

Accessing your HSA Bank Account Online

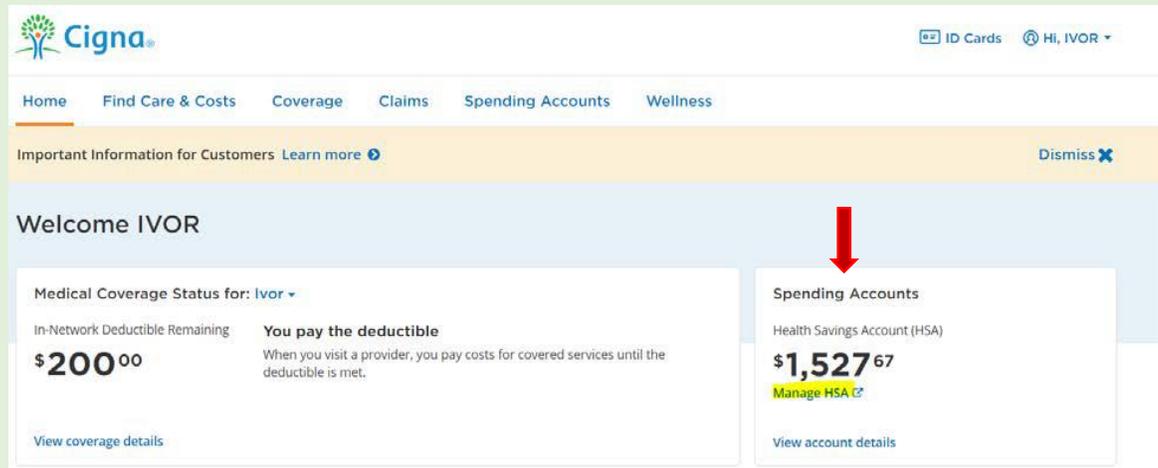
Customer Overview

Website

When you are still active in an HSA plan with your employer/Cigna

www.mycigna.com

From myCigna home page, click on “[Manage HSA](#)”, to link to the HSA Bank Customer Website. There is no additional ID or Password required.



The first time you log into the HSA Bank Customer Website please read and accept the E-sign Consent and Online Services agreements. You must open Agreements and scroll to the bottom to the check boxes.

Please enter and confirm your email address to ensure you receive notifications based on your elected preferences.

You will also confirm your delivery method preference for certain bank disclosures and notices.

Please note: You may update this information later by clicking on the **Statements and Notifications** tab then ‘**Update Notification Preferences**’

Website

When you are no longer active in an HSA plan with your employer/Cigna

mycigna.hsabank.com

Please note: www is not to be included.



Login

Existing User?

Login to your account

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

Login

New User?

Create your new username and password

Instructions

If you have an email address on file with HSA Bank

Follow these steps if you have an **email address on file** with HSA Bank:

- Click on '[Forgot Username?](#)'
- Enter [Email Address](#)
- Enter [First Name](#) and [Last Name](#)
- Click on '[Next](#)'



Forgot Username (Step 1 of 2)

Forgot your Username?

*Required

If you do not have an email address on record for your account please contact your administrator for assistance. If you have an email address on record, enter the information below. We will send your username to the email address on record.

Enter your account email address*

Enter the name on the account

First Name*

Last Name*

Next

HSA Bank® is a division of Webster Bank, N.A., Member FDIC, and serves as custodian for Health Savings Accounts established at HSA Bank

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HSA Bank will send your [username](#) to your email.



Forgot Username (Step 2 of 2)

Your username has been sent to your email address. If you do not receive an email, please try again and reconfirm your address and name, or contact your administrator for more assistance.

Login

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Sample email:

Your account's email address is associated with this username:

██████████

To log in, visit the link below. If clicking the link below does not work, copy and paste the URL in a new browser window instead.

<https://mycigna.hsabank.com>

If you didn't initiate the request, you don't need to take any further action and can safely disregard this email.

Cigna
Cigna Customer Service
(888) 992-4462

This is a system generated email. Please do not reply to this email address.

This username can be used to reset your password:

- Copy and paste the URL in a new browser
- Click on 'Forgot Password?'
- Enter the **username** provided to you
- Click on 'Next'



Request Password Reset (Step 1 of 2)

*Required

If you do not have an email address on record for your account please contact your administrator for assistance. If you have an email address on record, enter your username. We will send a password reset email to the email address on record.

Username*

Next

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Sample email:

Please read, do NOT click on the link below, rather copy and paste the URL into a new browser.

You recently requested your password be reset. Copy and paste the following URL in a new browser window.

myCigna.hسابank.com/LoginAssistance.aspx?alias=CG2&lapr=4118e462d3894608845e92272011c372

If you didn't initiate the request, you don't need to take any further action and can safely disregard this email.

Cigna
Cigna Customer Service
(888) 992-4462

- Copy and paste the URL in a new browser
- Click on 'Next'



Continue Password Reset (Step 1 of 3)

Please click the 'Next' button to continue the password reset process.

Next

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- Enter your new Password

The password must:

- Have a minimum of 12 characters
- Not be one of your last 5 passwords
- Contain upper and lowercase letters
- Contain a number
- Contain a special character. Allowable special characters include: exclamation mark (!), at sign (@), pound sign (#), dollar sign (\$), percentage sign (%), ampersand (&), and asterisk (*).

- Click on 'Next'



Update Password (Step 2 of 3)

Enter your new password *Required

New Password*

The password must: - Have a minimum of 12 characters - Not be one of your last 5 passwords - Contain upper and lowercase letters - Contain a number - Contain a special character. Allowable special characters include: exclamation mark (!), at sign (@), pound sign (#), dollar sign (\$), percentage sign (%), ampersand (&), and asterisk (*).

Confirm Password*

Next

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Instructions

If you do not have an email address on file with HSA Bank

Steps for customers who have never set up their email address with HSA Bank:

- Call the number on the back of your debit card
- Cigna will warm transfer you to HSA Bank
- HSA Bank customer support will assist in providing a username and a temporary password

Please note: The Forgot Username and Password option will not work when they have not set up an email address with the online banking.