

# Cigna Health Benefits App

## GETTING STARTED

**Manual**

## HOW TO DOWNLOAD THE CIGNA HEALTH BENEFITS APP

The app can be downloaded for free from the Apple App Store<sup>SM</sup> or Google Play<sup>TM</sup> store.

### Apple App Store<sup>SM</sup>

You can download the app directly from the Apple App Store by clicking this link:

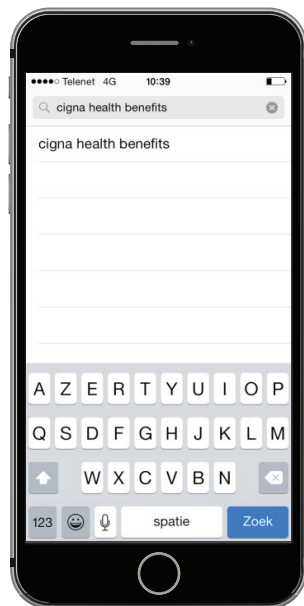
<https://itunes.apple.com/app/cigna-health-benefits/id977688224>

Alternatively, you can follow these steps:

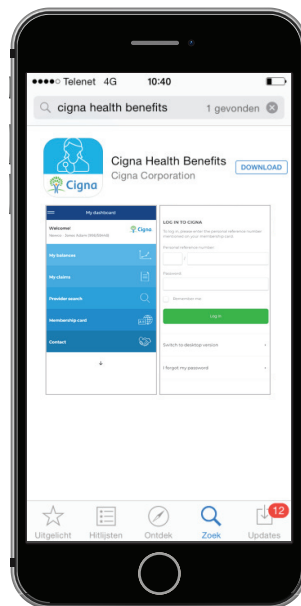
- 1. Open the App Store application on your phone.
- 2. Search for 'Cigna Health Benefits'.
- 3. The App Store will show the Cigna Health Benefits app page. Click the 'Download' button.
- 4. The Cigna Health Benefits app icon will appear on your phone.



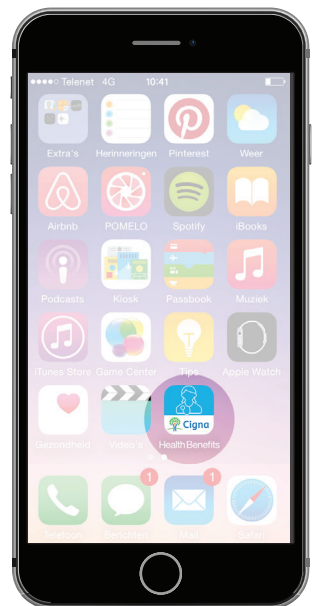
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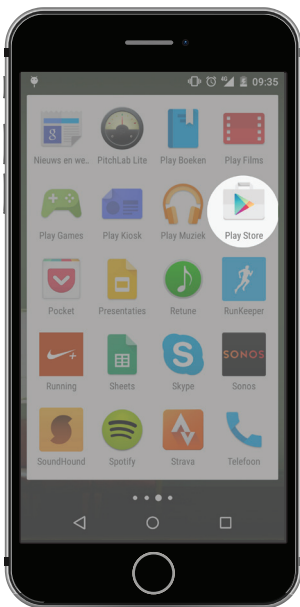
## Google Play™ store (Android™ phones)

You can download the app directly from the Google Play store by clicking this link:

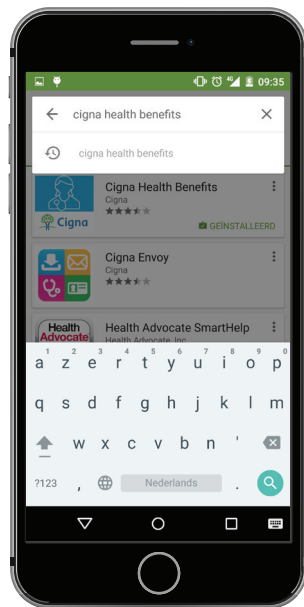
<https://play.google.com/store/apps/details?id=com.cignahealthbenefits.mobileapp>

Alternatively, you can follow these steps:

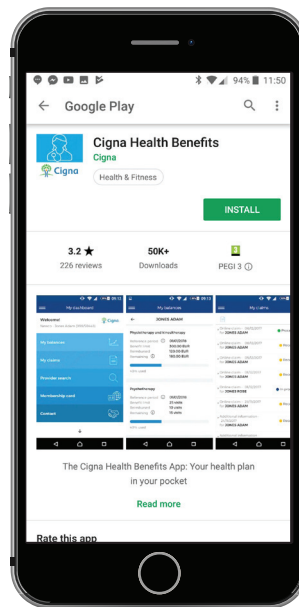
1. Open the Google Play store application on your phone.
2. Search for 'Cigna Health Benefits'.
3. The Google Play store will show the Cigna Health Benefits app page. Click the 'Install' button.
4. The Cigna Health Benefits app icon will appear on your phone.



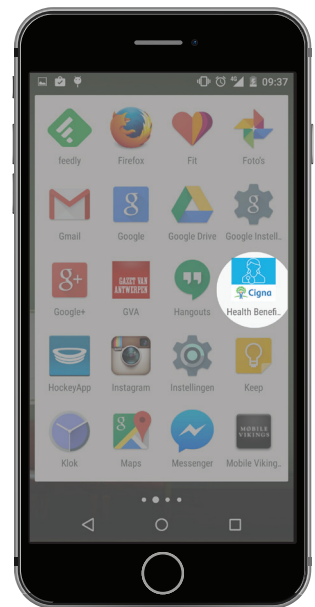
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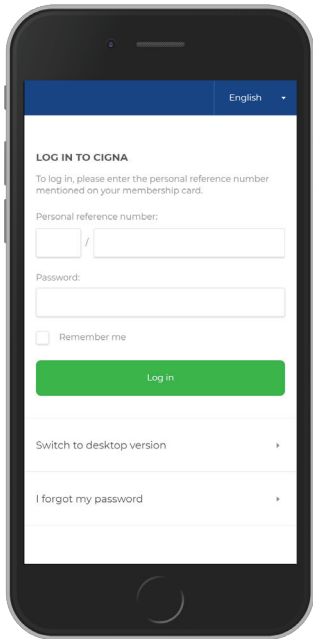
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## GETTING STARTED

### 1. Accessing the app

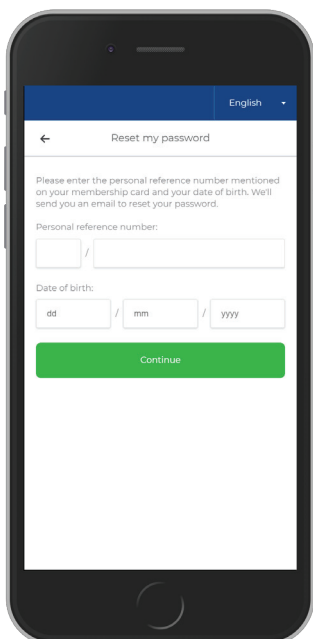


To open the app, click the Cigna Health Benefits icon. The Welcome screen is then displayed.



### 2. Login screen

- › To log in to the app, please enter your personal reference number and password.
- › You can use the same personal reference number and password for the mobile app as you use for the desktop version of your personal webpages.
- › **Remember me:** if you check the 'Remember me' box, the app will remember your personal reference number for future logins. However, you will always be asked to enter your password manually.
- › **Change language:** By default, the app opens in the language of your mobile device, but you can change the language on this screen.
- › **No password yet?**  
If you don't have a password yet, you will be asked to create one on our website first. Please go to <https://www.cignahealthbenefits.com/plan-members>, log in with your personal reference number and date of birth and follow the instructions on the screen.



### Request a new password

Click 'I forgot my password' at the bottom of the login screen.

You can request a new password in three easy steps:

- › 1. Enter the personal reference number and date of birth of the main Plan member.
- › 2. A password reset email is sent to the email address we have on file for you.
- › 3. Click the link in this email. You will be redirected to our website, where you can create a new personal password.

**Use this new password to log in to your personal webpages and/or the app.**