

To: Active users who use MS Authentication app for MFA  
From: Tech Central News@Cigna.com  
Date: 7/21  
Subject: Reminder: Verify your Outlook Web Access (OWA) authentication enrollment

# Reminder: New OWA authentication process for accessing Cigna email

[Update information here](#)

Effective **July 27**, the way you access your Cigna email on your personal devices will change. To avoid disruption, please update your information and preferred authentication method.

As someone who uses Outlook Web Access (OWA) to access your email from a personal mobile device or home computer, we're reminding you that we're implementing Okta as Cigna's new OWA Multi-Factor Authentication (MFA) tool.

### What this means to you:

- **Effective July 27**, your log-in experience will change and look different.
- You'll use the same [URL to access OWA](#), but you'll see a new Sign In screen and new authentication screens.
- Here's what your [new log-in experience](#) will look like.

### What you need to do NOW:

If you haven't done this yet, please follow the steps below (or refer to this [illustrated guide](#)) to confirm that your authentication enrollment information is correct. Please do this **before July 27**, so that your OWA experience is not disrupted.



1. Go to the [Okta MFA self-service portal](#).
2. Review your **Current Enrolled Factor**.
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 any 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 active OWA users who use text message or voice call to authenticate.*

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