



Aetna Instructions:

1. If you need to request a transfer, complete the “[Notice of Intent - Transfer Form](#)” to have ready to upload to the Aetna website during the certification process.
2. New users: Go to https://www.aetna.com/producer_public/login.fcc and create account.
3. Once registered, login to producer world portal (above link) and one will see several tabs in black at the top. Go to “Individual Medicare” to get certified, see products and services, and for other options.
4. To enroll clients: use Think Agent (virtual sales office app). To access Think Agent:
 - a. Download the Think Agent app from the Appstore.
 - b. After downloading, click "Sign Up" to submit your request for a new user account. You will be asked to provide your name, National Producer Number and email address.
 - c. You'll receive two registration emails from communication@email.thinkagent.com needed to register (Please allow 24-48 hours for us to process your request). The first email will contain your username & link to begin registration. The second email will contain your registration PIN.
 - d. After receiving both registration emails, open the "Click here" link in your username email and enter the necessary information to complete your account setup.