



# CignaForBrokers Account Login

Registration, username and password instructions



## Registering on CignaForBrokers

1. Go to [www.cignaforbrokers.com](http://www.cignaforbrokers.com).
2. Select "Register."
3. Enter last name and access code.
  - » **Cigna Supplemental Benefits (CSB) agents:** C + writing agent number + last six of SSN + A.
  - » **Medicare Advantage Prescription Drug (MAPD) agent:** C + Producer Code + Last 6 of SSN + A.
  - » **MAPD agency setting up access to online commission statements:** C + agency producer code + last 6 of TIN + A (The last name will be agency full legal name).
  - » **Non-agents:** Access code is sent to you by email.
4. Enter your email address and phone number. These will be used for Multifactor Authentication (MFA) when logging in to CignaForBrokers (CFB).
5. Enter a username.
  - » No more than 16 characters.
  - » Must contain at least 1 letter.
  - » No more than 5 digits in a row.
6. Enter a password.
  - » Must be at least 6 characters long.
  - » Contains no spaces.
  - » At least 1 number and 1 letter.
  - » Only accepted symbols: ( \_ ! , & @ ).
7. Re-enter password.
8. Select a security question & answer and click Next.
9. Read and agree to the Terms & Conditions.
10. Check the box and select the Create Account button.

**Note:** Upon setup, you will be routed back to the CFB login page to log in with the newly setup credentials.



Go to [Forgot Password/Username](#).

## Important

**Registration applies only to newly appointed agents.**

You may need to register again if you are recently appointed with a new line of business (i.e. already had CSB or MAPD and now adding CSB or MAPD).

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 Insurance Company, Loyal American Life Insurance Company, Provident American Life Insurance Company and Sterling Life Insurance Company.

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

# Forgot Password/Username

## Password help

1. Go to [www.cignaforbrokers.com](http://www.cignaforbrokers.com).
2. Click Forgot Password?
3. Enter your username, first name and last name and click Next.
4. You will be emailed a One Time Passcode (OTP).
5. Enter the OTP when prompted.
6. Enter a new password and enter it again and click Next.
7. You will be routed back to the login screen.
8. Enter your username and NEW password.

## Username help

1. Go to [cignaforbrokers.com](http://cignaforbrokers.com).
2. Click the CignaForBrokers 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 “I am not a producer or agent,” then enter your email address and click Next).
6. Once your username is populated in the Username field, enter your password and click the Log In button.



### Still having issues?

Contact our dedicated support teams during normal business hours.

**Agent Resource Center at 877.454.0923** (for CSB Brokers)

**CARL at 866.442.7516** (for MA/PDP brokers)



## 60 Day password reset

**Please Note:** To enhance your information security you must reset your password every **60 days**. When prompted to enter a new password, simply follow the instructions on the website, which are the same as the steps shown under “Password help.”