

AGENTVIEW



Account and login help

Instructions and troubleshooting tips

Creating an AgentView account.

1. Click the login button.
2. Click create an account from the left menu.
3. Create a user name and password. The user name must be 4 to 30 characters long. The password must be at least 6 characters long, contain at least 1 number, 1 lower case character, and 1 upper case character.
4. Enter your personal information.
5. Answer the security questions. These questions will be used in the event that you have forgotten the user name and/or password. These answers are not case-sensitive.
6. Enter the eligibility verification, then click submit. Always use your individual/personal agent number.

Logging into AgentView.

1. Begin by clicking the login button.
2. Enter your user name in the first input field followed by your password in the second field.
3. Click the submit button.

Forgot your password?

1. Select reset my password from the menu.
2. Enter your user name and answer the security information questions.
3. Enter a new password in the space provided then click the submit button.

Having Issues?

You do not have to register again if you have already registered with one of our companies, including, but not limited to:

- › American Retirement Life Insurance Company
- › Central Reserve Life Insurance Company
- › Cigna Health and Life Insurance Company
- › Loyal American Life Insurance Company
- › Provident American Life Insurance Company
- › Sterling Life Insurance Company

If you are appointed as a corporation, enter the licensed principal's information. Add 'SYS' to the beginning of the agent number. (Not applicable for Cigna IFP)

If you have not received your welcome email and do not have a writing number, you will not be able to register.

When accessing AgentView with Internet Explorer, please verify that your browser is not in compatibility mode. This feature will cause issues with AgentView. Some aspects of AgentView (Express App) will only work with Google Chrome or IE11 or greater.

Together, all the way.®



Forgot your user name?

1. Select retrieve my user name from the menu.
2. Enter your e-mail address and answer the security information questions.
3. Click the submit button.
4. The user name will automatically be entered into the user name field. Enter your password and click submit to login.

Still need help?

After following the steps found in the previous sections of this guide and you continue to have trouble logging into AgentView, please e-mail CSBAccountService@Cigna.com for further assistance. We process all requests during normal business hours.

When sending an e-mail, please provide the following information:

- Full name
- Agentview user name
- Agent/writing number
- Current e-mail address
- Phone number
- Error message

Note: if you are unable to provide any of the above information, we may call to verify the social security number and/or tax id number.

