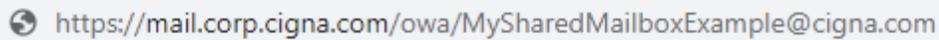


How to log into a shared mailbox with Outlook Web Access (OWA) from a device not connected to the Cigna network

1. Open the browser of your choice (Chrome, Edge, Safari, or Firefox)
 - * *Internet Explorer will not work*
 - a. Type the OWA URL into your browser - <https://mail.corp.cigna.com>
 - b. Appended it with **/owa/** and the **email address** of the shared mailbox you wish to log into in the address bar
 - c. Press **Enter**.
 - * *See the example and screenshot below.*

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



2. You will see a Sign In page with a single Username field.
 - a. Enter the domain name, backward slash (\) and your own personal network username in the Username field.
 - b. Click Next.
 - * *Format the Username like the example in the screenshot below.*

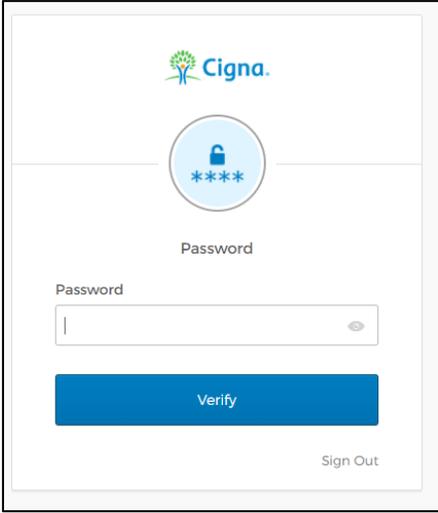


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How to log into a shared mailbox with Outlook Web Access (OWA) from a device not connected to the Cigna network

3. Enter your password for the account you entered in Step 2
 - Click **Verify**.



The screenshot shows the Cigna login interface. At the top is the Cigna logo. Below it is a circular icon containing a padlock and four asterisks. Underneath the icon is the label "Password". A text input field is labeled "Password" and contains a single vertical bar. To the right of the input field is an eye icon. Below the input field is a blue button labeled "Verify". In the bottom right corner, there is a link labeled "Sign Out".

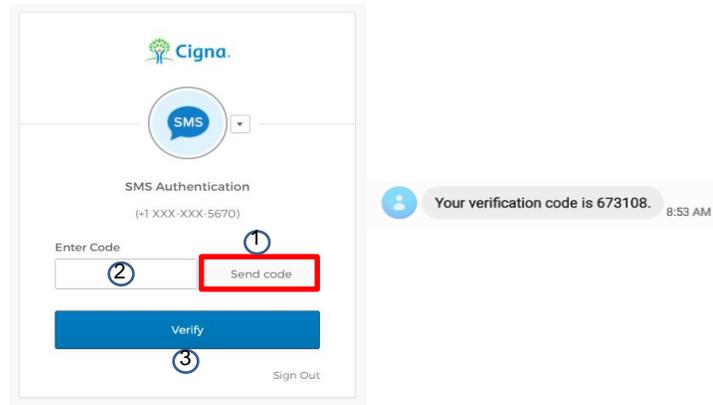
4. You will see one of the following screens shown below depending on what your chosen method of Multi-Factor Authentication (MFA) you selected during Okta [enrollment](#).
 - a. **Text Message (SMS) authentication:**
 - Click **Send code**. A text message will be sent to the phone number you have listed in [Okta](#) with a verification code number.
 - Enter the verification number in the **Enter Code** box.
 - Click **Verify**.
 - Proceed to Step 5.



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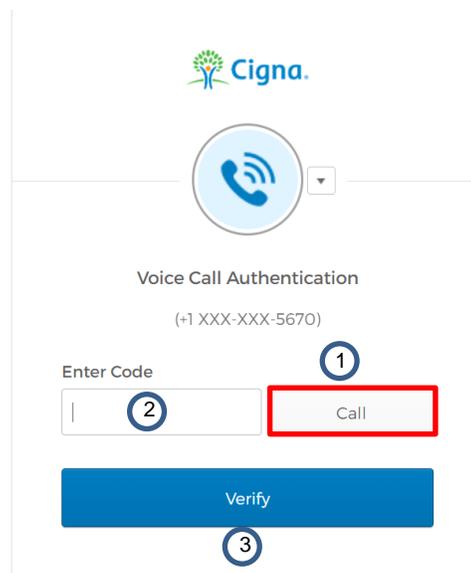


How to log into a shared mailbox with Outlook Web Access (OWA) from a device not connected to the Cigna network



b. Voice Call (Phone) authentication:

- Click **Call**. You will receive a call on the device that the phone number is listed to in [Okta](#) that will provide you with a verification code.
- **Enter** this verification number in the **Enter Code** box.
- Click **Verify**.
- Proceed to Step 5.



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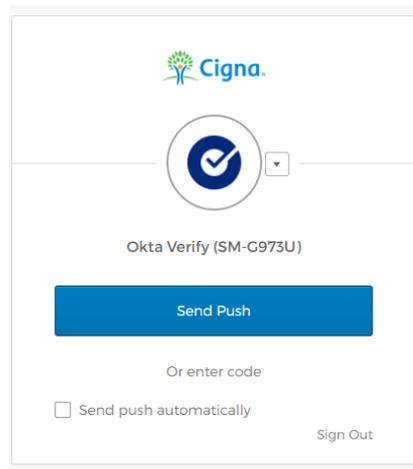


How to log into a shared mailbox with Outlook Web Access (OWA) from a device not connected to the Cigna network

c. Okta Verify application authentication:

*Note: To use the **Okta Verify app**, this option must first be configured in Okta.*

- Open the Okta Verify app.
- **Send Push** to get a notification on the phone that the app is installed on. The notification will ask you if you just tried to sign in.
- Authenticate by tapping **Yes** or **Yes, it's me**.
- Proceed to Step 5.



d. Google Authenticator app authentication:

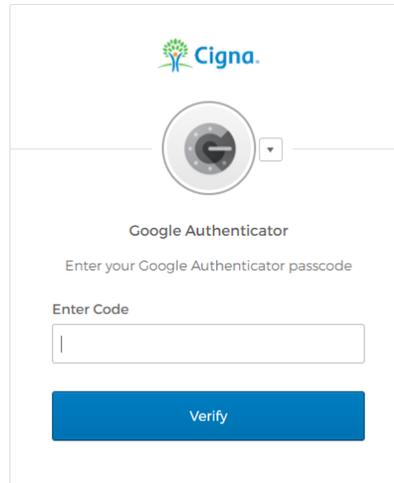
*Note: To use the **Google Authenticator App**, this option must first be configured in Okta.*

- Open the Google Authenticator app.
- Enter the number listed under the Okta heading. It will be six (6) digits long. (You do not have to include the space).
- Click **Verify**.
- Proceed to Step 5.



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How to log into a shared mailbox with Outlook Web Access (OWA) from a device not connected to the Cigna network

A screenshot of a web-based login interface for Cigna. At the top, the Cigna logo is displayed. Below it is a circular icon representing a Google Authenticator app. The text "Google Authenticator" is centered, followed by the instruction "Enter your Google Authenticator passcode". There is a text input field labeled "Enter Code" with a cursor inside. Below the input field is a blue button labeled "Verify".

5. If you responded correctly to the MFA method of your choice, you should be automatically logged into your desired shared mailbox.

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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