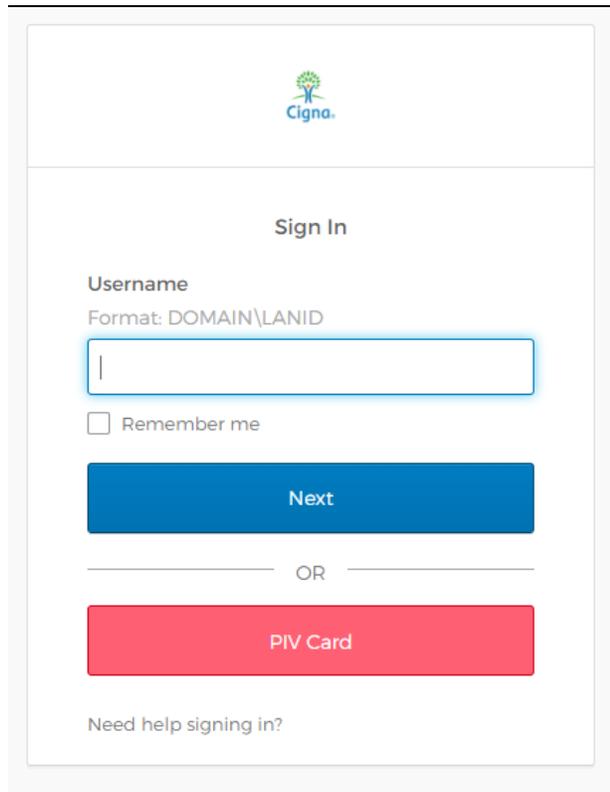


# How to set up Okta Verify on your mobile phone from an external network

If setting up from a non-Cigna device, go to <https://cigna.okta.com/>  
(If you are using a Cigna device to set up Okta Verify, your next screen will be #3)

1. In the Username field, enter your Domain\LANID (Example: bpo\m12345 or internal\h12345). Disregard PIV Card
  - a. Click **Next**.



The screenshot shows the Cigna Sign In page. At the top is the Cigna logo. Below it is the text "Sign In". Underneath is the "Username" field with the format "Format: DOMAIN\LANID". There is a text input box for the username. Below the input box is a checkbox labeled "Remember me". There are two buttons: a blue "Next" button and a red "PIV Card" button. Below the buttons is the text "OR". At the bottom is the text "Need help signing in?".

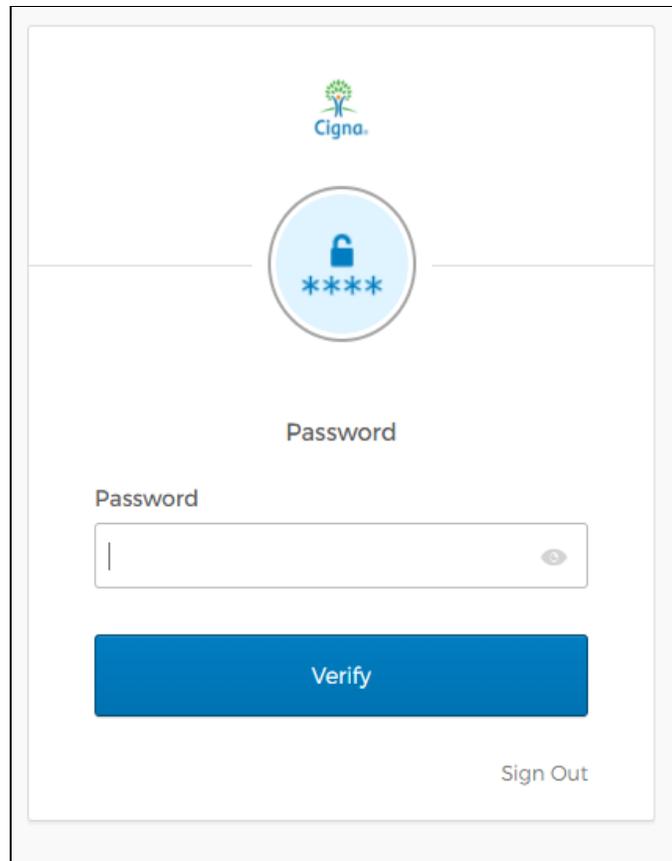


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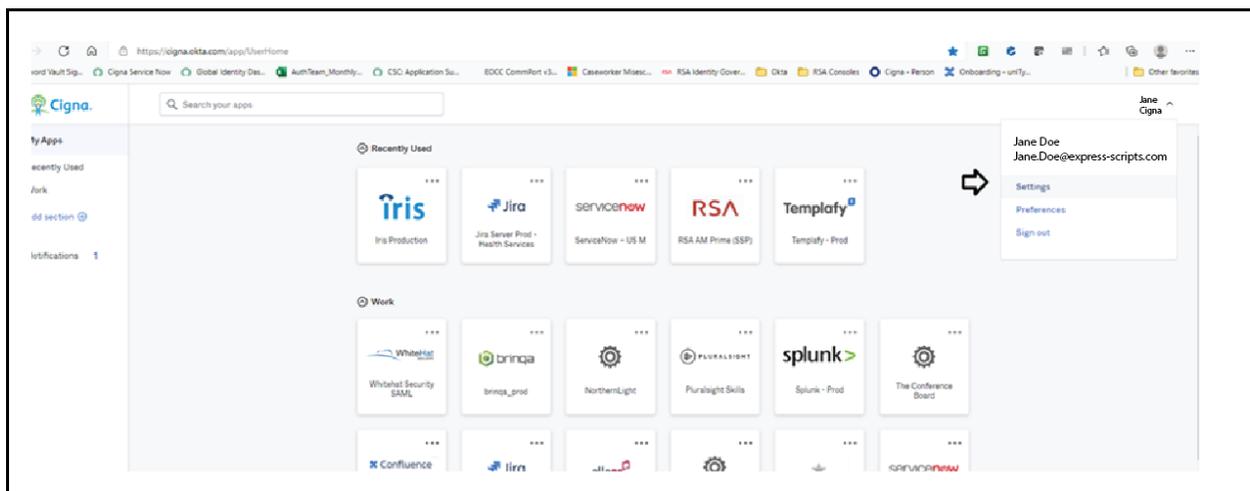


# How to set up Okta Verify on your mobile phone from an external network

2. Type your LAN ID password (same as Cigna password).
  - a. Click **Verify**.



3. Under your name in the upper right hand corner, click **Settings**.

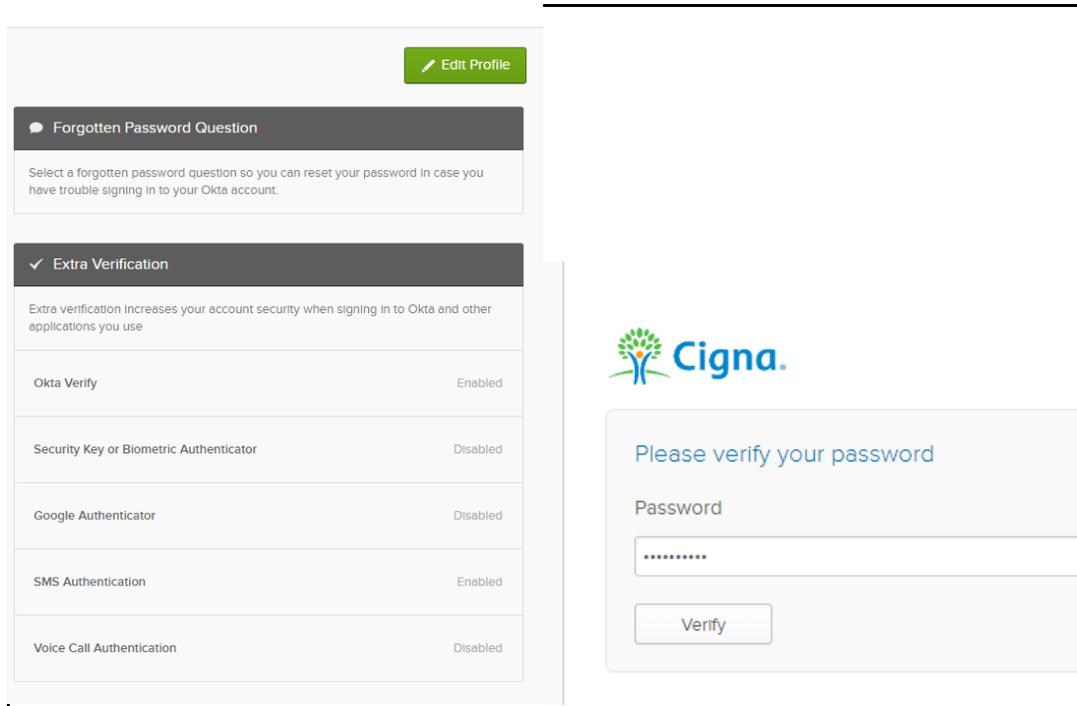


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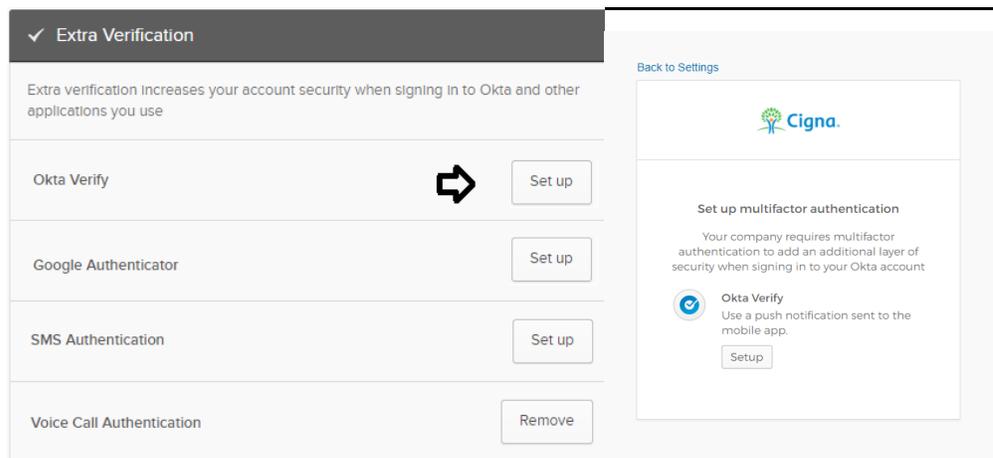
# How to set up Okta Verify on your mobile phone from an external network

4. Click **Edit Profile**.
  - a. Enter password to verify your account.



The image shows two side-by-side screenshots from the Okta user interface. The left screenshot displays the 'Edit Profile' settings page. At the top right is a green 'Edit Profile' button. Below it is a 'Forgotten Password Question' section. The 'Extra Verification' section is expanded, showing a list of authentication methods: Okta Verify (Enabled), Security Key or Biometric Authenticator (Disabled), Google Authenticator (Disabled), SMS Authentication (Enabled), and Voice Call Authentication (Disabled). The right screenshot shows a 'Please verify your password' dialog box with the Cigna logo at the top. It contains a 'Password' field with masked characters and a 'Verify' button.

5. In the **Extra Verification** section, select **Set up** next to Okta Verify.



The image shows two side-by-side screenshots from the Okta user interface. The left screenshot shows the 'Extra Verification' settings page. The 'Okta Verify' row has a right-pointing arrow icon and a 'Set up' button. Other rows include Google Authenticator (Set up), SMS Authentication (Set up), and Voice Call Authentication (Remove). The right screenshot shows the 'Set up multifactor authentication' screen with the Cigna logo. It includes a 'Back to Settings' link and a list of authentication methods. 'Okta Verify' is selected with a checkmark and has a 'Setup' button below it. The text explains that the company requires multifactor authentication for an additional layer of security.

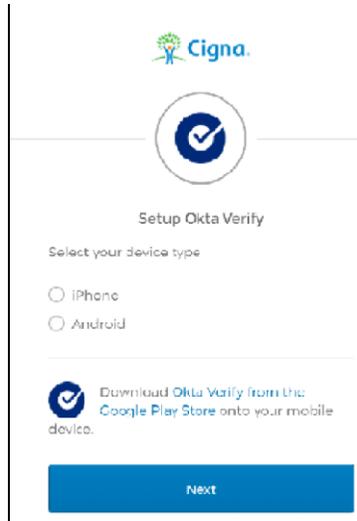


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## How to set up Okta Verify on your mobile phone from an external network

6. Select your device type: iPhone or Android. Next button will appear after selection.
  - a. On your personal device, download Okta Verify from [Apple App Store](#) or [Google Play Store](#).
  - b. Click **Next**.



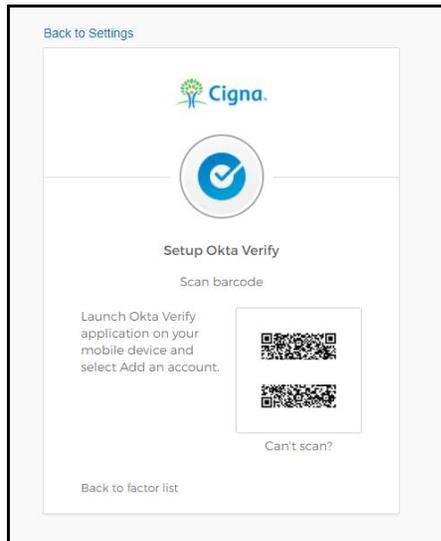
7. A QR code will appear. *Important note: Don't exit this screen, you'll need to keep it open to complete next step.*
8. Open the **Okta Verify** application on your mobile device and use it to scan the QR code that appeared in Step 7.



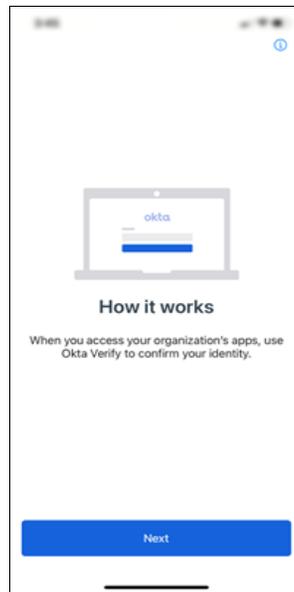
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# How to set up Okta Verify on your mobile phone from an external network



9. A screen that displays **How it works** will appear.
  - a. Click **Next**.



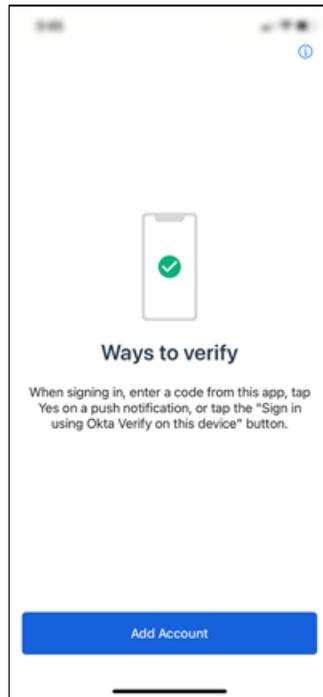
10. In the **Ways to verify** screen, click **Add Account**.



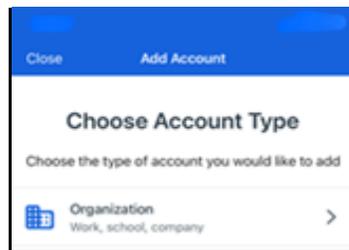
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# How to set up Okta Verify on your mobile phone from an external network



11. Select **Organization** on the **Choose Account Type** screen.



12. Click **Scan a QR Code** on the **Verify to Continue** screen.



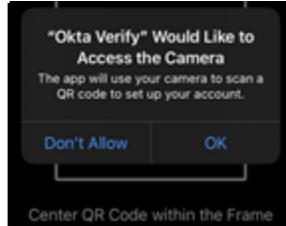
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# How to set up Okta Verify on your mobile phone from an external network



13. Click **OK** to allow Okta Verify to access your Camera.



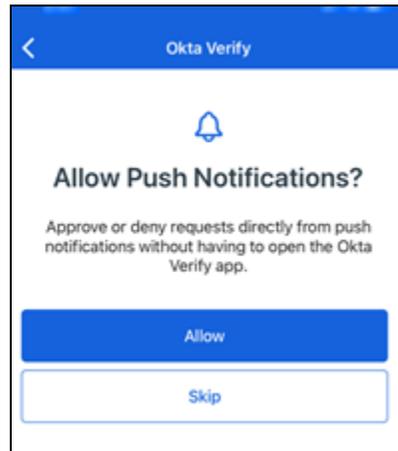
14. In the Allow Push Notifications screen, click **Allow**.



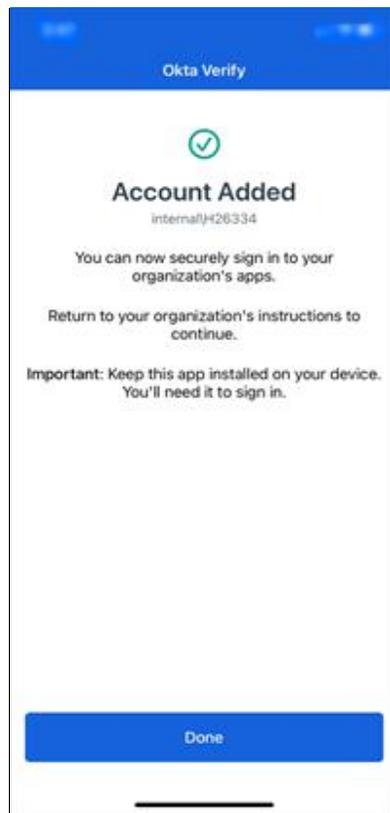
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## How to set up Okta Verify on your mobile phone from an external network



15. The **Account Added** screen will appear if all steps were completed successfully.



16. Click **Done** to complete Okta Verification set up.

Congratulations! You have successfully enrolled in **Okta Verify** – Multi-Factor Authentication.



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# How to set up Okta Verify on your mobile phone from an external network

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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