To reset your password on the Aetna Medicare producer certification site, visit <u>AetnaMedicareProducerCertification.com</u> and click on **Forgot your password?** 

Usemame (NPN o	or Email)			
P	assword			
		Login		

Then, follow the prompts.

You can search for your username by NPN <u>or</u> email address. For NPN, enter the NPN in the "Search by username" field. For email address, enter your email address in the "Search by email address" field. Use only one or the other and leave the unused field blank. **Entering information into both fields at once will generate an error.** 

Search by username		
	Search	
Search by email address		
Email address		
	Search	
	Canoel	D

The password reset email will resemble the example below:

Aetna Individual: Change password confirmation				
noreplyaetna®cmpiystem.com	€5 Reply	ି Reply All	-> Forward	+++
The second secon			Tue 5/11/2021	MA EF 8
(i) Ckick here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.				
**** External Email - Use Caution ****				
H				
We recently received a request for assistance logging into your account at Aetna Individual Medicare Certification Site.				
To confirm that this is a valid request, please click the following link. The page that loads will allow you to enter a new password.				
https://wetna.cmpsystem.com/local/passkey/login.php?pk=035c55e0e38ff91ccd12b2983806b46b				
In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the ac	idress line at th	ie top of your we	eb browser wind	kow.
If you did not initiate this request, please contact customer support immediately at BrokerSupport@setna.com.				
Should you encounter any problems you may contact a customer support representative by emailing <u>BrokerSupport@setna.com</u> .				

Click on the long hyperlink that begins with <u>https://aetna.cmpsystem.com/</u> or copy and paste that hyperlink into the address bar of a web browser. This will take you to the "Redeem Passkey" screen. Click on the "Redeem Passkey" button.

The needed and have	
at least 12 characters 1 numeric digit 1 uppercase letter 1 lowercase letter Not been used as one of your tast 4 passwords	
	Redeem Passkey Cancel
	13

Then, you'll be prompted to select a new password that meets the above requirements. Once the password reset is complete, you'll be directed to the certification portal home page.

ou must change your password to p	besoon		
Change password			
Username			
		The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s) Passwords can be reused after 4 changes	
New password	0	Click to evolve text 🥒 🐵	
New password (again)	0	Click to enter that 🥒 👁	
		Save changes	