

To: Active OWA users who currently use text message or voice call for MFA
From: Tech Central News@Cigna.com
Date: 7/13
Subject: Act now: Update your Outlook Web Access (OWA) authentication enrollment

Act now: New OWA authentication process for accessing Cigna email

[Update your information](#)

Effective **Tuesday, July 27**, the way you access your Cigna email on your personal devices will change. To avoid disruption, please update your information for authenticating.

You've been identified as someone who actively uses Outlook Web Access (OWA) to access your email from a personal mobile device or home computer. When we turn on Okta as Cigna's new OWA Multi-Factor Authentication (MFA) tool on July 27, your OWA log-in experience will change.

What you need to do now:

To prepare for this change, please follow the steps below to confirm that your authentication enrollment information is correct. Please do this now, **before July 27**, so that your OWA experience is not disrupted.

1. Go to the [Okta MFA self-service portal](#) (shown above).
2. Review your “Current Enrolled Factors.”
3. If you want to change it, go to the “Factors” field at the bottom and select 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 your “Country Code” then, in the “Phone Number” 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.

Commented [KMWH1]: Can the screen shot for Current Enrolled Factor say either Text Message or Voice Call (instead of push Okta Verify), since that is the audience we are targeting here?

Commented [KMWH2]: Does it allow you to select both?

Watch for another email next week with more information about what your new log-in experience will look like, and a link to some support resources.

Need help?

Please contact the Customer Support Center (CSC) through the [Tech Central portal](#).

Sincerely,



Edison, your digital experience advocate.
Click below to visit and follow [Tech Central News](#).
Cigna network, click [here](#).

A message to active OWA users who use text message or voice call to authenticate.

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