

# Cigna Wellbeing App

## GETTING STARTED

### Manual

## HOW TO DOWNLOAD THE CIGNA WELLBEING APP

The app can be downloaded for free from the Apple App Store<sup>SM</sup> or Google Play<sup>TM</sup> store.

### Apple App Store<sup>SM</sup>

You can download the app directly from the Apple App Store by clicking this link:

<https://apps.apple.com/us/app/cigna-wellbeing/id1188092624>

Alternatively, you can follow these steps:

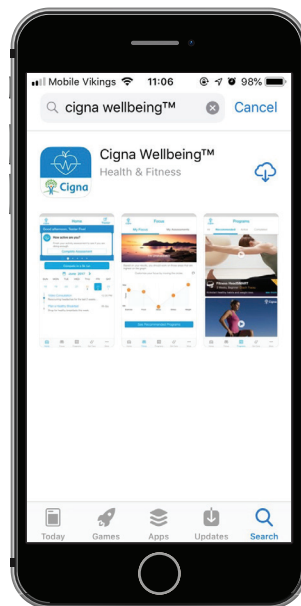
- 1. Open the App Store application on your phone.
- 2. Search for 'Cigna Wellbeing'.
- 3. The App Store will show the Cigna Wellbeing app page. Click the 'Download' button.
- 4. The Cigna Wellbeing app icon will appear on your phone.



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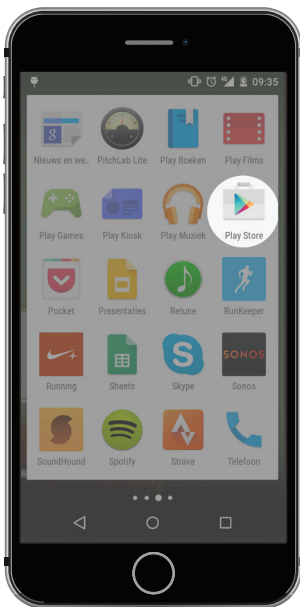
## Google Play™ store (Android™ phones)

You can download the app directly from the Google Play store by clicking this link:

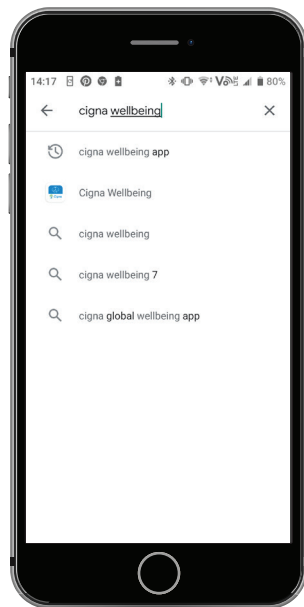
[https://play.google.com/store/apps/details?id=com.cigna.mobile.wellbeing&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.cigna.mobile.wellbeing&hl=en_GB)

Alternatively, you can follow these steps:

- 1. Open the Google Play store application on your phone.
- 2. Search for 'Cigna Wellbeing'.
- 3. The Google Play store will show the Cigna Wellbeing app page. Click the 'Install' button.
- 4. The Cigna Wellbeing app icon will appear on your phone.



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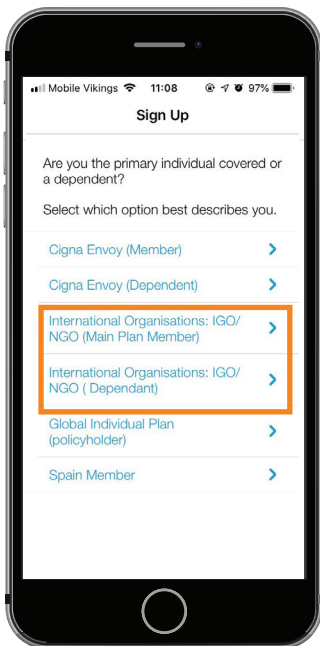
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## GETTING STARTED

### 1. Accessing the app



To open the app, click the Cigna Wellbeing icon. The Sign up screen is then displayed.



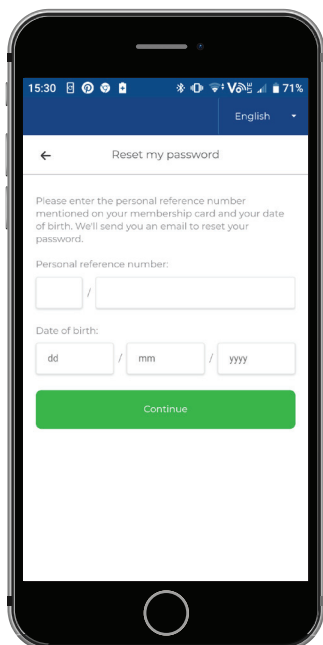
### 2. Sign up screen

- › To Sign up to the app, please select the 'International Organisations' option for Plan Member or Dependant.



### 3. Login screen

- › To log in to the app, please enter your personal reference number and password.
- › You can use the same personal reference number and password for the mobile app as you use for the desktop version of your personal webpages.
- › **Remember me:** if you check the 'Remember me' box, the app will remember your personal reference number for future logins.
- › **No password yet?**  
If you don't have a password yet, you will need to create one on our website first. Please go to <https://www.cignahealthbenefits.com/plan-members>, log in with your personal reference number and date of birth and follow the instructions on the screen.



## How to request a new password

Click 'Forgot password' at the bottom of the login screen.

You can request a new password in three easy steps:

- 1. Enter the personal reference number and date of birth of the main Plan member.
- 2. A password reset email is sent to the email address we have on file for you.
- 3. Click the link in this email. You will be redirected to our website, where you can create a new personal password.

**Use this new password to log in to your personal webpages and/or the app.**