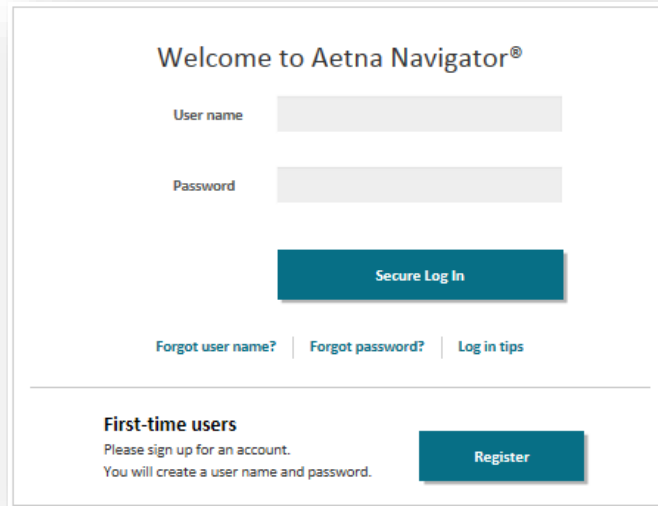


# Aetna Navigator: Log-In and Password Reset

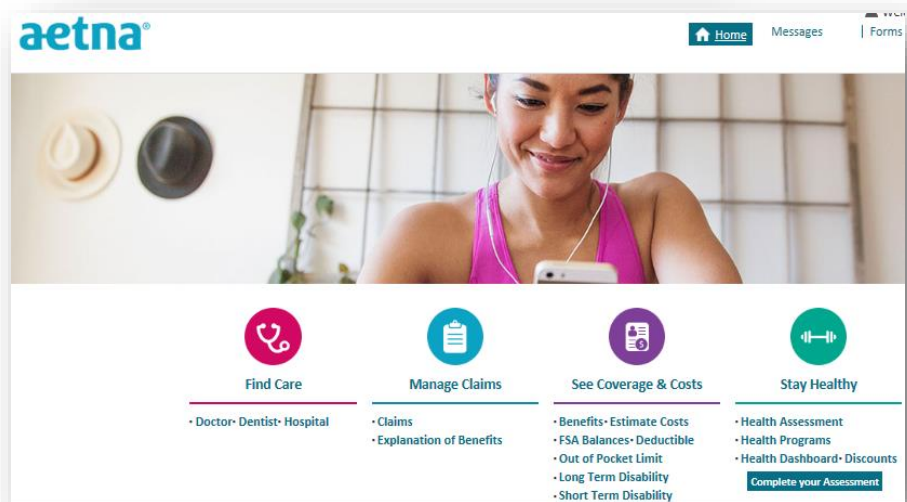
The Biometrics Program is here. Now is the time to make sure you have your current log-in information for Aetna Navigator in order to complete the online Health Assessment. Below are screenshots to assist you with your account if you find you are having trouble:

1. Member logs in to [www.aetna.com](http://www.aetna.com). If you don't know your username or password, skip to step 4. If you are a first time user (new to Aetna) follow the link to Register.

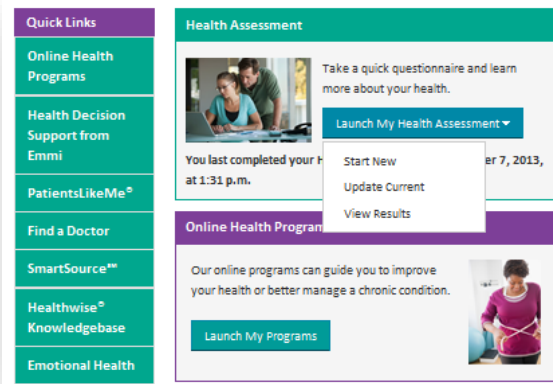


The screenshot shows the Aetna Navigator login interface. At the top, it says "Welcome to Aetna Navigator®". Below this are two input fields: "User name" and "Password". A teal "Secure Log In" button is positioned below the password field. Underneath the button are three links: "Forgot user name?", "Forgot password?", and "Log in tips". A horizontal line separates the login section from the registration section. The registration section is titled "First-time users" and includes the text "Please sign up for an account. You will create a user name and password." followed by a teal "Register" button.

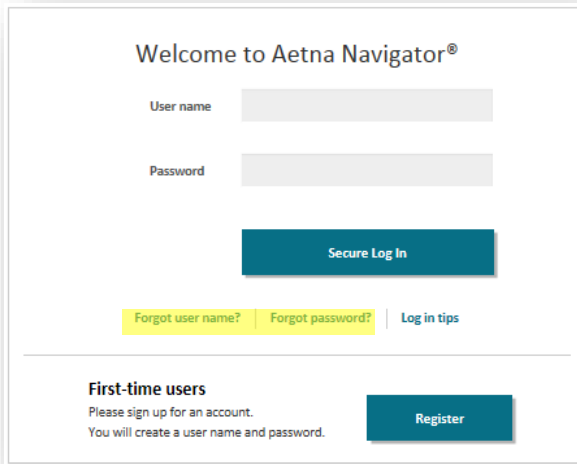
2. Once logged into your account, find **Complete Your Health Assessment** under the **Stay Healthy** Heading and click it.



3. This will open your personal dashboard. In the middle of the page, click the down arrow on the block that states **Launch My Health Assessment**. Select **Start New** or **Update Current** – depending on your need. This will open your health assessment.



4. If you've forgotten your username and password, you will need to reset them. Follow the "forgot username" link first. Follow the instructions listed in the images below to reset your username first, and then select a new password.



Please provide the information below so we can help you to recover your user name.

Recover user name using:  Member ID  Social Security number

\*Member ID:   
Find your Member ID on your ID card, Welcome Letter, or any EOB you received from us. Get help locating your Member ID.

\*Full first name:

\*Full last name:

\*Date of birth: Month  Day  Year

\*Zip Code:

## Forgot Password?

Step  
1 of 3

Your user name

Step  
2 of 3

Validate identity

Step  
3 of 3

Choose a new password

**\*required**

**\*User name:**

ⓘ Please enter your user name

**\*Date of birth:** Month  Day  Year

ⓘ Date of birth needed to continue

Continue

## Forgot Password?

Step  
1 of 3

Your user name

Step  
2 of 3

Validate identity

Step  
3 of 3

Choose a new password

**\* required**

Answer the security question

What was the name of your first pet?

**\*Your answer:**

Continue

Back



## Forgot Password?

Step  
1 of 3

Your user name

Step  
2 of 3

Validate

Step  
3 of 3

Choose a new password

**\* required**

**\*Create a password:**

ⓘ Password needed to continue

**\*Retype this password:**

Your password must include:  
- at least 8 characters  
- one capital letter  
- one number

Continue

Back