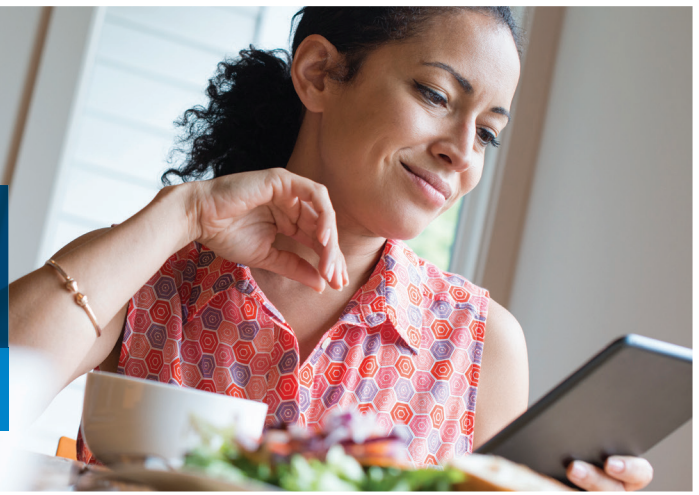


CignaAccess.com REGISTRATION PROCESS

Quick Reference Guide



IF YOU HAVE NOT REGISTERED YET AND DO NOT HAVE A PERMANENT USER ID

A permanent User ID is based on your name – e.g., jsmith10

1. Go to www.CignaAccess.com and click the *Register* button.

Log in

Username [Forgot Username?](#)

Password [Forgot Password?](#)

[Log in](#) [Register](#)

2. **Enter** your *Temporary User ID* and *Password* exactly as printed in the email you received, noting use of capital and lower-case letters. Then click *Register*.

3. **Enter** in all requested information including creating your permanent User ID, your Password and select a security question and click *Continue*.

Review and verify the information you entered and click *Accept* or *Back* to edit.

4. After clicking *Accept*, you have completed your registration and can go to www.CignaAccess.com to log in anytime.

5. **That's it!** You can now access all the applications that have been assigned to you.

IF YOU HAVE ALREADY REGISTERED AND ARE ADDING NEW ACCESS

1. Go to www.CignaAccess.com and **enter** your *Permanent User ID* and *Password*. Then click *Go*.

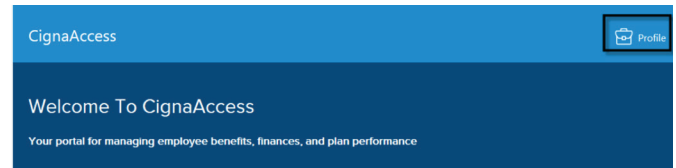
Log in

Username [Forgot Username?](#)

Password [Forgot Password?](#)

[Log in](#) [Register](#)

2. Click the *Profile* link at the top of the home page.



3. Click on the *Add New Online Service* tab and enter the Temporary User ID and Password and click *Submit*. Click the *Log Out* link and go to www.CignaAccess.com to log in again and you will see your new access has been merged with your existing access. Now you can access all your information with one User ID and Password.

Profile Summary [Add New Online Service](#)

Add Access to New Online Service

To add access, please enter the Temporary User ID and Temporary Password.

The Temporary User ID and Temporary Password are only valid for one user.

Please enter your Temporary User ID and Temporary Password below:

Temporary User ID

Temporary Password

[SUBMIT](#)

4. **That's it!** You have now successfully added additional services to your User ID.

Together, all the way.®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

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CignaAccess.com SECURITY ADMINISTRATION

Quick Reference Guide for Navigation

Accessing & Logging On

1. Go to www.CignaAccess.com. **Enter** your *User ID* and *Password* information, click *Go*.
2. From the home page, **select** the *Site Administration* link.

Adding a New User

1. From the *Site Administration* page, you will be able to add a new user or view/change an existing users access.

2. When accessing the *Site Administration* page, you default to the *Add New User* page as shown above. **Enter** the required information and click *Continue*.

3. **Choose** the *Business Groups* you want this user to have access to and click on the *Continue* button.

4. **Choose** the *Business Functions* and *Security Functions* you want this user to have. If you select *Security Functions*, a pop up box will display asking you to confirm you want to assign security functions to the new user. Click yes or no as applicable.

FUNCTIONS	<input type="checkbox"/> BUSINESS FUNCTIONS	<input type="checkbox"/> SECURITY FUNCTIONS
Disability Operational Reports - Benefits Executive	<input type="checkbox"/>	<input type="checkbox"/>
Disability Operational Reports - Benefits Administrator	<input type="checkbox"/>	<input type="checkbox"/>

FUNCTIONS	<input type="checkbox"/> BUSINESS FUNCTIONS	<input type="checkbox"/> SECURITY FUNCTIONS
View Bank Statements & Worksheets	<input type="checkbox"/>	<input type="checkbox"/>
View Check Registers & Refunds	<input type="checkbox"/>	<input type="checkbox"/>

5. By selecting *Security Functions*, you are enabling this user to delegate business functions to other users.
6. For clients that requested delegation at the account and/or branch level, a Group Structure page will appear for users assigned to the following business functions:
 - › Eligibility Administrator
 - › Eligibility Assistant
 - › Eligibility - View Only

Select one or more accounts from the *Available Accounts* list and then click the > key. To select all available accounts, click on the *Available Accounts* checkbox. Next, choose to either *Select individual branch access* or *Grant all branches for this user*. If you choose to *Select individual branch access*, a branch selection screen for each account selected will appear.

7. For clients with multiple billing statement codes, a statement code selection page will display allowing access to one or more statement codes. Select the applicable statement codes and click *Continue*.

8. Review and confirm the information for this user and click *Accept*.

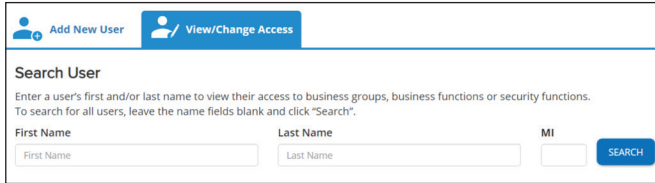
9. A confirmation page will display and the temporary user id and password will be emailed to the new user.

CignaAccess.com SECURITY ADMINISTRATION

Quick Reference Guide for Navigation

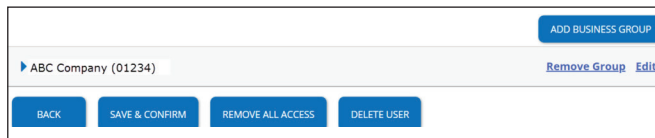
Changing a User's Access

1. From the *Site Administration* page, select the *View/Change* user tab.



The screenshot shows a user interface with two tabs: 'Add New User' and 'View/Change Access'. The 'View/Change Access' tab is active. Below the tabs is a 'Search User' section with the instruction: 'Enter a user's first and/or last name to view their access to business groups, business functions or security functions. To search for all users, leave the name fields blank and click "Search".' There are three input fields: 'First Name' (with a sub-label 'First Name'), 'Last Name' (with a sub-label 'Last Name'), and 'MI'. A blue 'SEARCH' button is located to the right of the 'MI' field.

2. **Enter** the user's first and/or last name and click the *Search* button. To search for all users, leave the name fields blank.
3. *Select* the edit link to change the business groups, business functions or security functions and *save & confirm* or *Select* remove all access to remove all group, business and security functions assigned or *Select* delete user to delete the user from CignaAccess.



The screenshot shows a user access management interface. At the top right is a blue 'ADD BUSINESS GROUP' button. Below it is a dropdown menu showing 'ABC Company (01234)' with 'Remove Group' and 'Edit' links. At the bottom are four blue buttons: 'BACK', 'SAVE & CONFIRM', 'REMOVE ALL ACCESS', and 'DELETE USER'.

Online Descriptions

- ▶ Go to *Resources & Training* site administration tab to access a brief description of each business function.

Customer Support

- ▶ Visit the *Resources & Training* section on CignaAccess for FAQs, user guides and sample reports.



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