

To register for the Cigna Envoy website, from your web browser navigate to www.CignaEnvoy.com and, within the “Customers” section, select “Register.”



The screenshot displays the Cigna Envoy website interface. At the top right, there is a navigation menu with links for Home, About Us, Contact Us, and English. The Cigna logo is positioned at the top left. Below the logo, the text reads "Home", "Your Cigna Envoy", and "Access Your Account".

The main content area is divided into two sections: "Customers" and "Partners".

Customers Section:


- A prominent blue "Login" button is at the top.
- Below it, the text "Haven't registered an account yet?" is displayed.
- A light blue "Register" button is highlighted with a blue line and the text "Click this option".
- Below the "Register" button, there are links for "International Travelers" and "Medical Benefits Abroad (MBA) Plan".
- At the bottom of the "Customers" section, there are links for "Pre-Enrolment Services" and "Pre-Departure Questionnaire/Tools".

Partners Section:

- It contains three stacked boxes, each with a person icon, a label, and a blue dot on the right side:
 - Clients
 - Brokers
 - Healthcare Providers

Enter your Cigna membership number into the “Cigna ID” field and click “Register” to continue.

Home About Us English ▾



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?
e.g. 123456789




Register

Cancel

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

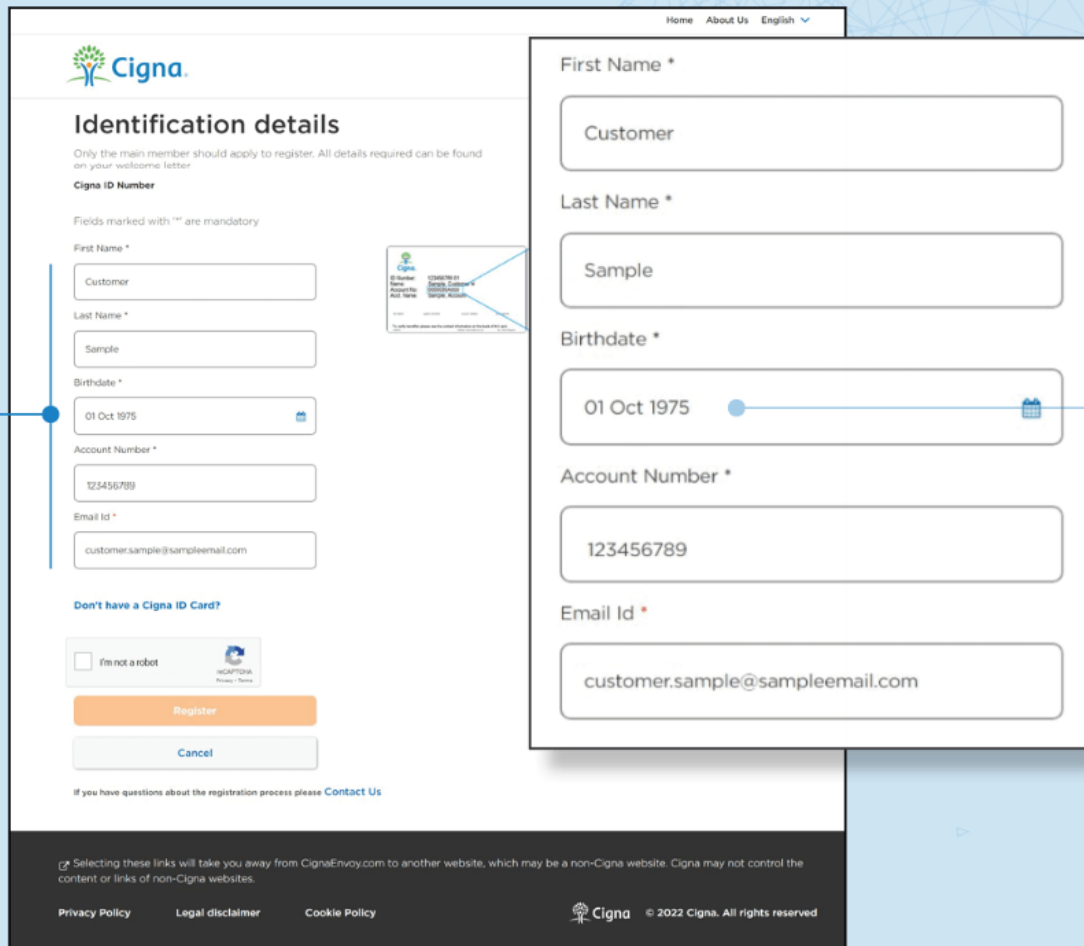
ⓘ Selecting these links will take you away from CignaEnvoy.com to another website, which may be a non-Cigna website. Cigna may not control the content or links of non-Cigna websites.

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Click to continue

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 submitted by your employer which are shown on your Cigna ID card.



The screenshot shows the Cigna registration page. The main form is titled "Identification details" and includes fields for First Name, Last Name, Birthdate, Account Number, and Email Id. A callout box on the right highlights these fields with the following values: First Name: Customer, Last Name: Sample, Birthdate: 01 Oct 1975, Account Number: 123456789, Email Id: customer.sample@sampleemail.com. A small image of a Cigna ID card is also visible in the background of the form.

Home About Us English

Cigna

Identification details

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

Cigna ID Number

Fields marked with "*" are mandatory

First Name *

Customer

Last Name *

Sample

Birthdate *

01 Oct 1975

Account Number *

123456789

Email Id *

customer.sample@sampleemail.com

Don't have a Cigna ID Card?

I'm not a robot

Register

Cancel

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

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Date of birth is in the European style: Day, Month, Year.



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

From: Envoy Support <envoysupport@cigna.com>

Sent: Tuesday, June 29, 2021 9:00 AM

To: Customer@email.com

Subject: Activation Email for Enhanced Envoy Member Portal

Hi Customer,

Welcome to Enhanced Envoy Member Portal! To get started, [select here](#)

Your Username is: 000000000



Thanks,
Cigna

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 "Update" to proceed.

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

Home About Us Contact Us English

Cigna

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

Security Question *

Who is your favourite historical figure? ▾

Answer *

Test

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You can now create your own password.
Once all information is entered correctly,
click "Confirm Password" to proceed.

Please take note
of password
requirements.

[Back](#)

Cigna

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, Æ, Ø, ß, ü etc.)
- ✓ No special characters (including ?@!£%*)
- ✓ Does not include First Name
- ✓ Does not include Last Name

Re-type Password *

.....

Confirm Password

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Password *

.....

The Password you enter should contain:

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- ✓ No accented letters (including ç, ñ, Æ, Ø, ß, ü etc.)
- ✓ No special characters (including ?@!£%*)
- ✓ Does not include First Name
- ✓ Does not include Last Name

Re-type Password *

.....

Confirm Password

You can choose to set up two-factor authentication via email or text/SMS message. Text/SMS messaging rates may apply.



The screenshot shows the Cigna website's Two-Step Authentication registration page. At the top left is the Cigna logo. Below it is a '< Back' link. The main heading is 'Two-Step Authentication'. Underneath, it asks 'Which type of Two-Step Authentication would you like to enrol in?'. There are two radio button options: 'Email' (which is selected) and 'SMS'. Below the options are two buttons: an orange 'Submit' button and a light grey 'Skip authentication' button.

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)

Please enter your mobile/cell number *

1234 123456

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



Enter verification code sent via

Phone Number

Please enter the PIN we sent you: *

Verify

Enter verification code sent via

Email

Please enter the PIN we sent you: *

Verify

Resend Pin