

# How to log into a shared mailbox with Outlook Web Access (OWA) from a machine on the Cigna network

**Special note: Follow the steps below using either Microsoft Edge or Google Chrome.**  
**\* Internet Explorer browsers will not work**

There are two ways to open a shared mailbox that are on the Cigna network using OWA. Either way will work. Both methods are noted below.

## Method 1

1. Access OWA from your browser by typing <https://mail.corp.cigna.com>
  - a. Appended it with **/owa/** and the **email address** of the shared mailbox you wish to log into in the address bar
  - b. Press **Enter**.

*\* See the example and screenshot below.*

**Example:** <https://mail.corp.cigna.com/owa/MySharedMailboxExample@cigna.com>



If your LAN ID has access to the shared mailbox for the Email address you trying to access in the step above, you will be logged directly into the mailbox.

## Method 2

1. Access OWA from your browser by typing <https://mail.corp.cigna.com>.  
You will be logged into OWA directly without having to enter any log in information.
2. In the top right corner click on your profile picture (or avatar)
  - a. Choose the **Open another mailbox** from the drop-down menu option

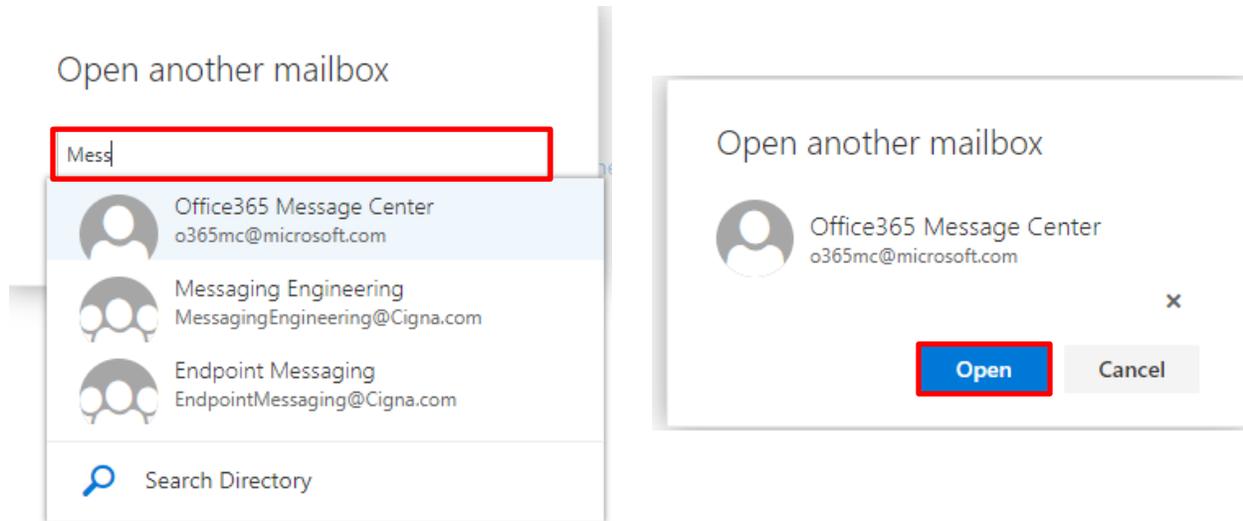


Edison, your digital  
experience advocate



# How to log into a shared mailbox with Outlook Web Access (OWA) from a machine on the Cigna network

3. A dialog box will pop up.
  - a. Start typing the **name** of the mailbox or the mailbox **email address**. Entries matching your text should start to appear as you type.
  - b. When the mailbox you want to open appears, select it from the drop-down and click **Open**.
  - c. If you have access to the mailbox it will open successfully.



If you need any assistance, please call the Customer Support Center.

Health Services: 888.452.4357

US Medical: 800.272.5713



Edison, your digital  
experience advocate

