

# MyCigna Registration Instructions

To register on [myCigna.com](https://mycigna.com) and the myCigna mobile app you will need to complete the required fields , set up security questions, User ID between 4-32 characters and password between 9-12 characters which includes a minimum of one number, one upper case letter and one symbol.

When you visit [myCigna.com](https://mycigna.com) for the first time, you will be guided through the registration process.

Here are the steps and what you will need when you register.

1. Fill out the required fields on the **Activate your myCigna account** page and click **Next**
  - First Name
  - Last Name
2. Fill out the required fields on the **What's your date of birth?** page and click **Next**
  - Month
  - Day (DD)
  - Year (YYYY)
3. Fill out the required fields on the **What's your home ZIP code?** page and click **Next**
  - ZIP Code

**Recently moved?** We may have your previous ZIP code on file.

4. Select the correct button on the **What best describes you?** page and click **Next**
  - I'm the Subscriber on a non-Medicare/Medicaid plan
    - The person who signed up for the plan either through your employer or on your own, through a health exchange.
  - I'm a Dependent on a non-Medicare/Medicaid plan
    - A child, spouse or domestic partner covered under the subscriber's plan.
  - I'm a Cigna Medicare Customer
  - I'm a Medicaid Customer
  - I want to register for the Employee Assistance Program ONLY
5. Select the button on the **How would you like to confirm your identity?** page and click **Next**
  - Use my Social Security number
    - **Enter your Social Security number** on the next page and click **Next**
  - Use my Cigna ID number  
Your Cigna ID number is located on the front of your ID card. (Ex: U123456789)
    - **Enter your Cigna ID number** on the next page and click **Next**
  - I want to register for the Employee Assistance Program ONLY
    - **Confirm Your Identity**  
To give you access to EAP benefits, we need a little information from you.
      - Employer Name or ID
      - Your Relationship to the Employee

**Note:** If you do not have your ID number, you will be given other search option links:

- Take a Personal Identification Quiz (Only takes a few minutes)
- Select two questions from the **What security questions would you like to use?** page and click **Next**
- **Security Question 1**
    - What street did you live on in the sixth grade?

- What was the name of your first dog?
- What is your oldest sibling's middle name?
- What was the last name of you childhood best friend?
- In what city was your first job?
- In what city was your father born?
- What is you maternal grandmothers maiden name?
- What was your childhood nickname?
- **Security Question 2**
  - In what city did you get married?
  - Who was your first employer?
  - In what city was your mother born?
  - What city did you live in when you were 10?
  - What was the name of your first cat?
  - What is the middle name of your youngest child?
  - What school did you attend for fourth grade?

Create your **Username** and **Password** on the *Create your myCigna account* and click **Create Account**

Your Username must have between 4-32 characters.

- It should include at least one letter and one number.
- It should not have more than 5 consecutive numbers in a row. It cannot contain the word Cigna, some religious words, threatening words, or curse words.

Your Password must be between 9-12 characters. It should include:

- At least 1 number.
- At least 1 upper case letter.
- At least one of the following symbols \_ ! . & @.

**Notes:**

- An Email address is also required.
- Your Mobile Phone Number is optional.

A pop-up will appear with the **myCigna User Agreement**. Select **I agree** to continue or **Log Out**.

Confirm your information is correct on the **Everything look good?** page and click **Next**.

**Note:** If you have any difficulties registering, please call (800) 853-2713.