

## Frequently Asked Questions

### About AIIB Client Portal (ACP)

#### 1. What can you do with ACP?

Access your loan portfolios and perform withdraw applications, beneficiary registrations, etc.

#### 2. Who can use ACP?

Personnel from the following organizations are eligible to use the ACP:

- Government Ministries of Sovereign Borrowing Members.
- Project Implementation Units.

#### 3. How secure is the ACP webpage?

- Only authorized and registered AIIB clients can access the portal, ensuring a secure and personalized experience.
- Your data is always kept safe and is not shared with other clients.
- ACP is protected by reliable and secure software, safeguarding your information and transactions.

#### 4. How can you obtain access to ACP?

Sovereign borrowers could begin the process of registering for ACP. If you're interested, please send email to [acpsupport@aiib.org](mailto:acpsupport@aiib.org)

#### 5. Where can you get more information?

- Step-by-step instructions and additional help are available online.
- Training and support are available.
- For further information, please send email to [acpsupport@aiib.org](mailto:acpsupport@aiib.org)
- For loan management related information, please send email to [loanadmin@aiib.org](mailto:loanadmin@aiib.org)

## Organization Registration

### 6. What is an organization in ACP?

An organization in ACP is the most granular level of entity where the loan's authorized signatory person belongs to. Therefore, the organization in ACP could refer to Borrower, an entity or project implementing unit which borrower appoints and is responsible for carrying out the project activities in accordance with the provision of the financing agreement.

### 7. How do I register an organization?

Please fill in the Organization Account Request Form and have it signed by one of the authorized representatives/signatories.

Provide information of a minimum of two Liaisons who will manage the organization's User Accounts.

### 8. How can you amend organization information?

Organization information can be amended when your organization is appointing new or replacing existing liaison, or your organization needs access to a new project or loan. You need to re-submit the Organization Registration form and select "b) Amend an Existing Account" on page 1 of the form.

## Liaison

### 9. Who is an External Liaison?

Liaison is a contact person appointed by the organization to manage the organization's user accounts.

### 10. What is the Liaison's responsibility?

Manage the users associated with the organization. That is, create, activate and deactivate user accounts, update user info, add or remove non-privileged roles (viewer and creator roles), modify data scopes and ensure user agrees to the Terms and Conditions of ACP.

### 11. Why do you need a minimum of two Liaisons?

Each organization must appoint two liaisons to help ensure that one is always available to handle account and authorization requests.

## 12. Can you have more than two Liaisons?

Yes, you can have more than two Liaisons. Each organization must appoint two Liaisons to help ensure that one is always available to handle account and authorization requests and to advise AIIB any needed changes to users' accounts.

## 13. What happens if a Liaison leaves an organization?

The active Liaison needs to immediately deactivate the user account of the Liaison who left the organization. Resubmit the Organization Registration form with new Liaison's information.

## 14. What if any of the Liaisons are not available?

Contact AIIB immediately at [acpsupport@aiib.org](mailto:acpsupport@aiib.org)

# User Accounts

## 15. How do I get access to ACP?

If your organization is already registered in ACP, please contact your Organization's Liaison officer. If your organization is not registered in ACP, please complete organization registration steps first, and follow the registration instructions provided by your organization.

## 16. What if I do not have an e-mail address?

An e-mail address is required for you to access ACP and perform transactions. If you do not have one, please create an email address with a provider of your choice.

## 17. Can I use any e-mail address from any domain?

If possible, we encourage you to use your organization email credentials for this purpose. For registered Microsoft users with accounts associated with services like Outlook, OneDrive, Xbox, or Office 365, you could use existing Microsoft credentials to sign in, this will streamline the process and provide a consistent experience across all Microsoft services.

And yes, you can also use email address from other domains such as Gmail etc.

## 18. How do I log in if I don't have a Microsoft email address?

Use your primary email address as User Login name and instead of entering password select Send Code button. To sign in, you need to enter the code that is sent to your email.

## 19. What if I have a Gmail account but during registration, the system takes them to Microsoft login page instead of Google login page?

This happens when user is already using the Microsoft Authenticator app with the same email account for some other application, or has received an invitation to register the Gmail account with Microsoft. In this case, you need to reset the Microsoft Account password of this Gmail account and try to register.

## 20. What if I need to create a new password for Microsoft Account and I am entering a password of length 8, but the system is not accepting it?

Please follow the instructions on the registration page to ensure your password meets the required complexity criteria.

# **Multi-factor Authenticator (MFA)**

## 21. What is Multi-factor Authentication?

Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to ACP. It is state-of-the-art secure log-in method which strengthens the security of the portal.

## 22. What device is needed to register for MFA?

You will need a smartphone, mobile phone or another device capable of installing and running Microsoft authenticator app or receiving SMS messages.

## 23. Do I need MS Authenticator for each log-in?

Yes, you will need to use Microsoft Authenticator or receive an SMS code each time you log in to ensure secure access. MFA is required every time you log in to your account.

## 24. How do I set up the authenticator app?

This is a one-time set up and we will provide you instructions on how to set up when you login for the first time. Also, you can refer to the training materials relating to User Login-First time login section which you could find on the welcome page.

## 25. Can I use SMS instead of the Microsoft Authenticator App?

Yes, you have the option to use either the Microsoft Authenticator App or receive a code via SMS on your mobile phone for authentication.

## 26. What if I am unable to scan QR code and get the error message 'The session has expired'?

QR code is valid for 10 minutes. You need to scan the code from your mobile device within these 10 minutes. If it takes more than 10 minutes, you need to close the registration window and start the registration process again to generate new QR code.

## 27. What if I am not getting MFA notifications to approve?

Ensure that your device has an active internet connection and that notifications are enabled for the authenticator app. If you still do not receive notifications, try reinstalling the app or contact us at [acpsupport@aiib.org](mailto:acpsupport@aiib.org)

## 28. What if I did not receive the activation code in my email?

If you are using Yahoo/other email accounts, an OTP will be sent to your email account.

a) Please check their spam folder.

b) If you do not see the OTP email, you may request another code from the registration screen and retry if you receive the code within an acceptable timeframe.

## 29. What if I don't have internet but need to use Authenticator-App?

If there is no internet on the mobile device, you will not receive notifications. You will need to use the offline mode by clicking on "I can't use my Microsoft Authenticator app right now" highlighted below and enter the six-digit one-time password code displayed in the Authenticator-App to complete your authentication.

## 30. I've changed my device and how do I transfer the MS Authenticator to my new device?

Please kindly contact us through [acpsupport@aiib.org](mailto:acpsupport@aiib.org) and we will guide you through the steps to transfer your Microsoft Authenticator to your new device.