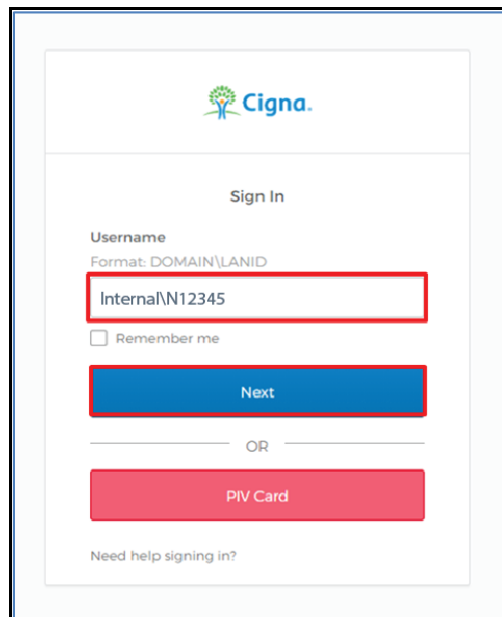


How to log into Outlook Web Access (OWA) from a device not connected to the Cigna network

1. Open the browser of your choice (Chrome, Edge, Safari, or Firefox)
 - a. Type in the Outlook Web Access (OWA) URL: <https://mail.corp.cigna.com>. You will see a Sign-In page with a single Username field.
 - b. Enter your own username in the Domain\Username format, like the example in the screenshot below.
 - c. Click **Next**.



Cigna.

Sign In

Username
Format: DOMAIN\LANID

Internal\N12345

Remember me

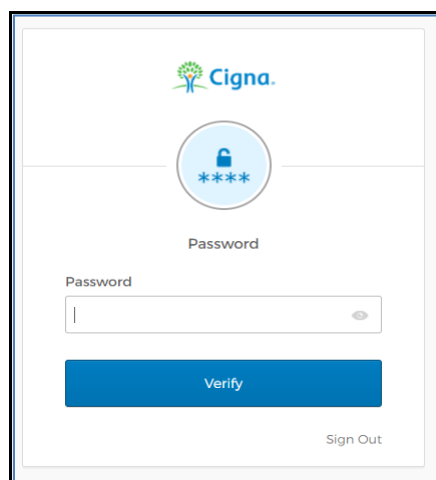
Next

OR

PIV Card

Need help signing in?

2. **Enter** your password for the account you entered in Step 1
 - a. Click **Verify**.



Cigna.

Password

Password

Verify

Sign Out



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

3. You will see one of the following screens based on the authentication method you've chosen when enrolling for [Okta Multi-Factor Authentication \(MFA\)](#). The different methods are:
- Text message (SMS);
 - Voice call;
 - Okta Verify application; or
 - Google Authenticator application.
- a. **Text message (SMS) authentication:**
- Click **Send code**
 - A text message will be sent to the phone number you have listed in Okta. It will look similar to the one below.
 - Enter the verification number in the **Enter Code** box.
 - Click **Verify**
 - Proceed to Step 4 (below).

The image shows a screenshot of the Cigna SMS Authentication interface. At the top is the Cigna logo. Below it is a dropdown menu with 'SMS' selected. The text 'SMS Authentication' and '(+1 XXX-XXX-5670)' is displayed. There is an 'Enter Code' input field with a question mark icon, a 'Send code' button (highlighted with a red box and a circled '1'), and a 'Verify' button (with a circled '3'). A 'Sign Out' link is at the bottom right. To the right, a text message bubble shows a user icon, the text 'Your verification code is 673108.', and the time '8:53 AM'.



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

b. Voice call (phone) authentication:

If you signed up to receive a **Voice call (phone)**, you will see the screen below.

- Click **Call**. You will receive a call at the phone number you've listed in [Okta](#), with a verification code.
- **Enter** this verification number in the **Enter Code** box.
- Click **Verify**.
- Proceed to Step 4 (below).

The screenshot shows the Cigna Voice Call Authentication interface. At the top is the Cigna logo. Below it is a circular icon containing a phone handset with signal waves. Underneath the icon, the text reads "Voice Call Authentication" followed by the phone number "(+1 XXX-XXX-5670)". There is an "Enter Code" label above a text input field. To the right of the input field is a "Call" button, which is highlighted with a red border in the image. Below the input field and "Call" button is a large blue "Verify" button. Three numbered callouts are present: (1) points to the "Call" button, (2) points to the input field, and (3) points to the "Verify" button.



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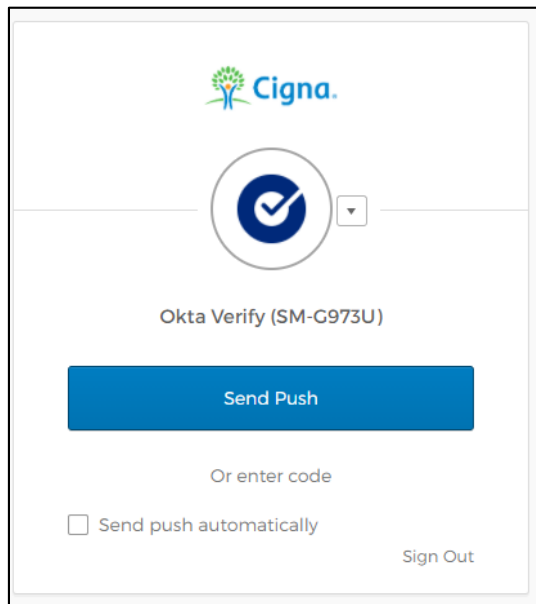


How to log into Outlook Web Access (OWA) from a device not connected to the Cigna network

c. Okta Verify application authentication:

*Note: If you registered to use the **Okta Verify app**, it must first be configured in Okta*

- Click **Send Push** to get a notification on the device you installed the app on. The notification will ask you if you just tried to sign in.
- Respond by tapping **Yes** or **Yes, it's me**.
- Proceed to Step 4 (below).



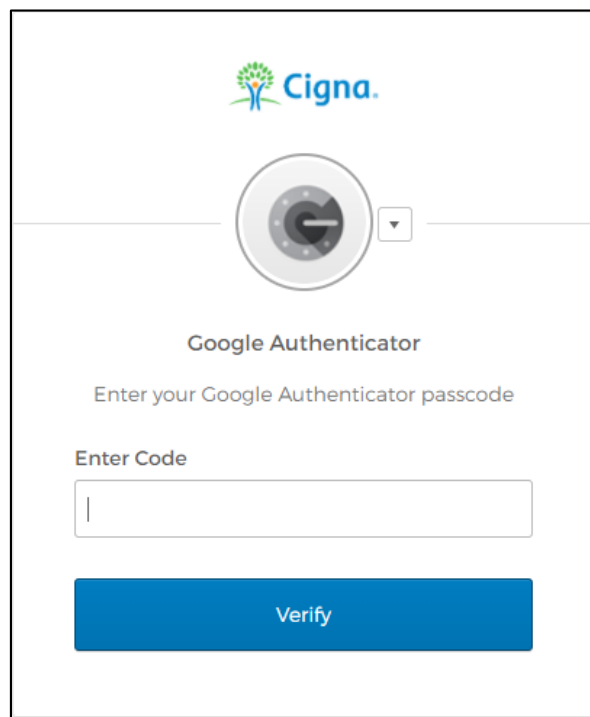
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How to log into Outlook Web Access (OWA) from a device not connected to the Cigna network

d. **Google Authenticator application authentication:**

Note: *If you registered to use the [Google Authenticator App](#), it must first be configured in Okta.*

- Open Google Authenticator on your device and enter the number listed under Okta. It will 6 digits long. **You do not have to include the space.**
- Click **Verify**.
- Proceed to Step 4 (below).

A screenshot of the Cigna Google Authenticator verification screen. At the top is the Cigna logo. Below it is a circular icon representing the Google Authenticator app. The text "Google Authenticator" is centered below the icon. Underneath, it says "Enter your Google Authenticator passcode". There is a label "Enter Code" above a text input field. At the bottom is a blue button labeled "Verify".

4. That's it. If you responded correctly for the MFA method you've chosen, you will be successfully logged into your Cigna email via OWA.

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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