



ASIAN INFRASTRUCTURE
INVESTMENT BANK

Client Portal Operating Manual

User login



PHOTO: SEMBCORP

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- *Multi-factor Authentication (MFA) adds extra security to your AIB Client Portal (ACP) account by requiring two forms of verification: your password and either a mobile SMS code or an authenticator app code. Setting up MFA during your first login is required to protect your account and sensitive information.*

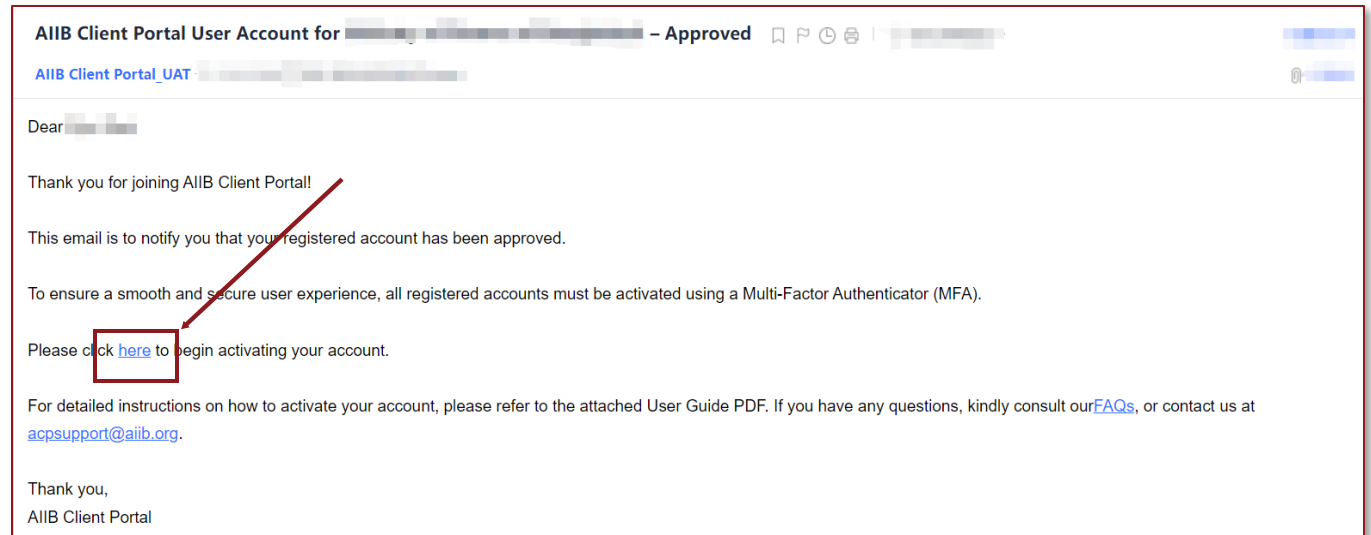


First Time Login

First Time Login

1. Click the link in the welcome email, navigation to the welcome page.

<https://aiibclientsportal.crm5.dynamics.com/>

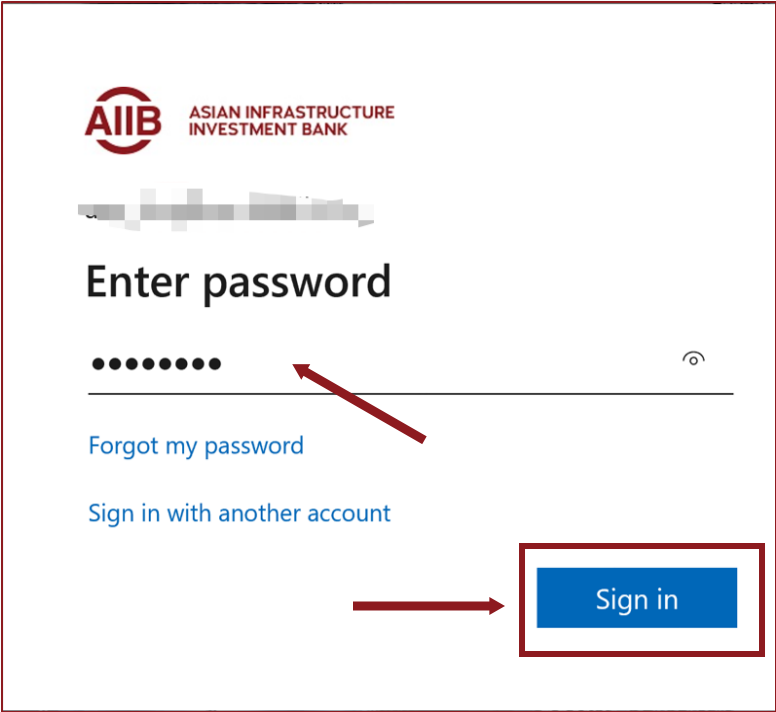
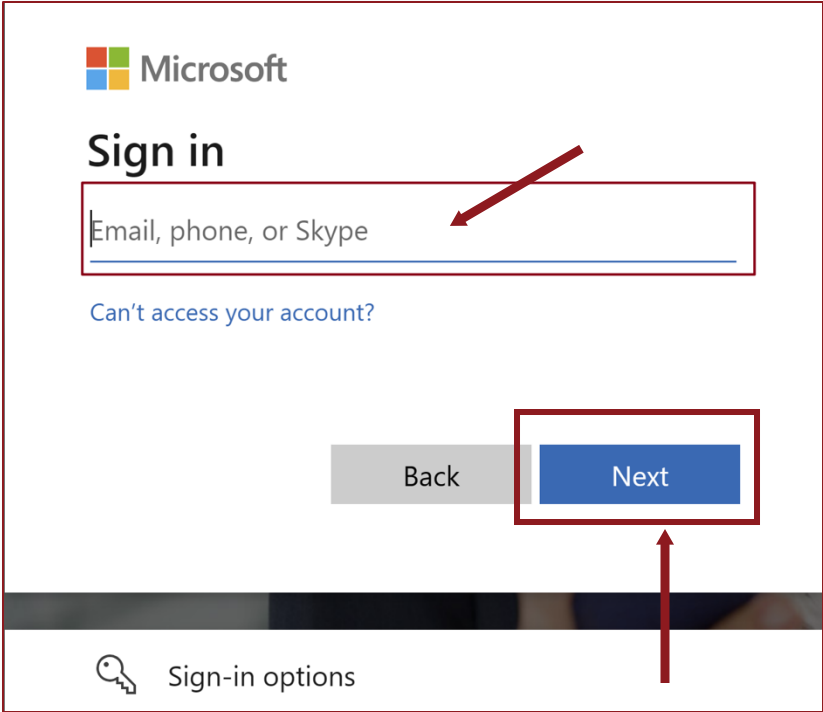


First Time Login—Registered Microsoft User

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

2a. Enter user's registered primary email address as user login name and click **Next**.

Enter password and click **Sign in**.



First Time Login——Non-registered Microsoft User

For non-registered Microsoft users who do not have an existing Microsoft account, they would use a one-time passcode for authentication.

2b. Click Email code to your email address.

Enter the code that's sent to user's email and click **Sign in**.

Click **Continue** for Personal data export consent.

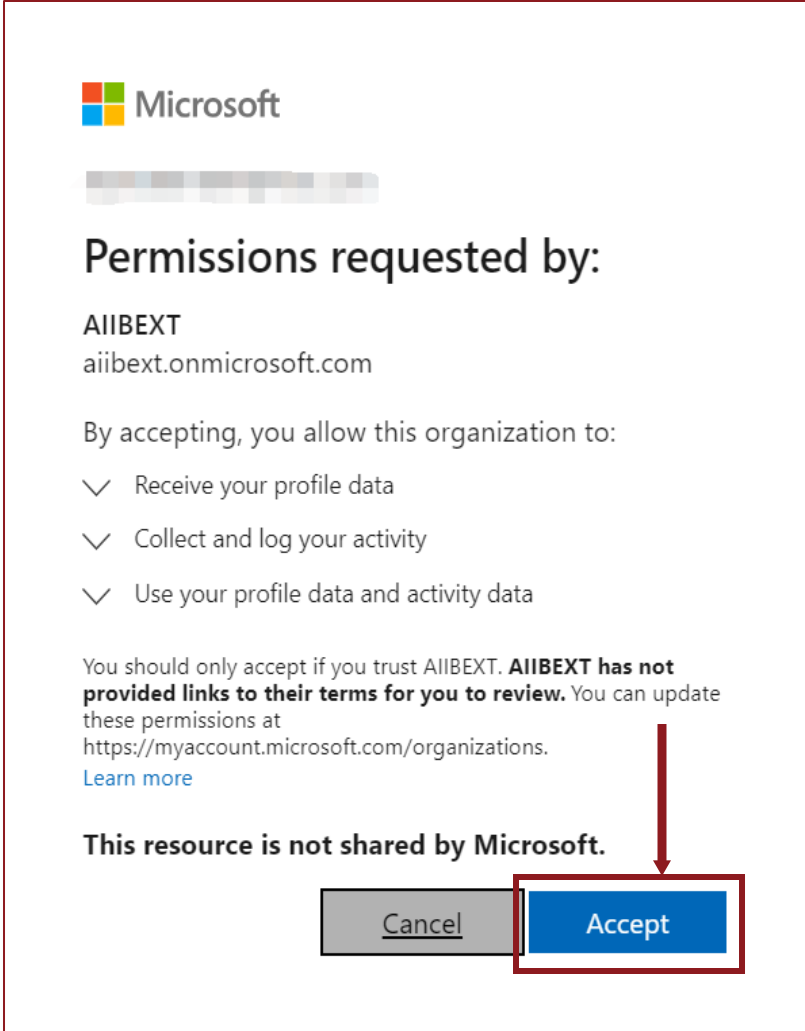
The screenshot shows the Microsoft login interface. At the top is the Microsoft logo. Below it is a blurred email address field. The main heading is "Enter password". There is a password input field with a red arrow pointing to the "Email code to" link below it. A "Forgot password?" link is also visible. At the bottom right is a blue "Sign in" button.

The screenshot shows the Microsoft login interface after selecting the email code option. It features the Microsoft logo and a blurred email address. The heading is "Enter code". Below it, it says "We emailed a code to [blurred email]. Please enter the code to sign in." There is a code input field with a red arrow pointing to it. A "Use your password instead" link is below the input field. At the bottom right is a blue "Sign in" button.

The screenshot shows the "Personal data export consent" screen. The heading is "Personal data export consent". The text explains that personal data is transferred outside of China and that users can choose to stop using the product if they do not agree. It includes links for "Learn more" and "Microsoft Privacy Statement". At the bottom right, there is a blue "Continue" button with a red arrow pointing to it.

First Time Login

3. Review the instructions and click **Accept**.




The screenshot shows a Microsoft permissions dialog box. At the top left is the Microsoft logo. Below it is a blurred area representing a user's profile. The main heading is "Permissions requested by:" followed by "AIIBEXT" and the domain "aiibext.onmicrosoft.com". A section titled "By accepting, you allow this organization to:" lists three permissions: "Receive your profile data", "Collect and log your activity", and "Use your profile data and activity data". Below this is a warning: "You should only accept if you trust AIIBEXT. AIIBEXT has not provided links to their terms for you to review. You can update these permissions at https://myaccount.microsoft.com/organizations. Learn more". At the bottom, there are two buttons: "Cancel" and "Accept". A red arrow points from the "Learn more" link down to the "Accept" button, which is also highlighted with a red border.



First Time Login

4a. For registered Microsoft users, Click **Next**.



ai[redacted].org

Action Required

Your organization requires additional security information. Follow the prompts to download and set up the Microsoft Authenticator app.


[Use a different account](#)

[Learn more about the Microsoft Authenticator app](#)

You have 14 days until this is required.

[Ask later](#) [Next](#)

4b. For non-registered Microsoft users, Click **Next**.



[redacted]

More information required

Your organization needs more information to keep your account secure. Before making changes to your security info you must complete multifactor authentication.

[Use a different account](#)

[Learn more](#)

[Next](#)




First Time Login

5. Set up MFA Validation.

AIIBEXT

Keep your account secure

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#)

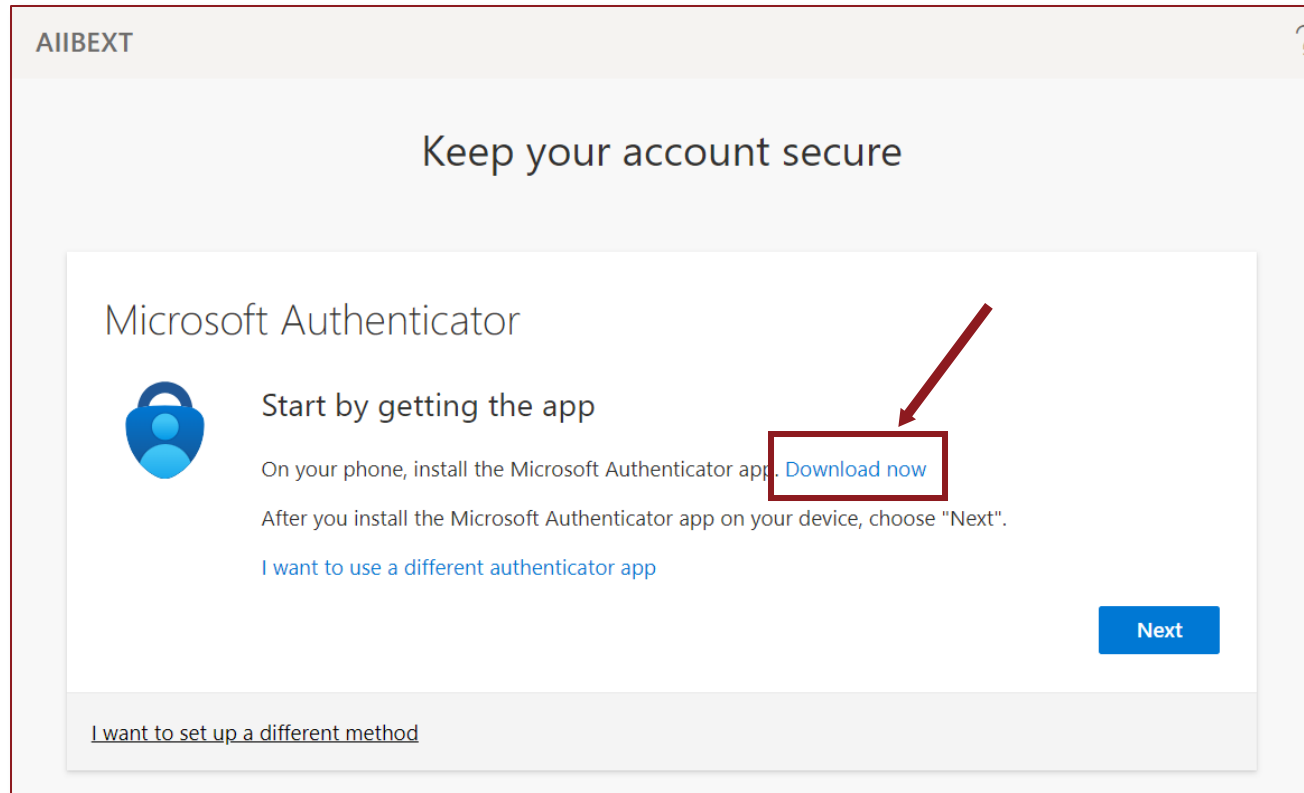
First Time Login—— MFA Validation by APP

First Time Login by APP

Set up Microsoft Authenticator **on your cell phone.**

1. If you have not downloaded the Microsoft Authenticator app yet, please click **Download now.**

Please make sure the full name of APP is **Microsoft Authenticator** instead of other authenticators and the logo is as shown.




First Time Login by APP

Set up MFA step by step.

2. Click Next

Keep your account secure

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#)

The screenshot shows a red arrow pointing down to a blue 'Next' button, which is also enclosed in a red rectangular box.


First Time Login by APP

Set up MFA step by step.

3. Click **Next**

Keep your account secure

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

[Back](#) [Next](#)

[I want to set up a different method](#)

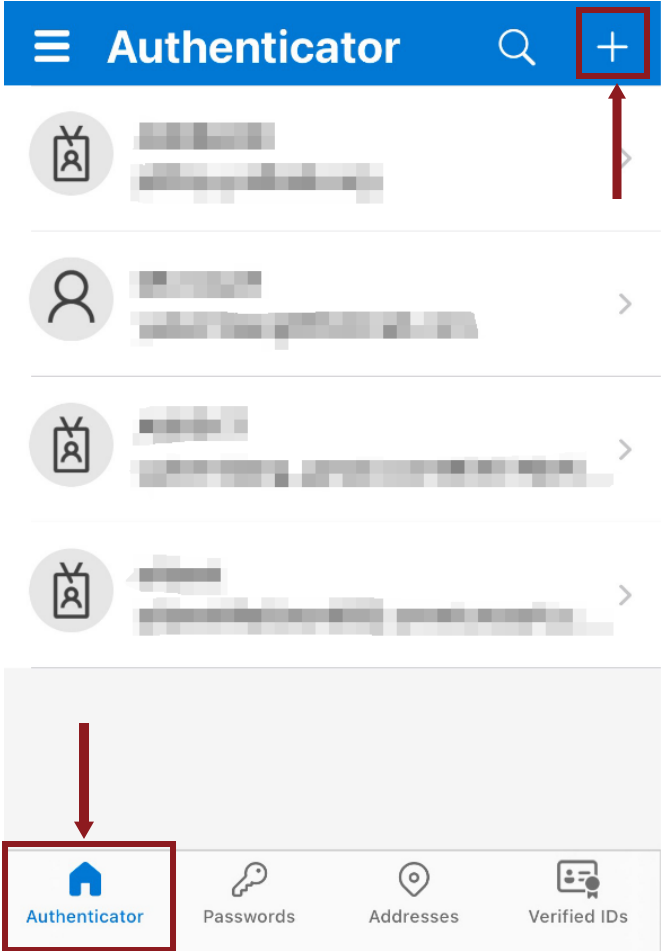
The screenshot shows a mobile application interface for setting up Microsoft Authenticator. The title is "Keep your account secure". Below it, the heading is "Microsoft Authenticator". There is an icon of a smartphone with a notification icon. The main text says "Set up your account" followed by instructions: "If prompted, allow notifications. Then add an account, and select 'Work or school'." At the bottom right, there are two buttons: "Back" and "Next". The "Next" button is highlighted with a red box and a red arrow points down to it. At the bottom left, there is a link: "I want to set up a different method".

First Time Login by APP

Set up Microsoft Authenticator **on your cell phone.**

a. Open the Microsoft Authenticator APP on your cell phone, and sign in.

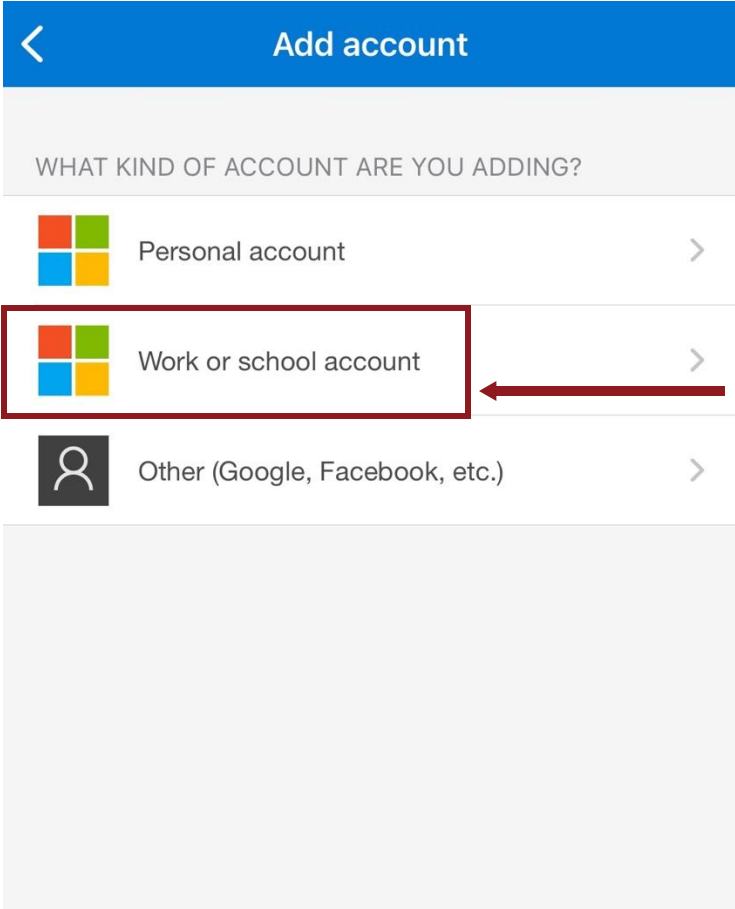
Select **Authenticator** on the bottom bar, click the **+** on top right corner



First Time Login by APP

Set up Microsoft Authenticator **on your cell phone.**

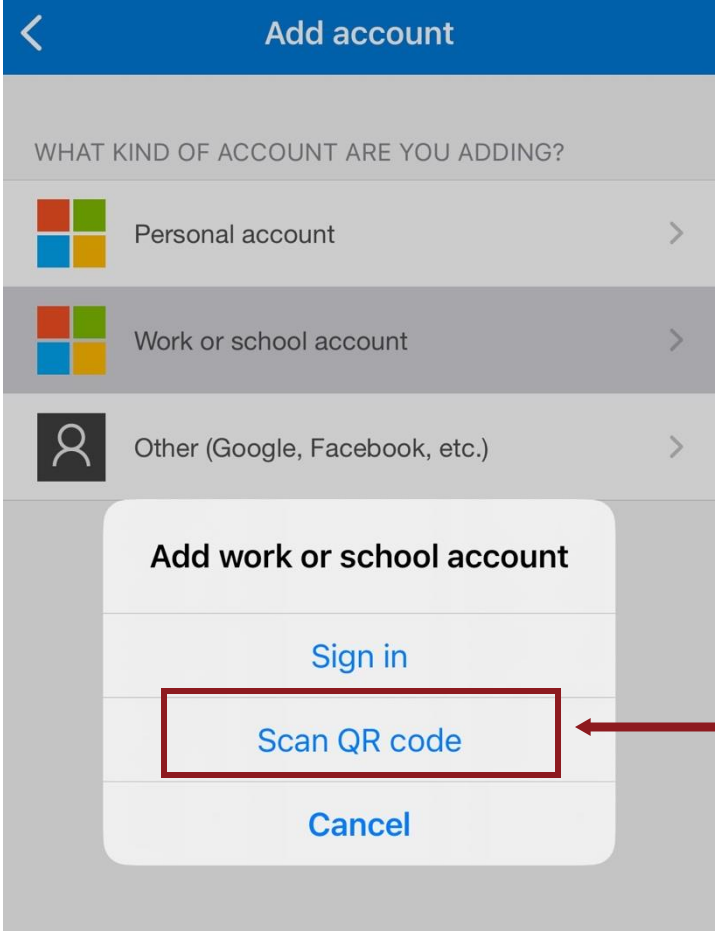
b. Click **Work or school account**



First Time Login by APP

Set up Microsoft Authenticator **on your cell phone.**

c. Click **Scan QR code**



First Time Login by APP

Set up MFA step by step.


4. Scan QR code and click **Next**.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



Can't scan image?

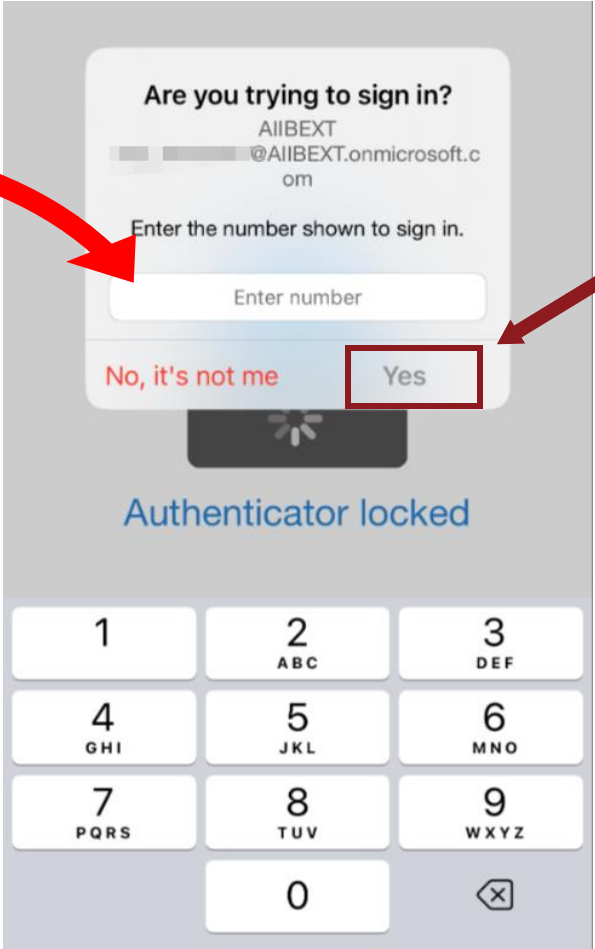
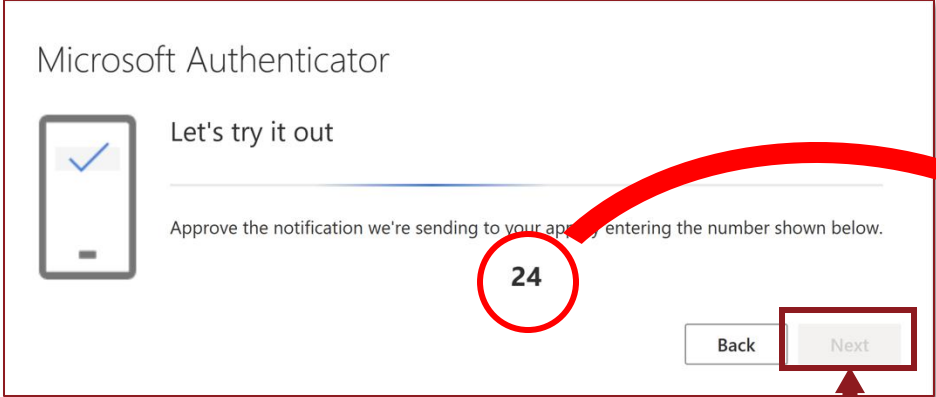
Back Next

First Time Login by APP

Set up MFA step by step.

5. Approve the notification on your cell phone and click **Yes**.

Click **Next**.



First Time Login by APP

Set up MFA step by step.

6. Click **Done** to complete the MFA set up.

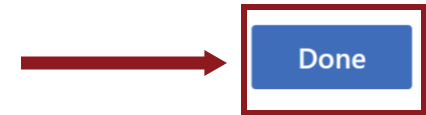
Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:



Microsoft Authenticator



First Time Login

Review the policy, select **Yes** and click **Confirm**.

You can review the **Privacy Policy** by clicking **Privacy Policy** on the Landing Page.

User Agreement

AIIB CLIENT PORTAL (ACP) TERMS & CONDITIONS

AIIB Client Portal (ACP) is the Asian Infrastructure Investment Bank's (AIIB) premier client portal, designed to strengthen the connections between AIIB and its esteemed clients, donors, and partners.

Please carefully read the following terms & conditions before starting to use ACP. By using ACP, you accept and agree to be bound and abide by these terms. If you do not agree to these terms, you must not access or use ACP. If you have any question or comment, please contact acpsupport@aiib.org.

Note for internal AIIB users: These terms do not apply to AIIB internal users (including consultants), whose use of the ACP remains subject to the internal rules and regulations of AIIB. In particular, AIIB internal users are reminded of their obligations in regards to confidentiality and disclosure of information, and in particular those obligations set out in Section H, articles 32 to 35, of the Code of Conduct for Bank Personnel. If you have any queries about your use of ACP please address such queries to your Supervisor.

1. REGISTRATION

1.1. The ACP is for the benefit of users who have registered for access to the ACP as well as any non-registered visitors who may view or browse certain unrestricted portions of the Website (collectively "Users").

1.2. To access the full functionality of the ACP you must register an account. AIIB reserves the right to approve the registration of those Users. The approval process may vary depending on the Users' specific request for access to certain sub-platforms of the ACP. Users must provide accurate and complete information when registering for an account. Once your registration is accepted by AIIB, you will have access to the ACP services and sub-platforms determined by AIIB in its sole discretion.

2. ACP CONTENTS

2.1. The information and documents included in ACP are subject to AIIB [Copyright statement](#) and general [Disclaimer](#).

2.2. Information, documents, materials, content and data provided within ACP ("Materials") provided on ACP are

I have read, understand, and agree to these terms and conditions, the PPDP and the Disclaimer, and consent to the processing of my personal data in accordance with the PPDP.

Confirm

Hi Carlos Grilo!
Ministry of Finance, Bangladesh
Last Login: 04/14/2024 19:18

Welcome to AIIB Client Portal

My Portfolio
My Portfolio
Pending My Approval **68**

All Transactions
Beneficiary Registration
Withdrawal Applications

Reporting
Loan Disbursed and Repaid Report
Historical Transaction Report
More →

Need Help ?
Email Query
Hotline: +86 83580999

Online Support ↓
FAQ
User Guide
Training Videos

Simulator 📄
SOFR Calculation
ARM Simulation and Pricing Table

Organization Information ⓘ
AIIB Website
Lending Policy and Terms
Privacy Policy

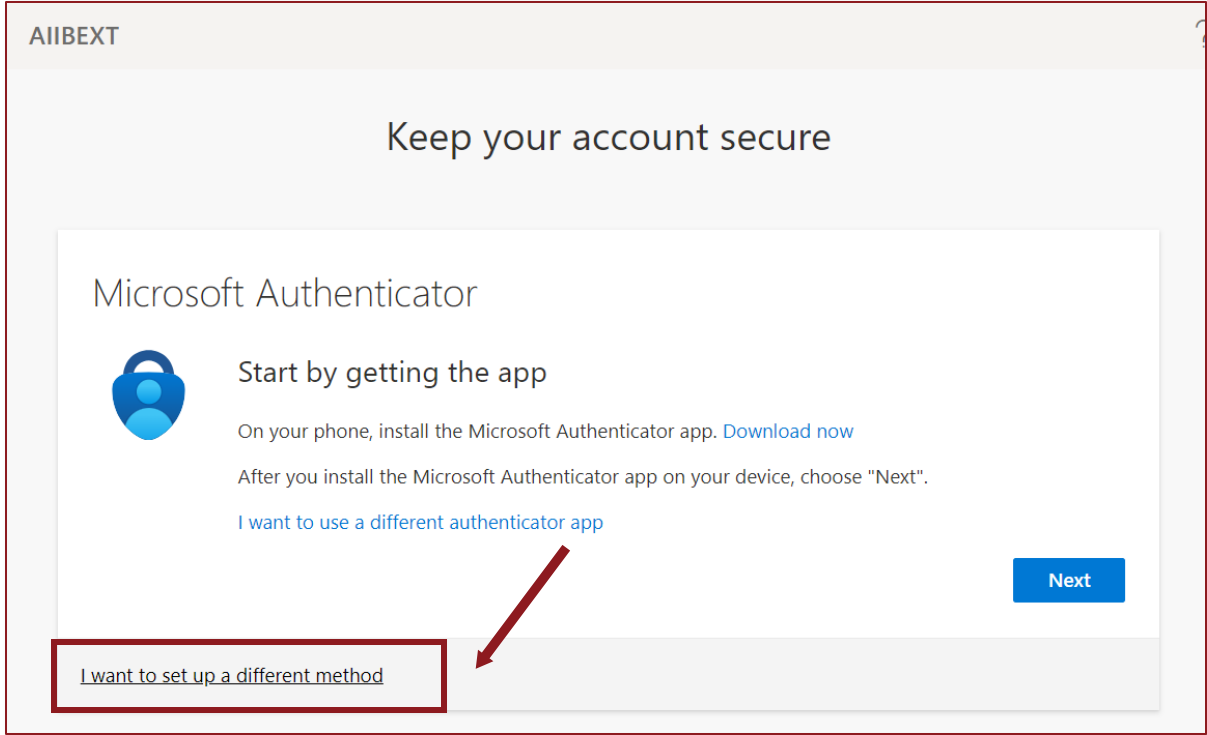


First Time Login—— MFA Validation by SMS

First Time Login by SMS

Set up MFA step by step.

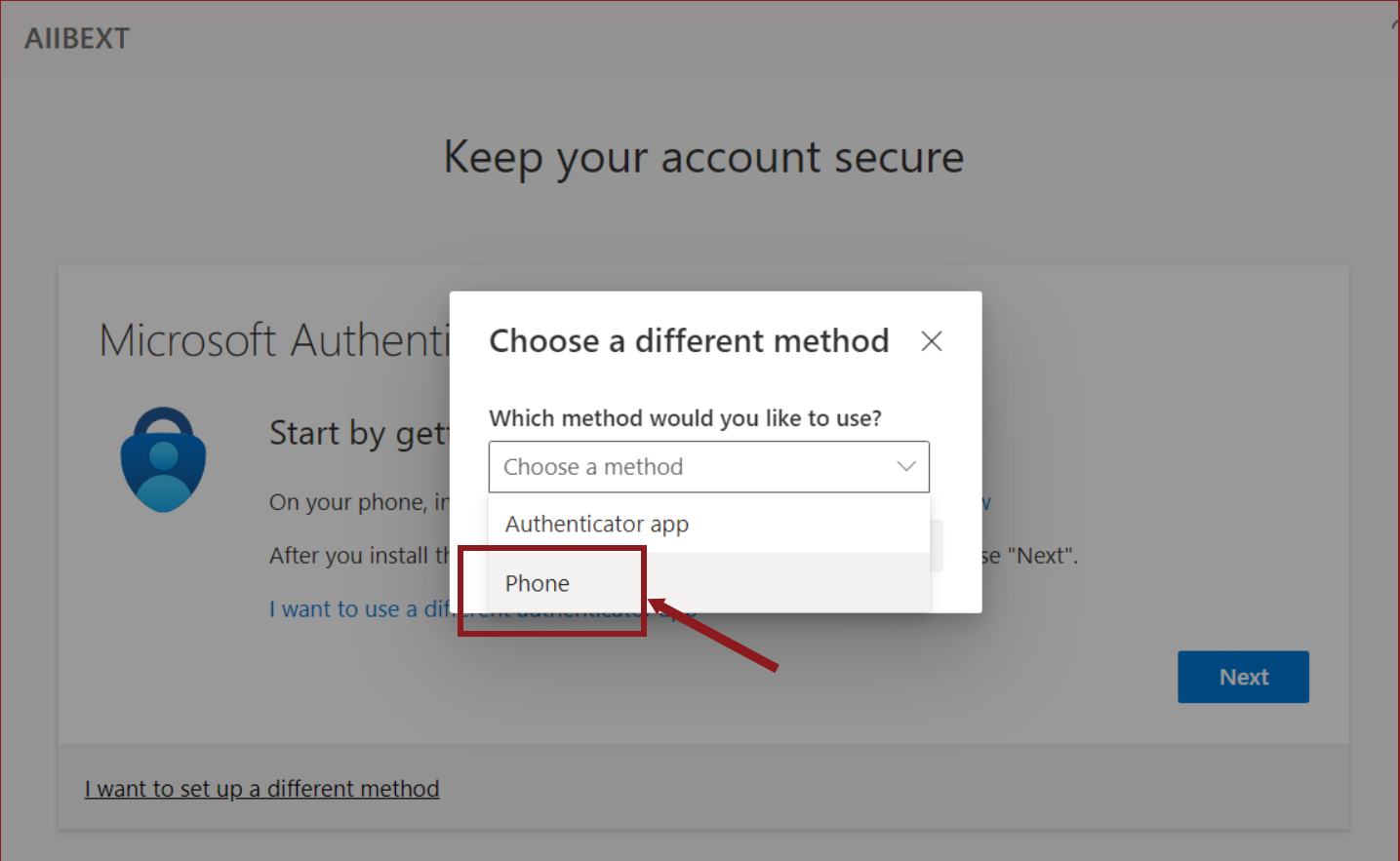
1. Click **I want to set up a different method.**



First Time Login by SMS

Set up MFA step by step.

2. Click **Phone**.



First Time Login by SMS

Set up MFA step by step.

3. Enter phone number and click **Next**.

Phone

You can prove who you are by receiving a code on your phone.

What phone number would you like to use?

China (+86) [dropdown arrow] [masked phone number]

Receive a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[Next](#)

[I want to set up a different method](#)

First Time Login by SMS

Set up MFA step by step.

4. Insert code received by SMS on your cell phone and click **Next**.

The screenshot shows a mobile application interface with the heading "Keep your account secure". Below this is a section titled "Phone" with the instruction "We just sent a 6 digit code to +[redacted]. Enter the code below." There is a text input field containing a few digits, with a red arrow pointing to it. Below the input field is a blue link that says "Resend code". At the bottom right of the form area are two buttons: a white "Back" button and a blue "Next" button. The "Next" button is highlighted with a red box and a red arrow pointing to it. At the bottom left of the screen, there is a link that says "I want to set up a different method".


First Time Login by SMS

Set up MFA step by step.

5. Click **Next** and click **Done** to complete the MFA set up.

Keep your account secure

Phone


 Verification complete. Your phone has been registered.

[Next](#)

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

 Phone

[Done](#)

First Time Login

Review the policy, select **Yes** and click **Confirm**.

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Lending Policy and Terms
Privacy Policy



User Login

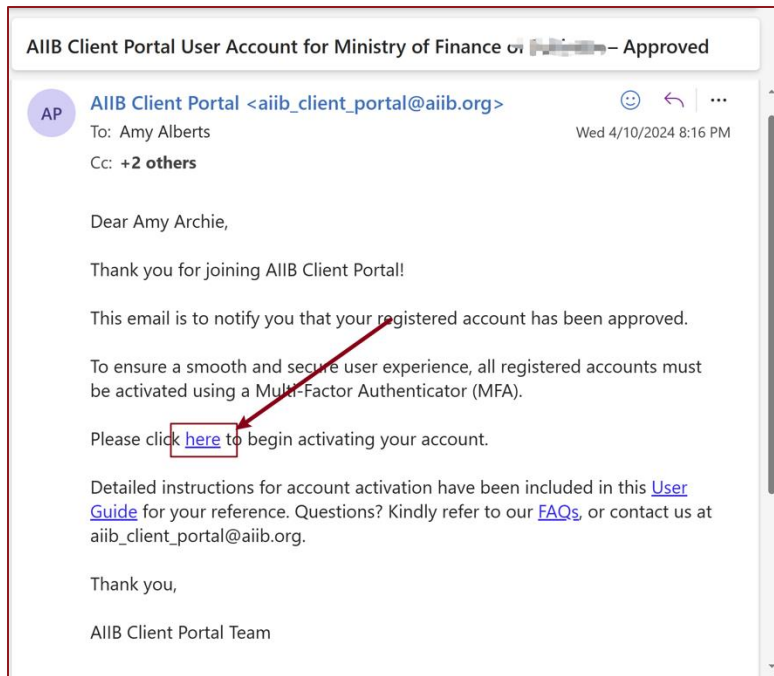
User Login—— Registered Microsoft User

User Login—Registered Microsoft User

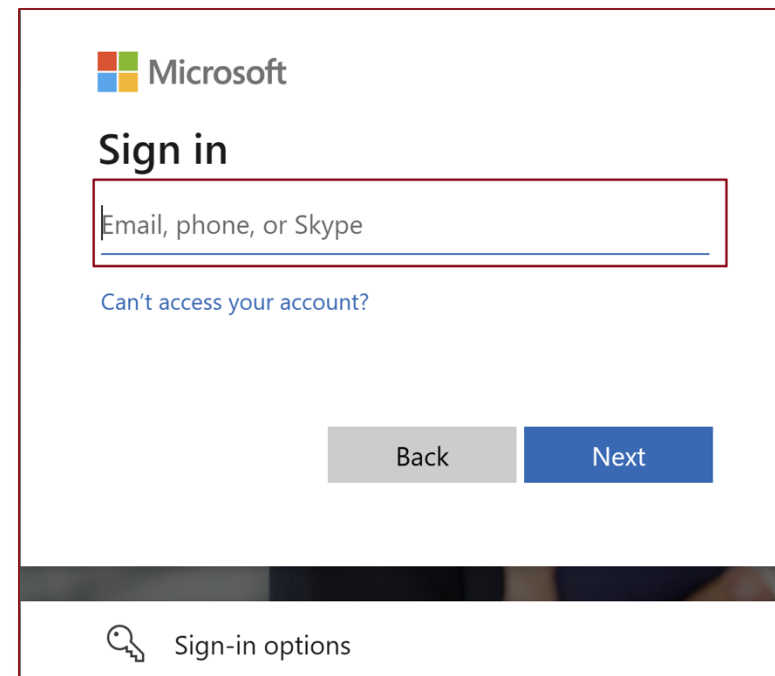
For registered Microsoft users with accounts associated with services like Outlook, OneDrive, Xbox, or Office 365, please use your existing Microsoft credentials to sign in. This will streamline the process and provide a consistent experience across all Microsoft services.

If possible, we encourage you to use your organization email credentials for this purpose.

1 Click the link in the welcome email, navigation to the welcome page.



2 Enter user's registered primary email address as user login name.



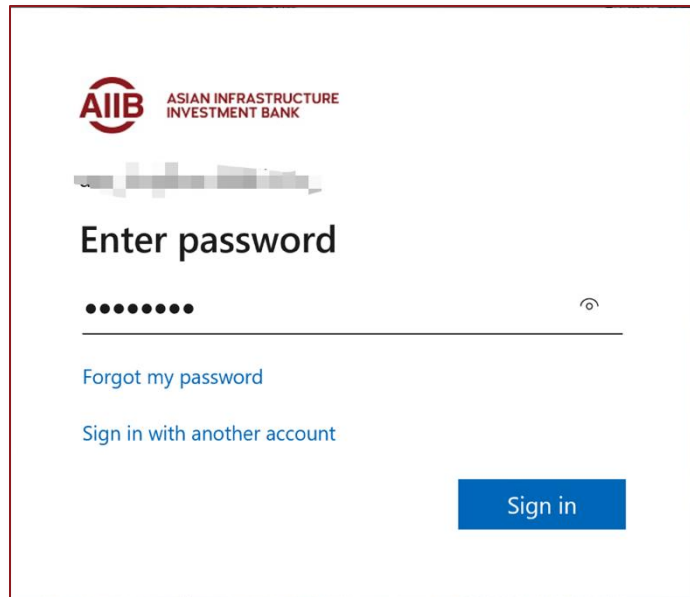
User Login—Registered Microsoft User

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If possible, we encourage you to use your organization email credentials for this purpose.

3

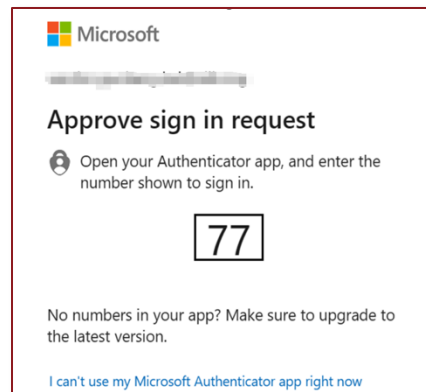
Enter password.



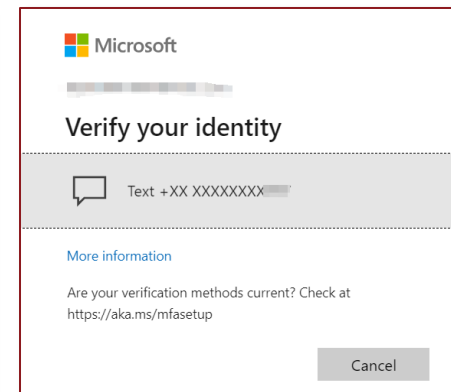
The screenshot shows the AIIB (Asian Infrastructure Investment Bank) login page. At the top left is the AIIB logo and the text "ASIAN INFRASTRUCTURE INVESTMENT BANK". Below this is a blurred email address field. The main heading is "Enter password". There is a password input field with a strength indicator (seven dots) and a toggle for visibility. Below the password field are two links: "Forgot my password" and "Sign in with another account". At the bottom right is a blue "Sign in" button.

4

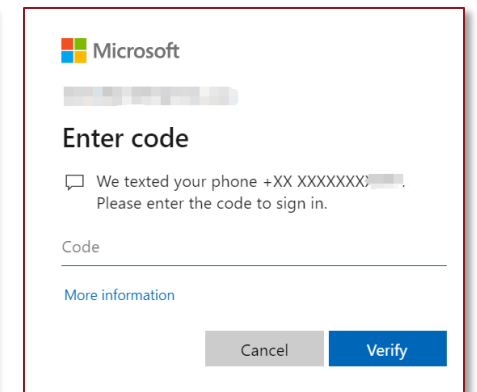
Complete the MFA validation (APP or SMS)



The screenshot shows the Microsoft "Approve sign in request" screen. It features the Microsoft logo at the top. The main heading is "Approve sign in request". Below this is a lock icon and the text "Open your Authenticator app, and enter the number shown to sign in." A large box displays the number "77". At the bottom, there is a link: "I can't use my Microsoft Authenticator app right now".



The screenshot shows the Microsoft "Verify your identity" screen. It features the Microsoft logo at the top. The main heading is "Verify your identity". Below this is a text input field with a speech bubble icon and the text "Text +XX XXXXXXXX". At the bottom, there is a "More information" link and a "Cancel" button.



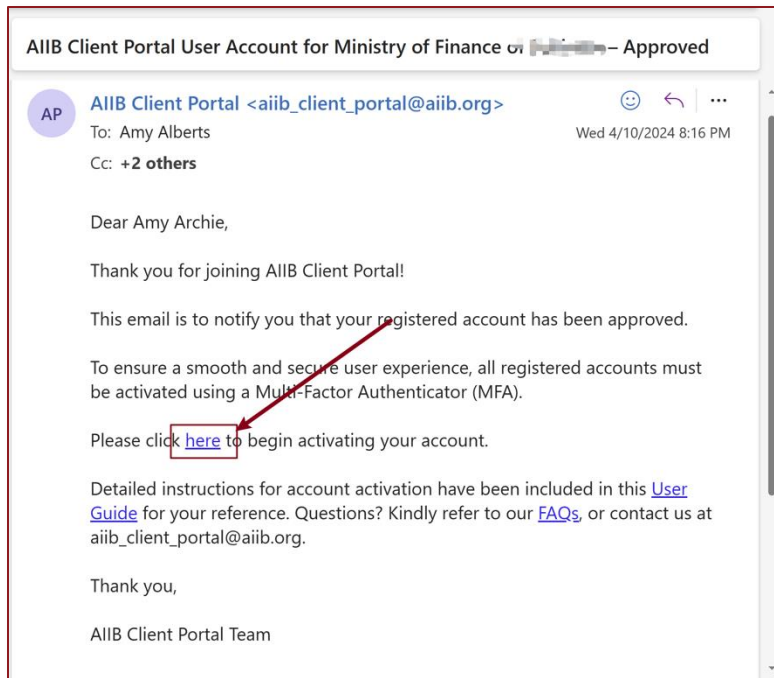
The screenshot shows the Microsoft "Enter code" screen. It features the Microsoft logo at the top. The main heading is "Enter code". Below this is a text input field with a speech bubble icon and the text "We texted your phone +XX XXXXXXXX. Please enter the code to sign in." At the bottom, there is a "Code" input field, a "More information" link, and "Cancel" and "Verify" buttons.

User Login—— Non-registered Microsoft User

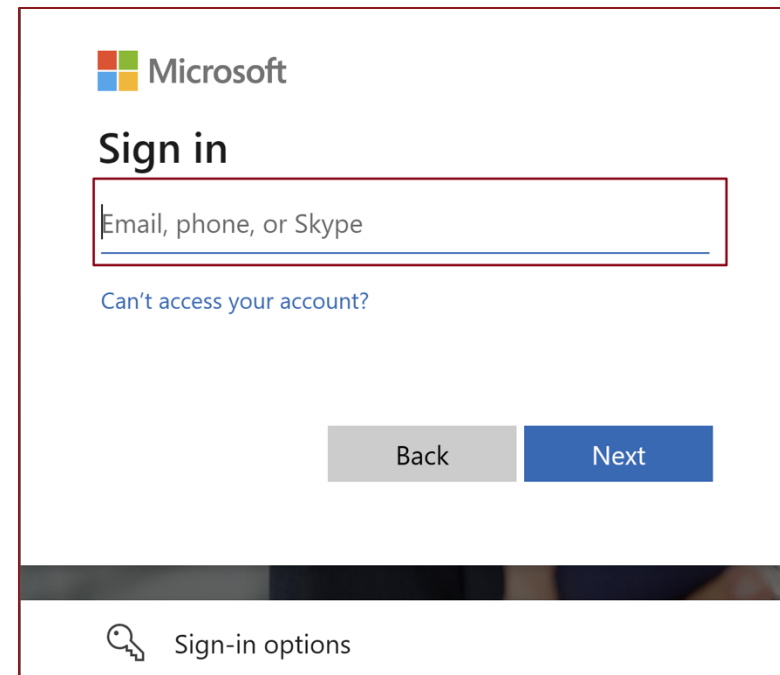
Non-registered Microsoft user Login

For non-registered Microsoft users who do not have an existing Microsoft account, they would use a one-time passcode for authentication.

1 Click the link in the welcome email, navigation to the welcome page.



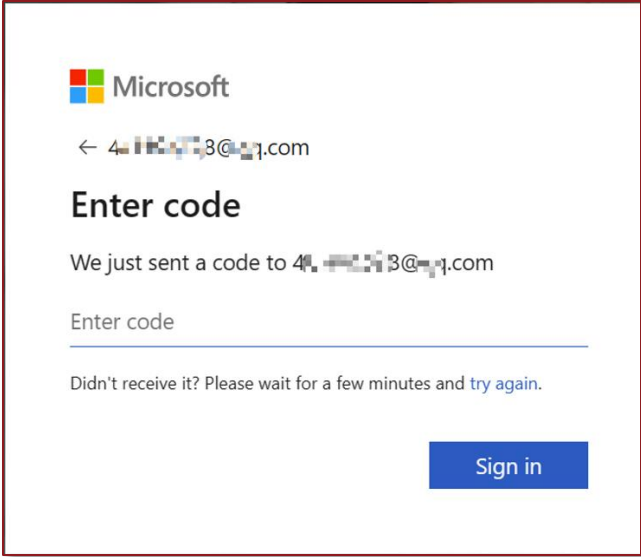
2 Enter user's registered primary email address as user login name.



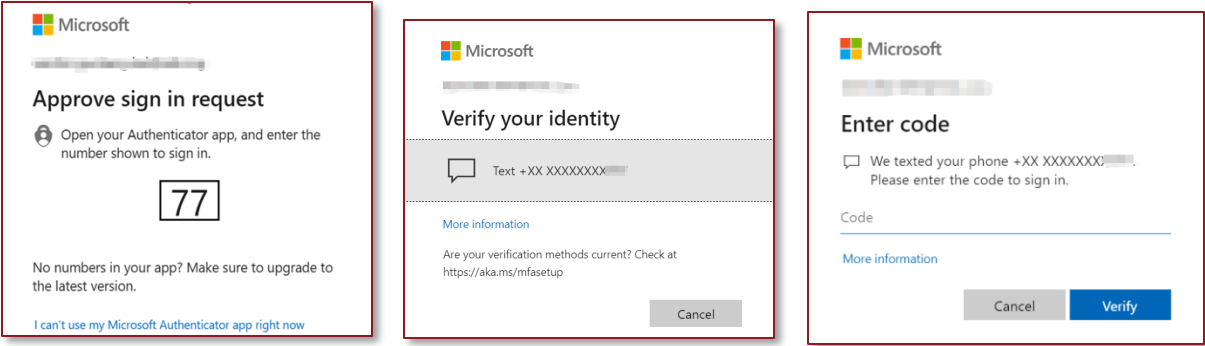
Non-registered Microsoft user Login

For non-registered Microsoft users who do not have an existing Microsoft account, they would use a one-time passcode for authentication.

3 For non-registered Microsoft user account (no password), instead of entering password, user need to enter the code that's sent to user's register mailbox.



4 Complete the MFA validation (APP or SMS)





ASIAN INFRASTRUCTURE
INVESTMENT BANK

Thank you.

AIIB

Tower A, Asia Financial Center
No.1 Tianchen East Road
Chaoyang District
Beijing, China
100101

+86-10-8358-0000
information@aiib.org

aiib.org