

To: Non-Active Users
From: Tech Central News@Cigna.com
Date: 7/?
Subject: Act now: Update your Outlook Web Access (OWA) authentication enrollment

Attention: New OWA authentication process for accessing Cigna email

[Enroll here](#)

You're receiving this email because you've previously enrolled in Multi-Factor Authentication (MFA) for Outlook Web Access (OWA). If you want to use OWA after July 27, you'll need to re-enroll in our new authentication tool.

We're implementing Okta as Cigna's new OWA Multi-Factor Authentication (MFA) tool. This will change the way you access your Cigna email on your personal mobile phone or home computer. Here's what the [new log-in experience](#) looks like.

What you need to know and do:

Effective July 27, unless you are enrolled in Okta, you will no longer have the ability to access your Cigna email on your personal devices.

While you may not regularly use OWA, there may be unforeseen occasions when you need to use it to access your email while you are out of the office. To ensure that you have this access after July 27, please take a few minutes now to enroll in Okta, so you're not scurrying around to do it, when those situations come up in the future.

How to enroll in Okta:

Follow the steps below (or refer to this [illustrated guide](#)).

1. Go to the [Okta MFA self-service portal](#).
2. Review your **Current Enrolled Factor**.



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3. If you want to change it, go to the **Factors** field at the bottom and choose either **Text Message** or **Voice Call**.
4. In the **Current Enrolled Phone Number** field, confirm that the number listed is the one that you want to use to authenticate.
5. If it's not, or if the field is empty, first **Select Country**, then in the next field, enter the number you want to use, following the format on the screen – without any spaces in between digits.
6. When done, click on the **Enroll/Reset** button at the bottom.

For more information:

Please visit the [OWA page on Tech Central News](#) for how-to guides to help with logging in and authenticating. If you need help or have questions, please contact the Customer Support Center (CSC) through the [Tech Central portal](#).

Sincerely,



Edison,
your digital experience advocate.
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A message to colleagues who don't regularly use OWA.

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