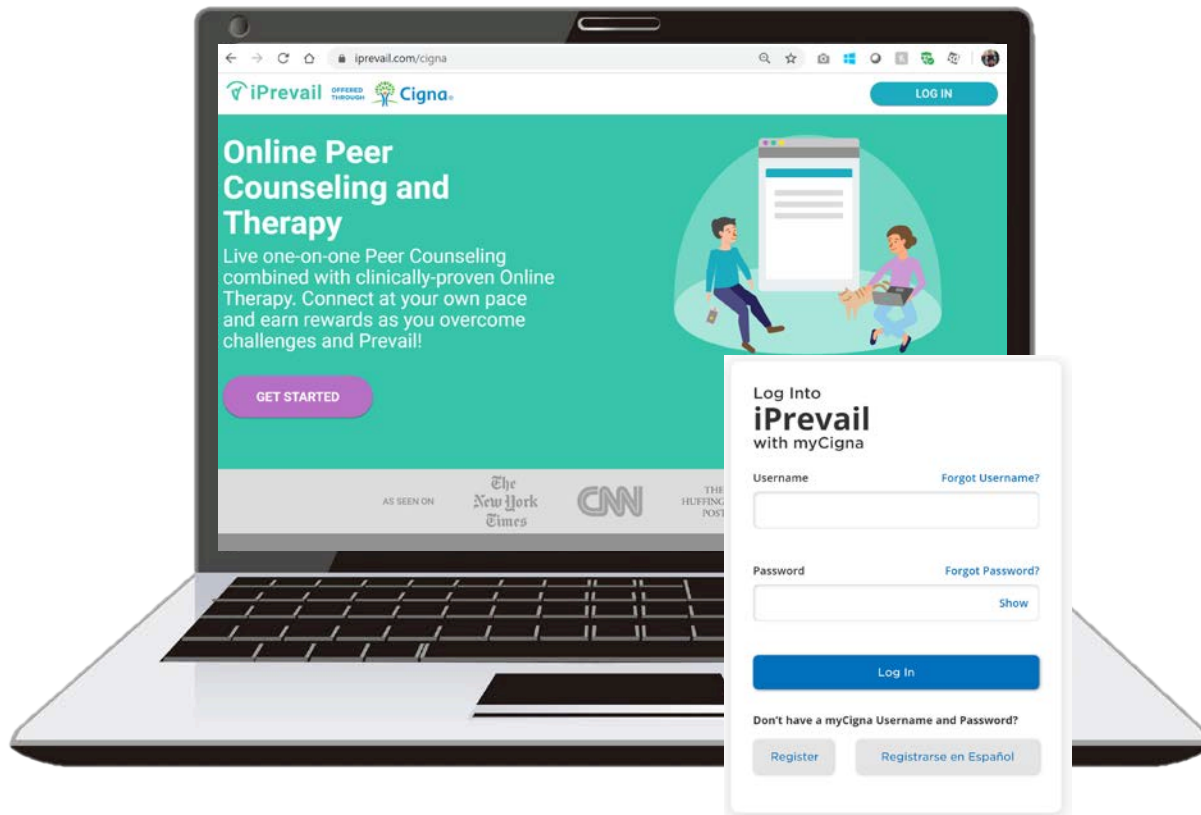


Getting Started – New Account

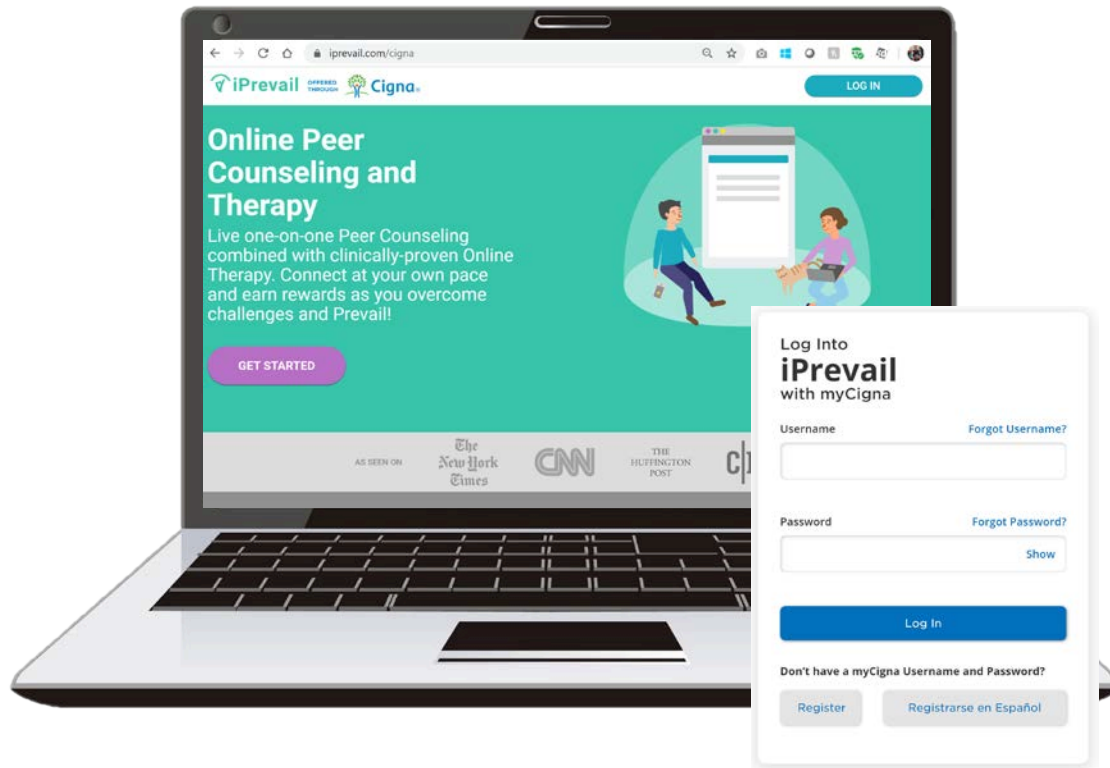


Employees initially access iPrevail by opening a web browser (safari or google) and entering iprevail.com/Cigna, or by going to mycigna.com and accessing the iPrevail link under Latest Updates, Digital behavioral programs:

iprevail.com/cigna or via myCigna.com

1. Members enter their Cigna User ID and password to accomplish eligibility and authentication through the existing Cigna Single-Sign-On (SSO) process
2. They are then taken to the Cigna-dedicated iPrevail site
3. Members provide their email and create their username
4. They complete a quick onboarding survey
5. Their account is activated and they're ready to go!

Getting Started – Existing iPrevail Paid Subscriber Account



Employees initially access iPrevail by opening a web browser (safari or google) and entering iprevail.com/Cigna, or by going to mycigna.com and accessing the iPrevail link under Latest Updates, Digital behavioral programs:

iprevail.com/cigna or via myCigna.com

1. Members enter their Cigna User ID and password to accomplish eligibility and authentication through the existing Cigna Single-Sign-On (SSO) process
2. They are then taken to the Cigna-dedicated iPrevail site
3. They provide a username/email, and their account is activated

Next, they notify iPrevail that they would like to merge their original paid account into their new *iPrevail offered through Cigna* account by contacting the iPrevail help desk at:

iprevail.com/support/help_desk

4. Member provides the email or username for both accounts, and iPrevail merges the accounts so all activity from the original paid account is within the *iPrevail offered through Cigna* account