

## How to set up your Cigna Supplier Knowledge Hub account?

**Overview** This document provides guidance on how to access the Cigna Supplier Knowledge Hub for content covering the setup and management of an Ariba account.

The materials on the site, which include videos, slides, and step-by-step job aids, are broken down into “courses”, and each assigned a course number. Steps 5-10 of this document cover navigation of the courses in the Supplier Knowledge Hub.

### Directions:

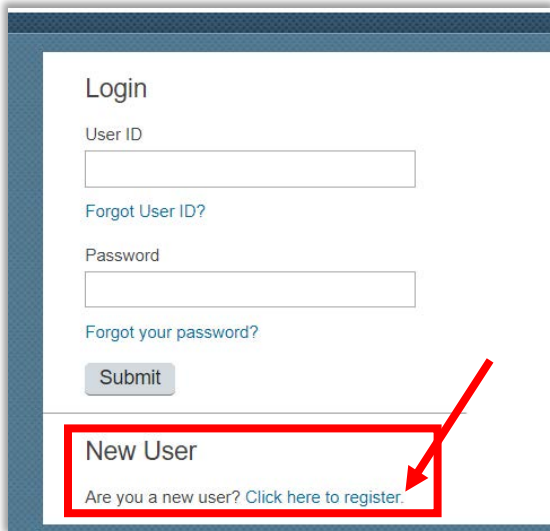
#### Step Action

1. Access the [Cigna Supplier Knowledge Hub](#). For the best user experience, use Google Chrome.



The screenshot shows the login page for the Cigna Supplier Knowledge Hub. It features a 'Login' section with a 'User ID' input field, a 'Forgot User ID?' link, a 'Password' input field, and a 'Forgot your password?' link. A 'Submit' button is located below the password field. To the right of the login fields is the Cigna logo and the slogan 'Together, all the way.'. Below the login section is a 'New User' section with the text 'Are you a new user? Click here to register.' and a link. At the bottom of the page, there is contact information for the Cigna University Help Desk, including phone, fax, email, and support hours.

2. Access the “[Click here to register](#)” link for New Users.



This is a close-up screenshot of the 'New User' section from the previous image. A red box highlights the text 'Are you a new user? Click here to register.' and a red arrow points to the 'Click here to register.' link.

3. Complete each of the required fields (denoted by an asterisk “\*”) to create a new account.

The Registration Code is **CignaSupplier2** for all new accounts.



**\* Required Fields**

### Account Information

\* User ID :

\* Password :

\* Re-Enter Password :

\* Security Question :

\* Security Answer :

\* Re-Enter Security Answer :

\* Registration Code :

### Contact Information

\* First Name :

\* Last Name :

\* Email Address :

\* Confirm Email Address :

Telephone Number :

Main Address :

City :

State / Province :

Postal Code :

Country/Region :

**Notes:**

- The account password has to be compliant with the following rules:
  - The length of the password must be between 8 and 40 characters.
  - The password must contain a minimum of 4 character types from the list below
    - English uppercase letters [A-Z]
    - English lowercase letters [a-z]
    - Numeric numerals [0-9]
    - Special characters: ! @ # \$ % ^ & \* ( ) - \_ + = { } [ ] < > ? / ' " ; : \ . , ; ~

4. Use your newly created credentials to log in and view the learning materials.

### Login

User ID

[Forgot User ID?](#)

Password

[Forgot your password?](#)

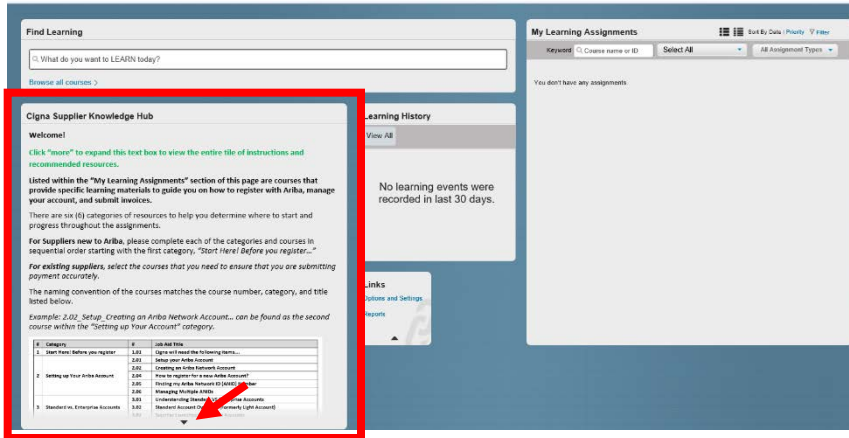
5. The Cigna Supplier Knowledge Hub portal homepage will appear.

The screenshot displays the Cigna Supplier Knowledge Hub portal. At the top left, there is a 'Find Learning' search bar with the placeholder text 'What do you want to LEARN today?'. Below this is a 'Browse all courses' link. The main content area is divided into several sections. On the left, there is a 'Cigna Supplier Knowledge Hub' section with a 'Welcome!' message and a list of learning resources. In the center, there is a 'Learning History' section with a 'View All' link and a message stating 'No learning events were recorded in last 30 days.' On the right, there is a 'My Learning Assignments' section with a 'You don't have any assignments' message. At the bottom left, there is a table with columns for 'Categories' and 'Job Aid Title'.

Categories	Job Aid Title
1. Start Here Before you Register	1.01 Sign up to use the following facts...
2. Setting up Your Arba Account	2.01 Letting you create account
	2.02 Creating an Arba Network Account
	2.03 How to Register for an Arba Account
	2.04 Finding my Arba Network ID (ARNID) number
	2.05 Managing Multiple ARNIDs
	2.06 Understanding Standard vs Enterprise Accounts
	2.07 Standard Account Check-out Process (SAP Account)
	2.08 Standard Account Check-out Process (SAP Account)



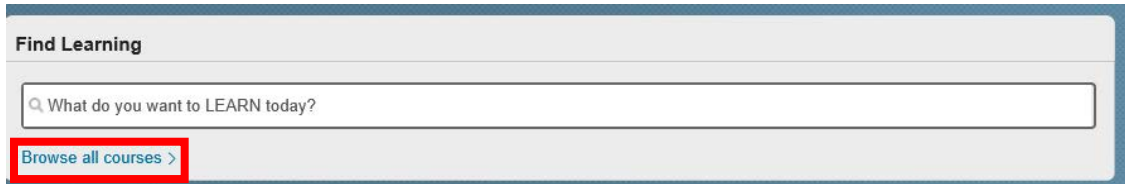
- Review the instructions within the **Welcome** tile. Please be sure to expand the tile by clicking the arrow at the bottom to review the entire grid and message.



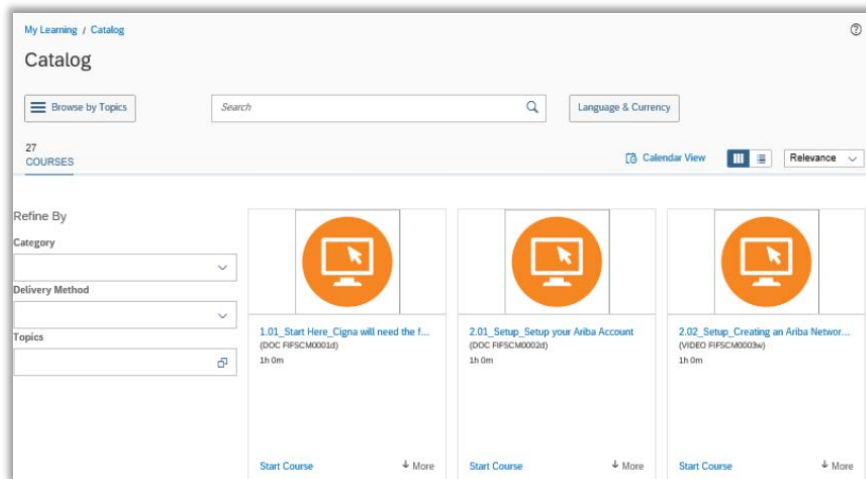
**Notes:**

- **For suppliers that are new to Ariba**, please complete each of the categories and courses in sequential order starting with the first category, "Start Here! Before you register..."
- **For suppliers with existing Ariba Network accounts**, select the courses that you need to ensure that you are submitting payment accurately.
- The naming convention of the courses matches the course number, category, and title listed below.

- From the portal homepage, under the **Find Learning** section, select *Browse all courses*.



- The entire course list will appear on the **Catalog** screen.



As mentioned in the Welcome tile, the courses are broken into six (6) different categories, which provide specific learning materials to guide you on how to register with Ariba, manage your account, and submit invoices:

- *Before you register*
- *Setting up Your Ariba Account*
- *Standard vs. Enterprise Accounts*
- *Managing your Ariba Account*
- *Submitting Invoices*
- *Additional Information*

Notes:

- **For suppliers that are new to Ariba**, please complete each of the categories and courses in sequential order, starting with the first category, “Start Here! Before you register...”
- **For suppliers with existing Ariba Network accounts**, select the courses that you need to ensure that you are submitting payment accurately.
- Please note that old purchase order numbers from Express Scripts are no longer valid. Please reference your new Cigna ID number in order to do business with us. See learning materials for additional guidance.
- The naming convention of the courses matches the course number, category, and title.
  - Example: *2.02\_Setup\_Creating an Ariba Network Account...* can be found as the second course within the “Setting up Your Account” category.

Browse through the entire course list on the **Catalog** screen, or use the open search field in the **Find Learning** section to locate a specific course, based on the numerical order below.

**Course List:**


#	Category	#	Job Aid Title
1	<b>Start Here! Before you register</b>	1.01	Cigna will need the following items...
2	<b>Setting up Your Ariba Account</b>	2.01	Setup your Ariba Account
		2.02	Creating an Ariba Network Account
		2.03	How to register for a new Ariba Account
		2.04	Finding my Ariba Network ID (ANID) Number

		2.05	Managing Multiple ANIDs
<b>3</b>	<b>Standard vs. Enterprise Accounts</b>	3.01	Understanding Standard vs Enterprise Accounts
		3.02	Standard Account Overview (Formerly Light Account)
		3.03	Supplier Launchpad: Standard Accounts
<b>4</b>	<b>Managing your Ariba Account</b>	4.01	Manage your Ariba Network Account
		4.02	Adding and Managing Multiple Users
		4.03	Navigating Ariba Network for Suppliers
		4.04	How to Configure Email Notifications from Ariba
		4.06	Steps for Configuring your Routing Method
<b>5</b>	<b>Submitting Invoices</b>	5.01	Submitting a Penny PO
		5.02	Setup your Ariba Account for Invoicing
		5.03	How to Send an Invoice in the Ariba Network?
		5.04	How to submit an Ariba non-PO Invoice? (Job Aid)
		5.05	How to submit an Ariba non-PO Invoice? (Video)
		5.06	Submitting Invoices from an Enterprise Account
		5.07	Submitting Invoices from a Standard Account
		5.08	How to create an invoice against a contract? (Job Aid)
		5.09	How to create an invoice against a contract? (Video)
		5.10	Invoice Against Contract Overview
		5.11	Invoice Against Contract - Supplier Invoicing Demo
		5.12	Create a Credit Memo against a Contract-Based Invoice from an Enterprise Ariba Network Account
		5.13	Create a Credit Memo against a Contract-Based Invoice from a Standard Ariba Network Account
		5.14	Enter a Discount when Creating a New Invoice against a Contract
		5.15	Enter Shipping Costs when Creating a New Invoice against a Contract
		5.16	Enter Tax Line Details in a Term Sheet – Invoice against Contract
		5.17	Enter Tax Line Details when Creating a New PO-Based Invoice from an Enterprise Ariba Network Account
		5.18	Enter Shipping Costs when Creating a New PO-Based Invoice from a Standard Ariba Network Account
		5.19	Invoice against an Expired or Inactive Contract via Term Sheet
		5.20	Run a Remittance Report from an Enterprise Ariba Network Account
		5.21	Enter Tax Line Details when Creating a New PO-Based Invoice from a Standard Ariba Network Account
		5.22	Enter Shipping Costs when Creating a New PO-Based Invoice from an Enterprise Ariba Network Account
<b>6</b>	<b>Additional Information</b>	6.01	Additional Callouts
		6.02	Contact Information for Support

- To start a course, select the *Start Course* button located on the left side of the description box.

The course will automatically launch in a new window.



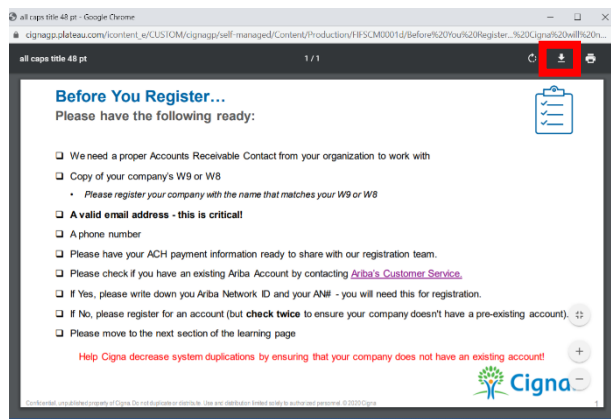


1.01\_Start Here\_Cigna will need the f...  
(DOC FIFSCM0001d)  
1h 0m

**Start Course**      ↓ More

Notes:

- Courses are in different formats, such as videos or PDFs.
- To download and save materials once they launch in a new window, click the downward facing arrow in the top right (next to the printer icon) and then save to your computer.




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**Before You Register...**  
Please have the following ready:

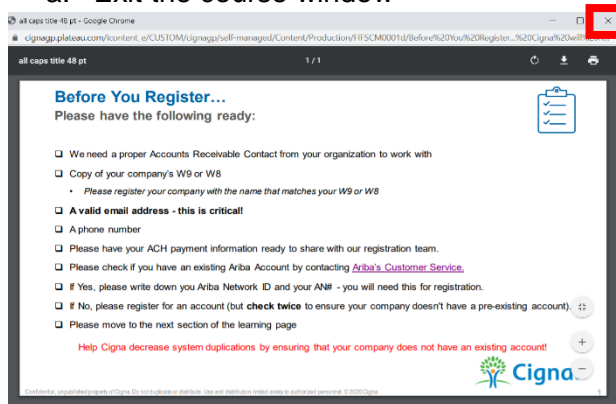
- We need a proper Accounts Receivable Contact from your organization to work with
- Copy of your company's W9 or W8
  - Please register your company with the name that matches your W9 or W8
- A valid email address - this is critical!**
- A phone number
- Please have your ACH payment information ready to share with our registration team.
- Please check if you have an existing Ariba Account by contacting [Ariba's Customer Service](#).
- If Yes, please write down you Ariba Network ID and your AN# - you will need this for registration.
- If No, please register for an account (but **check twice** to ensure your company doesn't have a pre-existing account).
- Please move to the next section of the learning page

**Help Cigna decrease system duplications by ensuring that your company does not have an existing account!**



10. To exit a course and return back to the learning page:

a. Exit the course window




all caps title 48 pt

**Before You Register...**  
Please have the following ready:

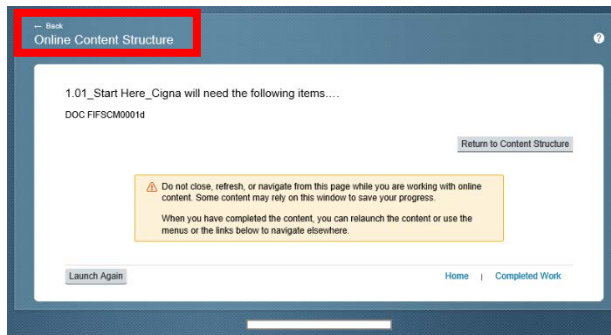
- We need a proper Accounts Receivable Contact from your organization to work with
- Copy of your company's W9 or W8
  - Please register your company with the name that matches your W9 or W8
- A valid email address - this is critical!**
- A phone number
- Please have your ACH payment information ready to share with our registration team.
- Please check if you have an existing Ariba Account by contacting [Ariba's Customer Service](#).
- If Yes, please write down you Ariba Network ID and your AN# - you will need this for registration.
- If No, please register for an account (but **check twice** to ensure your company doesn't have a pre-existing account).
- Please move to the next section of the learning page

**Help Cigna decrease system duplications by ensuring that your company does not have an existing account!**





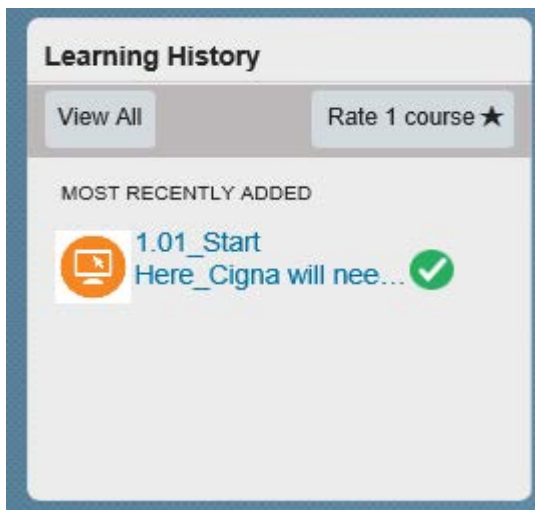
b. Select the back button located at the top left.



c. You will be taken back to the course list page.

Note:

- All completed learning courses will appear within the Learning History tile on the home page.



**Effective Date** April 2020

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**Change History** Last review on July 20, 2020.