

CIGNA GLOBAL HEALTH BENEFITS®

Cigna Envoy®

Registration and User Guide



Offered by Cigna Health and Life Insurance
Company or its affiliates.

CIGNA GLOBAL HEALTH BENEFITS®

Registration

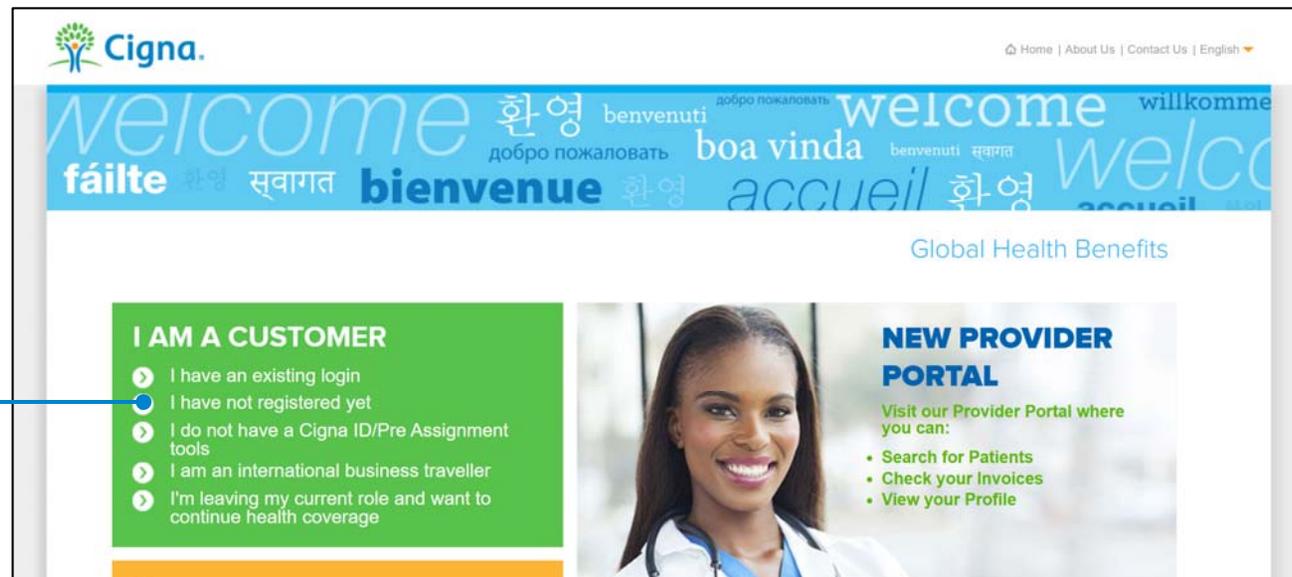


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Registration

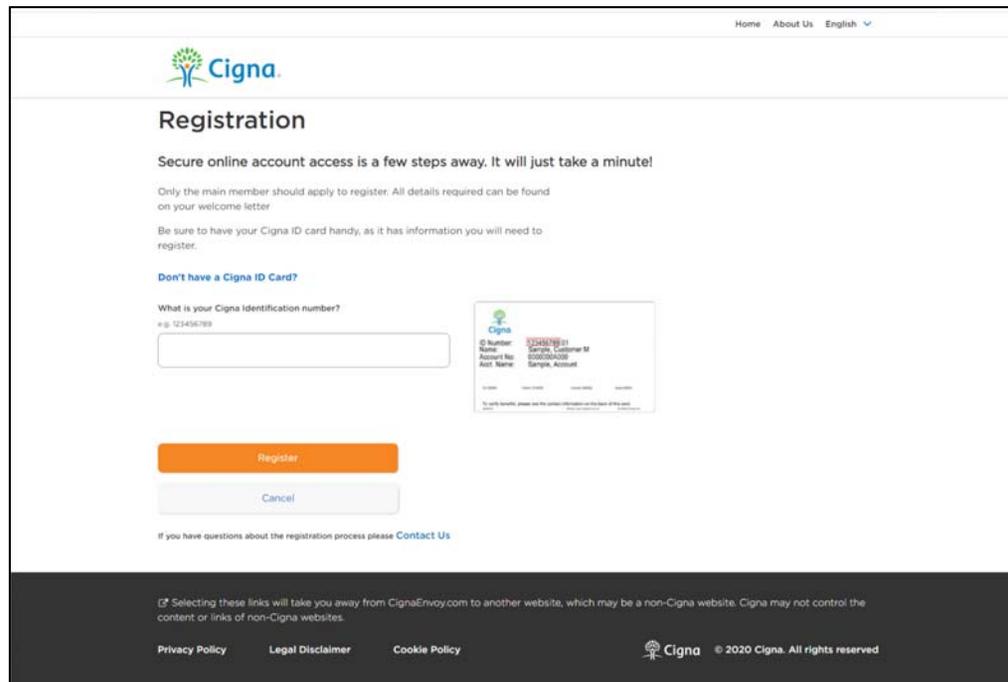
To register for the Cigna Envoy website, from your web browser navigate to www.CignaEnvoy.com and select “I have not registered yet”.

Click this option



Registration

Enter your nine-digit Cigna membership number into the “Cigna ID” field.



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Registration

Secure online account access is a few steps away. It will just take a minute!

Only the main member should apply to register. All details required can be found on your welcome letter

Be sure to have your Cigna ID card handy, as it has information you will need to register.

[Don't have a Cigna ID Card?](#)

What is your Cigna Identification number?
+ @ 123456789



Register

Cancel

If you have questions about the registration process please [Contact Us](#)

ⓘ Selecting these links will take you away from CignaEnvoy.com to another website, which may be a non-Cigna website. Cigna may not control the content or links of non-Cigna websites.

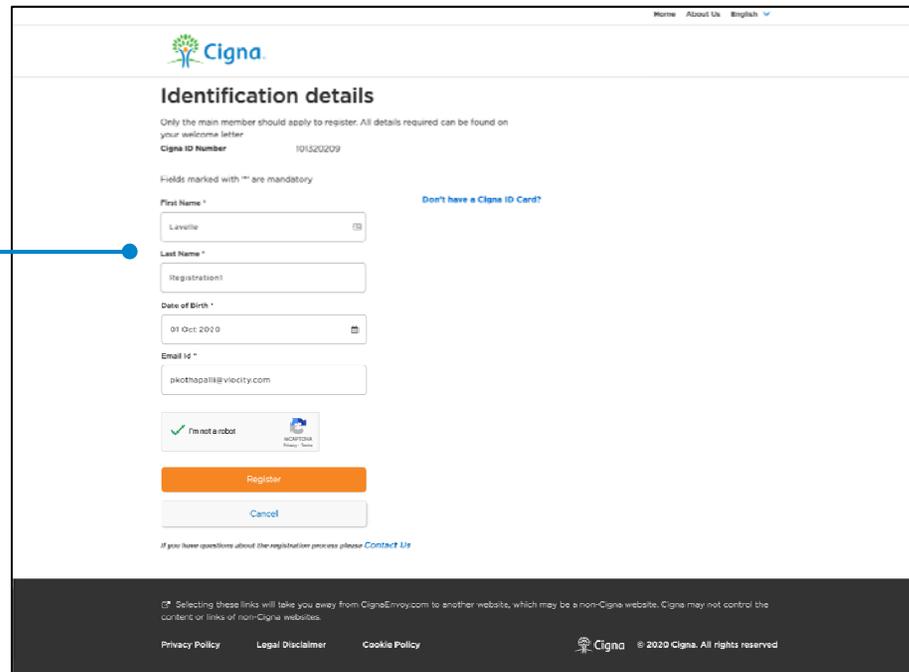
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Registration

Enter your personal information from your membership card. Once all information is entered click the “Register” button to proceed.

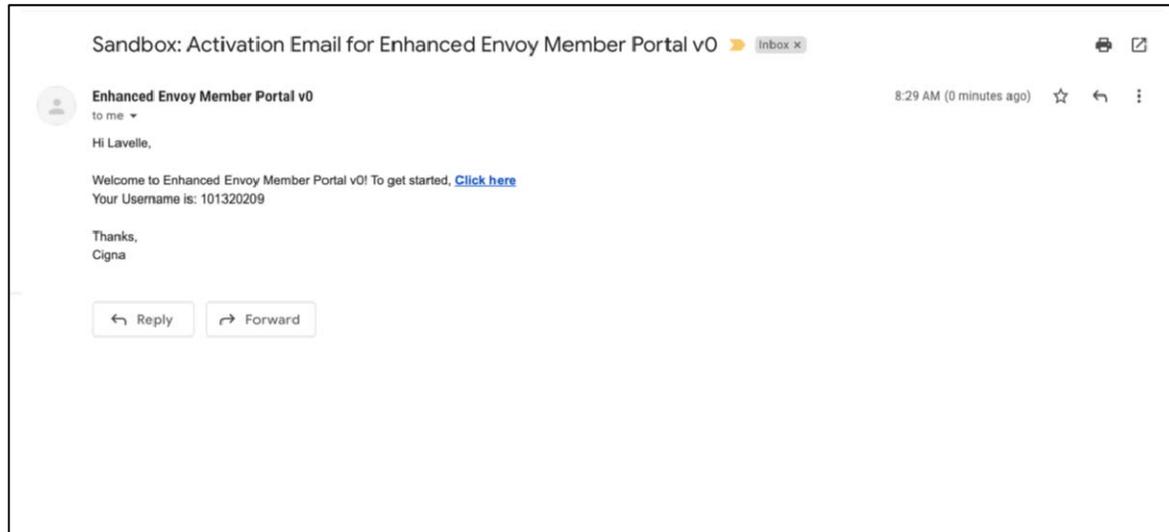
Please ensure that your personal details are entered exactly as shown on your Cigna ID card



The screenshot shows the Cigna registration form. At the top, the Cigna logo is visible. Below it, the title "Identification details" is displayed. A note states: "Only the main member should apply to register. All details required can be found on your welcome letter." The "Cigna ID Number" is shown as 101520209. A link "Don't have a Cigna ID Card?" is present. A note indicates "Fields marked with * are mandatory". The form includes the following fields: "First Name *" with the value "Lavelle"; "Last Name *" with the value "Registration"; "Date of Birth *" with the value "01 Oct 2020"; and "Email Id *" with the value "pkothapall@vlocity.com". There is a "I'm not a robot" checkbox with a CAPTCHA image. At the bottom of the form, there are "Register" and "Cancel" buttons. A footer note says "If you have questions about the registration process please [Contact Us](#)". The footer also contains links for "Privacy Policy", "Legal Disclaimer", and "Cookie Policy", along with the Cigna logo and copyright notice "© 2020 Cigna. All rights reserved."

Registration

You will receive an activation email. Click on the link in the email to proceed with registration.



Registration

You are now asked to choose a security question for your account. If ever you forget your password, you can answer this question to gain access to the site. Once all information is entered click the “Continue” to proceed.

Click on the drop down box to choose your question and enter your answer

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Set Security Question

Please set your security question below. If you ever forget your password, we'll use this to validate your identity.

Fields marked with * are mandatory

Security Question *

Who is your favourite historical figure? ▾

Answer *

Test

Update

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Registration

You can now create your own password. Once all information is entered correctly click the “Continue” to proceed.

Please take note of password requirements

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Cigna

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Set Password

Please enter a password below. You will be required to enter this every time you login to Cigna.

Fields marked with * are mandatory

Additional Password Requirements

- Does not contain part of your username
- Is not a commonly used password
- Cannot be any of your last 8 passwords

Password *

The Password you enter should contain:

- An upper-case letter
- A lower case letter
- A number
- At least 8 characters
- No accented letters (including ç, ñ, ð, ò, ù etc.)
- No special characters (including !@#%&*)
- Does not include First Name
- Does not include Last Name

Re-type Password *

[Confirm Password](#)

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Registration

You can choose to set up two factor authentication via email or text message

Cigna

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Two-Step Authentication

Which type of Two-Step Authentication would you like to enrol in?

Choose method of Two-Step authentication

Email SMS

[Submit](#)

[Skip authentication](#)

Two-Step Authentication

[Register now](#)

Cigna Envoy now offers Two-Step Authentication. This is an authentication method by which a user is granted access to their account after successfully presenting two distinct pieces of evidence.

If you choose to opt in, as well as using your CignaID and Password, we will also send you a secure PIN to your mobile/cell every time you log in, which you will need to enter - ensuring that you have an additional level of account protection. Registration takes a few moments to get this set-up. Alternatively you can skip this step using the button below

Please select your country code: *

UNITED KINGDOM (44) [v](#)

Please enter your mobile/cell number *

We will send a secure PIN to your mobile/cell number. Please allow up to 3 minutes for this to be received. The verification code will be valid for 5 minutes.

[Submit](#)

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Registration

If you chose to participate in two factor authentication you will be prompted to enter your verification code sent via text or email.

This screenshot shows a mobile application interface for entering a verification code. At the top left, there is a blue back arrow and the text '< Back'. Below this is the heading 'Enter verification code sent via'. There are two input fields: the first is labeled 'Phone Number' and the second is labeled 'Please enter the PIN we sent you: *'. Below the second field is an orange 'Verify' button and a greyed-out button.

This screenshot shows a mobile application interface for entering a verification code sent via email. At the top is the heading 'Enter verification code sent via'. There is one input field labeled 'Email'. Below it is another input field labeled 'Please enter the PIN we sent you: *'. At the bottom, there is an orange 'Verify' button and a greyed-out button labeled 'Resend Pin'.



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