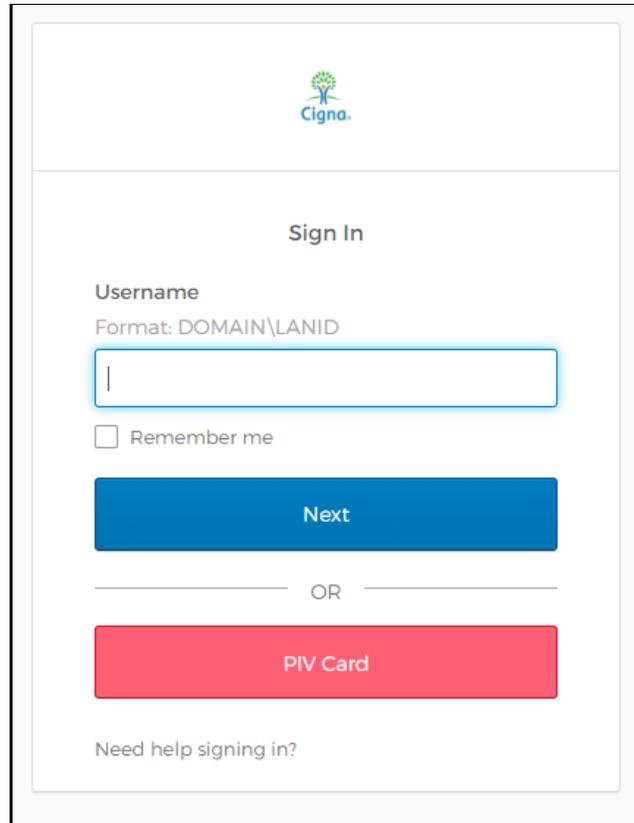


# Setting up Google Authenticator for Okta and Okta OWA

1. From your Cigna device, go to <https://cigna.okta.com/>.
  - a. In the Username field, enter your Domain\LANID (Example: bpo\m12345 or internal\h12345). Disregard PIV Card
  - b. Click **Next**.



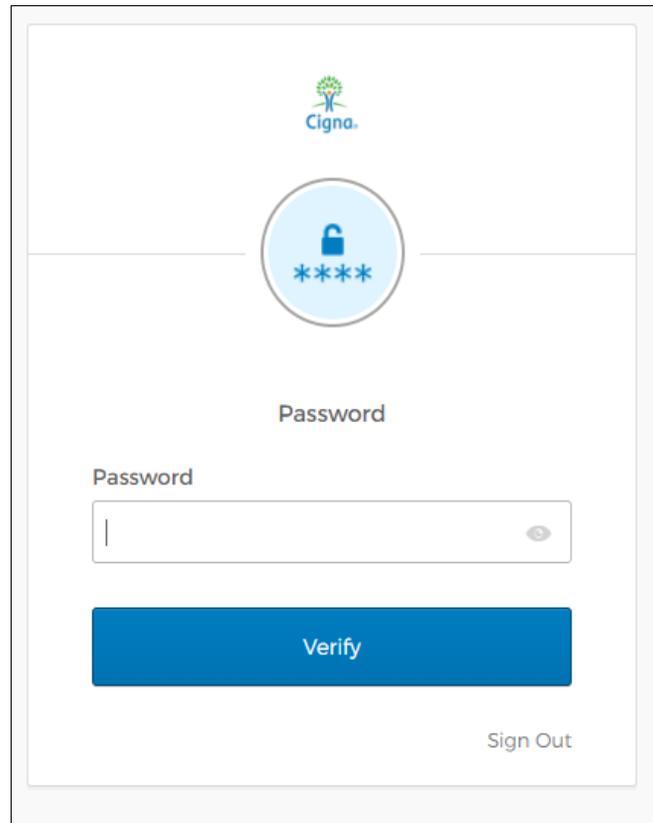
The screenshot shows the Cigna Sign In page. At the top is the Cigna logo. Below it is the heading "Sign In". Underneath is the "Username" label and the format instruction "Format: DOMAIN\LANID". There is a text input field with a vertical cursor. Below the input field is a checkbox labeled "Remember me". A blue "Next" button is positioned below the checkbox. A horizontal line with "OR" in the center separates the "Next" button from a red "PIV Card" button. At the bottom of the form is the text "Need help signing in?".



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## Setting up Google Authenticator for Okta and Okta OWA

2. Type in your **LAN password** (same as CVW password).
  - a. Click **Verify**.



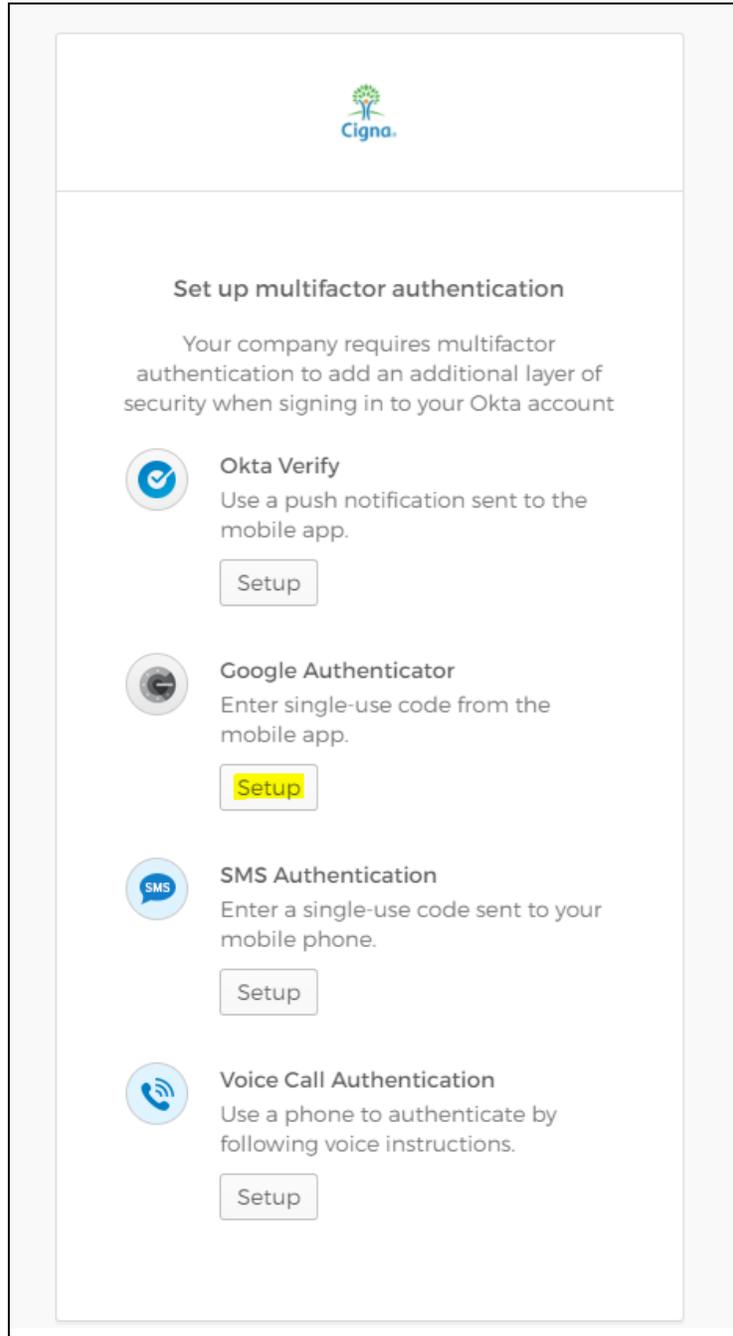
The screenshot shows a login interface for Cigna. At the top center is the Cigna logo. Below it is a circular icon containing a blue padlock and five asterisks (\*\*\*\*\*). Underneath this icon is the label "Password". A text input field is provided, with the label "Password" above it. The input field contains a vertical cursor and a small eye icon on the right side. Below the input field is a large blue button labeled "Verify". In the bottom right corner of the page, there is a link labeled "Sign Out".



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# Setting up Google Authenticator for Okta and Okta OWA

3. Under Google Authenticator, click Setup.

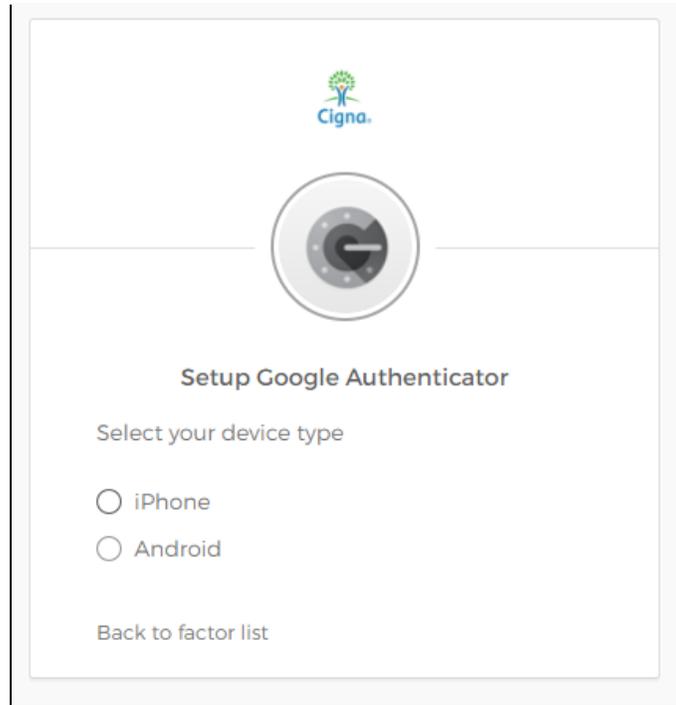


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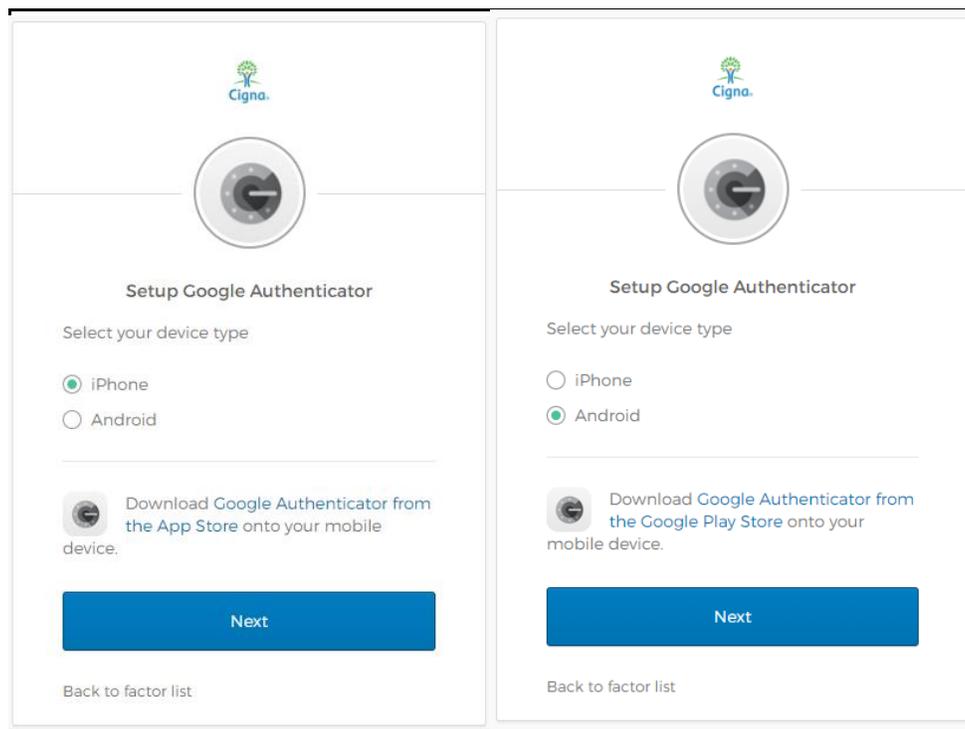


# Setting up Google Authenticator for Okta and Okta OWA

4. Select your device type: iPhone or Android.
  - a. On your iPhone or Android device, download Google Authenticator from your [Apple App Store](#) or [Google Play Store](#).
  - b. After you've downloaded the app, come back to this screen and click **Next**.



The screenshot shows the 'Setup Google Authenticator' screen. At the top is the Cigna logo. Below it is a circular icon with a 'G' and a right-pointing arrow. The text 'Setup Google Authenticator' is centered. Underneath, it says 'Select your device type'. There are two radio button options: 'iPhone' and 'Android', both of which are unselected. At the bottom left, there is a link that says 'Back to factor list'.



The image shows two side-by-side screenshots of the 'Setup Google Authenticator' screen. Both screens have the Cigna logo at the top and the circular 'G' icon. The left screenshot shows the 'iPhone' radio button selected, and the text below it says 'Download Google Authenticator from the App Store onto your mobile device.' The right screenshot shows the 'Android' radio button selected, and the text below it says 'Download Google Authenticator from the Google Play Store onto your mobile device.' Both screens have a blue 'Next' button at the bottom and a 'Back to factor list' link.



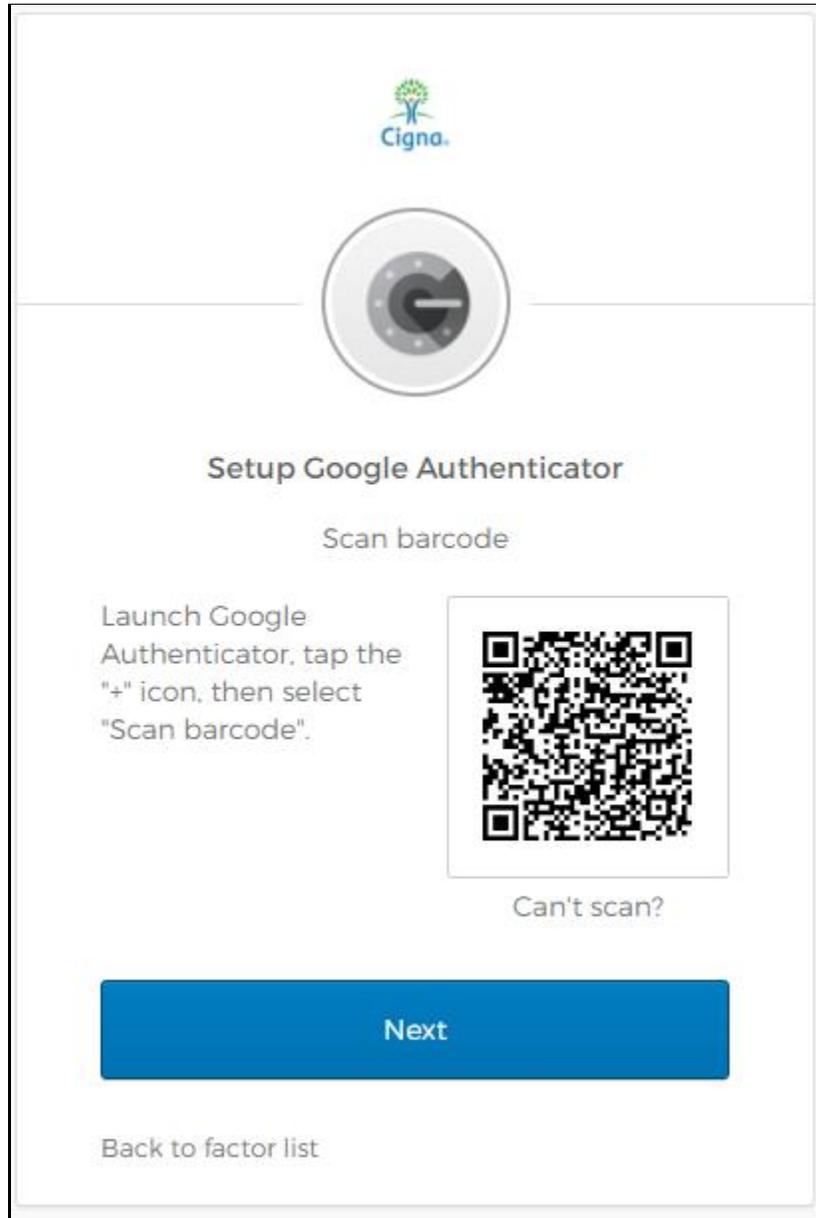
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# Setting up Google Authenticator for Okta and Okta OWA

A barcode will appear on your Cigna device's screen. *Important note: Don't exit this screen, you'll need to keep it open to complete next step on your personal device.*

Follow the on-screen instructions to launch the Authenticator app on your device, tap the + icon and select Scan barcode.



\* Leave the screen open, then continue with steps below from your phone.



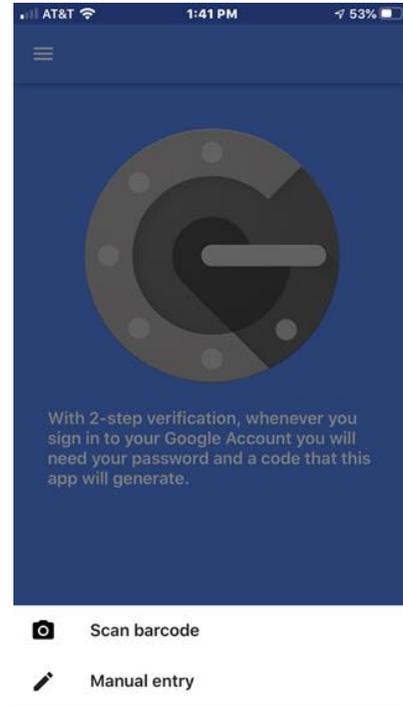
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# Setting up Google Authenticator for Okta and Okta OWA

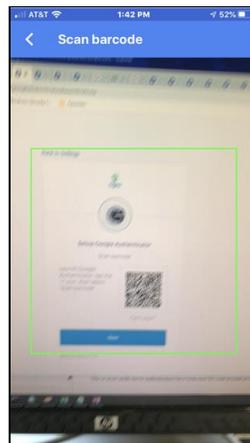
Please follow the steps listed below FROM YOUR PHONE to add your Google Authenticator account to OKTA.

1. To configure Google Authenticator, you'll need to link it to your Okta account. You can scan a QR code or manually enter the code.



\*If you scan a QR code from your computer, click **Next**.

The pass code generator screen appears and generates pass codes to use when prompted for extra verification. You have 30 seconds to enter the pass code before it generates a new one.



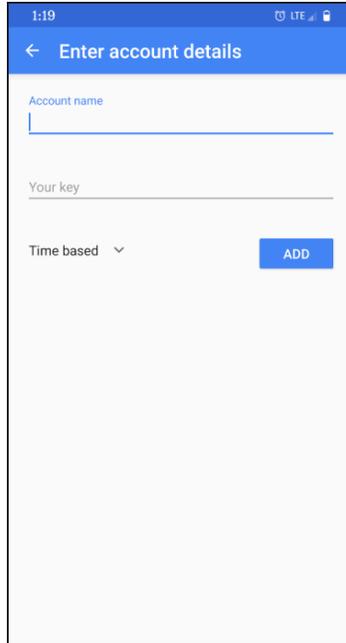
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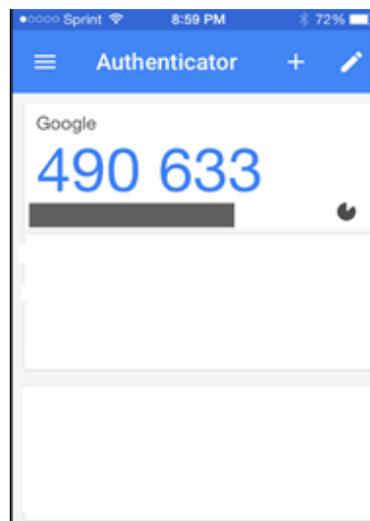
# Setting up Google Authenticator for Okta and Okta OWA

If you cannot scan the barcode, configure an account manually by performing the following steps:

1. On your phone, start Google Authenticator and tap the + icon.
2. In the username field, enter your Okta username (same as your LAN ID) (for example, bpo\M12345 or internal\H12345).
3. On your computer, click the **Can't Scan** link so that you can access the secret key and enter it in the **Key** field.
4. Click **Add**.



The pass code generator screen will appear and generates pass codes to use when prompted for extra verification. You have 30 seconds to enter the pass code before it generates a new one.



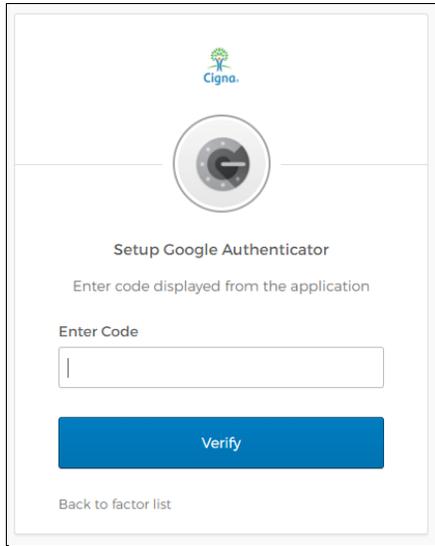
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# Setting up Google Authenticator for Okta and Okta OWA

## Using the Google Authenticator App

After you install and configure Google Authenticator, click on the app and use the six-digit number to authenticate when prompted.

- Enter the **six-digit code** appearing on your phone in the Enter Code field, shown below:



The screenshot shows a web interface for setting up Google Authenticator. At the top, there is a Cigna logo. Below it is a circular icon with a Google 'G' logo. The text reads "Setup Google Authenticator" and "Enter code displayed from the application". There is a text input field labeled "Enter Code" with a cursor. Below the input field is a blue button labeled "Verify". At the bottom, there is a link that says "Back to factor list".

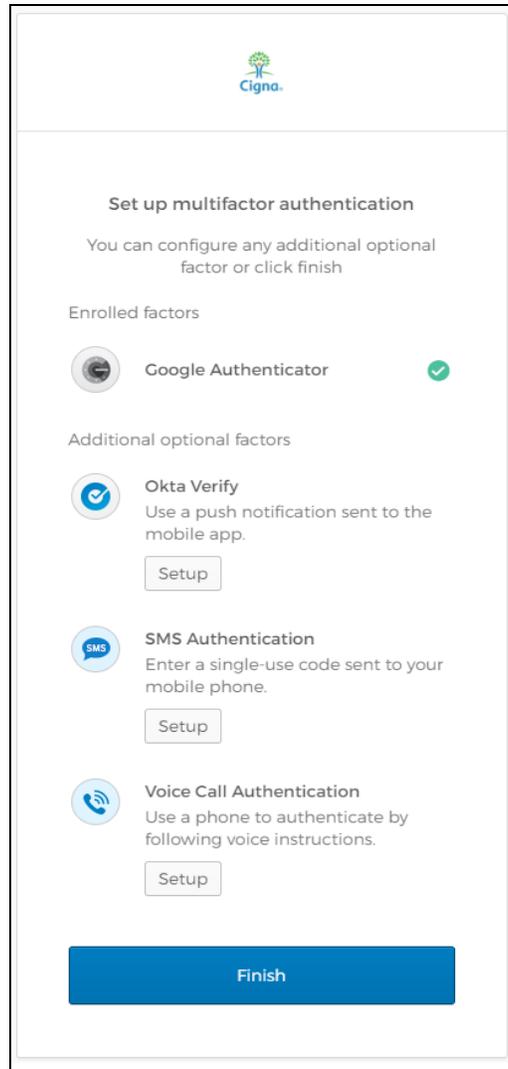
- Click **Verify**.



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# Setting up Google Authenticator for Okta and Okta OWA

- The screen below will appear. **Important note:** If using Google Authenticator, DO NOT select any additional optional factors on this screen.
- Click **Finish**.



Congratulations! You have successfully enrolled in **Google Authenticator** – Multi-Factor Authentication.

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

Health Services: 888.452.4357

US Medical: 800.272.5713



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