Reminder:
New OWA authentication process for accessing Cigna email

Update information here

Effective **Tuesday, July 27**, the way you access your Cigna email on your personal devices will change and the MS Authenticator mobile app will no longer work. To avoid disruption, please update your information for authenticating.

As someone who actively uses the MS Authenticator mobile application to access your email via Outlook Web Access (OWA) on a personal mobile device or home computer, we're reminding you that we're implementing Okta as Cigna's new OWA Multi-Factor Authentication (MFA) tool.

What this means to you:
- **Effective July 27,** your log-in experience will change and will look different, and the MS Authenticator application you currently use **will no longer work**.
- You'll use the same URL to access OWA, but you'll see a new Sign In screen and new authentication screens.
- Here's what your new log-in experience will look like.
- Your preferred method of authenticating via Okta was set, by default, to text message. Once you confirm your enrollment information (below), you'll have an option to use another authentication app.

What you need to do NOW:

If you haven't done this yet, follow the steps below (or refer to this illustrated guide) to confirm that your enrollment information is correct. Please do this **before July 27,** so that your OWA experience is not disrupted.

- Go to the Okta MFA self-service portal.
- Review your **Current Enrolled Factor**.
- If you want to change it, go to the **Factors** field at the bottom and choose either **Text Message** or **Voice Call**.
- In the **Current Enrolled Phone Number** field, confirm that the number listed is the one that you want to use to authenticate.
- 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, following the format on the screen – without any spaces in between digits.
- When done, click on the **Enroll/Reset** button at the bottom.

If you would like to use a mobile application for verification:
Once you have confirmed your enrollment information as described above, you may set-up either Google Authenticator or Okta Verify as your authentication app. Click on the links below for instructions:
- Setting up Google Authenticator
- Setting up Okta Verify

For more information:
Please visit the OWA page on Tech Central News for how-to guides to help with logging in and authenticating. If you need help or have any questions, please contact the Customer Support Center (CSC) through the Tech Central portal.

Sincerely,

Edison, your digital experience advocate.
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Cigna network, click **here.**

A message to active OWA users who use the MS Authenticator app to authenticate.

Cigna.