

For anywhere access to plan information visit [your Aetna International/Nippon microsite >](#)

## How to register on the Aetna International member website for out of U.S. claims

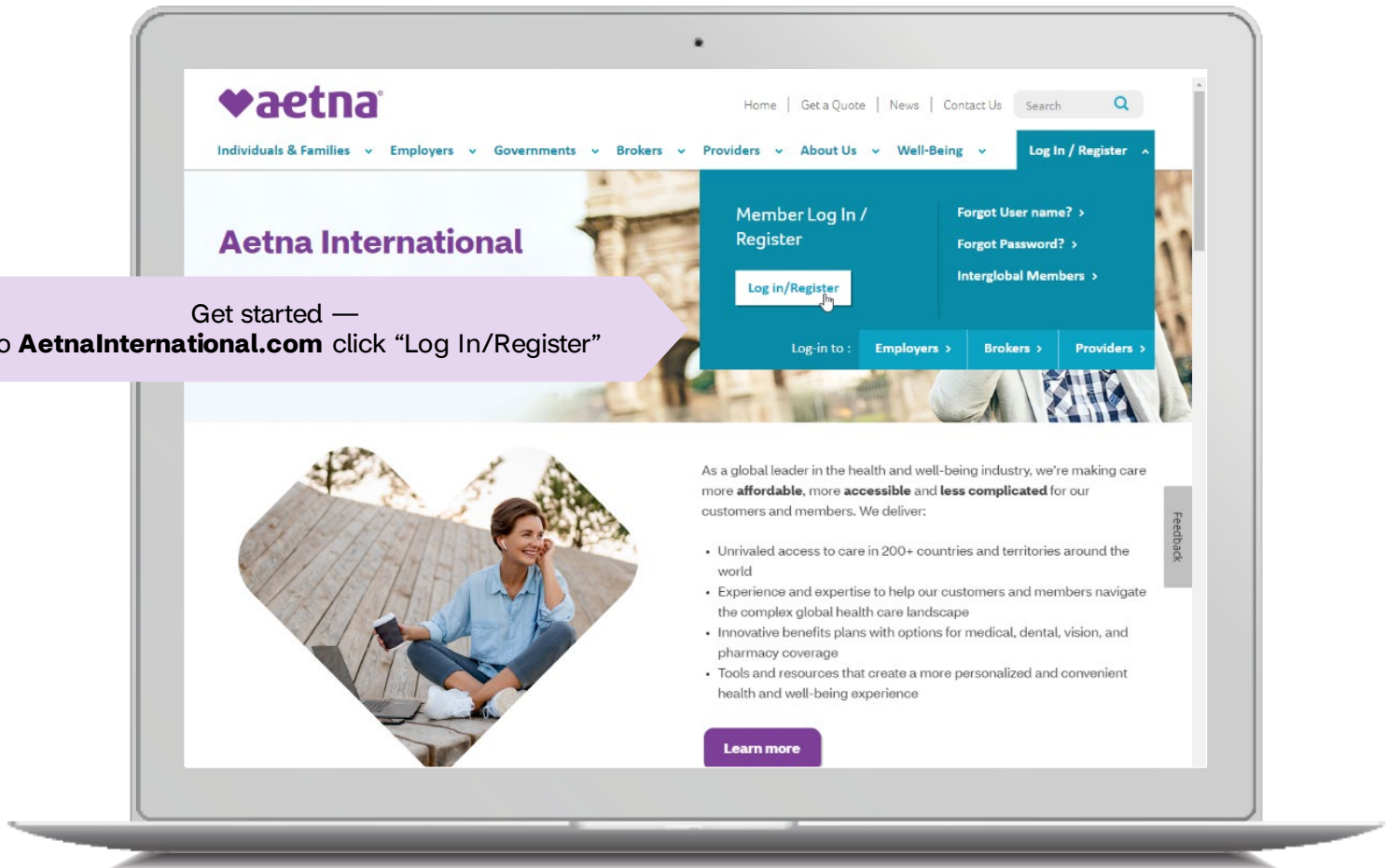
1418904-04-03 (8/23)  
NLB30672 (1.23)



# Log In/Registration

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Get started —  
go to **AetnaInternational.com** click “Log In/Register”

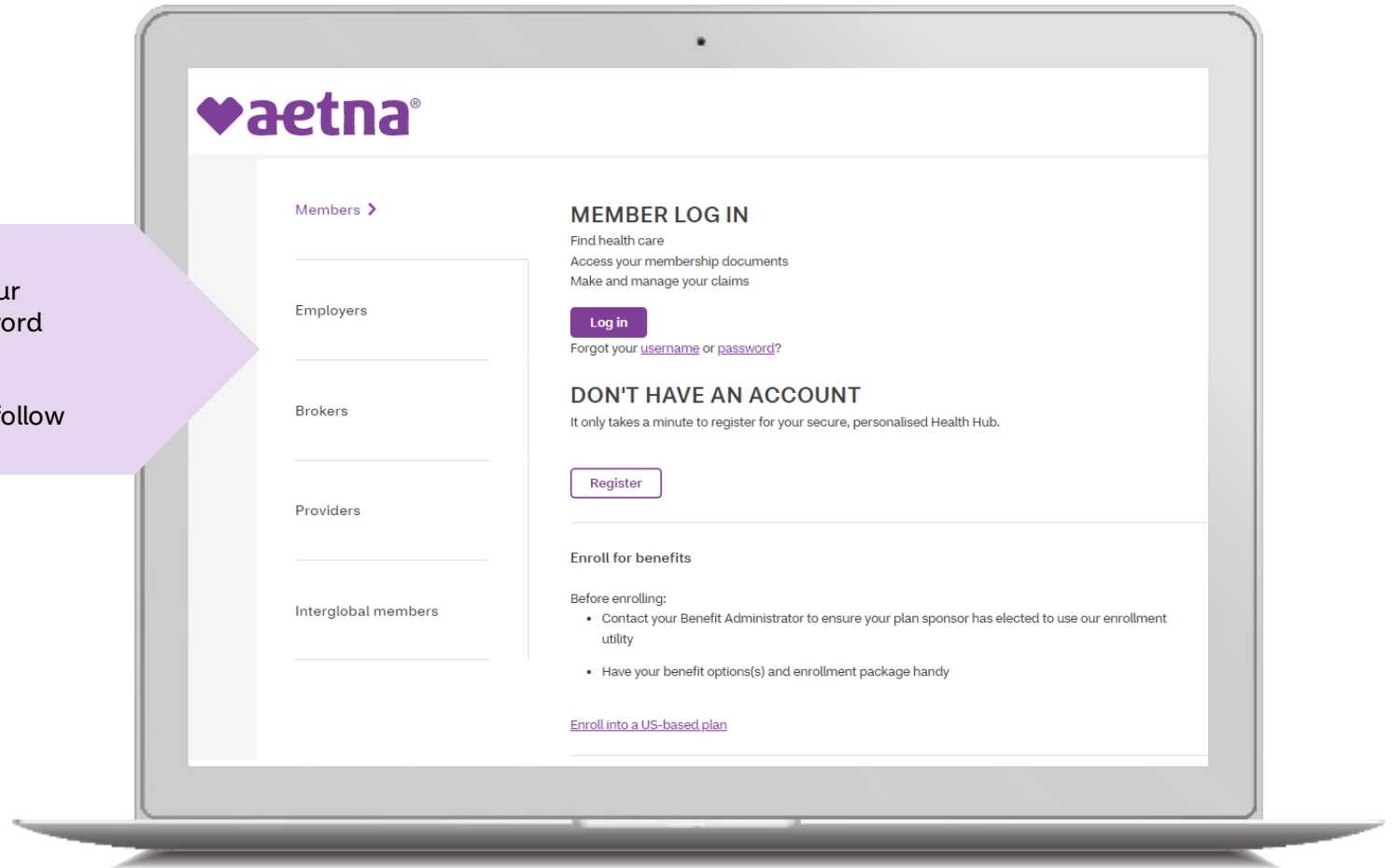


# Log In/Registration

2

**Already registered?**  
Click “Login” with your  
username and password

**Not registered?**  
Click “Register” and follow  
the instructions



# Registration

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## Create your account

1. Enter first and last name
2. Enter date of birth
3. Select "Aetna International Plan Member"
4. Enter your **Nippon Life Benefits member ID** minus the preceding N. Ex. N12345678, enter 12345678
5. Read and Check "I accept the terms & conditions"
6. Click "Get Started"

**It's time to create your new login details**

It only takes a minute to sign up for your personalised health hub where you can

- Take care of your claims
- Quickly find a health care professional
- Access personalised health and wellness support

**Your name**  
Please enter your first and last names as they appear on your Member ID card or the welcome email we sent you.

First name **1**

Last name **1**

I only use one name

**Your date of birth**

DD MM YYYY **2**

**Your plan type**

Aetna International Plan Member **3**

Aetna World Traveler Plan Member

Member ID **4**

I accept the terms & conditions **5**

Get Started **6**

# Create login details

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1. Fill in your personal email, then repeat to confirm
2. Create a unique username
3. Create a password and enter it again to confirm
4. Select security question from the dropdown with a unique, easy to remember answer
5. Click “Continue”

**Create your login details**

Avoid using your name, birthdates, membership ID or repeating characters.

**Your email address**

Email address **1**

Confirm your email address

**Your username**

Create a username **2**

Your username must contain the following:

- 8-40 characters
- at least 1 letter
- no special characters other than @

**Your password**

Create a password **3**

You password must contain the following:

- 8-20 characters
- a number
- an uppercase letter
- a lowercase letter

Confirm your password

**Your security question**

Select a security question **4**

Answer to security question

Continue **5**

# Confirm preferences

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## From the drop-down menus select:

1. Destination country
2. Preferred language
3. Country of citizenship
4. Click “Register”

The screenshot shows a laptop displaying the 'Your information and preferences' registration page. The page is divided into two main sections: 'Your information and preferences' on the left and 'Your preferences' on the right. The 'Your information and preferences' section includes a text input field with the placeholder 'Add a second line of copy here'. The 'Your preferences' section contains four drop-down menus and a 'Register' button, each with a numbered callout arrow pointing to it from the right. The callouts are: 1 for 'Destination country', 2 for 'Language', 3 for 'Country of citizenship', and 4 for the 'Register' button. Below the registration form, there are three sections: 'Need help?' with a paragraph of text, 'Trouble logging in or registering?' with a link 'Help with registration', and 'Contact our support team' with a link 'Find your local contact number'.

**Your information and preferences**

Add a second line of copy here

**Your preferences**

Destination country **1**

Destination city (optional)

Language **2**

Country of citizenship

Select country **3**

Register **4**

**Need help?**

If you're having trouble logging in, don't worry, you can always contact the Aetna International support team using the number listed on your ID card, or find answers on our dedicated help pages.

**Trouble logging in or registering?**

[Help with registration](#)

**Contact our support team**

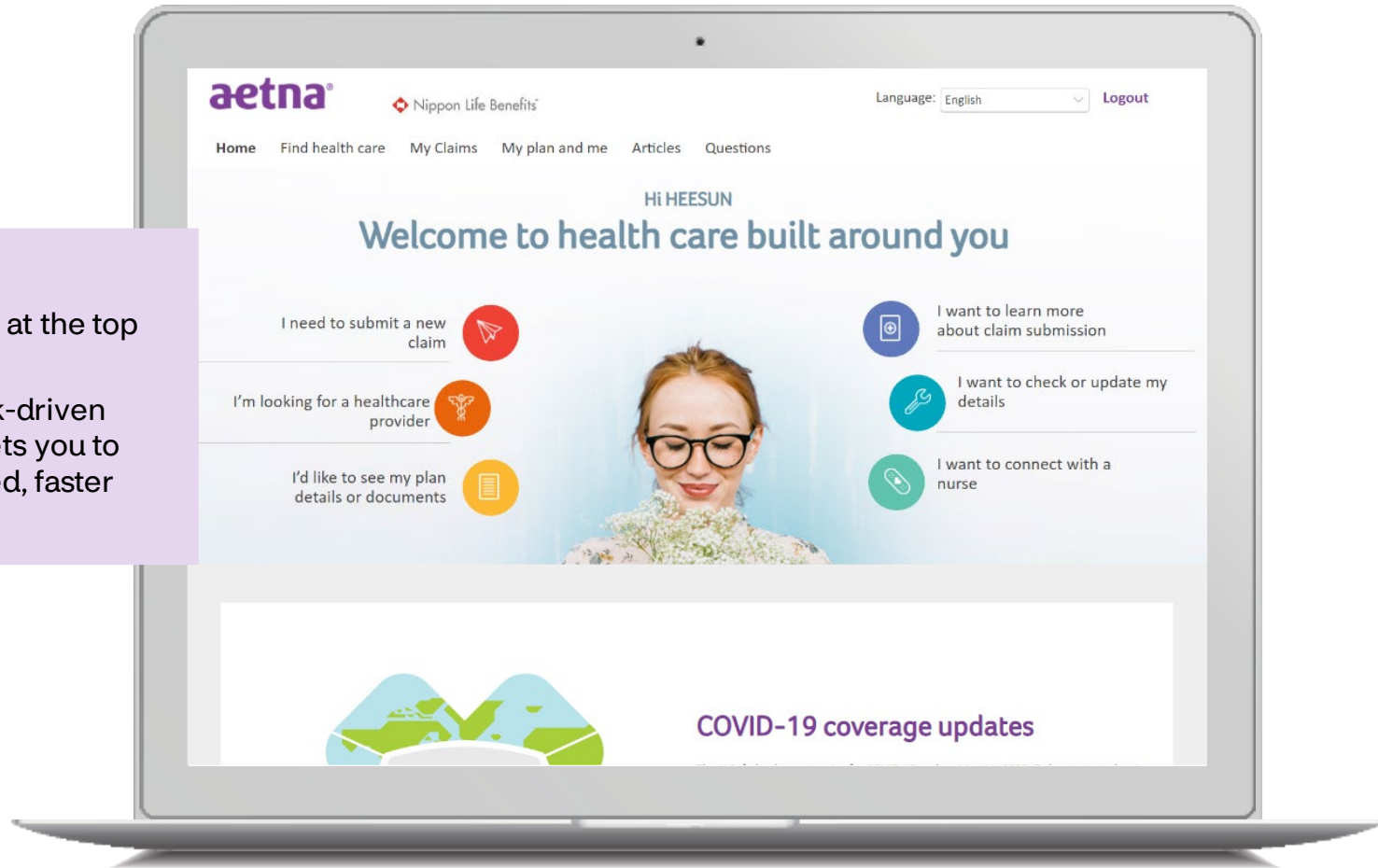
[Find your local contact number](#)

# Member home page

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## Key features:

- Main navigation at the top of the page
- Easy to use, task-driven navigation — gets you to the info you need, faster



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