Cigna for Brokers Portal

Account and login help

Instructions and troubleshooting tips

Creating a CignaforBrokers portal account.

1. Go to cignaforbrokers.com/web/create-account/access-code
2. Enter your last name
3. Enter access code.
   a. If you are an agent, your access code is C + Writing Agent Number + last six digits of SSN+A
   b. If you are not an agent, your access will be provided to you via email
4. Enter a username. Username must be 4 to 30 characters long, contain at least 1 letter and have no more than 5 digits in a row.
5. Enter a password. The password must be at least 6 characters long (no spaces), contain at least 1 number and 1 letter. Accepted symbols: _ ! , & @
6. Enter your password again.
7. Enter your email address and phone number.
8. Select two security question and answers and click *Next.*
9. Read and agree to the Terms & Conditions, check the check box and select the *Create Account* button.

Log in

1. Go to cignaforbrokers.com.
2. Click the *CignaforBrokers* Login or *Express App* Login button.
3. Enter your username and password in the respective fields and click *Log In.*

Forgot your password?

1. Go to cignaforbrokers.com.
2. Click the *CignaforBrokers* Login or *Express App* Login button.
3. Click *Forgot Password?*
4. Enter your username, first name and last name and click *Next.*
5. Answer your security questions and click *Next.*
6. Enter a new password and enter it again and click *Next.*
7. Your username will be populated. Enter new password on login page.

Please Note: To enhance your security a new password must be established every 90 days. When prompted to enter a new password, simply follow the instructions on the website.

Having Issues?

• You do not have to register again if you have already registered with one of our companies, including, but not limited to:
American Retirement Life Insurance Company, Cigna Health and Life Insurance Company, Cigna National Health Insurance Company, Loyal American Life Insurance Company, Provident American Life Insurance Company and Sterling Life Insurance Company.

• You do not have to register again if you already have a username and password for CignaforBrokers.

• If you are appointed as a CSB corporation, enter the licensed principal's information. Add 'SYS' to the beginning of the agent number.

• You must have your welcome email and writing number to register.

• If you recently changed your name, we may have your previous name on file. Try entering your previous name if you have issues with creating an account or retrieving your username.

• Passwords are case sensitive.

• Check the URL - cignaforbrokers.com.

• When accessing CignaforBrokers with Internet Explorer, please verify that your browser is not in compatibility mode. Some aspects of CignaforBrokers (Express App) will only work with Google Chrome or IE11 or greater.

Together, all the way.®

Cigna.

Forgot your user name?

1. Go to cignaforbrokers.com
2. Click the *CignaforBrokers* Login or *Express App* Login button.
3. Click *Forgot Username?*
4. Enter your first name and last name
5. If you are an agent, enter your agent number. If you are not an agent, click the box *I am not a producer or agent*, then enter your email address and click *Next*
6. Your username will be populated in the Username field, Then enter your password and click the *Log In* button.

Still need help?

After following the steps found in the previous sections of this guide and you continue to have trouble logging into CignaforBrokers portal, please call our Agent Resource Center at 877.454.0923 during our normal business hours.