

- 1.) Go to www.CignaClientResources.com
- 2.) Enter your BCR, PCR, CR user id in the Username field
- 3.) Check 'Forgot Password'.
- 4.) Click on 'SUBMIT' button.



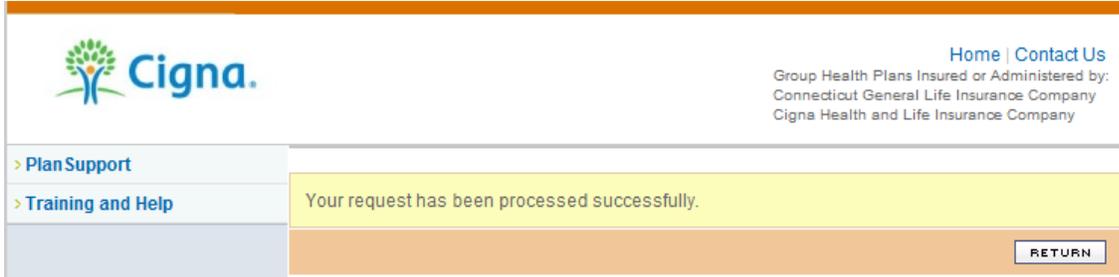
- 5.) On the **Reset Password** screen type in a new password in the 'New Password' field
- 6.) Re-enter 'New Password'
- 7.) Under the '**Security Question/Answer**' section, your pre-selected security question will default- **DO NOT CHANGE THE QUESTION.**
- 8.) Type in your security answer in the 'Security Answer' section
- 9.) Type in your email address in the 'Email Address' section
- 10.) Type in your 4 digit number in the 'Enter Last 4 digits of SSN or PIN Number'
- 11.) Click the 'CONTINUE' button

(continue next page)

12.) You will then receive a message 'Your request has been processed successfully'.

13.) Click on the 'RETURN' button.

14.) You will then be prompted to enter your user id and new password to sign into CRP.



The screenshot shows the top navigation bar with the Cigna logo on the left and links for 'Home' and 'Contact Us' on the right. Below the navigation bar is a sidebar with 'Plan Support' and 'Training and Help' options. A yellow message box in the main content area displays 'Your request has been processed successfully.' At the bottom right of this message box is a 'RETURN' button.



The screenshot shows the Cigna website with a sidebar on the left containing 'Plan Support' and 'Training and Help' sections. The main content area features a banner with a scenic landscape and the text 'WELCOME TO PLAN ADMINISTRATION SITE'. On the right side, there is an 'Employer Sign-In' form with a success message: 'Password reset request was processed successfully'. The form includes input fields for 'Username' and 'Password', and buttons for 'Change Password', 'Forgot Password', and 'SUBMIT >'.