



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

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Log In/Registration

Go to [AetnaInternational.com](https://www.aetna.com) and click on “Log In/Register”

The screenshot displays the Aetna website's navigation menu and a dropdown menu for 'Log In / Register'. The main navigation bar includes links for Home, Get a Quote, News, Contact Us, and a search bar. The dropdown menu for 'Log In / Register' contains the following items:

- Member Log In / Register (with a 'Log in/Register' button)
- Forgot User name? >
- Forgot Password? >
- Interglobal Members >

Below the dropdown menu, there are links for 'Log-in to:' followed by 'Employers >', 'Brokers >', and 'Providers >'. The main content area features a headline: "You are not alone. Getting help today makes for a better tomorrow." with a sub-headline: "Discover how to start a conversation about your member's health care support your family during these uncertain times and protect your emotional well-being." and a "Take steps today" button. Below this, there are several promotional tiles:

- Changes to the Aetna International business** (with a "Read more here >" link)
- COVID-19 help and support: Advice, updates and guidance for our customers and members** (with a blue callout box containing: "Important: New waiver policy and extra benefits", "Aetna Mind: Online resources and professional support for mental and emotional health", and "Advice and guidance for holistic health and well-being, and work-life balance". Below this callout are links for "Read the FAQs to get the latest health advice >" and "Remote working & social distancing support resources >".)
- Looking for international health insurance?** (with links for "More about Aetna International >" and "More about our plans for individuals and families >".)

Log In/Registration

Log in securely

Manage claims, find health care, access exclusive wellbeing resources and see all your documents.

Username 

Password 

Forgot [username](#) or [password](#)?

Log in

Don't have an online account?

It only takes a few minutes to register for your online account, all you need is your basic info and Aetna ID.

[Register to access your account](#)

If you're a new member or haven't registered, click the "Register" button and follow the instructions

Registration (continued)



To create an account, you'll need to share some personal information

1. Enter your first and last name
2. Type in the day, month and year you were born
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.

 I only use one name

Your date of birth

Your plan type

 Aetna International Plan Member Aetna World Traveler Plan Member I accept the terms & conditions

Create login — all members

Let's get started

Membership validated

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

Your password must contain the following:

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

Confirm your password 4

Your security question

Select a security question 5

Answer to security question

Continue 6

1. Fill in your personal email, then repeat to confirm
2. Create a unique username
3. Create a password
4. Repeat that password to confirm account password
5. Select security question from the dropdown with a memorable answer unique to you
6. Click “Continue”

Confirm preferences

Let's get started

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**

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](#)

1. Select your country from the dropdown
2. Select preferred language from the dropdown
3. Select country of citizenship from dropdown
4. Click "Register"

Home page

Main navigation located at the top of the page

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[Home](#) [Find health care](#) [My Claims](#) [Well-being](#) [My plan and me](#) [Articles](#) [Questions](#)

Regionalized content banners display content and information based on member's region

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Task-driven navigation centered around a regionalized image

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