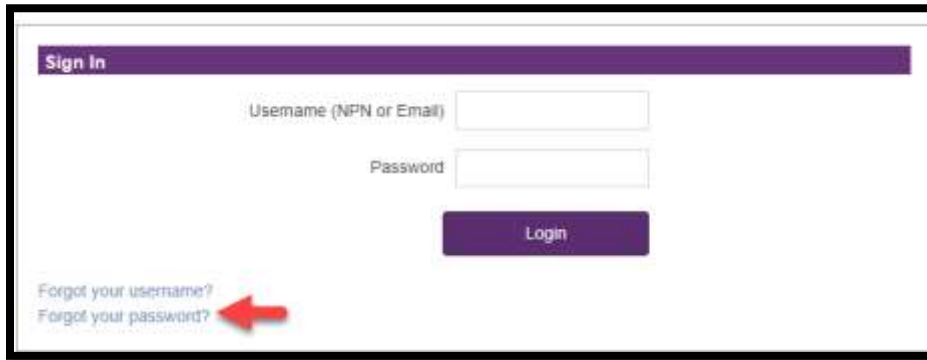
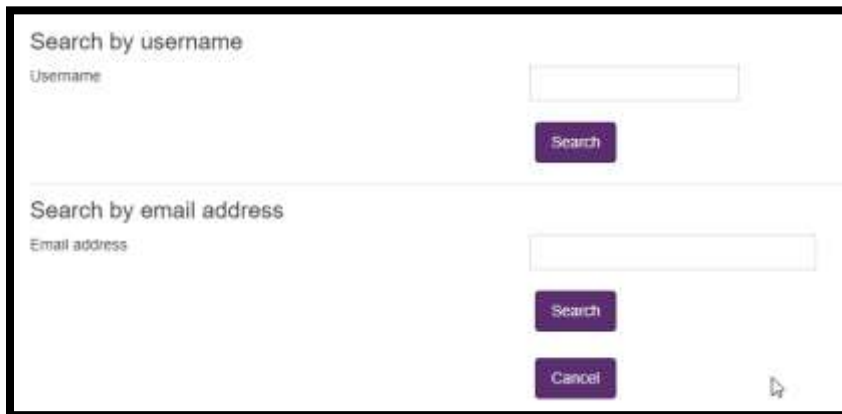


To reset your password on the Aetna Medicare producer certification site, visit AetnaMedicareProducerCertification.com and click on **Forgot your password?**

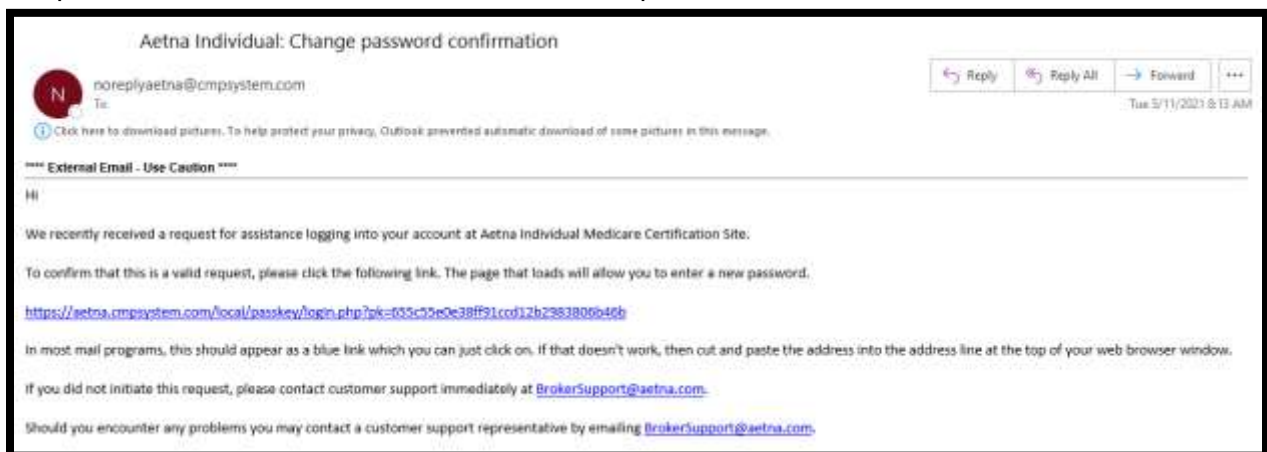


Then, follow the prompts.

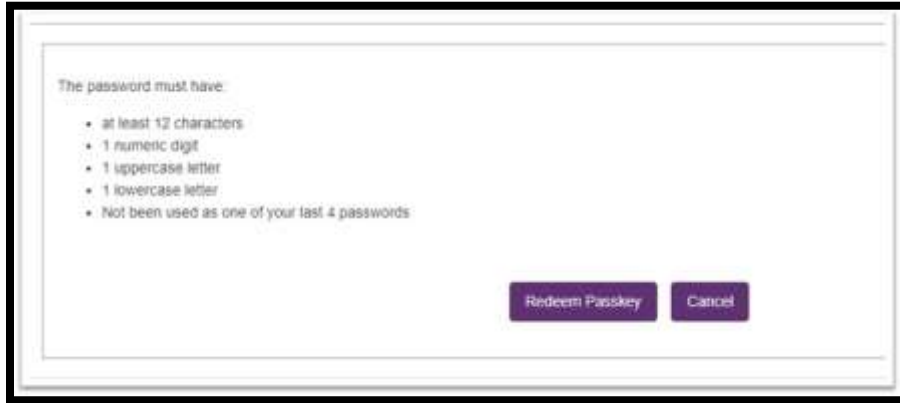
You can search for your username by NPN or email address. For NPN, enter the NPN in the “Search by username” field. For email address, enter your email address in the “Search by email address” field. Use only one or the other and leave the unused field blank. **Entering information into both fields at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



The password reset email will resemble the example below:



Click on the long hyperlink that begins with <https://aetna.cmpsystem.com/> 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.



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.

