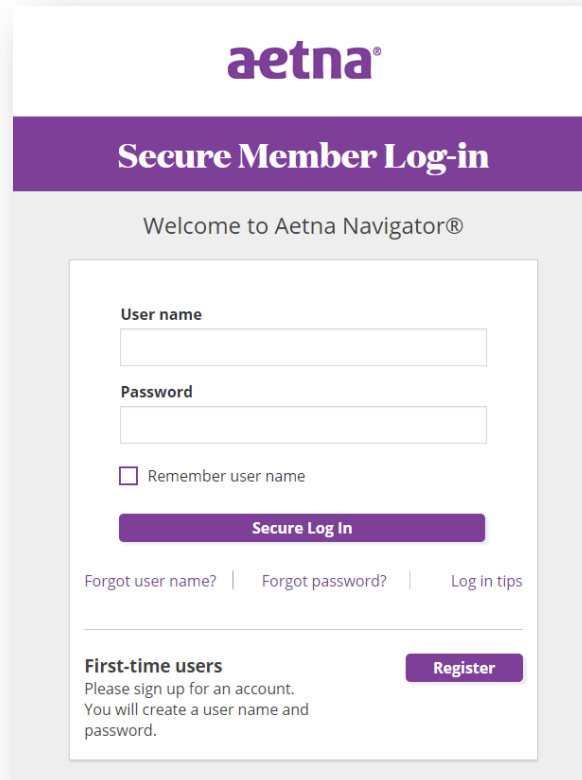


# Aetna Navigator: Log-In and Password Reset

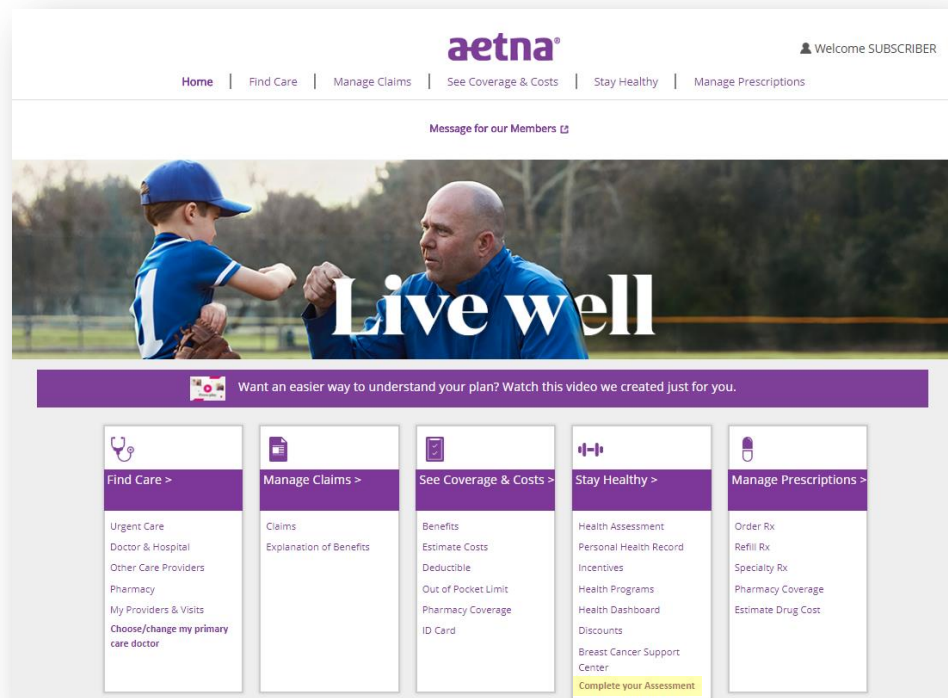
The Biometrics Program is here. Now is the time to make sure you have your current log-in information for Aetna Navigator in order to complete the online Health Assessment. Below are screenshots to assist you with your account if you find you are having trouble:

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.



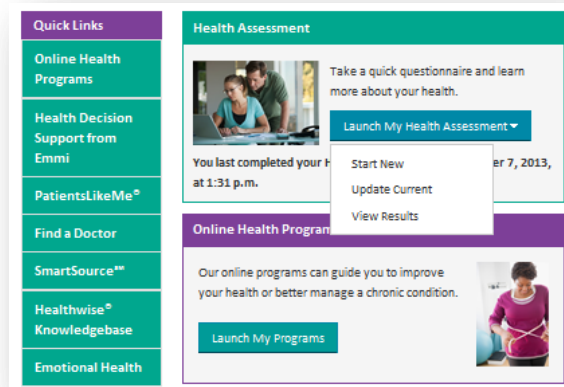
The screenshot shows the Aetna Navigator login interface. At the top is the Aetna logo. Below it is a purple banner with the text "Secure Member Log-in". Underneath is a white box with the heading "Welcome to Aetna Navigator®". Inside this box are two input fields for "User name" and "Password". Below the password field is a checkbox labeled "Remember user name". A purple button labeled "Secure Log In" is positioned below the checkbox. At the bottom of the white box are three links: "Forgot user name?", "Forgot password?", and "Log in tips". Below the white box, there is a section for "First-time users" with the text "Please sign up for an account. You will create a user name and password." and a purple "Register" button.

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

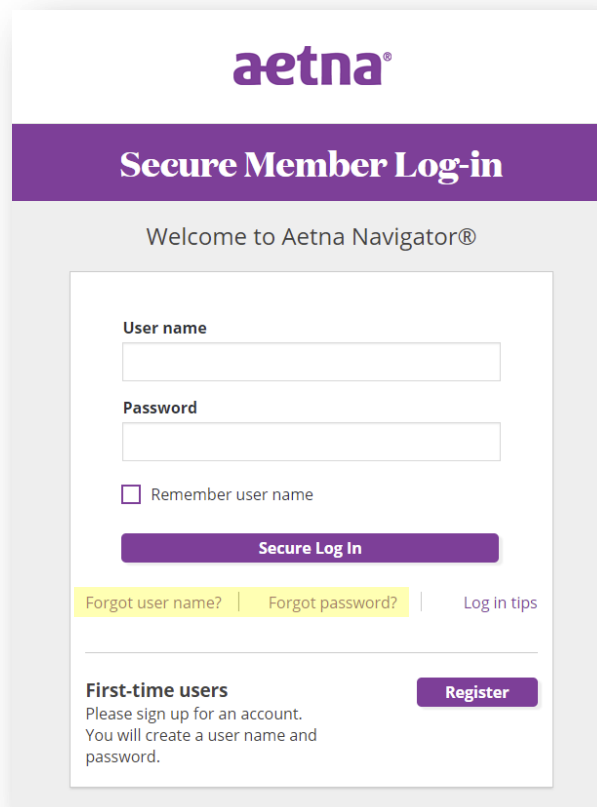


The screenshot shows the Aetna Navigator member dashboard. At the top is the Aetna logo and a "Welcome SUBSCRIBER" message. Below the logo is a navigation menu with links: "Home", "Find Care", "Manage Claims", "See Coverage & Costs", "Stay Healthy", and "Manage Prescriptions". A "Message for our Members" link is also present. The main content area features a large image of a man and a young boy on a baseball field with the text "Live well". Below the image is a purple banner with a video icon and the text "Want an easier way to understand your plan? Watch this video we created just for you." Below the banner are five main navigation panels: "Find Care >", "Manage Claims >", "See Coverage & Costs >", "Stay Healthy >", and "Manage Prescriptions >". The "Stay Healthy >" panel is highlighted and contains a list of options: "Health Assessment", "Personal Health Record", "Incentives", "Health Programs", "Health Dashboard", "Discounts", "Breast Cancer Support Center", and "Complete your Assessment" (which is highlighted in yellow).

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.





## Forgot User Name?

\*marked fields are required

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\*

Continue



## Forgot Password?

STEP  
1 of 3

Your user name

STEP  
2 of 3

Validate identity

STEP  
3 of 3

Choose a new password

\*marked fields are required

User name\*

Date of birth\*

Month  Day  Year

Continue



## Forgot Password?

STEP  
1 of 3

Your user name

STEP  
2 of 3

Validate identity

STEP  
3 of 3

Choose a new password

Answer the security question

\*marked fields are required

What is your father's middle name?

Your answer\*

▲ Security answer needed to continue

Continue

Back



## Forgot Password?

STEP  
1 of 3

Your user name

STEP  
2 of 3

Validate identity

STEP  
3 of 3

Choose a new password

Your password must include:

- at least 8 characters
- one capital letter
- one number

\* marked fields are required

Create a password\*

▲ Password needed to continue

Retype this password\*

Continue

Back