



## Aetna Academy Help

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## Single Sign On (SSO) through Producer World from Aetna Academy

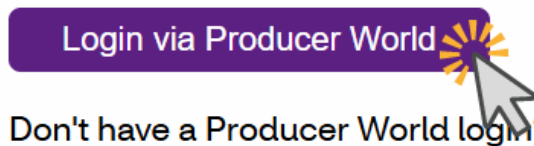
From the Aetna Academy login page: <https://www.aetnaacademy.com/ui/index.aspx>

You must have both an **NPN** *\*and\** a **Producer World login** to log in this way!

If you do not have an NPN or a Producer World login, you will need to use an alternate login method.

Click the button to Login via Producer World.

Ready to get started?



Don't have a Producer World login? Don't worry!



This will bring you to an Aetna.com Producer World login page. Here you will enter your **Producer World** login and password and click the Login button.

After you log in you should see the Aetna Academy redirect page, instructing you to **Click "Continue" to proceed to Aetna Academy.**

After you click Continue, you will be directed to the Aetna Academy home page.

**If you need login/password help for Producer World**, please click the Login via Producer World button and use the help links on the Producer World Login screen.

- [Forgot username](#)
- [Forgot password](#)
- [Need help?](#)

## Single Sign On (SSO) to Aetna Academy from Producer World

First you must be logged in to Producer World. From Producer World, click on the **Products** tab, then click **Individual Medicare**. Click on the **Learn** tab, and click on the link to **Aetna Academy (on demand trainings)**.

The screenshot shows the Aetna Producer World interface. At the top left is the Aetna logo. To its right is a search bar and a 'Log out' button. Further right is a 'Contact us' button. Below this is a navigation bar with tabs: HOME, Products, Ready to sell, Quote & enroll, Compensation & reporting, and Profile & access. The 'Products' tab is highlighted with a red arrow labeled '1'. Below the navigation bar, there are three main sections: 'Individual Medicare', 'Individual & family plans', and 'Employer sponsored'. The 'Individual Medicare' section is highlighted with a red arrow labeled '2'. It contains links for 'Individual Medicare (MA/MAPD)', 'SilverScript (PDP)', and 'Medicare Supplement & ancillary'. The 'Individual & family plans' section contains links for 'Individual & family plans', 'Individual dental', and 'Individual vision'. The 'Employer sponsored' section contains links for 'Small Group', 'Large Group', 'National, PEO and Public & Labor', 'Group Medicare', 'International', 'Aetna Student Health', and 'Aetna Supplemental Health plans'. Below these sections is a 'Close' button. At the bottom of the page, there is a navigation bar with tabs: Plans, Requirements to sell, Learn, Share, Network, Enroll, Reports, and Compensation. The 'Learn' tab is highlighted with a red arrow labeled '3'. Below the 'Learn' tab, there is a 'Learn' section with the text: 'Learn about tools, resources and guidance to help you sell. Materials on this tab are for *agent-use only*. (See the *Share* tab for materials you can share with clients.)' Below this text is a list of links: '2025 Broker educational materials', 'Find local and national trainings', 'Aetna Academy (on demand trainings)', '2026 broker newsletters', '2025 broker newsletters', '2026 Allina Health newsletters', and '2025 SEP announcements'. The 'Aetna Academy (on demand trainings)' link is highlighted with a red arrow labeled '4'.

You should see the Aetna Academy redirect page, instructing you to **Click “Continue” to proceed to Aetna Academy.**

After you click Continue, you will be directed to the Aetna Academy home page.

## Alternate Login to Aetna Academy

If you do not have an NPN or a Producer World login, you will need to use an alternate login method.

From the Aetna Academy login page: <https://www.aetnaacademy.com/ui/index.aspx>

Click the **Login** button.

Ready to get started?

Login via Producer World

Don't have a Producer World login? Don't worry!



Your Login ID will be your NPN if you are a broker. If you are not a broker, an alternate login ID would have been provided for you.

Please enter your login ID and password, and click **Submit**.

## How to Reset Your Password

After clicking the Login button on the Aetna Academy login page:

Click **Retrieve / Reset Password**.

### Enter Login Information

[FAQs](#)

Enter your NPN (or if you don't have an NPN enter your alternate Login ID) and click **Submit**.

### Recover Lost Password

Please Enter your NPN below. A link will sent to recover the password for the NPN if it is found.

NPN:

An email will be sent to the email address associated with your Aetna Academy account with a link to reset your password.

The email is from [no-reply@aetnaacademy.com](mailto:no-reply@aetnaacademy.com).

Subject: Account Information



no-reply@aetnaacademy.com

To: [Redacted]

\*\*\*\* External Email - Use Caution \*\*\*\*

The link below will let you reset your password for [www.aetnaacademy.com](http://www.aetnaacademy.com) . Please note that this link will expire in 20 minutes

Your reset link is [https://www.aetnaacademy.com/ui/pwreset/\[Redacted\]](https://www.aetnaacademy.com/ui/pwreset/[Redacted])

Click the link and enter a new password, then enter it again to confirm your new password and click **Submit**.

**Please check your “junk mail” folder for this message. If you do not receive this email, please contact [AetnaAcademySupport@cvshealth.com](mailto:AetnaAcademySupport@cvshealth.com).**

## Register for a Login to Aetna Academy

If you do not have a Producer World login or an Aetna Academy login, you can register for access to Aetna Academy.

From the Aetna Academy login page: <https://www.aetnaacademy.com/ui/index.aspx>


Click the **Register** button.

Ready to get started?

Login via Producer World

Don't have a Producer World login? Don't worry!

Login

Register 

To create an Aetna Academy account, you will need to enter the following information:

- First Name
- Last Name
- Email Address

*Please note that there is a known issue with @tzinsurance.com email addresses. If you have an address at this domain, please use an alternate address.*

- NPN (National Producer Number)
- Create a password
- Re-enter the same password to confirm

Please note that an NPN is required. If you do not have an NPN and need access to Aetna Academy, please contact [AetnaAcademySupport@cvshealth.com](mailto:AetnaAcademySupport@cvshealth.com) and provide your first name, last name, email address, agency, your Aetna broker manager, and specify what training you're looking for so that we can direct you appropriately.

## Frequently Asked Questions

### **I clicked the link provided in email correspondence to access Aetna Academy, but I can't find the course.**

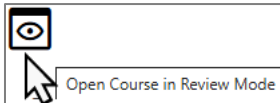
- If you're not automatically enrolled on entry, simply click the link again from your email.
- If you were enrolled in the course, you will be able to find it under the My Learning tab.
- You can also search for any course by clicking the Course Catalog tab in the navigation bar at the top of the screen.

### **I finished the training, but it's still showing as incomplete in the My Learning tab.**

- Confirm you have completed every required component of the training.
- When finished, use the Exit button to ensure satisfactory completion.
- Successfully completed courses will be available for review from the Transcripts tab.

### **I successfully completed the training, but I'd like to review the material.**

- Completed enrollments can be reviewed from the Transcripts page.
- Click the Transcripts tab in the navigation bar at the top of the page.
- Click on the Review Mode icon for the completed course that you wish to review.



- Note that status and score will not change in Review Mode.

### **I would like to download the Certificate of Completion for the course I completed.**

- You can find the certificate for a completed courses by clicking the Transcripts tab from the navigation bar at the top of the page.
- Click on the Print Certificate icon on the completed course.



- Use the Save or Print icon at the top-right to save or print your certificate of completion.

## Additional Support

If you need further assistance, please contact [AetnaAcademySupport@cvshealth.com](mailto:AetnaAcademySupport@cvshealth.com) and provide your name, NPN, and a description of the support you need.