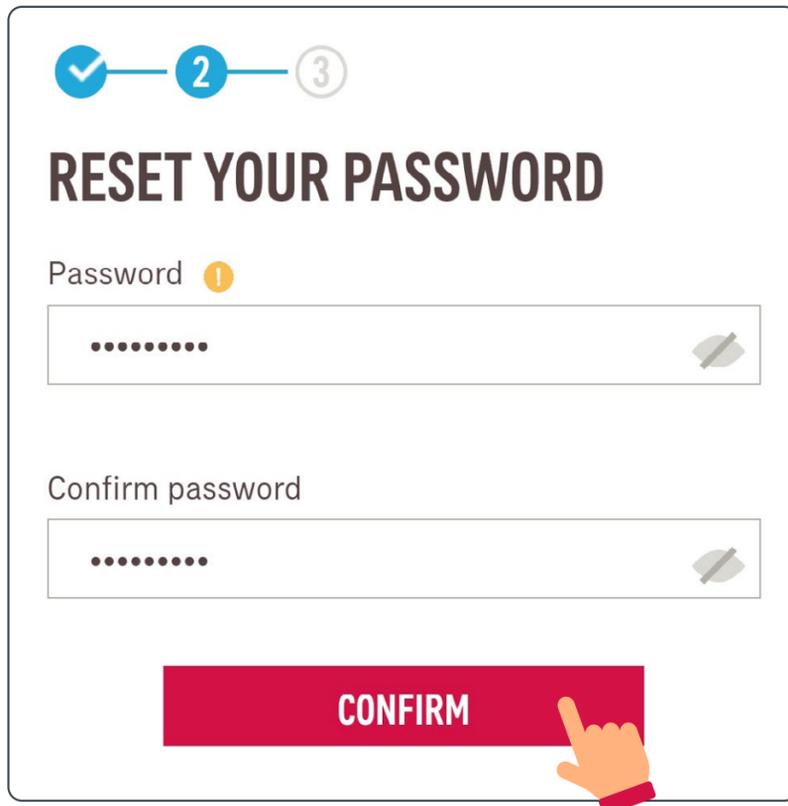


5_{/8} Enter the One-Time-Passcode (OTP) you received via SMS or email



Forgot login ID/password

6_{/8} Upon successful verification, you may reset your password.



Progress: 1 ✓ — 2 — 3

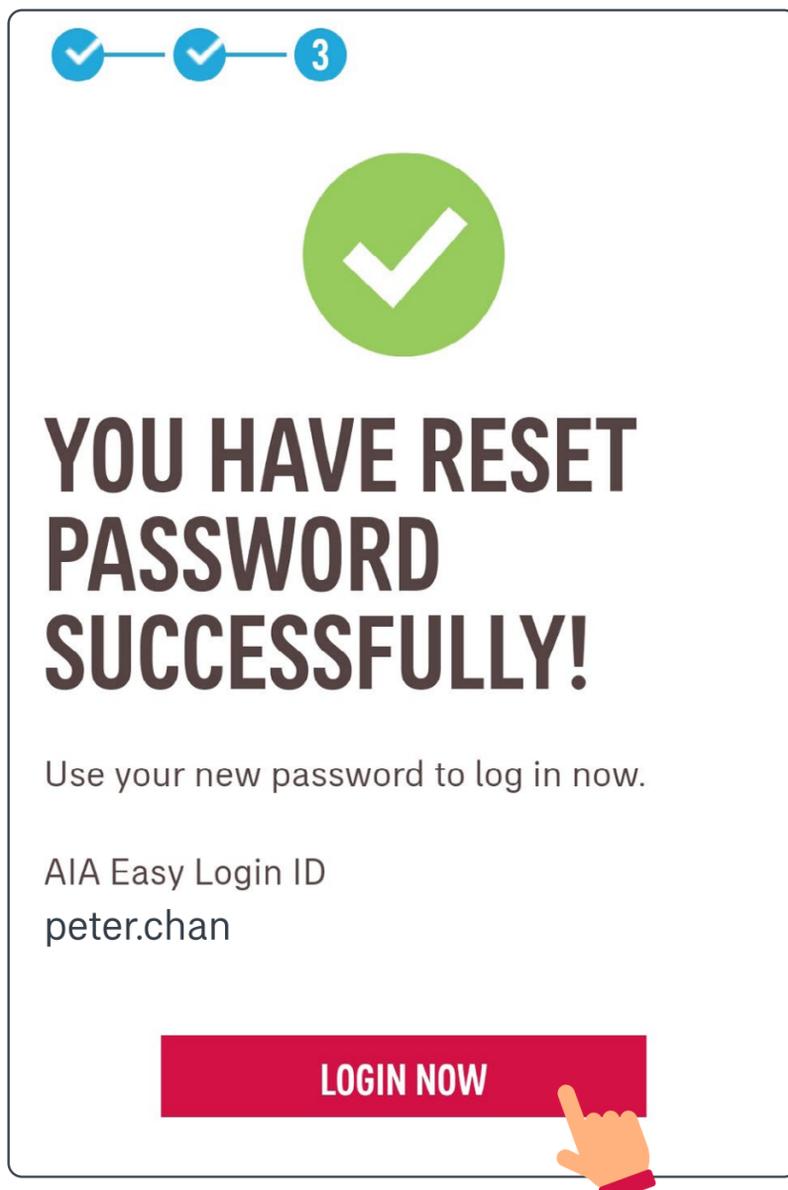
RESET YOUR PASSWORD

Password ⓘ

Confirm password

CONFIRM

7_{/8} Upon confirmation, you can login with the new password.



Progress: 1 ✓ — 2 ✓ — 3

YOU HAVE RESET PASSWORD SUCCESSFULLY!

Use your new password to log in now.

AIA Easy Login ID
peter.chan

LOGIN NOW

Forgot login ID/password

8/₈ You may log in to AIA Connect again now

