

# Producer World Help

## Glossary

### Registration | Forgot User ID | Password Tips

#### The principal of a firm

Please select *"I am the Principal of the firm."* If you are the principal of a firm that would like to set up access for yourself and others at your firm.

#### Know before you go!

- If you're appointed, the name you enter to register must match what's listed on your insurance license.
- If you are not appointed with us you must assign an appointed person in your firm to set you up so our system can recognize you and let you create your username and password.

#### A member of a firm

Please select *"I am an agent/broker/employee associated with a firm that is appointed with Aetna"* if you are a member of a firm and you would like to get access.

#### Know before you go!

- Your firm's principal must be registered first before you may register for a userid and password. Please contact your firm's principal if you are unable to register.
- You can't be registered under more than one firm. You'll need to contact your old firm and ask them to remove you from their records.
- If you're *appointed*, the name you enter to register must match what's listed on your insurance license.



- If you're *not appointed*, the system might not recognize you unless you've been added by the principal of your firm already. Please contact your firm's principal if you are unable to register.

## **A member of the firm who will manage access for others**

Please select *I am the firm employee chosen to set up Producer World access for other employees* If you are a member of the firm and have been asked to set up access for other people at your firm.

### **Know before you go!**

- We can't set up compensation designee for you if your firm hasn't received any compensation yet
- If you're appointed, the name you enter to register must match what's listed on your insurance license.
- You can't be registered under more than one firm. You'll need to contact your old firm and ask them to remove you from their records

## **Individual Agent/Broker**

Please select *"I am an individual agent/broker appointed with Aetna."* if you are not associated with a firm.

### **Know before you go!**

- If you're appointed, the name you enter to register must match what's listed on your insurance license.
- You can't be actively registered under a firm. You'll need to contact your old firm and ask them to remove you from their records.



# Password Requirements

Your selected password must follow the guidelines below:

- Password is allowed to have multiple pairs, but not more than two repeating characters. For Example, aabb3ccd is valid and aaabb3ccdg is not valid
- Your password cannot be the same as your NPN, user name, or security phrase.
- Password cannot contain the first or last name's greater than 2 characters
- Password cannot contain the first name initial concatenated with the last name
- Last 24 passwords cannot be reused (for 24 password history)
- Passwords are case sensitive
- Password must be between 8-20 characters.
- Password must include a minimum of 1 upper case letter, 1 lower case letter and 1 number.
- Password may contain special characters

To ensure maximum security, passwords should not be:

- Your NPN
- a proper name
- your license number
- your birth date
- your street address
- your pet's name
- a word that appears in a dictionary

Your password should be something that you can easily remember so that you will not be forced to write it on a piece of paper. Merging two small words together and separating each with a special character or number can accomplish this. For example, Pass2word

You should select your own methods for constructing passwords. Do not rely exclusively on the methods given. **DO NOT USE THE EXAMPLE PASSWORD GIVEN**



## User ID Requirements

Your selected username must follow the guidelines below:

- Your username cannot be the same as your password.
- Username must be between 6 -20 characters. Username may contain letters, numbers or any of the following: \_ - ~ @. Example: JSmith2.
- Username cannot be the same as the answer to the Security Phrase

## Contact Us

**Contact us @ 1-800-225-3375 Monday to Friday 8:00 a.m. to 5:00 p.m.**

National Producer Number search is available at: [National Insurance Producer Registry](#)

