



Allianz Global Life dac

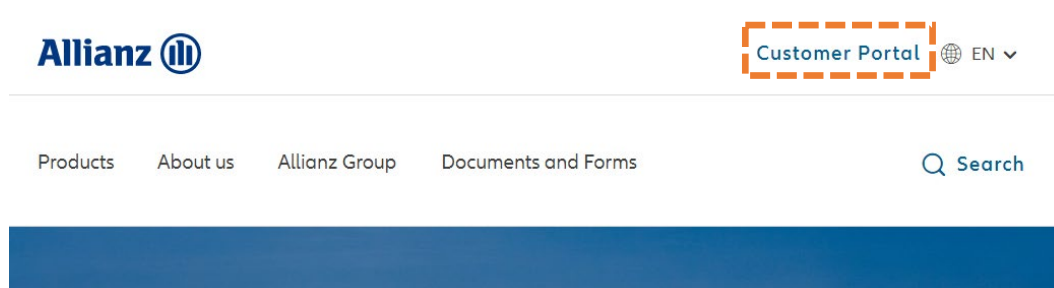
# Notendahandbók

## viðskiptavinagáttar

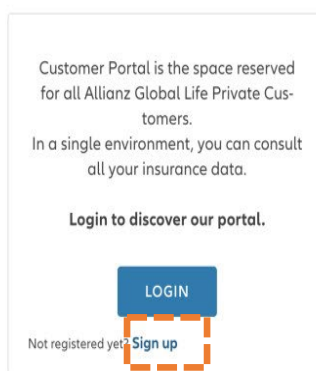
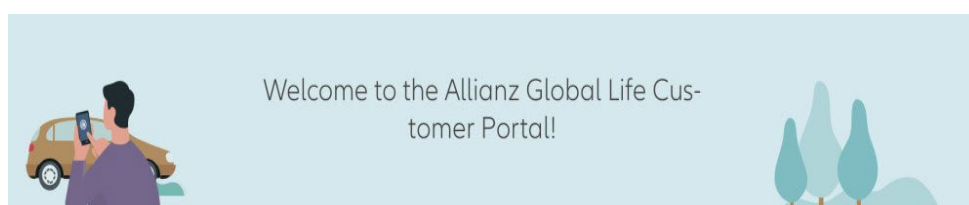
### Skráning og innskráning

## SKRÁNING\_

1. Til að fá aðgang að AGL viðskiptavinagáttinni, farðu á <https://portal.allianzgloballife.com/#/login> eða veldu " **CUSTOMER PORTAL** " efst til hægri í haus AGL vefsíðunnar.



2. Á opnunar síðu AGL viðskiptavinagáttarinnar, smelltu á „ **SKRÁNING** “

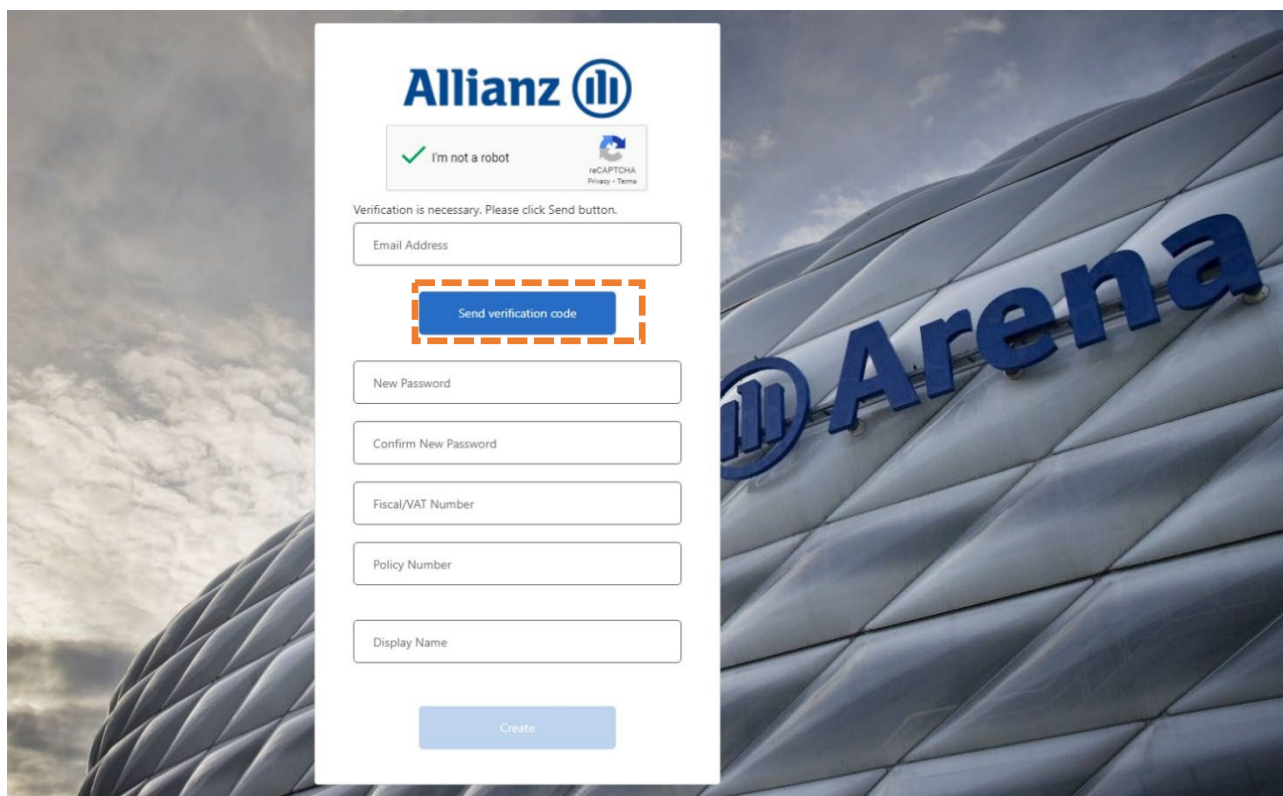


### 3. Sláðu inn netfangið þitt (sem verður notað sem notandaauðkenni þitt).

Vinsamlegast athugaðu að:

- ef þú hefur deilt tölvupóstinum þínum með Allianz Global Life verður þú að nota sama netfangið fyrir skráninguna, annars mun villa koma upp þegar þú reynir að búa til reikninginn;
- ef þú hefur ekki deilt tölvupóstinum þínum með Allianz Global Life geturðu skráð þig með hvaða netföngum sem er.


Smelltu síðan á "**SEND VERIFICATION CODE**".




The screenshot shows a registration form for Allianz Arena. At the top is the Allianz logo. Below it is a reCAPTCHA 'I'm not a robot' checkbox. A message states 'Verification is necessary. Please click Send button.' The form contains the following fields: 'Email Address', 'Send verification code' (highlighted with a dashed orange border), 'New Password', 'Confirm New Password', 'Fiscal/VAT Number', 'Policy Number', and 'Display Name'. A 'Create' button is located at the bottom of the form.


### 4. Næst færðu tölvupóst með staðfestingarkóðanum til að staðfesta netfangið þitt . Sláðu inn kóðann sem var mótttekinn í áskilinn reit og smelltu á "**VERIFY CODE**". (Athugaðu rusl-/ruslpóstmöppuna ef þú sérð ekki staðfestingarpóstinn í pósthólfinu þínu.)



**Allianz** 

I'm not a robot   
reCAPTCHA  
Privacy · Terms

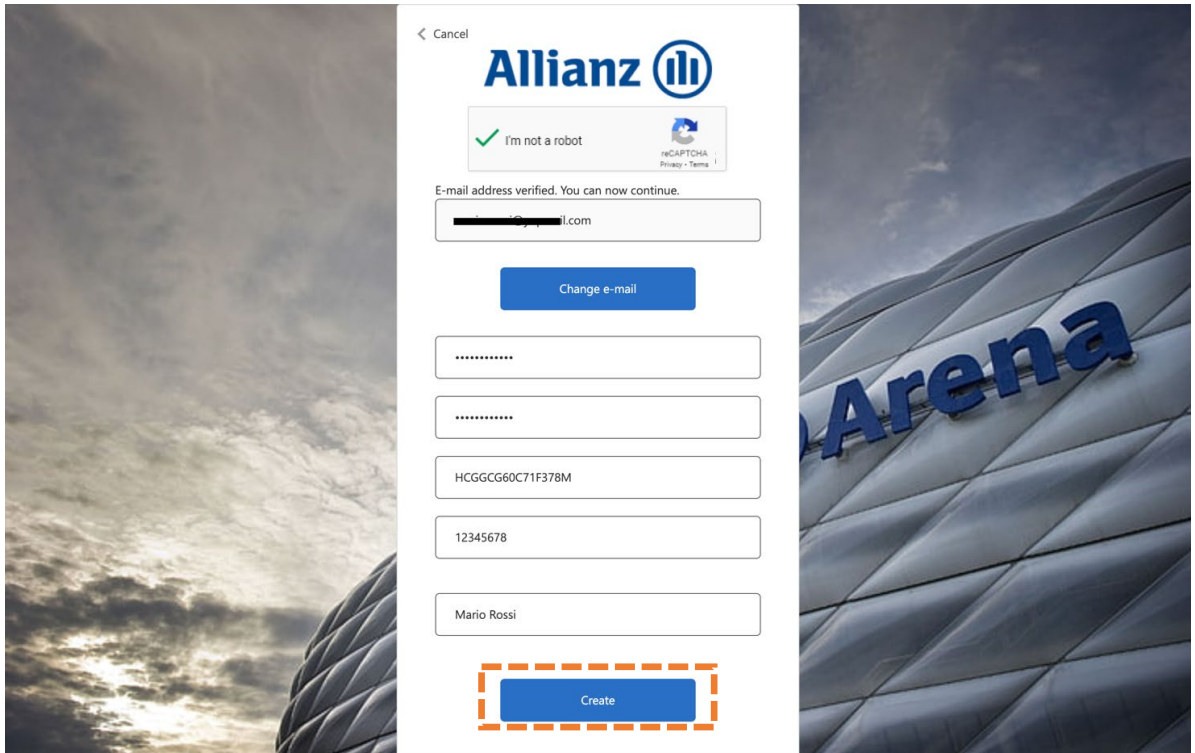
Verification code has been sent to your inbox. Please copy it to the input box below.




## 5. Nú:



- settu upp lykilorðið sem þú vilt nota til að skrá þig inn.  
Lykilorðið þitt ætti að innihalda að lágmarki 12 stafi með ekki fleiri en 2 jafnstóra stafi í röð, með að minnsta kosti einum hástöfum og lágstöfum, einum tölustaf (0-9) og einum sérstaf (þar með talið bil);
- sláðu inn skattnúmerið þitt, gildandi trygginganúmerið þitt (8 stafa númer), skjánafnið sem þú vilt (það er valfrjálst);
- athugaðu **"CAPTCHA"** efst á eyðublaðinu.

Smelltu síðan á "**CREATE**" til að halda áfram.



< Cancel

**Allianz** 

 I'm not a robot  reCAPTCHA  
Privacy - Terms

E-mail address verified. You can now continue.

██████████@██████████.com

Change e-mail

.....

.....

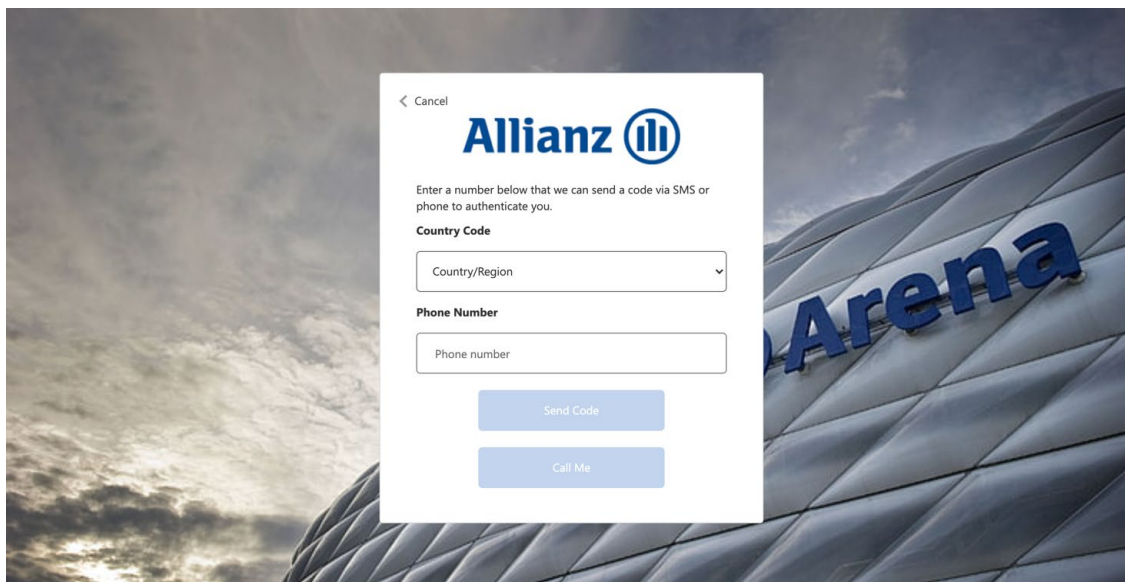
HCGGCG60C71F378M

12345678

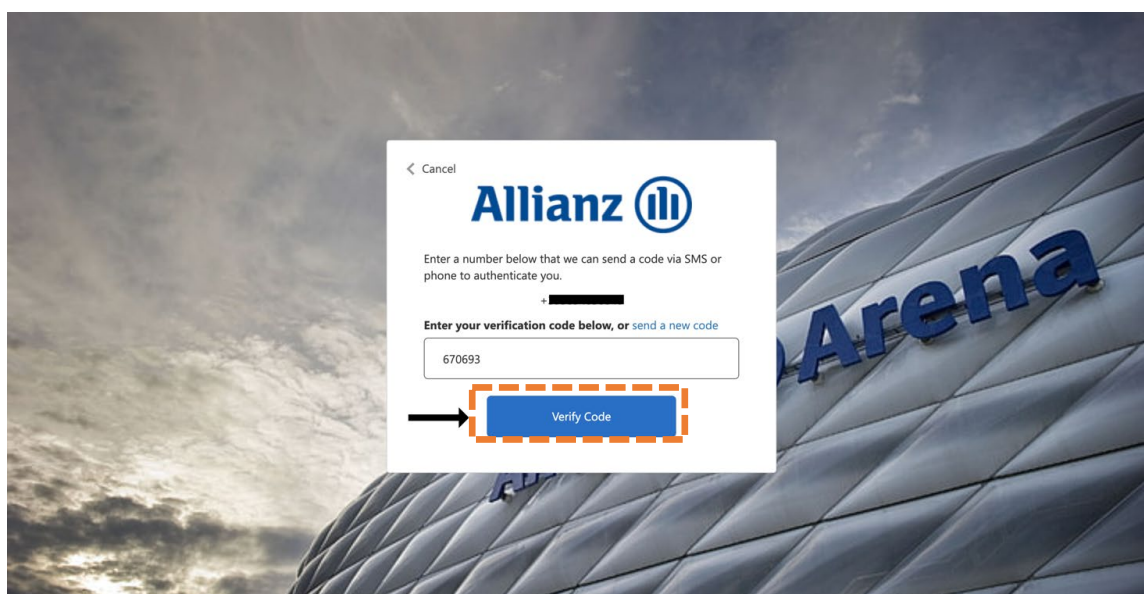
Mario Rossi

Create

6. Næst færðu lykilorð til að staðfesta símanúmerið þitt. Eftir að hafa valið landið þitt og slegið inn símanúmerið þitt, smelltu á "**SEND CODE**" til að fá SMS eða smelltu á "**CALL ME**" ef þú vilt fá sjálfvirkt símtal til að fá einstaks lykilorð (OTP).



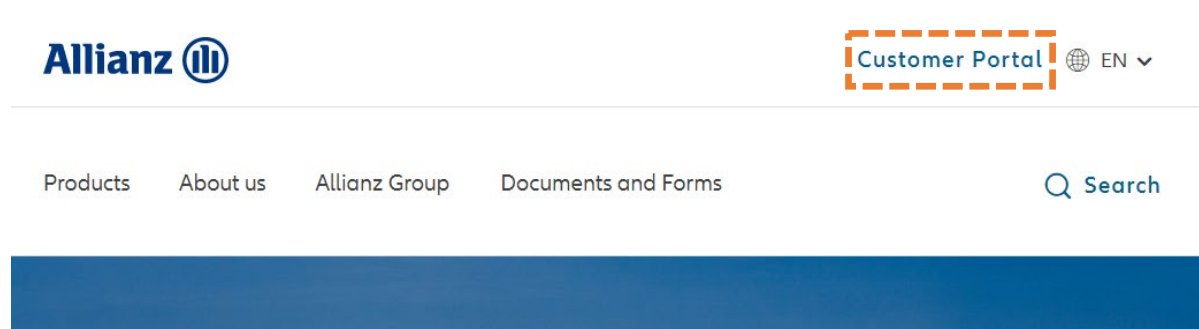
**7.** Sláðu inn One-Time-Password (OTP) og smelltu á **"VERIFY CODE"** .



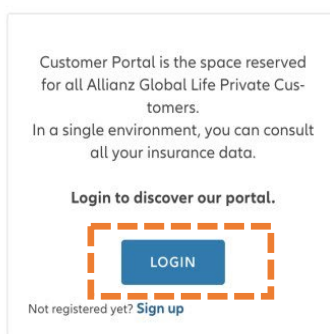
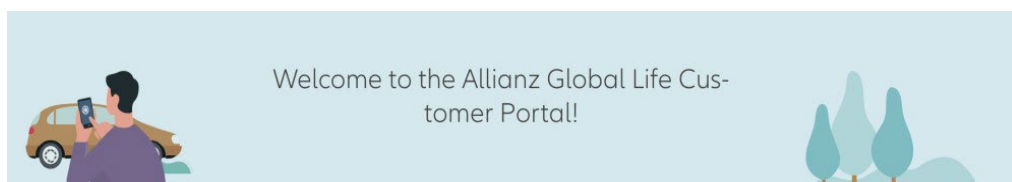
**8.** Þú hefur virkjað reikninginn þinn.  
Þú munt lenda á persónulegu svæði þínu.

## SKRÁ INN

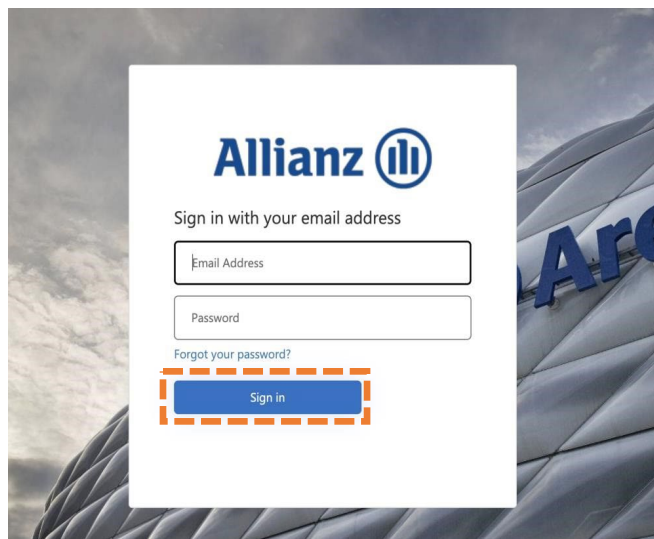
1. Til að fá aðgang að AGL viðskiptavinagáttinni skaltu fara á <https://portal.allianzgloballife.com/#/login> eða veldu "Vcustomer Portal" efst til hægri á haus AGL vefsíðunnar.



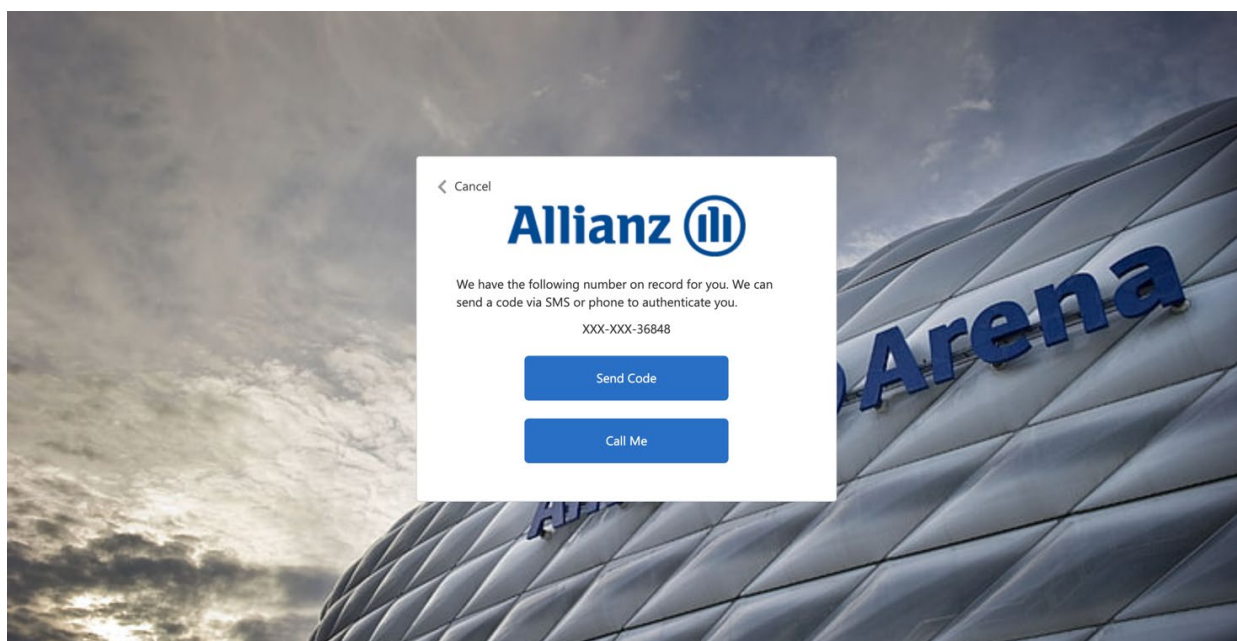
2. Á opnunar síðu AGL viðskiptavinagáttarinnar, smelltu á "LOGIN".



3. Sláðu inn innskráningarupplýsingarnar þínar (netfangið og lykilorð sem notað var við skráninguna og smelltu á **"SIGN IN"**

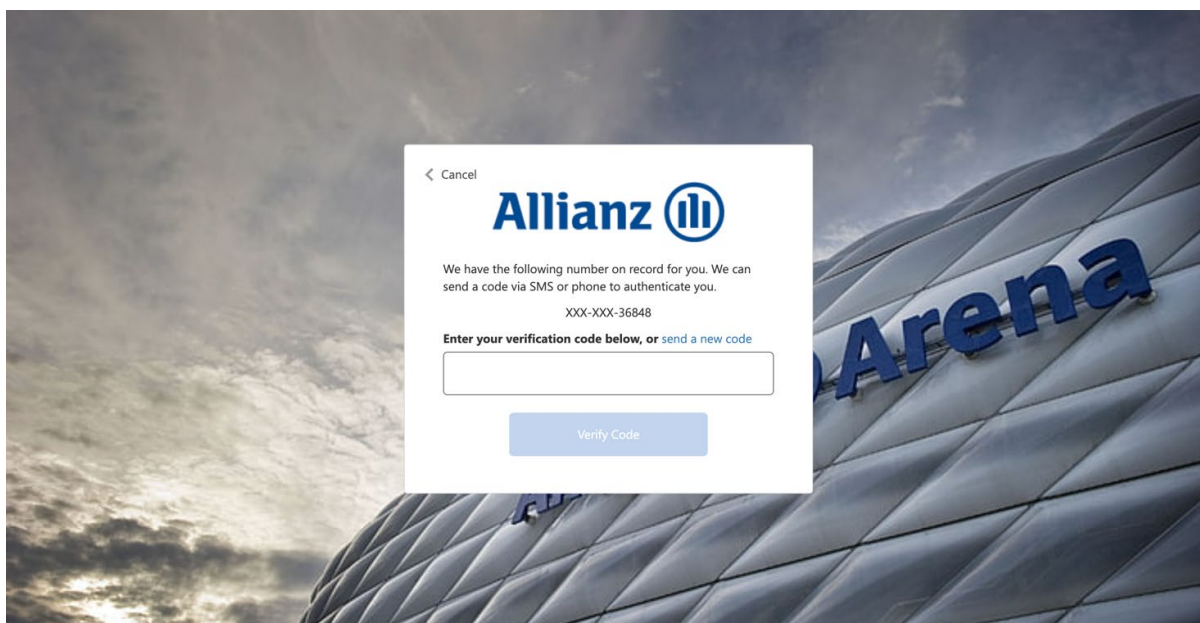


4. Næst færðu einu sinni lykilorð til að staðfesta símanúmerið þitt. Smelltu á **"SEND CODE"** til að fá SMS eða smelltu á **"CALL ME"** ef þú vilt fá sjálfvirktt símtal til að fá einstaks lykilorð (OTP).



5. Sláðu inn einstaks lykilorðið (OTP) sem var mótttekið og smelltu á **"VERIFY CODE"**.





**6.** Þú munt lenda á persónulegu svæði þínu. Þú getur byrjað að nota það.

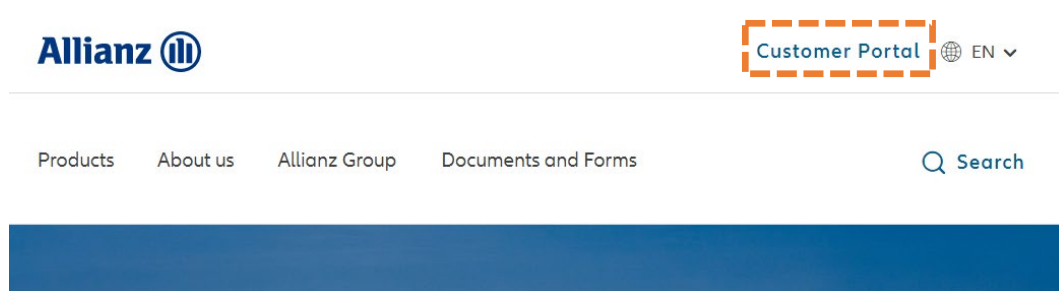
Ef þú þarft aðstoð af tæknilegum ástæðum eða vandamálum með skráninguna geturðu haft samband við okkur á: [helpdesk@allianzgloballife.com](mailto:helpdesk@allianzgloballife.com).

# Customer Portal User Guide

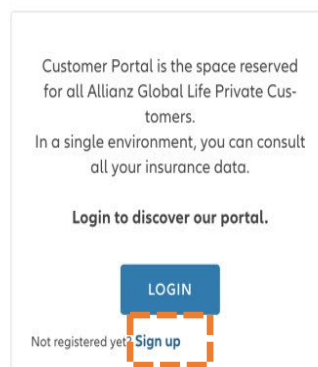
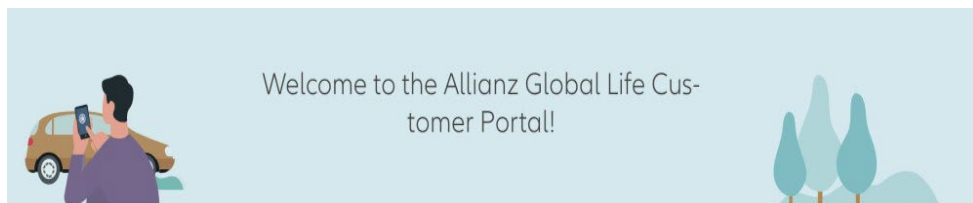
## Registration and Login

## REGISTRATION

1. To access AGL Customer Portal, visit <https://portal.allianzgloballife.com/#/login> or select “**CUSTOMER PORTAL**” from the top right of the AGL website header.



2. On the AGL Customer Portal welcome page, click “**SIGN UP**”

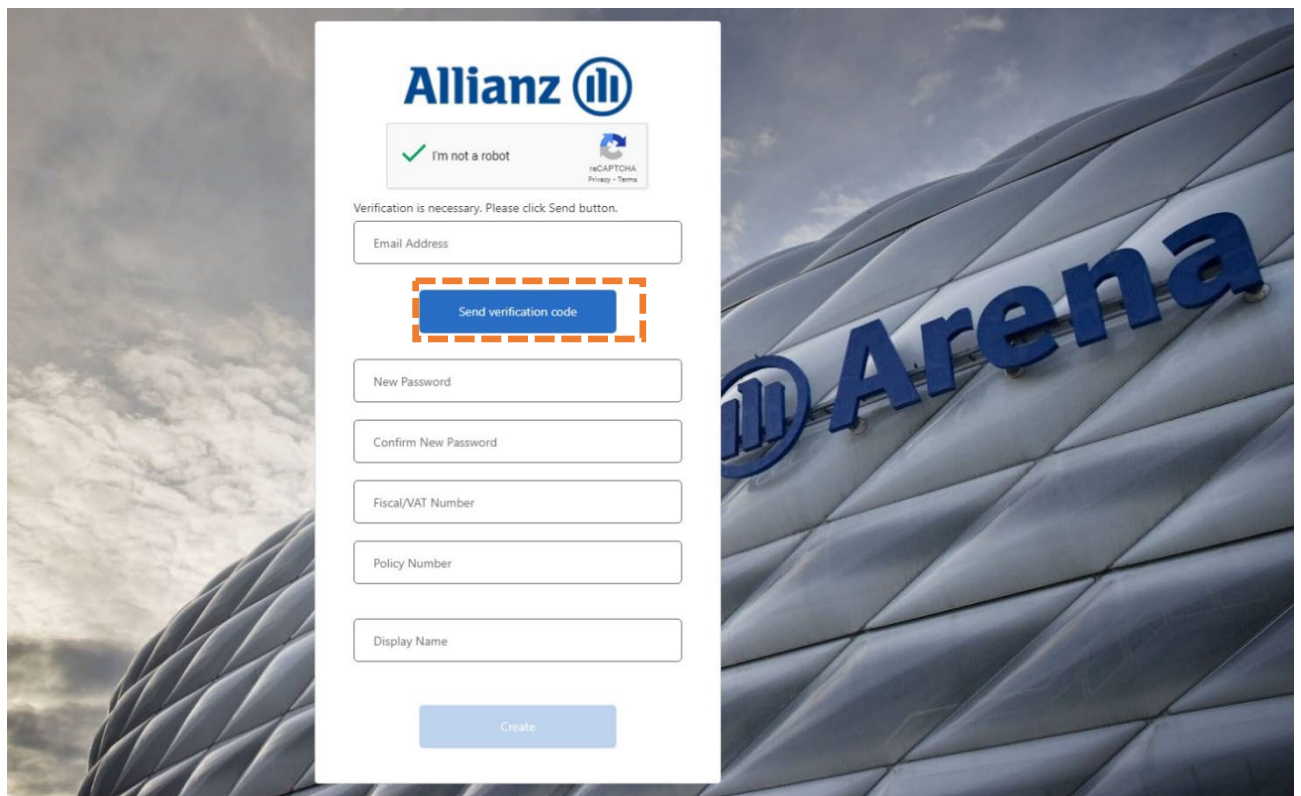


### 3. Enter your email address (that will be used as your User ID).

Please note that:

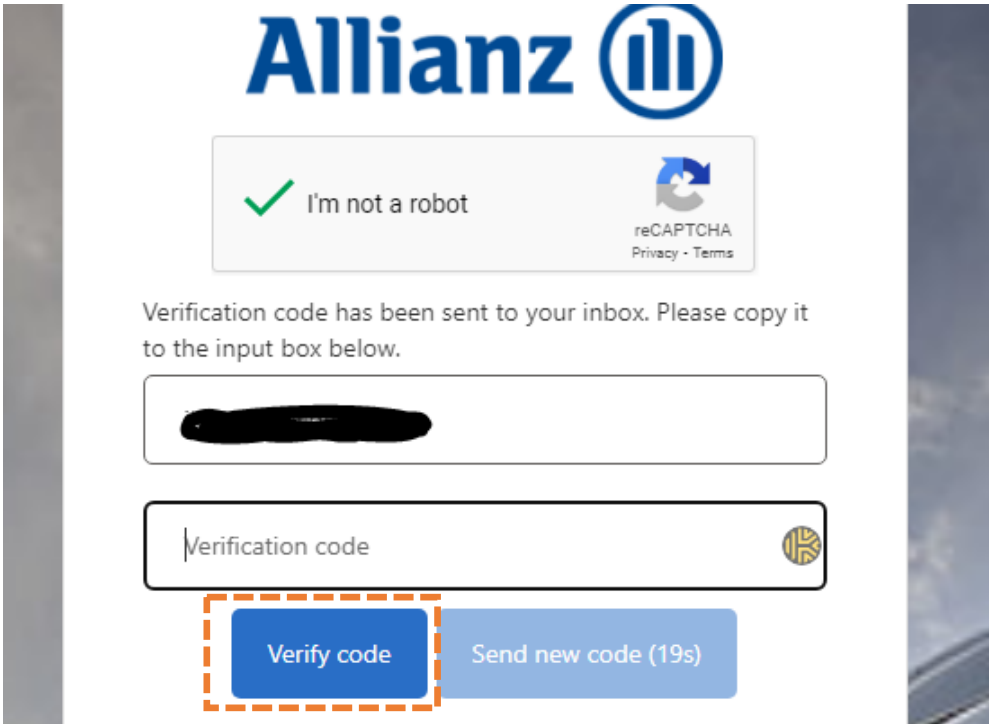
- c) if you have shared your email with Allianz Global Life you must use the same email for the registration, otherwise an error will occur when you try to create the account;
- d) if you have not shared your email with Allianz Global Life, you can sign up with any of your email addresses.

Then click **"SEND VERIFICATION CODE"**.



The screenshot shows a registration form for Allianz Arena. At the top is the Allianz logo. Below it is a reCAPTCHA 'I'm not a robot' checkbox. A message states 'Verification is necessary. Please click Send button.' followed by an 'Email Address' input field. The 'Send verification code' button is highlighted with a dashed orange border. Below this are input fields for 'New Password', 'Confirm New Password', 'Fiscal/VAT Number', 'Policy Number', and 'Display Name'. At the bottom is a 'Create' button. The background is a close-up of the Allianz Arena's facade with the word 'Arena' visible.

4. Next, you will receive an email with the verification code to verify your email address. Enter the code received in the required field and click "**VERIFY CODE**".  
(Check you Junk/Spam folder in case you do not see the verification mail in your Inbox.)




The image shows a web form for verifying an email address. At the top is the Allianz logo. Below it is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot". A message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first is obscured by a black redaction bar, and the second is labeled "Verification code" and contains a cursor. Below the input fields are two buttons: "Verify code" (highlighted with a dashed orange border) and "Send new code (19s)".

5. Now:
- d) set up the password that you would like to use to login.  
Your password should contain a minimum of 12 characters with no more than 2 equal characters in a row, with at least one uppercase character and lowercase character, one numeric digit (0-9) and one special character (including spaces);
  - e) enter your tax code, your in-force policy number (T plus your 8 digit policy number), the display name you wish (it's optional);
  - f) check the captcha on the top of the form.
- Then, click "**CREATE**" to proceed.

[← Cancel](#)

## Allianz

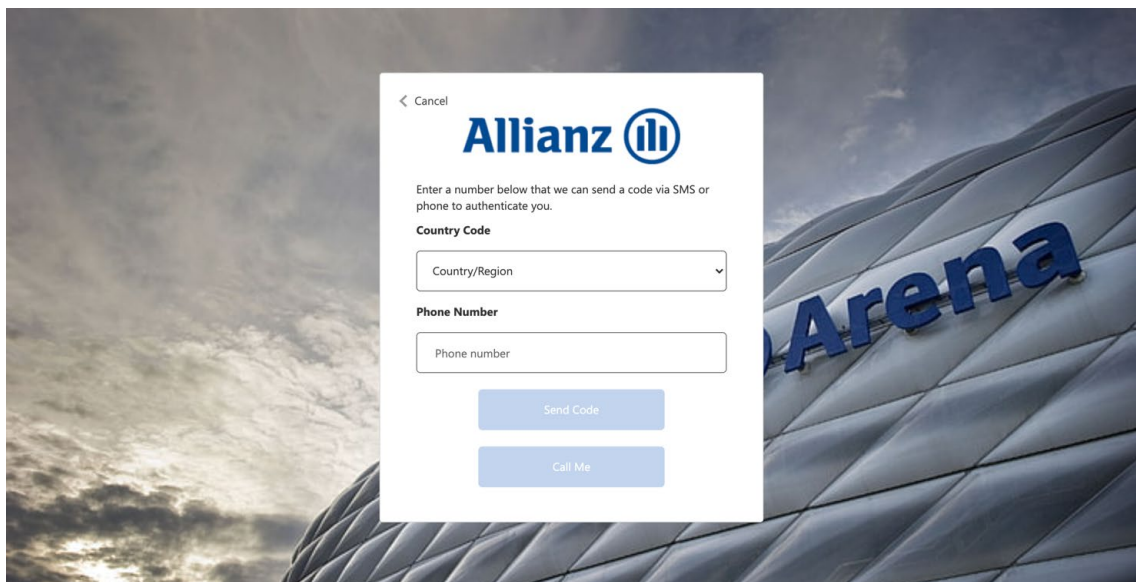
Non sono un robot   
reCAPTCHA  
Privacy - Termini

E-mail address verified. You can now continue.

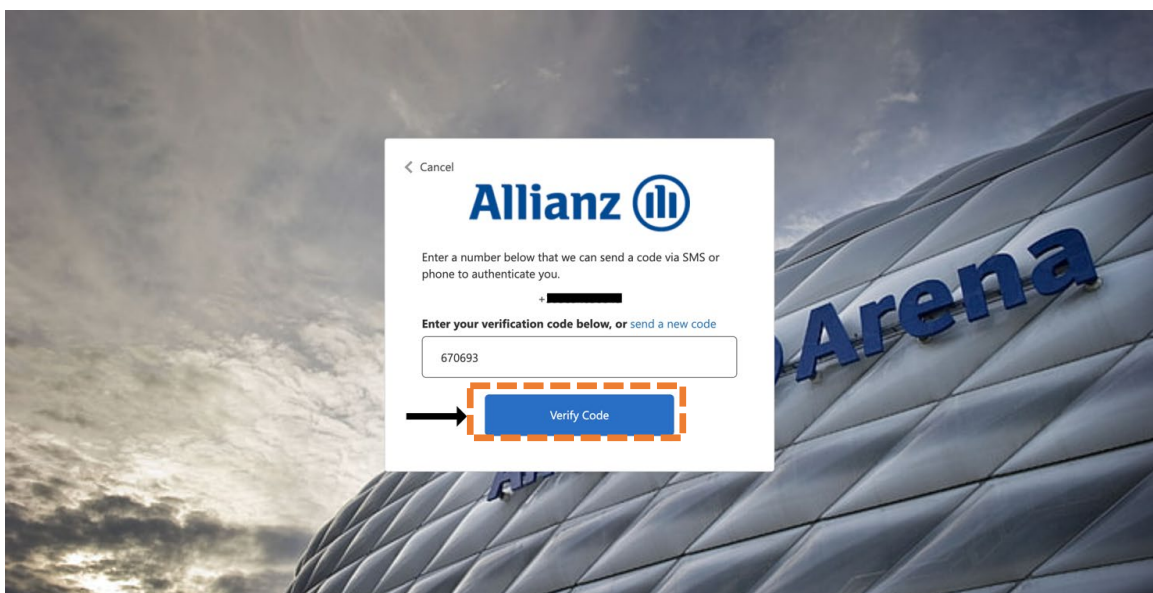
[Change e-mail](#)

[Create](#)

- Next, you will receive an One-Time-Password to verify your phone number. After selecting your country and entering your phone number, click **"SEND CODE"** to receive a SMS or click **"CALL ME"** if you want to receive an automatic call to get the One-Time-Password (OTP).



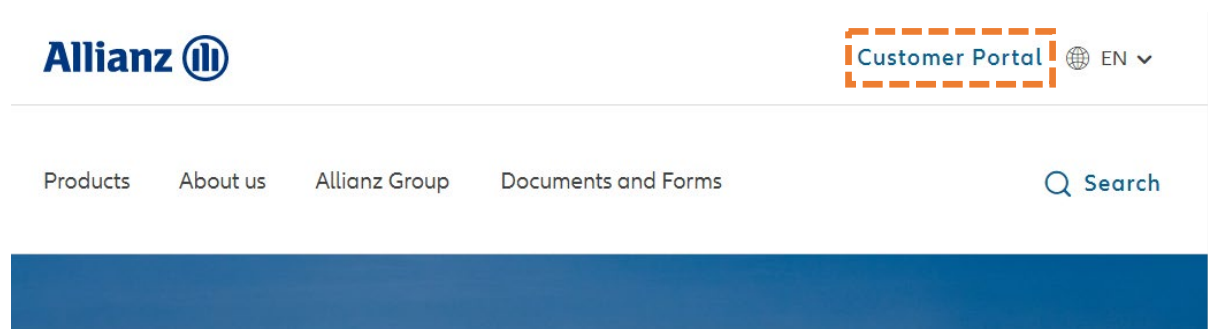
- Enter the One-Time-Password (OTP) and click **"VERIFY CODE"**.



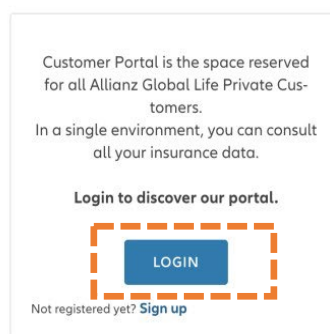
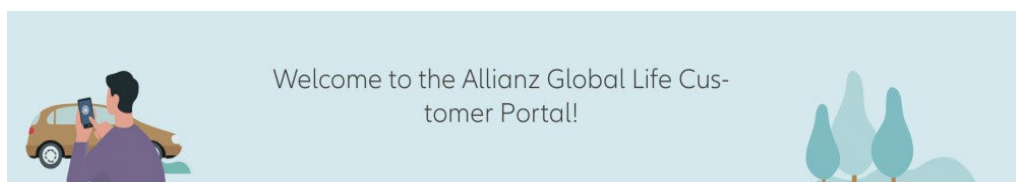
- You have successfully activated your account.  
You will land on your Personal Area.

## LOGIN

1. To access AGL Customer Portal, visit <https://portal.allianzgloballife.com/#/login> or select “**CUSTOMER PORTAL**” from the top right of the AGL website header.

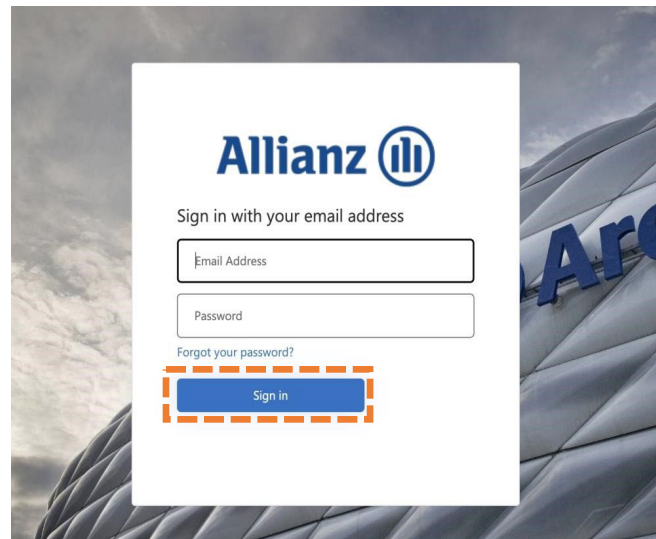


2. On the AGL Customer Portal welcome page, click “**LOGIN**”.

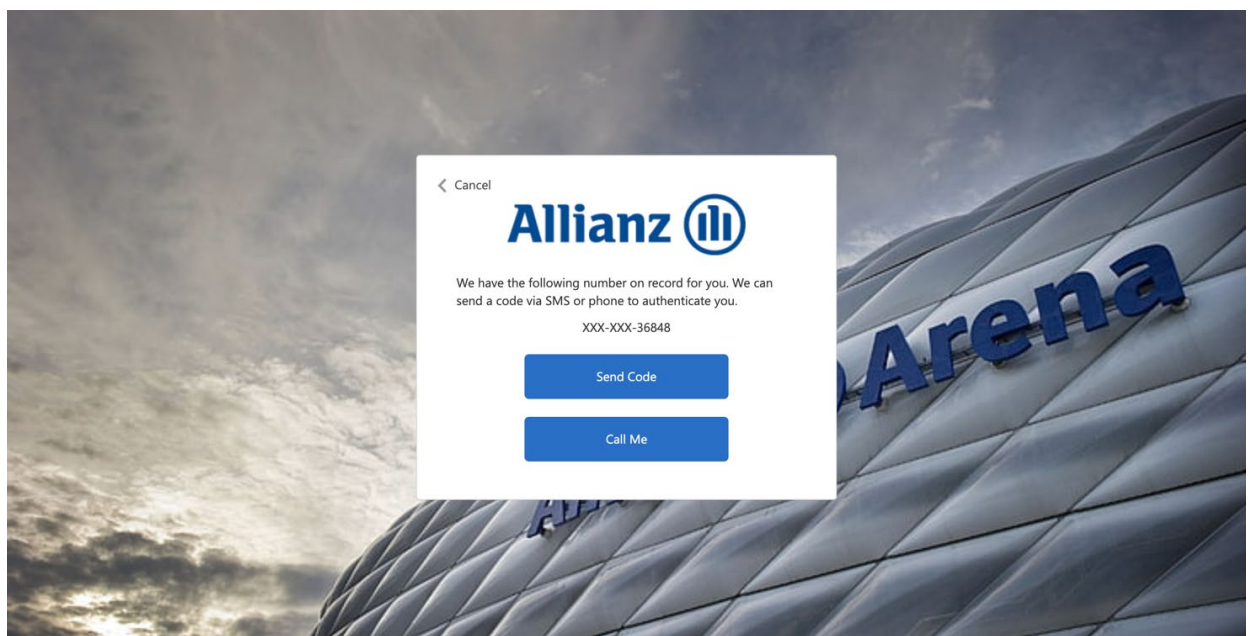




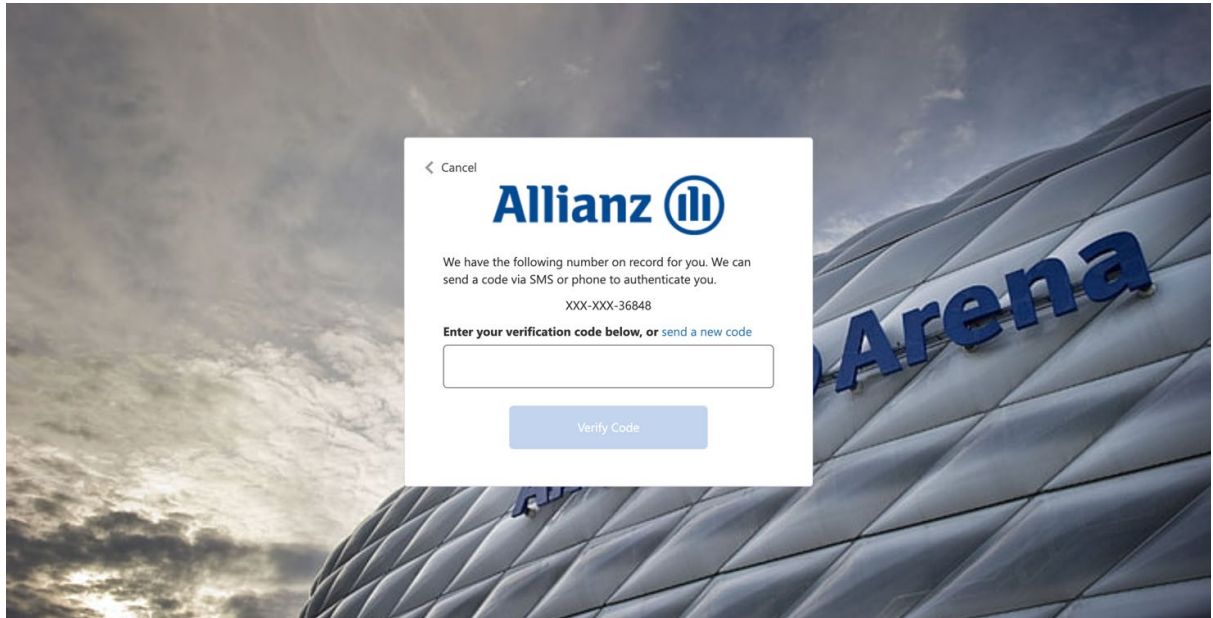
3. Enter your login details (the email address and password used during the registration) and click **"SIGN IN"**.



4. Next, you will receive an One-Time-Password to verify your phone number. Click **"SEND CODE"** to receive a SMS or click **"CALL ME"** if you want to receive an automatic call to get the One-Time-Password (OTP).



5. Enter the One-Time-Password (OTP) received and click **"VERIFY CODE"**.



6. You will land on your Personal Area. You can start to visit it.

If you need assistance for technical reasons or issue with the registration you can contact us to: [helpdesk@allianzgloballife.com](mailto:helpdesk@allianzgloballife.com).