



Access & Settings

How do I request access to Think Agent?

1.



Before submitting a request for access, please ensure you are **ready-to-sell (RTS)** Aetna MAPD or SilverScript PDP products.

2.



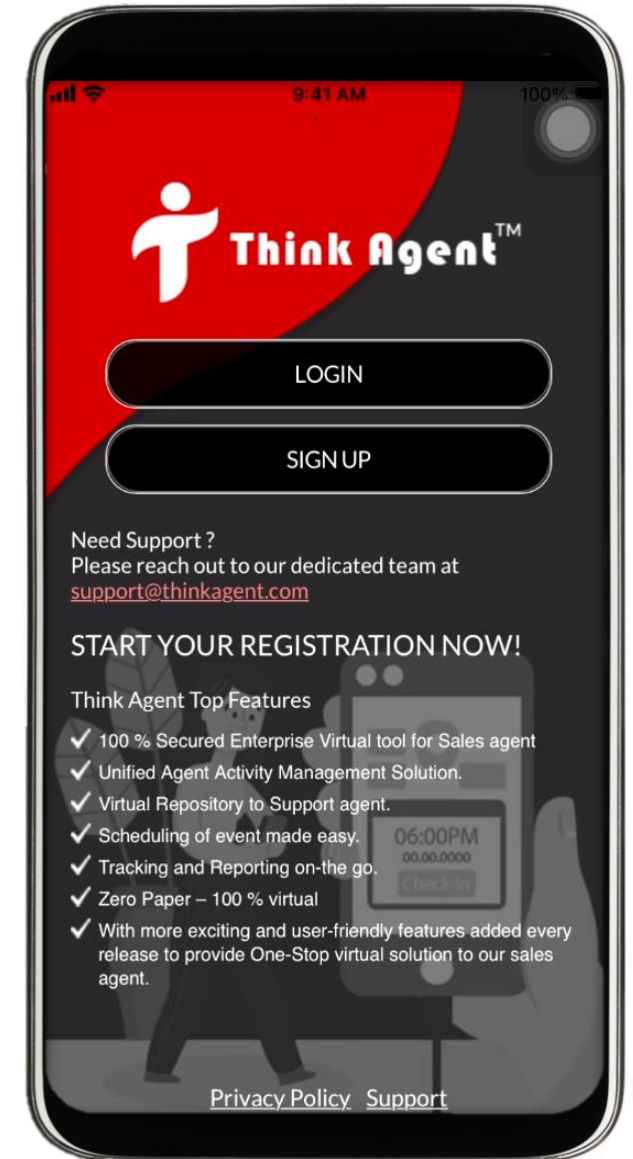
Download our mobile application directly from your device's application store! Just search "Think Agent"

3.



Click "Sign Up" on the Think Agent log-in page, enter your information – Our Support Team will send you registration links & instructions within 24 hours!

Note: Double-check your information before submitting!



After I Submit My “Sign Up” Request...

As soon as our Support Team has verified your RTS status and information, we will:

- Create your account.
- Send you a welcome email with instructions.
- Generate **2 registration emails** to your email – Username & PIN

It is imperative you follow the instructions step-by-step to complete your registration.

What if I didn't get both of my registration emails, or my PIN does not work?

You can email our Support Team at Support@ThinkAgent.com with the below:

- Your Name
- Preferred Email Address
- NPN
- Time-zone

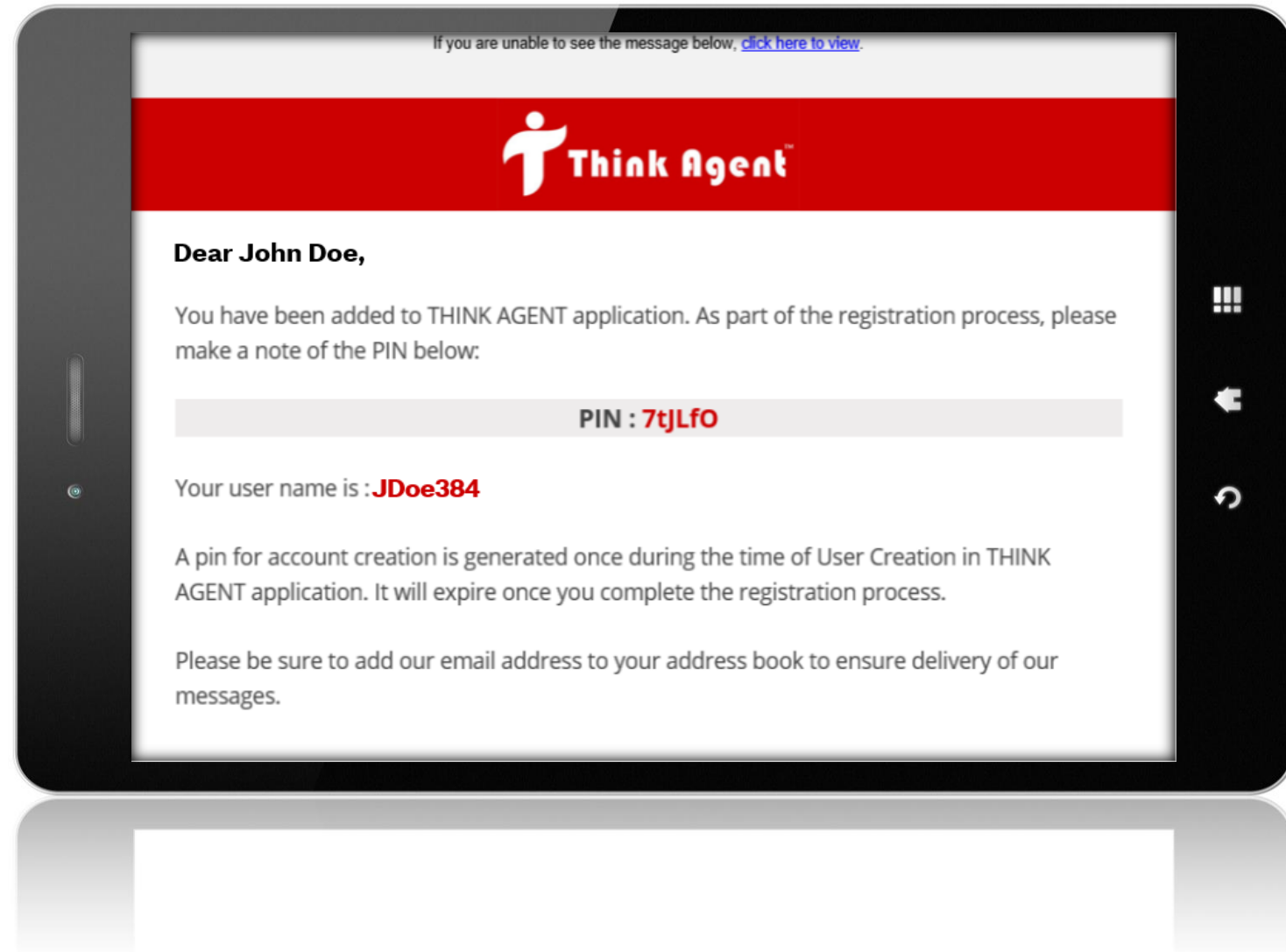
We can re-send your registration emails (same username, new PIN) so you can register.

Email 1: Registration PIN

Your first email is your personal identification number (**PIN**).

- You will only use this PIN once – Just to register.
- The PIN is case-sensitive (i.e. 7tJLfO)

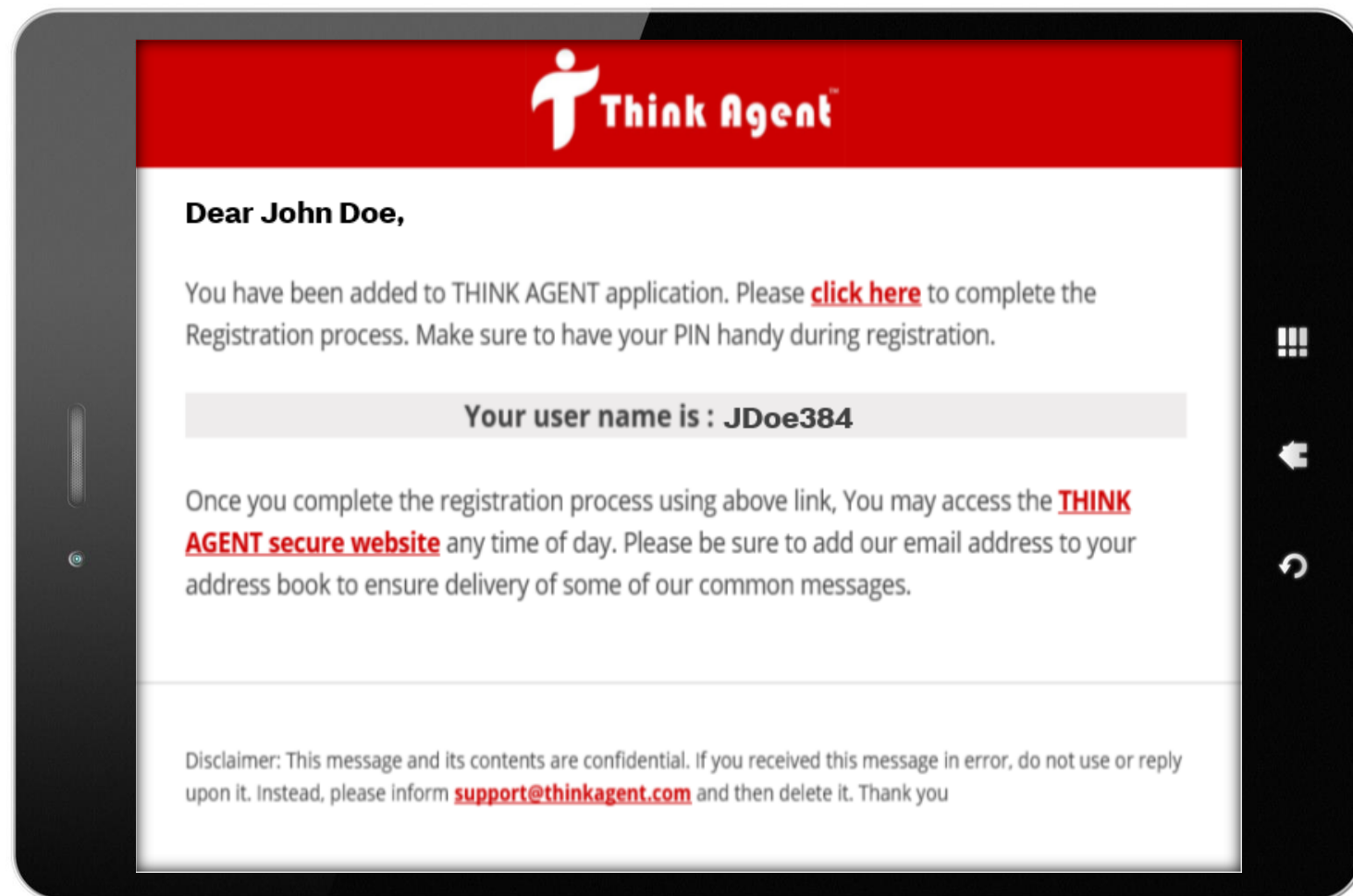
Hint: Copy your PIN (*Ctrl + C*)



Email 2: Username

Your second email is your Think Agent **Username**.

- This is your assigned username – You cannot change it.
- You will use this Username each time you log-in.
- **Important:**
Click the “**Click Here**” link at the top of this username email to begin registration.



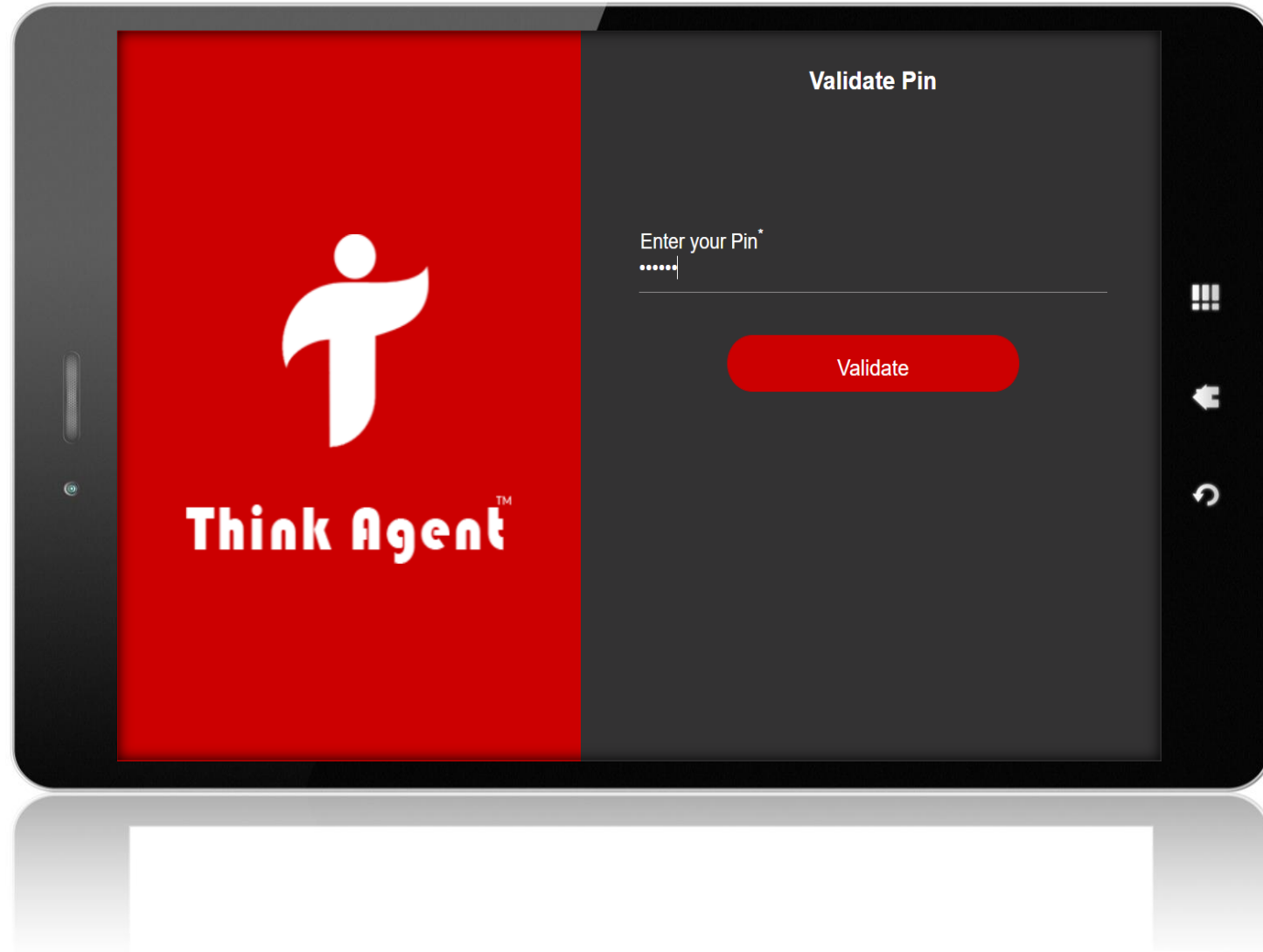
Don't Forget! Copy your PIN (Ctrl + C) from the PIN email

Validate Your PIN

After you click the “[**Click Here**](#)” link in your Username email...

- **Paste your PIN**; or type it *exactly* as it appears in your PIN email (it is case sensitive)
- Click “**Validate**”

Note: You will create your password on the next screen



Create Your Password

After validating your assigned PIN, you can create your password.

- Create your **password**.
- Confirm it by re-typing your password.

Note: You no longer need your PIN.
Your password is your own to create –
Be sure it meets the criteria here!

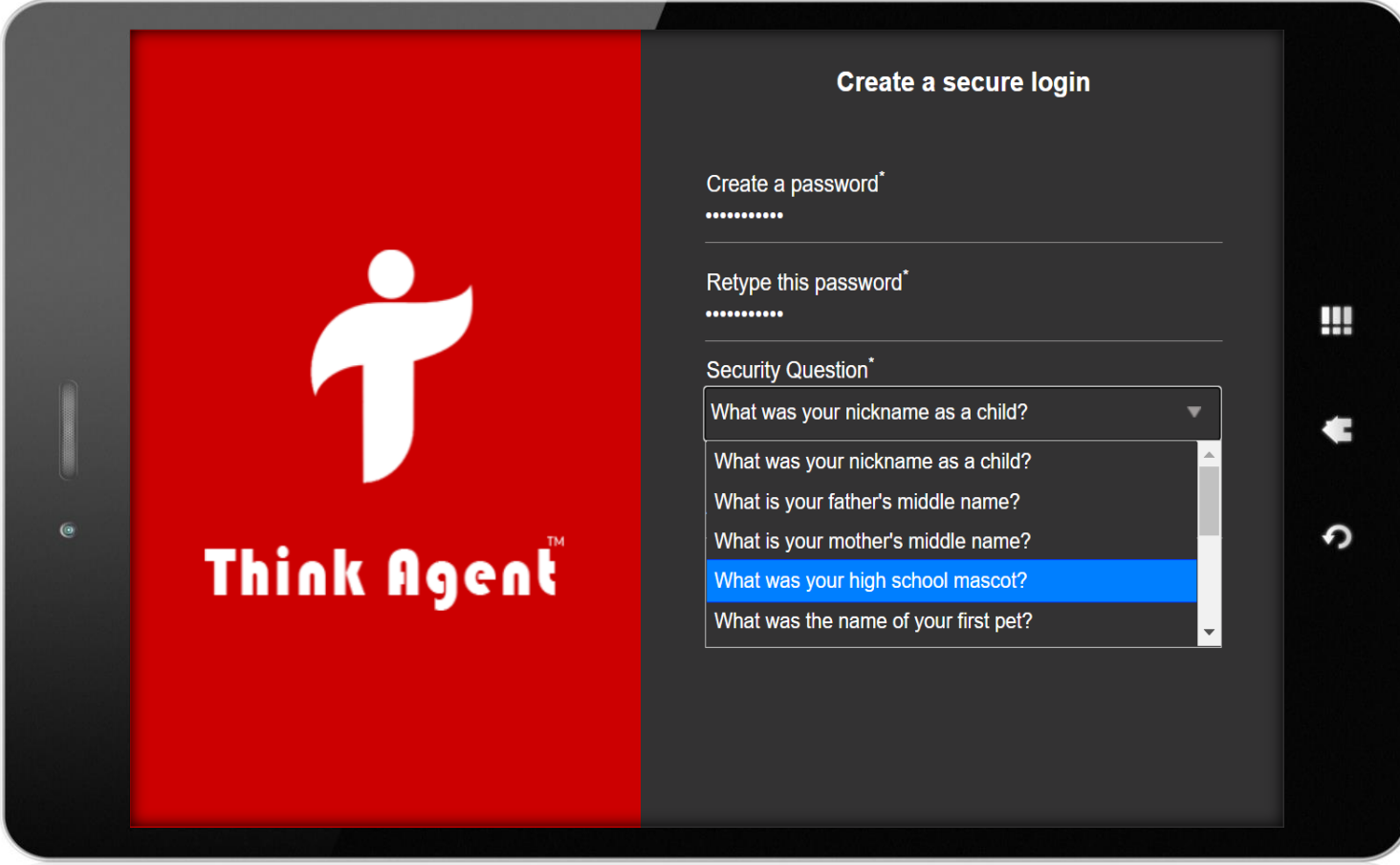


Choose Your Security Question & Answer

After confirming your self-created password...

- Choose one **security question** you want to answer from the drop-down options.
- Type your response below the question, on the **Answer** line.
- Click “**Submit**” and you’re finished registering!

Hint: Make sure it is something you won’t forget!



Create a secure login

Create a password*
.....

Retype this password*
.....

Security Question*

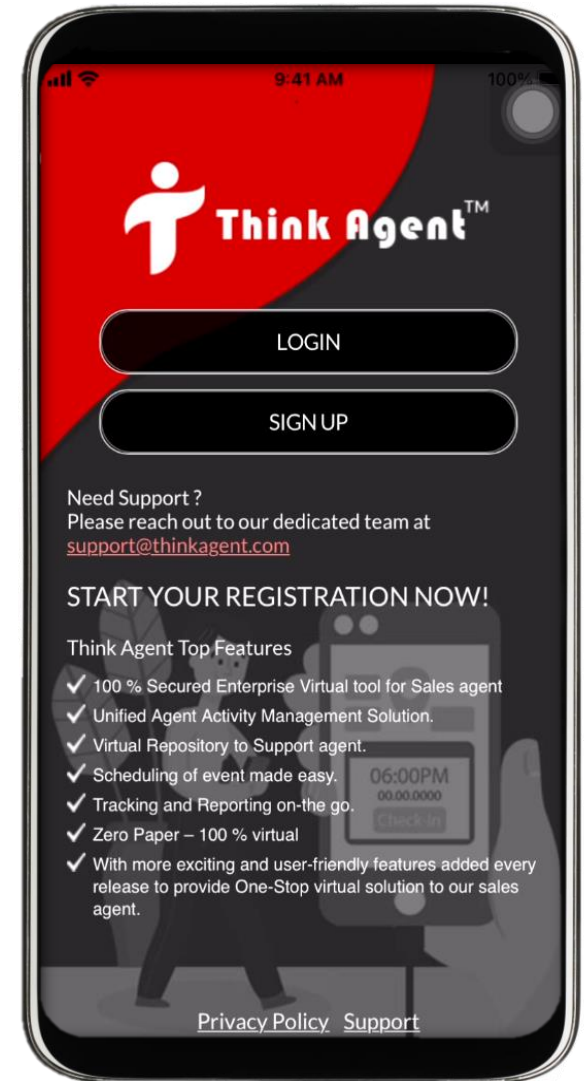
- What was your nickname as a child?
- What was your nickname as a child?
- What is your father's middle name?
- What is your mother's middle name?
- What was your high school mascot?**
- What was the name of your first pet?

Logging-In To Think Agent

You only register once! After you have completed your registration, you only need to choose **Login** to access Think Agent in the future.

- You will use your **Username** provided to you, and the **password** your created.
- Think Agent is available in your **mobile device's app store**. Just search "Think Agent" on your IOS or Android device.
- Or on your **desktop** as a website: <https://app.thinkagent.com>.

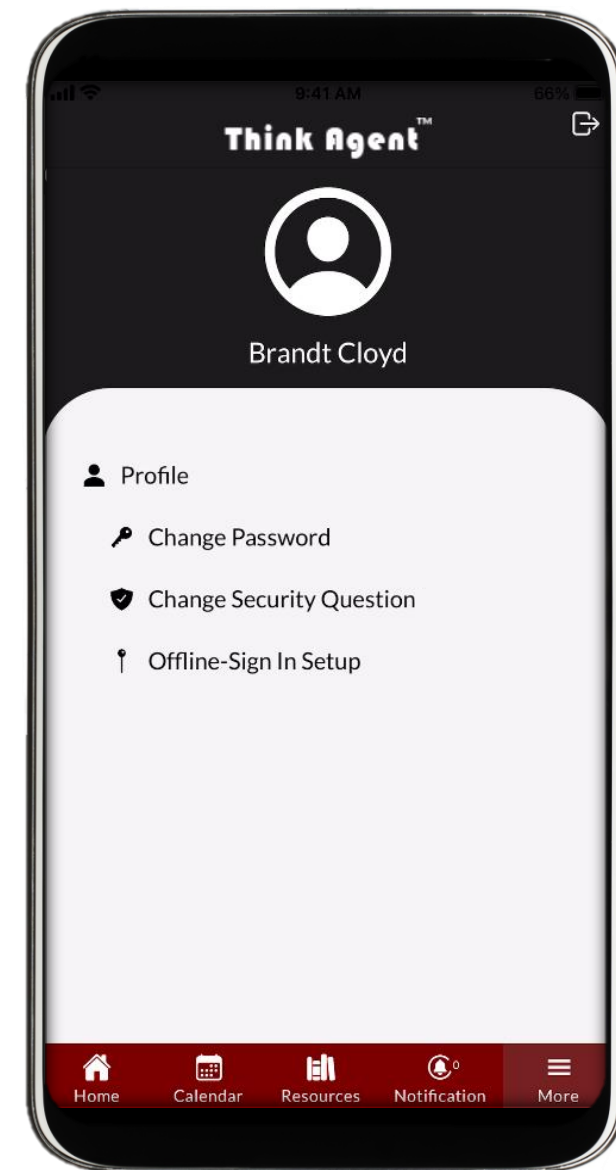
Hint: For best results on your desktop, use Google Chrome to open Think Agent



How Do I Access My Settings In Think Agent?

From your Think Agent homepage, click the “**More**” icon on the lower right corner. You are now in your Settings:

- Change Password
- Change Security Question
- Offline Sign-In Setup



Changing Your Password

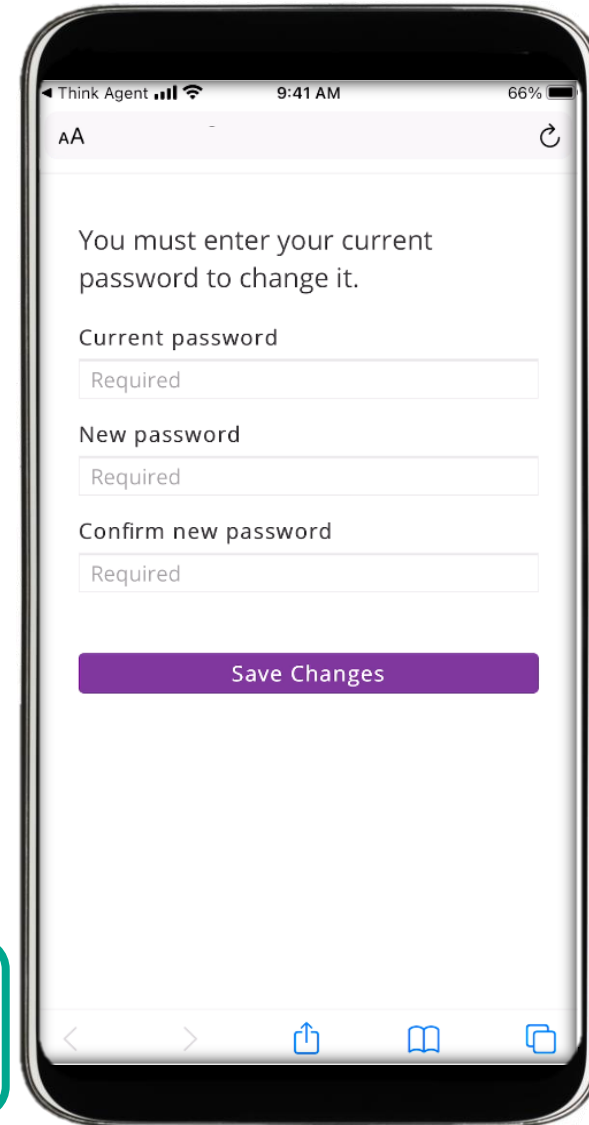
Want to make a password change? Think Agent lets you change your password in the app!

- Click “**Change Password**”
- Enter your current password (case sensitive)
- Enter your new password
- Confirm your new password
- Click “**Save Changes**”

Your password **must** include:

- At least 8 characters, no more than 20 characters
- At least 1 capital letter
- At least 1 number
- No spaces and no character repeated more than twice in a row
- Cannot include your full first name, last name or username
- You may use these special characters: _ & 1 # @

Note: When entering your *new* password, you will see the above dialogue box with requirements – Read these carefully!



Think Agent 9:41 AM 66%

AA

You must enter your current password to change it.

Current password
Required

New password
Required

Confirm new password
Required

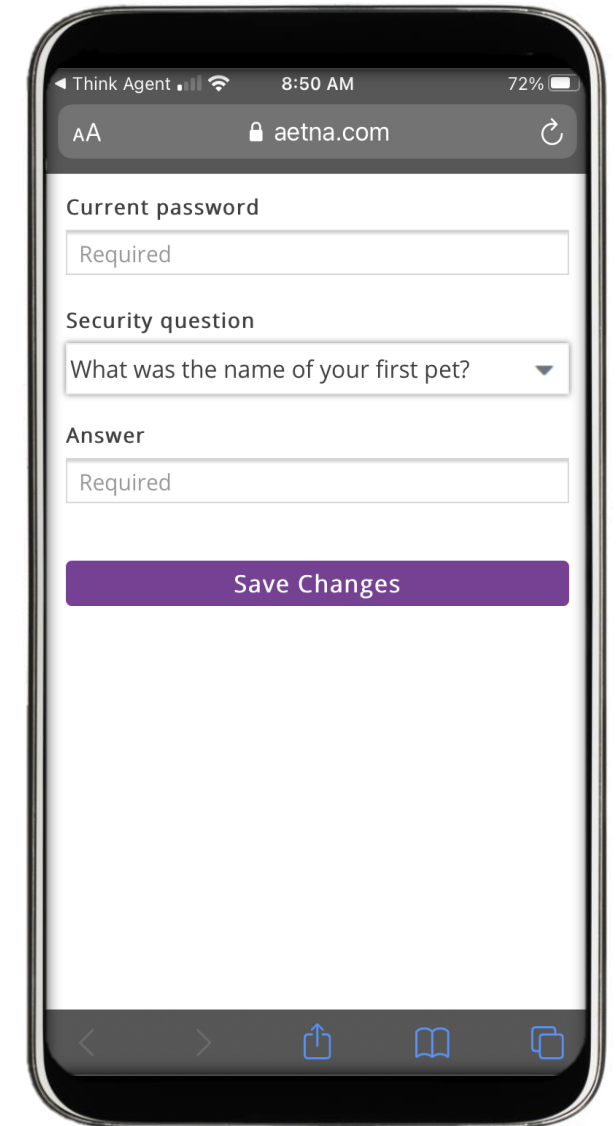
Save Changes

Changing Your Security Question

Want to make a change to your security question?
Think Agent lets you make this change in the app too!

- Click “**Change Security Question**” from the “More” tab
- Enter your current password (case sensitive)
- Choose a new security question (10 options)
- Enter your answer
- Click “**Save Changes**”

Hint: Write down your answer and keep it somewhere safe!
You will need it if you ever forget your password.



The screenshot shows a mobile app interface for changing a security question. At the top, the status bar shows 'Think Agent', signal strength, Wi-Fi, 8:50 AM, and 72% battery. The browser address bar shows 'aetna.com'. The form has three sections: 'Current password' with a 'Required' text input field; 'Security question' with a dropdown menu currently showing 'What was the name of your first pet?'; and 'Answer' with a 'Required' text input field. A purple 'Save Changes' button is at the bottom of the form. The bottom of the screen shows standard mobile navigation icons.

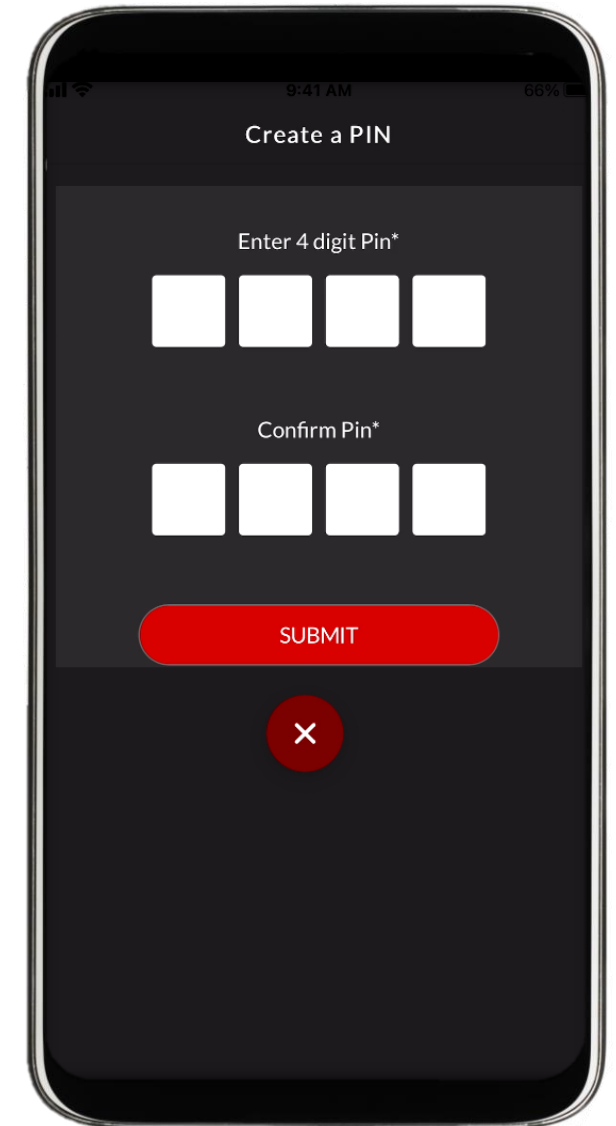
Setting-Up Offline Sign-In

Think Agent has a fantastic feature call “Offline Sign-in” that enables you to use the app while offline.

This can be especially useful when conducting a sales appointment in rural area or somewhere without a strong Wi-Fi or data signal!

- Click “**Offline Sign-In Setup**” from the “More” tab
- You will be prompted to create a four-digit PIN and confirm
- Click “**Submit**”

Note: Applications submitted while you are offline will be sent to Aetna Enrollment automatically, as soon as you are connected to the internet again and logged-in to Think Agent!

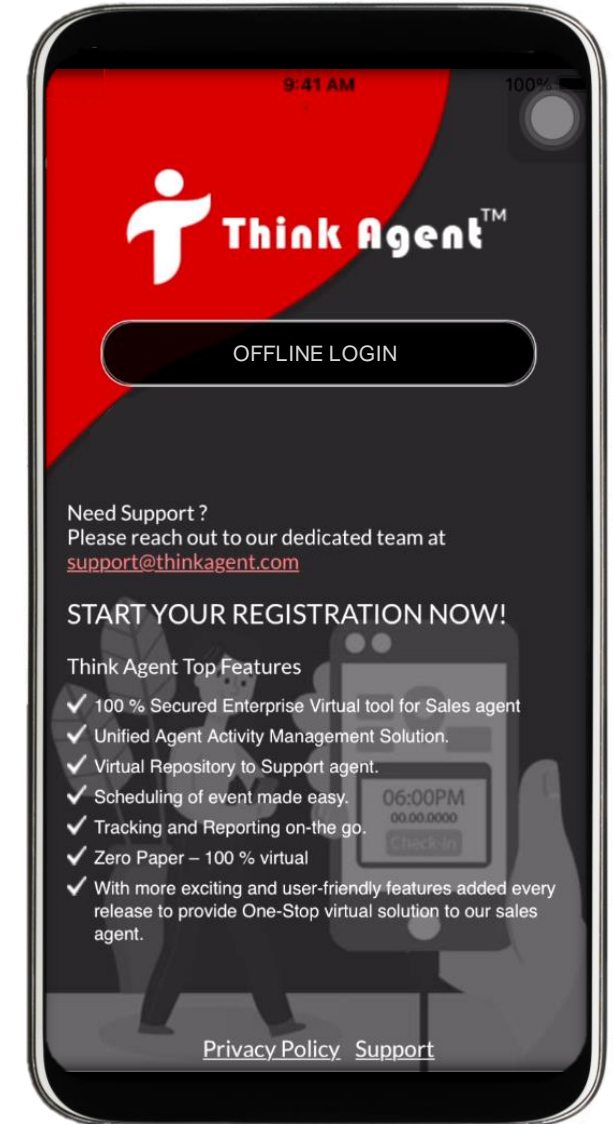


Offline Login

When on the log-in page, Think Agent will recognize you are not connected to the internet and only offer you **Offline Login**!

- Enter the **PIN** you created (not the PIN provided to you to register)
- Click “**Submit**”

Note: If you connect to the internet – With a moderate or strong signal- while logged-in offline, Think Agent will recognize that and automatically switch to online log-in.



Thank You!
