

# Okta Self-Service Step-by-Step Guide

1. Go to <https://oktamfa.cigna.com/>
2. Review your **Current Enrolled Factor**.

Self Service

User Name: interna\N12345

First Name: Jane

Last Name: Doe

Email: jane.doe@cigna.com

Current Enrolled Factors: Text Message

Current Enrolled Phone Number: +15551231234

\* Phone Number: United States 2228675309  
Phone number format example: 5551234567  
Phone number is required

Factors:  
 Text Message:  
 Voice Call:

Enroll/Reset

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 click on the **Enroll/Reset** button at the bottom

