

AIA Contract Documents

Two-factor authentication security for unlimited-license users

The AIA is committed to keeping your personal and professional data secure. This is why we are protecting your confidential information using a new 2-factor authentication process powered by [SecureAuth](#).

2-factor authentication combines standard security credentials, such as username and password, with secondary information specific to you (phone, email) to ensure that access is granted securely and appropriately. This will require a simple, one-time, set up process.

It's likely that you have questions regarding the implementation of this new security feature, and the benefits it offers. Below you'll find FAQs that should help you gain clarity.

Why Bother With 2-Factor Authentication?

In the evolving world of cyber security, passwords alone are no longer enough to protect your critical information. With 2-factor authentication powered by SecureAuth IdP, you will combine what you know- username and password - with what you have- phone or email- to ensure that access is granted securely and appropriately. Should an AIA Contract Documents customer's username/password ever become compromised the 2-factor authentication security measure will prevent unauthorized access to your contracts and confidential information stored at the AIA.

How is the AIA Working to Make the 2-Factor Authentication as Easy as Possible?

As an ACD5 unlimited license user, you will only need to register your contact information with 2-factor authentication once. This is where the security code will be delivered to you. You have the option to choose whether the security code is delivered via email, SMS (text), or phone call. After successfully entering the security code, your device fingerprint will be trusted and you will have access to ACD5. The next time you login, you will not need to enter a new security code unless you use a different browser and/or device, or your device fingerprint has expired.

How it Works

1. Enter your ACD5 username and password to login
2. Register with 2-factor authentication with your first and last name. You also have the option to provide your trusted phone numbers or e-mail address.
3. Select the method of retrieving the one-time security code. You can receive it through email, SMS Text Message (fees may apply, depending on your carrier), or a phone call.
4. Enter your one-time security code to complete your sign in to ACD5. The next time you log in again, it should take you directly to ACD5.

Note: If you are using a different browser and/or device, or your device fingerprint has expired, you will be required to enter a new security code.

Device Fingerprint and Trusted devices and browsers

Trusted devices and browsers include computers and browsers that you've already signed in to using 2-factor authentication. This information is associated with you as your device fingerprint.

AIA Contract Documents

We use this device fingerprint to verify your identity in combination with your security code during the logging in process to either get you to your site or not authorize access.

Trusted phone numbers or email addresses

A trusted phone number or a trusted email addresses is a number or email address that can be used to receive verification codes by text, or phone call, or email. You must verify at least one method to enroll in 2-factor authentication. You should also consider verifying other phone numbers you can access, such as an office phone, or a second email address. You can use the alternative contact information if you temporarily can't access your main devices.

Security code

A security code is a one-time passcode sent to your trusted email or phone number.

Help and frequently asked questions (FAQ)

Can I turn off 2-factor authentication?

No. For your protection as an unlimited license customer, you are not permitted to deactivate this security feature. However, as long as your device fingerprint has not expired or replaced and you are logging using the same device fingerprint (same computer, browser, and location) you will not have to enter the security code again to sign in.

Will I need to register with 2-factor authentication again?

After your initial registration, the AIA saves your information and then verifies your device fingerprint with the browser during subsequent log in attempts. If your device fingerprint matches, you do not need to register again. However, if it does not match such as if you have a new computer; you will be required to provide a new security code.

Is there a limit of how many device fingerprints I can have?

Yes, you can have up to five device fingerprints. If you register after your fifth device fingerprint, it will register it; however, the oldest device fingerprint will be replaced. If you try to use the replaced device fingerprint, you will be required to provide a new security code again.

When does my device fingerprint expire?

It expires after one year, after this, you will be required to enter a new security code.

Are there any scenarios in which I would be required to register my device again despite having already registered?

- If you are using a different browser you have not registered, you will be asked to register again with a new security code.
- If the device fingerprint has expired or replaced, you will be asked to register again with a new security code.
- If you use a browser that is in privacy mode (incognito mode, InPrivate browsing, etc.), you will have to register again with a new security code.

AIA Contract Documents

What if I want to change my trusted phone numbers or email address I use for retrieving my security code?

Contact AIA Contract Documents Technical Support at 1-800-942-7732 or e-mail Docstechsupport@aia.org for assistance.

What if I didn't receive a security code?

If you're signing in but don't receive the security code, you can retry using the other trusted phone number or email address. If you still do not receive the security code, please contact AIA Contract Documents Technical Support at 1-800-942-7732 or e-mail Docstechsupport@aia.org for assistance.