

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:

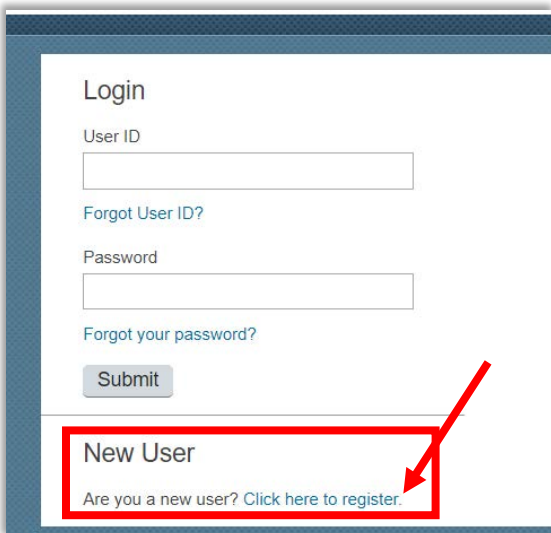
Step Action

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 fields for 'User ID' and 'Password', each with a 'Forgot' link. A 'Submit' button is below the password field. To the right is the Cigna logo and the tagline '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.' At the bottom, contact information for the Cigna University Help Desk is provided, including phone, fax, email, and support hours.

2. Access the “Click here to register” link for New Users.



This screenshot is similar to the previous one but highlights the 'New User' section. A red rectangle is drawn around 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: ! @ # \$ % ^ & * () - _ + = { } [] < > ? / ' " ; : \ . , ~

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

Login

User ID

[Forgot User ID?](#)

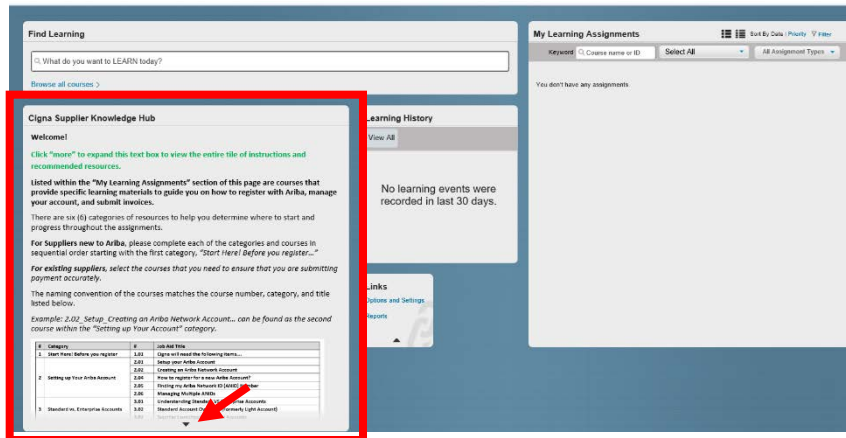
Password

[Forgot your password?](#)

- The Cigna Supplier Knowledge Hub portal homepage will appear.



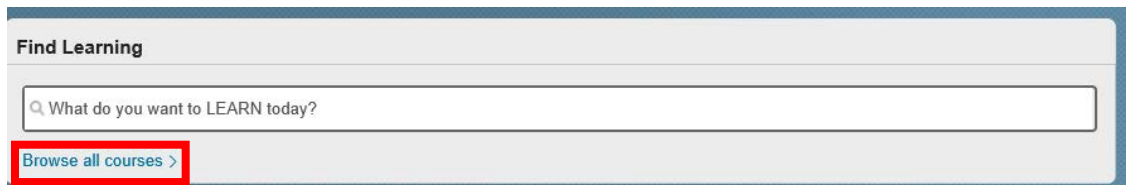
- Review the instructions within the **Welcome** tile. Please be sure to expand the tile by clicking the arrow at the bottom to review the entire grid and message.



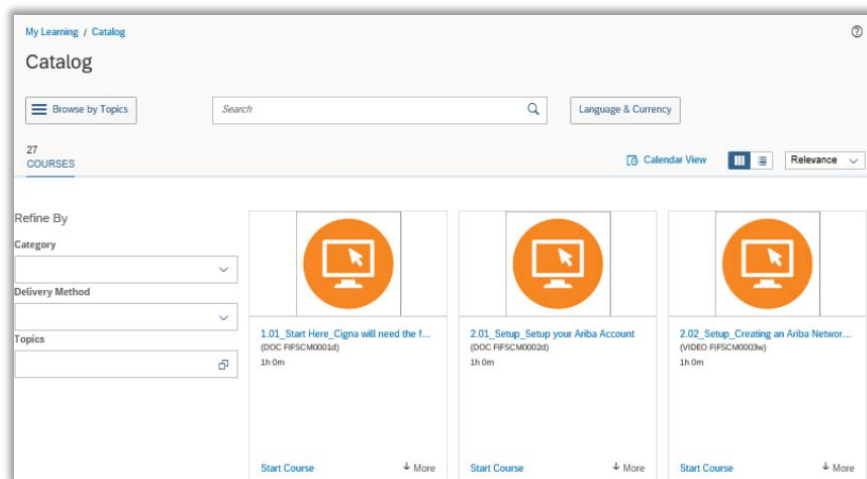
Notes:

- 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.

Find Learning

What do you want to LEARN today?

[Browse all courses >](#)

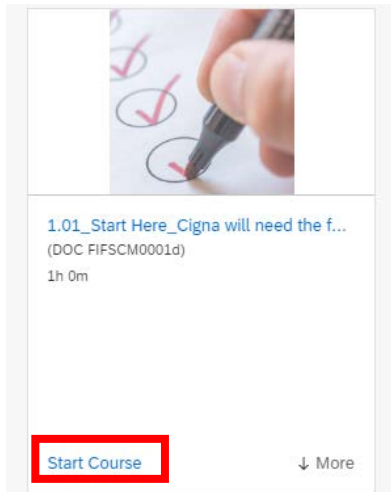
Course List:

#	Category	#	Job Aid Title
1	Start Here! Before you register	1.01	Cigna will need the following items...
2	Setting up Your Ariba Account	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
3	Standard vs. Enterprise Accounts	3.01	Understanding Standard vs Enterprise Accounts
		3.02	Standard Account Overview (Formerly Light Account)
		3.03	Supplier Launchpad: Standard Accounts
4	Managing your Ariba Account	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
5	Submitting Invoices	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
6	Additional Information	6.01	Additional Callouts
		6.02	Contact Information for Support

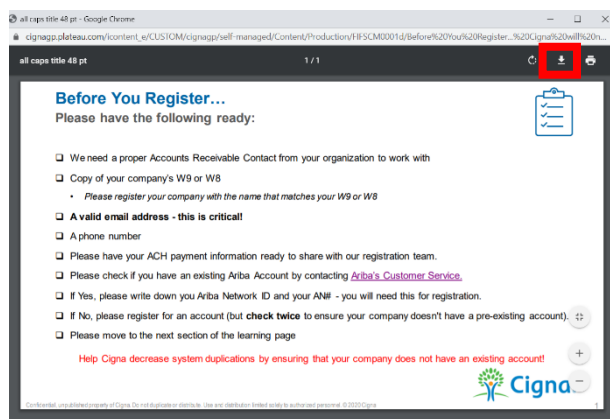
9. To start a course, select the *Start Course* button located on the left side of the description box.

The course will automatically launch in a new window.



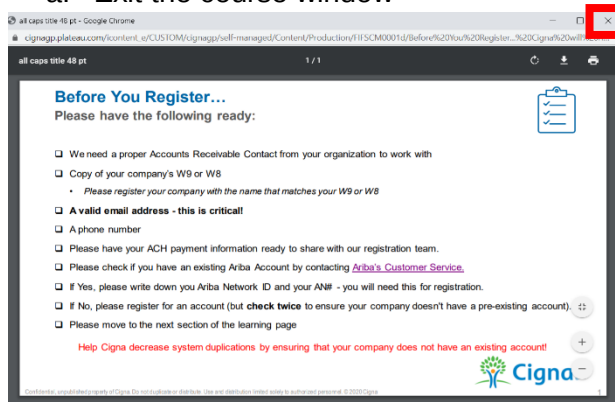
Notes:

- 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.

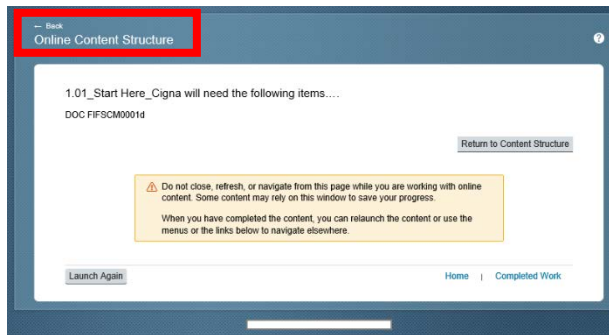


10. To exit a course and return back to the learning page:

a. Exit the course window



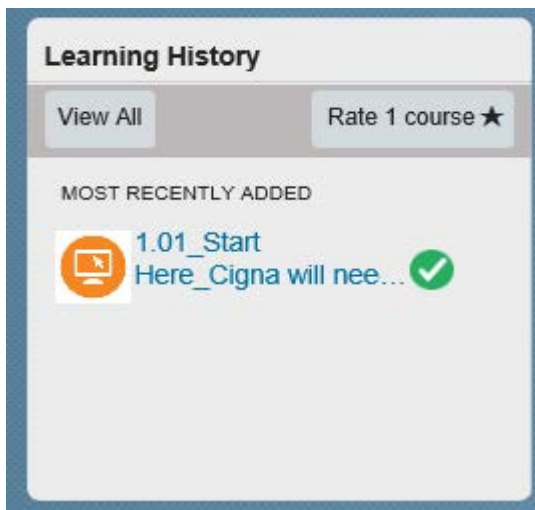
b. Select the back button located at the top left.



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

**Change
History**

Last review on July 20, 2020.