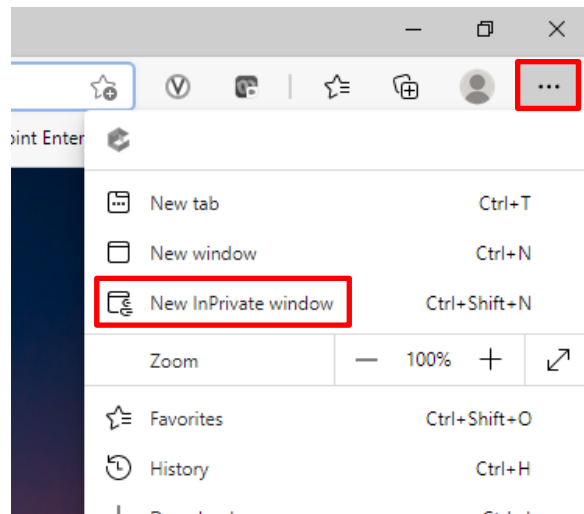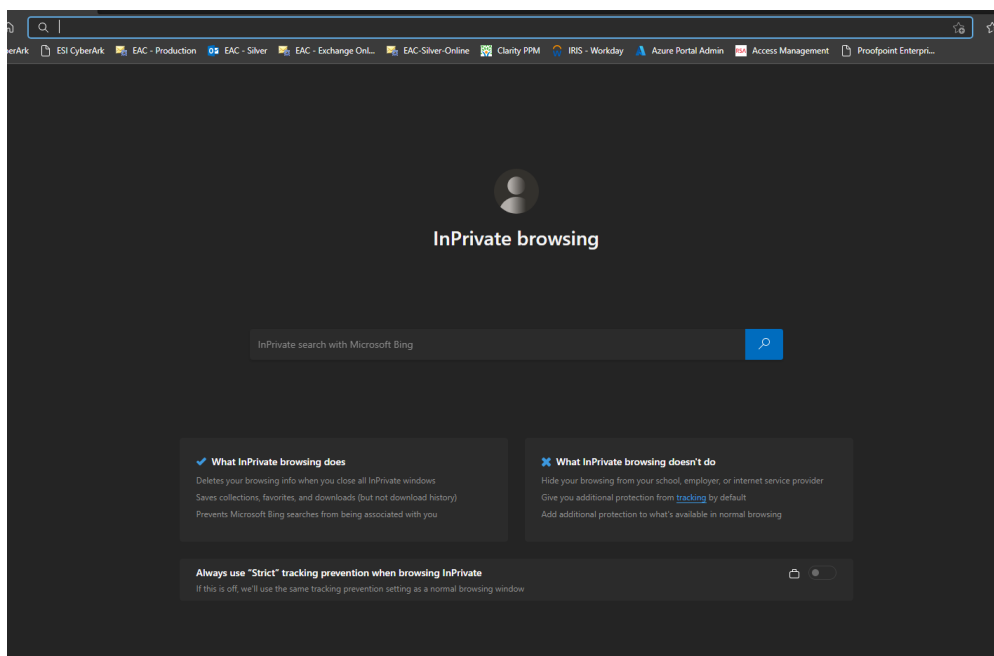# How to log into a mailbox with Outlook Web Access (OWA) using a service account

Special note: Perform the following steps using Microsoft Edge or Google Chrome.
* Internet Explorer browsers will not work

1. If you are using an **Edge** browser, open the application
   a. **Click** the three (3) **horizontal dots** at the top right-hand side of the screen.
   b. Choose **New InPrivate window**.
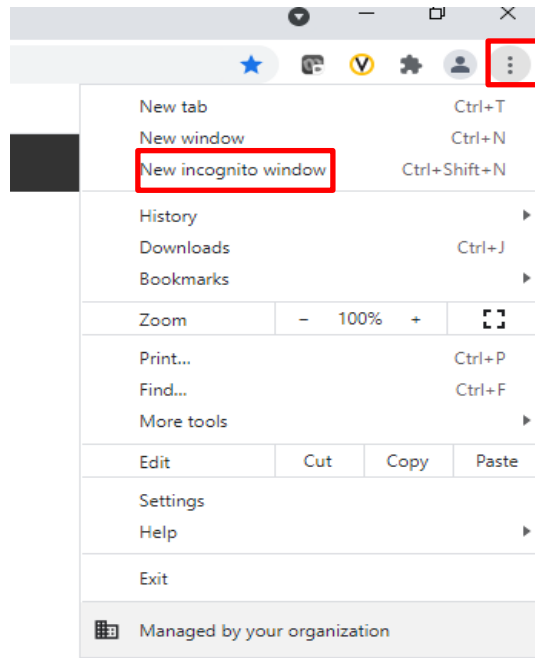

   c. You will see a home page similar to below.
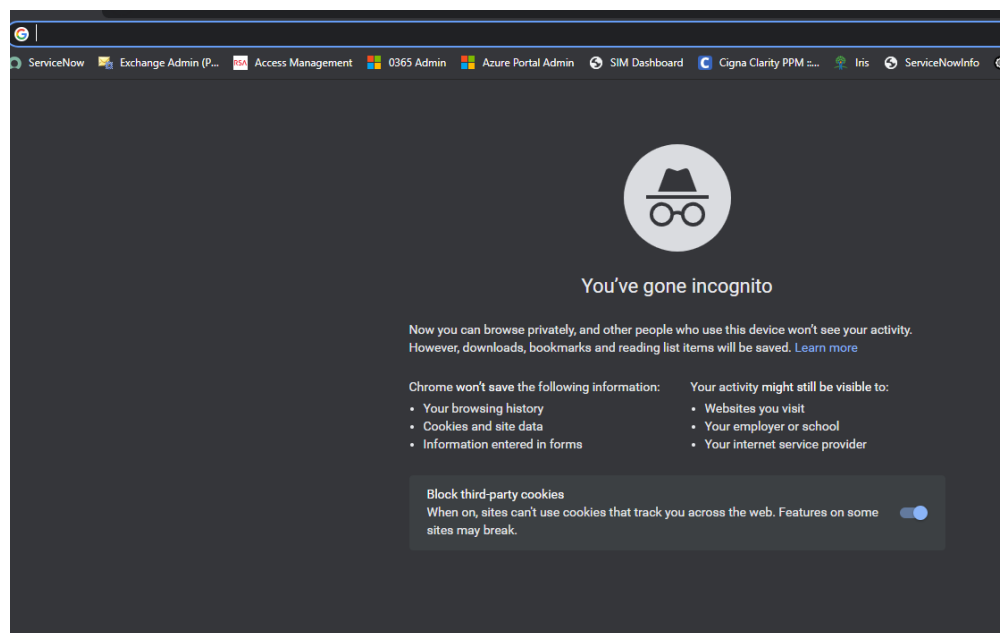

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How to log into a mailbox with Outlook Web Access (OWA) using a service account

2. If you are using a **Chrome** browser, open the application
   a. **Click** the three (3) **vertical dots** at the top right-hand side of the screen.
   b. Choose **New incognito window**.

   c. You will see a home page similar to below.

How to log into a mailbox with Outlook Web Access (OWA) using a service account

3. Type the OWA URL https://mail.corp.cigna.com
   a. Appended it with /owa/ and the email address of the mailbox you wish to log into the address bar
   b. Press **Enter**.
      * *See the example and screenshot below*.

      Example: https://mail.corp.cigna.com/owa/bryan.carroll@cigna.com
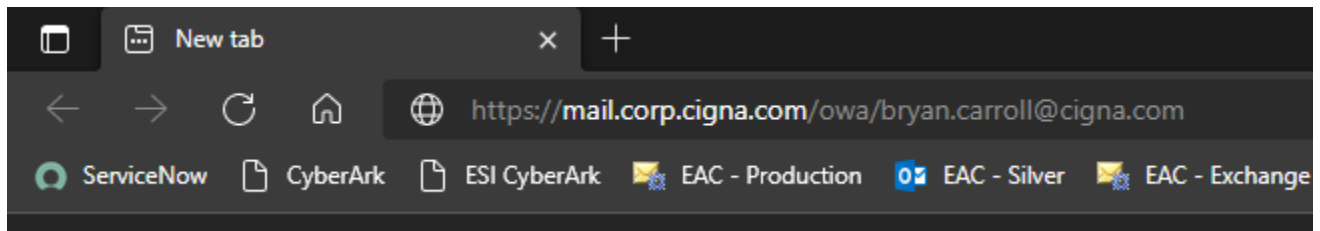
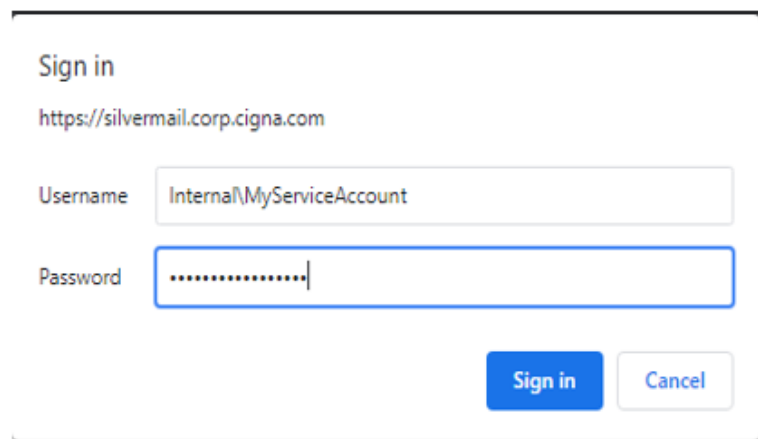4. Depending on the browser you are using, you will see a security Sign in prompt similar to the ones below.
   a. Enter the service account domain and account name in the Domain\Service account format as well as the password for the account.
   b. When finished, click **OK** (Edge) or **Sign in** (Chrome).
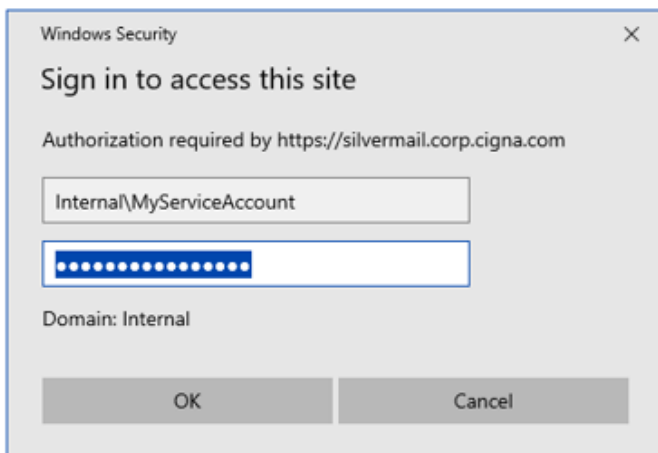
5. That's it! If your service account has access to the mailbox for the email address you added in Step 2 and the password is correct, you will be logged right into the mailbox.

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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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