



RiskTool Advantage[®]

User Guide

This document describes how to use RiskTool Advantage[®].

Things to Know in Advance

1. You can access RiskTool Advantage[®] at <https://aig.com/rta>.
2. If your User Name uses a “fake” e-mail address for your account (one that’s not a company e-mail address and not a personal one like a Yahoo or Gmail one) you will not be able to receive password reset e-mails, and you need to ask the person who oversees RiskTool Advantage in your company to contact AIG on your behalf if your password needs to be reset or you have forgotten it.
3. Passwords expire after 90 days. The system will require you to change it if you try to log in after the 90 days have expired.
4. For security reasons you will be automatically logged out of the system after 4 hours, though you will receive warnings before that happens. If you need to continue working, just log back in.
5. Please e-mail questions or problems to:
 - a. AIG clients: risktooladvantagesupport@aig.com
 - b. Glatfelter clients: RTAsignup@glatfelters.com

The Home Page

When you log into RiskTool Advantage[®], you’ll see a dashboard summarizing the training that has been assigned to you, and whether any training is overdue.

Below that is a list of training courses that have been assigned to you. If you click the (+) Plus symbol next to each course, you can find out a little more information about it. To start the course, click the blue **Start** button.

At the top of the page is the **Training** menu, which has one selection, **View All Training**. This displays the entire course catalog, but you cannot take any of these by clicking on them. They need to be assigned to you by someone.

To Sign Out of the system, click on your name in the very top-right corner of the screen and select **Sign Out**.



Taking Training

To start a course, click on the blue **Start** button next to its name. You will see additional information about the purpose of the course, including its length. At any time, you can exit out of the course and return later.

Click the blue **Launch** link to display the video (or document if the course is document-based).

You will see instructions on how to navigate through the course. Click **Begin** to start. If you exit the video before it has completed, you will need to watch it again from the beginning next time. Click the **Play** button to start or pause the video. It is not possible to fast-forward through the video, though you can rewind it and watch parts of it again.

When the video has ended, or you have read the document, click the **Continue** button to move on to the quiz. Read the instructions, which include the number of retakes you are permitted, and what score is needed to pass, and click **Begin Quiz** to start.

If you fail the quiz, you may have additional opportunities to retake it, depending on how the system has been configured for your company. When you have passed, you will receive a congratulatory notification. If you failed, click the **Retake Quiz** button to try again. Click **Continue** to return to the Home Page.

If you want to view and print a completion certificate for a course you have completed and passed the quiz for, click the "award" icon on the right side of the page for each course. It will open in a popup PDF window.

Getting Help

AIG clients: risktooladvantagesupport@aig.com

Glatfelter clients: RTAsignup@glatfelters.com

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