

## Getting Started with Cigna Client Resources (CRP)

[www.CignaClientResources.com](http://www.CignaClientResources.com)

- For technical or password support, contact the Helpline at 800.866.5544, M-F 7-4:30 MST.
- You will receive your user id and password from Cigna Client Resources via a Cigna Secure Message. If a request for access has not been submitted, please contact your Account Service Representative. If you need assistance to recover your log-in information, please call the Helpline. Each user of the Client Resources website are provided with their own, unshared access to protect privacy information.
- CRP works best in Internet Explorer 8.0 or higher, we do not recommend using other browsers.
- In IE, set-up CignaClientResources.com in your Compatibility View Settings:
  - Go to [www.cignaclientresources.com](http://www.cignaclientresources.com).
  - Go to Tools > Compatibility View Settings > Enter our internet site [www.cignaclientresources.com](http://www.cignaclientresources.com) to “Add this website” field and then click 'Add'.
  - Click “Display all websites in Compatibility View”.



# Logging In For The First Time

- To sign-in, a Username and Password is needed to access the Secured Client Resources website.
- The first time you sign-in to the Client Resources website you will be prompted to enter a permanent password and answer a security question.
- Accept the User Agreement, and you are on your way!

The screenshot shows the Cigna Client Resources website interface. At the top left is the Cigna logo. To its right, a welcome message reads: "Welcome, Today is May 5, 2014. My Profile | Sign Out". Further right are navigation links: "Home | Service Request System | Contact Us". Below these are details: "Group Health Plans Insured or Administered by: Connecticut General Life Insurance Company Cigna Health and Life Insurance Company".

A yellow notification box states: "Your password has expired. Please create a new password, select a security question from the pulldown menu and enter your answer."

The main content area is titled "My Profile" and includes a note: "Fields marked with an \* are required." Below this is the "Change Password" section, which contains instructions: "Your password must be between 8 and 16 characters long and contain 3 of the 4 following at least 1 capital letter, at least 1 lower case letter, at least 1 number and at least 1 symbol. Create a password that is easy for you to remember but difficult for others to guess. If you are changing your password, you may not use a previous password. Create a password that is easy for you to remember but difficult for others to guess. If you are changing your password, you may not use a previous password." It features three input fields: "\* Current password", "\* New Password", and "\* Re-enter new password".

Below the password fields is the "Change Security Question/Answer" section, which includes a dropdown menu for the security question (currently set to "What was the name of your first pet?") and an input field for the security answer. At the bottom of the form are "CANCEL" and "CONTINUE >" buttons.

## CignaClientResources.com Plan Sponsor User Agreement

Use of the Secured Site (CignaClientResources.com) requires that you agree to the following terms and conditions by clicking "I agree" below. You must scroll through and read all the terms and conditions before clicking "I agree".

### Definitions; Products and Services Provided by Cigna Corporation Subsidiaries

"Cigna®" is a registered service mark of Cigna Intellectual Property, Inc. licensed for use by Cigna Corporation and its subsidiaries. Cigna Corporation is a holding company and is not an insurance or an operating company. Therefore, products and services are provided exclusively by subsidiaries and not by Cigna Corporation. "Cigna" may refer to Cigna Corporation itself or one or more of its subsidiaries, but when used in connection with the provision of a product or service, always refers to a subsidiary.

### Cigna Content and Others' Content

While visiting the Secured Site, you may access non-Cigna content included in your Secured Site home page or access non-Cigna web site content by following links to non-Cigna web sites. Categories that include non-Cigna content or links include a highlighted statement informing you of the non-Cigna content. Cigna does not review, control or endorse the content on non-Cigna categories, or any non-Cigna web sites, and therefore will not be responsible for their content or accuracy. Your access to non-Cigna content and non-Cigna web sites is at your sole risk. The non-Cigna content and the information on the non-Cigna web sites are wholly unrelated to the terms of coverage under Cigna health benefit plans. Services and supplies referenced on such non-Cigna web sites may not be covered benefits under Cigna health benefit plans. In order to determine coverage, refer to the relevant Cigna health plan documents.

### Security Administration and Plan Sponsor Use

The Plan Sponsor Security Administration content is furnished by Cigna to its customers to provide plan sponsors (including similarly situated entities that are not sponsors of benefit plans), their employees and agents, with a tool for administering security for their users of certain Cigna online services.

Cigna User IDs and Passwords should NEVER be shared. Plan sponsors are fully and solely responsible for all activities performed under the security administrator User ID(s) and Password(s) issued to the plan sponsor, and under the User IDs and Passwords of other users to whom the plan sponsor delegates access. Cigna is entitled to rely on all activities utilizing the security administrator User ID(s) and Password(s) until notified in writing by the plan sponsor to the contrary. Plan sponsors are also fully and solely responsible for adding and deleting access for employees and agents as they change employment and responsibilities.



# Basic Navigation

- The home page is divided into 3 sections
  - Main (Global) Navigation: Displayed on every screen within the Client Resources website, the main navigation provides access to the primary functional areas of the site.
  - Utility Navigation: Provides access to user-specific functionality, such as editing your profile and password, submitting and tracking service requests, launching this tutorial and signing-out of the application.
  - Main Content Area: Explains the primary functional areas of the Client Resources website. Until you've selected a specific group to administer, the visible content is 'read-only.' Following group selection, this content can be used to navigate to the primary areas of the site. Note: Users with single-plan access are not required to select a group.

The screenshot shows the Cigna Client Resources website interface. At the top left is the Cigna logo. To its right is the 'Utility Navigation' section, which includes a personalized welcome message: 'Welcome, Shannon. Today is May 1, 2014.' Below this are links for 'My Profile' and 'Sign Out'. Further right are links for 'Service Request System' and 'Contact Us'. The main navigation menu on the left lists various administrative functions: Plan Administration, Member Administration, Group Enrollment Setup, Reports, Archived Reports, FSA Administration, HRA Administration, Health Improvement, Plan Support, Announcements, Tutorial, and Feedback. The main content area features a search bar with the instruction: 'Enter an 8-digit group number to gain full access to the site or enter up to 25 characters of a group name to display matching results. Group numbers should not contain spaces, symbols or alphabetical characters.' A search result is displayed for '00600703 The Paper Company'. To the right of the search bar is a 'Find a Health Care Professional' section with a search icon and the text 'Search online for doctors, hospitals and facilities.' Below this is a 'Content Navigation' box. The background of the main content area shows a scenic landscape with mountains.



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