



# Over-The-Counter Health Solutions®

We want to make setting up your account as smooth as possible. Please take a moment to read through the details below carefully.

## Troubleshooting: Creating an account

Create your Over-The-Counter Health Solutions account in four simple steps. Then, create one for each of your dependents (if applicable):

**1** **Step 1**

Go to the OTCHS website and click on the Create an Account button

**Click to create an account**

**2** **Step 2**

Enter an email address for the member you are registering

Don't forget: each eligible member needs to create their own account with a unique email address of their choice. First time users must create an account

**3** **Step 3: Enter your information**

Enter your information

- Full name as it appears on your Aetna ID.
- Member ID
  - Each member must include the two-digit identifier at the end of their ID. Be sure to omit all spaces when entering ID

**Example:**

Member ID + ←

Member Identifier ←

Jennifer Q:  
W12345678901

Jonathan Q:  
W12345678902

PLAN SPONSOR NAME LINE ONE  
PLAN SPONSOR NAME LINE TWO  
GRP: 111111-011-00101  
ISSUER (R0840) 9140860054  
ID W1234 56789

01 JENNIFER Q SAMPLE-TESTCARD  
02 JONATHAN Q SAMPLE-TESTCARD  
03 CAITLIN Q SAMPLE-TESTCARD  
04 EMILY Q SAMPLE-TESTCARD  
05 KARA Q SAMPLE-TESTCARD

- Date of Birth
- Zip Code
- Cell phone number

**4** **Step 4**

Create a password for your new account.

**Click to create an account**

**Click to see catalogs on page 2**

