

To: Active users who use MS Authenticator app 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 and the MS Authenticator mobile application will no longer work. To avoid disruption, please update your information for authenticating.

You've been identified as someone who actively uses the MS Authenticator mobile application to access your Cigna mail via Outlook Web Access (OWA) on a personal mobile device or home computer. When we implement Okta as Cigna's new OWA Multi-Factor Authentication (MFA) tool on July 27, your MS Authenticator app will no longer work to give you access to OWA.

**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 Factor”
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 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.

**If you would like to continue to use a mobile application for verification:**

Once you have confirmed your telephone number and selected your preferred method of authentication in the Okta MFA self-service portal, you may set-up either Google Authenticator or Okta Verify. If you prefer to continue to authenticate using a mobile application, go to the [Okta settings](#) to configure your preferred authentication mobile application.

**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]:** It looks like it lets me choose both. Is that correct? Or do I have to pick one or the other?

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

**Need help?**

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

Sincerely,



**Edison**, your digital experience advocate.  
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*A message to active OWA users who use the MS Authenticator app to authenticate.*

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