

# Outlook Web

## Description:

This project retires Azure MFA moving to Okta. Azure is no longer supported.

## Key Partners:

- Kevin Foley - DM
- Matt Webb – Technical
- Okta Support Team
- Clint Kleciak – Exchange team

# 22,047

User group #1  
Use group #2

## Impact:

They will experience disruption in OWA if they are not enrolled in Okta for MFA.

## Integration:

Cigna...

## Go Date:

# Prior to July 31

## Challenges:

To have all colleagues enroll in Okta prior to July 31 when Azure SMS is being discontinued.

## User Feedback:

“Possible direct or indirect user feedback”

## Communication Schedule:

Timeline	7/15	TBD	7/21/21	7/31/21 (Post Migration)
Comms Type	Action Email: Verify number	New Hire docs	Information Email: Experience change with links to Okta to set up preferences	Information Email: Experience change with links to Okta to set up preferences
Colleague Group	Groups: 1a, 1b. and 1c	Group 3 – New Hires	Groups: 1a, 1b, 1c – Active Users: Okta Enrolled, Not Okta Enrolled, MS Authenticator users	Group 4: Post OWA Azure to Okta Migration (10,030+)  Group 2 - Non-active Users

**Note: This timeline does not yet include CSC comms/plan or tech central news Okta plans.**

**14,545** colleagues remain on the Azure environment

- **Group 1a: Okta Enrolled (1,412/14,545)**
  - This group is already enrolled in Okta
  - The **first** communication on 7/15/21 will be informing them of the change.
  - The **second** communication (only to users that still have not taken action) will go out on 7/21/21 & will be providing call to action to enroll in okta and provide links to resources & user guides.
  - The **third** communication on 7/26 will be a reminder email to those that have still not take action and will be providing call to action to enroll in okta and provide links to resources & user guides.
- **Group 1b: Not Okta Enrolled (2,105/14,545)**
  - This group is NOT enrolled in Okta but ARE enrolled in Azure



- **Group 1c: Active OWA Users that use MS Authenticator to authenticate (523/14,545)**
- **Group 3: Non-Active Azure to Okta Migration (7,590/14,545)**
  - This group is NOT enrolled in Okta but ARE enrolled in Azure
  - This group is considered not actively using MFA to access OWA
- **Group 4: New Hires**
  - This group is not Azure enrolled and not Okta enrolled- but will be Okta enrolled upon new hire onboarding.
  - Comms TBD
- **Group 5: Post OWA Okta enrolled**
  - This group are all other potential and/or future users in the company.
  - TBD: post migration plan set in place for this group (7/31/21).

We will need distribution lists for each group (all groups listed under Groups 1 – 3), when the distribution lists are ready.

Launch Date	Grp#	Audiences	User Group	Description
7/15	1A	Okta Enrolled	2,075	<ul style="list-style-type: none"> <li>• OWA US Medical</li> <li>• OWA Active within the last 120 days</li> <li>• Service Account holders</li> <li>• SMS/Voice</li> </ul> <p><b>Experience change:</b>                      * New Log-in experience                      * Phone number verification</p> <p><b>Action Items:</b>                      *Acton request email: phone number verification (7/15)                      *Reminder Information email</p>
7/15	1B	Not Okta Enrolled	2,440	<p>OWA Active within the last 120 days                      Service Account holders                      SMS/Voice</p> <ul style="list-style-type: none"> <li>• They will be bulk converted-No Action needed</li> <li>• Sending to self-service portal to confirm #</li> </ul> <p>Double check to see your number is correct in the system                      Your experience is going to change - app users (Call to action)</p> <p><b>Experience Change:</b>                      *Okta Log-in experience change (7/26)</p>



			<p>*Phone number verification (7/13)</p> <p><b>Action Items:</b></p> <p>*Action Request email: phone number verification (7/13)</p> <p>*Reminder Information email (7/21)</p>
<p>7/13</p> <p><b>REMINDER: 7/21</b></p>	<p>1C</p>	<p>MS Authentication Application</p>	<p>OWA <b>Active</b> in the last 120 days</p> <ul style="list-style-type: none"> <li>• Service Account holders</li> <li>• High risk for CSC support</li> </ul> <p><b>Experience Change:</b></p> <p>*Okta Log-in experience (7/26)</p> <p>*Phone number verification (7/13)</p> <p>*MANUAL PROCESS – Need instructions</p> <p><b>Action Items:</b></p> <p>*Action Request email: phone number verification (7/13)</p> <p>*Manual instruction communications (x)</p> <p>*Reminder Information email (7/21)</p>
	<p>3</p>	<p>Non-Active User / New Hires</p>	<ul style="list-style-type: none"> <li>• OWA US Medical</li> <li>• OWA Azure enrolled</li> <li>• NOT Okta Enrolled (Non-Active Users)</li> <li>• Okta enrolled (New Hires)</li> <li>• Remaining potential colleagues/contractors?</li> </ul> <p><b>Experience change:</b> (7/26)</p> <p><b>Action Items:</b></p> <p>Universal Article secure access outside office – rebranding a collective marketing for okta vs. specific applications (ie: OWA)</p>
	<p><b>Grp 3</b></p>	<p>Were enrolled Azure MFA enrolled. Assumed Not active OWA users</p> <p>Potential Users/ Never used OWA (US Medical Only)</p>	<p>OWA US Medical</p> <p>OWA Azure enrolled</p> <p>NOT Okta enrolled</p> <p>*Will be enrolled automatically in Okta.</p> <p>Okta experience change (7/26)</p>



## Content Strategy Project Packet

7/21		Post Info. in Tech Central News  Do you need to access outside of Cigna – here’s the process		With link to enrollment page (pending self-service page is ready) Post SMS and Mobile App documentation  Post in Daily Essentials  Go to tech central site / Post migration
7/23 7/31/2021				<b>MIGRATION DEADLINE</b> Azure SMS is DISCONTINUED

June/July Schedule				
M	T	W	TH	F
28	29	30	1	2
			T-20 Comms to All	
5				
Post in Tech Central News	6	7	8	9
12	13	14	15	16
T-14 Targeted Comms			T-10 Comms to All	
19	20	21	22	23
T-9 Targeted Comms				T-5 Comms to All



## Content Strategy Project Packet

26	27	28	29	30
T-4 Targeted Comms				SMS Deadline

The planned KRIs include:

<b>KPI #1</b>	Enrollment of all previous SMS user to Okta
<b>KPI #2</b>	Minimal calls into Tech Support
<b>KPI #3</b>	Full participation in survey
<b>KPI #4</b>	Gain critical insights regarding technology



## Deliverable for Approval #1: Example

To: Active OWA Users Okta Enrolled/ Active OWA Users Not Okta Enrolled  
From: Tech Central News <TechCentralNews@Cigna.com>  
Date: 7/15  
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 from 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.



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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 Country** then, in the next field, enter the number you want to use, and follow the format on the screen – without any spaces in between digits.
6. When done, click on the **Enroll/Reset** button at the bottom.

**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 [here](#) to visit and follow Tech Central News!

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

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## Deliverable for Approval #2: Example

To: OWA users not enrolled in Okta  
From: End User Experience <EndUserExperience@express-scripts.com>  
Date: 7/13  
Subject: TBD

Your authentication experience is changing:  
**Use the self-service portal to avoid disruption.**

The way that you are accessing your Cigna email on your personal devices is going to change, effective July 27. To avoid disruption, visit the Cigna self-service portal.

Dear colleagues:

As we continue to focus on protecting Cigna assets, we are upgrading our Multi-Factor Authentication (MFA) tool to Okta.

You have been identified as an individual who accesses their Cigna email using Outlook Web Access (OWA) from a non-Cigna device, such as a personal mobile phone, tablet or home computer. This communication is to inform you that your authentication experience is going to change.

You may or may not be enrolled in Okta. To check to see if you are enrolled, please visit our [self-service portal](#) (link).

This portal will provide you the opportunity to:

- Enter a telephone number that will be used to authenticate you



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- Change the telephone number that will be used to authenticate
- Select your preferred method of authentication (SMS or voice)

### What do this mean to you?

Effective July 27, the way you log into OWA will change and you will now be asked to authenticate using Okta. Your new log in experience will be slightly different. For detailed information on your new user experience, please click [here](#) (linked to reference guide).

Note: If you have a service account that has access to a mailbox, here are some support documents for you to access OWA

The trust of our colleagues is essential to our success. We thank you for your support of this critical security control. We realize that this may be inconvenient at times, but in today's high-risk environment, it is necessary to protect our business and customer information.

### Need help?

For additional resources, go to ([include resources link](#))

Sincerely,



**Edison,**

Your digital experience advocate.

Visit [Tech Central News](#) to share feedback any time!

*A message to .*

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## Deliverable for Approval #1: Example

To: MS Authenticator App Users Not Enrolled In Okta

From: End User Experience <EndUserExperience@express-scripts.com>

Date: 7/21

Subject: The MS Authenticator App is being retired. Enroll in Okta to access your Cigna email on your personal devices.

**The MS Authenticator App is  
being retired:  
Enroll in Okta to access your  
Cigna email on your  
personal devices.**

The way that you are accessing your Cigna email on your personal devices is going to change effective July 27. Enroll in Okta to get uninterrupted mobile access to your Cigna email account.

Dear colleagues:

As we continue to focus on protecting Cigna assets, we are upgrading our Multi-Factor Authentication (MFA) tool to Okta and the MS Authenticator application is no longer going to be working to access your Cigna email account remotely.

You have been identified as an individual who accesses their Cigna email from a non-Cigna device, such as a personal mobile phone, tablet or home computer using the MS Authenticator application. This communication is to inform you that that application is no longer going to be working. Please download the Google Authentication app ([link to Apple App Store](#) / [link to Google Store](#)) that you be using to



Internal Information



authenticate when accessing your Cigna email on your personal devices.

### What do this mean to you?

**Effective July 27, the way you authenticate will change and you will now be asked to authenticate using Google Authenticator app.** Your new log in experience will be slightly different. For detailed information on your new user experience, please click [here](#) (linked to reference guide).

Note: If are enrolled in Okta, you can use Okta to authenticate instead of downloading the Google Authenticator application. Check your [Okta settings](#) (link to Okta settings) to select your preferred authentication method.

The trust of our colleagues is essential to our success. We thank you for your support of this critical security control. We realize that this may be inconvenient at times, but in today's high-risk environment, it is necessary to protect our business and customer information.

### Need help?

For additional resources, go to ([include resources link](#))

Sincerely,



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*A message to active OWA users that need to migrate to Okta.*

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Internal Information



# Results Overview

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## Deliverable #1

This project...

## Results

This project...

## Deliverable #2

This project...

## Results

This project...



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