

Below is a step-by-step illustration about how to register for the Aetna Navigator. The Navigator gives members the ability to view important information about their health plan, wellness initiatives, and so much more!

## Registration

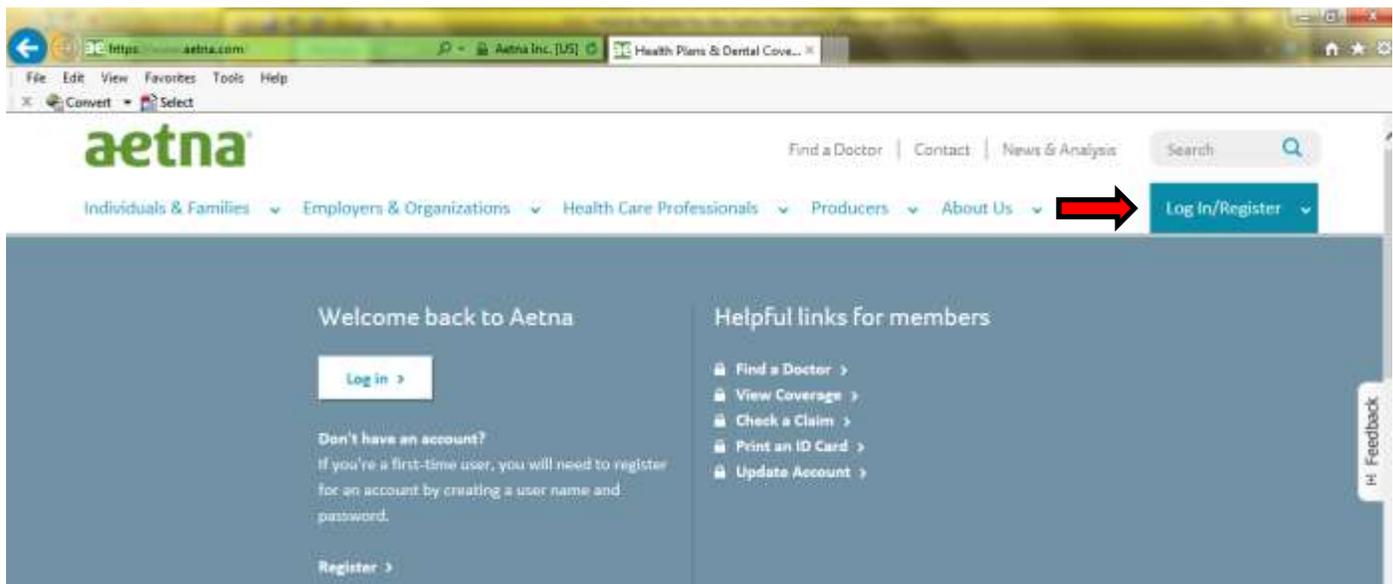
We've designed Aetna Navigator registration so it's easy-to-use. Subscribers and dependents can complete registration in just five steps:

1. Personal Information
2. Create a Secure Log In
3. Preferences
4. Terms & Conditions
5. Profile

That's it! The next page they'll see is their Profile Validation page. Then, they'll have access to their personalized health and financial information in their secure member website.

From your internet browser, go to [www.aetna.com](http://www.aetna.com).

**>> Click on Log-in/Register**



>> Next, click the 'Register now' button

**Member Log In**

User name  
  
User name tips

Password  
  
Password tips

**Secure log in**

Forgot user name or password?

**First-time users**  
Please sign up for an account.  
You will create a user name and password.

 **Register now**

Take a tour

>> Enter Personal Information. Make sure to use a 9-digit EIN (ex. 000123456) to complete this process. Your SSN will not work.

**1 Personal Information** 2 Create a Secure Log In 3 Preferences 4 Terms & Conditions 5 Profile

**Personal Information:**

**\* required field**

Register using my:  
 Member ID Number  Social Security Number

\* Member ID Number:

\* Full First Name:

\* Full Last Name:

\* Date of Birth:  /  /

Zip Code:

**BACK** **CONTINUE**

**Need Help? Ask Ann**  
Ann, our Virtual Assistant, is ready to help you register and log in.

**Where can I find my MEMBER ID?**  
Here are some examples of where you may find your Member ID.

**Please enter your member ID number as seen on your Aetna Member ID Card.**

MEMBER NAME	MEMBER ID	MEMBER TYPE
SMITH, JANE	000123456	Individual
SMITH, JOHN	000123456	Individual
SMITH, JANE	000123456	Individual
SMITH, JOHN	000123456	Individual

## >> Create a Username & Password

1 Personal Information 2 **Create a Secure Log In** 3 Preferences 4 Terms & Conditions 5 Profile

SAM SMITH

**Create a Secure Log In**

Need Help? **Ask Ann**  
Ann, our Virtual Assistant, is ready to help you register and log in. 

**\* required field**

\*Create a User Name:

\*Create a Password:

\*Re-enter Password:

**Security Question**

If you forgot your password, you will need to answer this question correctly to reset your password.

\*Select a question:

\*Your answer:

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Your user name must include:

- At least 6 characters
- At least 1 letter
- At least 1 number
- No Spaces

We also accept five special characters in user names: \_ ~ . @ -

[Need Help?](#)

## >> Set User Preferences

1 Personal Information 2 Create a Secure Log In 3 **Preferences** 4 Terms & Conditions 5 Profile

SAM SMITH

**Preferences:**

Need Help? **Ask Ann**  
Ann, our Virtual Assistant, is ready to help you register and log in. 

**\* required field**

**E-mail Notifications**

Please provide us with an e-mail address so that we can alert you in case of unusual activity on your account. Also, if you turn off paper (see below), communications will be sent to the e-mail address you provide.

Enter your E-mail address:

Re-Enter your E-mail address:

I would like to receive E-mails about my benefit plan(s), programs and general health information from Aetna

**Paper-Saving Preferences**

**\* Selection required**

**Go Green! Turn off paper**  
You will receive communications, including notifications of claims, by E-mail and you will be able to view your communications online.

**Mail me paper**  
You can always turn off paper in your Navigator profile settings.

**BACK** **CONTINUE** ➔

Please re-enter your E-mail address.

>>Accept Terms & Conditions



1 Personal Information 2 Create a Secure Log In 3 Preferences 4 Terms & Conditions 5 Profile

SAM SMITH

Need Help? [Ask Ann](#)  
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### Terms & Conditions:

#### User Agreement

The following terms and conditions, including the Legal Statement, Web Privacy Statement and Privacy Notices, shall govern your use of the information, tools and other content accessible via this website (the "services"). Depending on the specific benefits provided by your health plan, these services may include one or more of the following: Aetna Navigator®, Simple Steps To A Healthier Life®, Aetna Rx Home Delivery® and the Personal Health Record. You acknowledge that you have read, understand and agree to the following:

[Legal Statement](#)  
[Web Privacy Statement](#)  
[Privacy Notices](#)

You understand that you must provide, at your own expense, all internet, telephone and other equipment and services necessary to access and use the services.

#### Health Information and Other Content

You understand and agree that the health information and other content appearing on this website or developed with your input as part of the services:

- is compiled from a variety of sources ("information providers"), including but not limited to the Associated Press, government health agencies and other health organizations, and is for informational purposes only
- is presented in summary form and intended to provide broad consumer understanding and knowledge of health care topics
- Does not cover all possible uses, directions, precautions, drug interactions or adverse effects, nor mean that a particular drug or course of treatment is safe, effective or appropriate for you
- is not a substitute for professional health care and is not meant to replace the advice of health care professionals
- Does not replace or modify any benefits plan documents or other member materials.

I acknowledge that I have read and approved the terms and conditions.

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>> Registration Complete



1 Personal Information 2 Create a Secure Log In 3 Preferences 4 Terms & Conditions 5 Profile

SAM SMITH

Need Help? [Ask Ann](#)  
Ann, our Virtual Assistant, is ready to help you register and log in. 

### Creating your profile

Please wait... 4 seconds

You are almost done! We are creating your profile. When it is ready, review it and then you can access your website.



**>> Below is the link to a video tutorial that provides the instructions on how to register for the Aetna Navigator.**

<https://kvgo.com/aetna-pm/welcome-aetna-navigator>