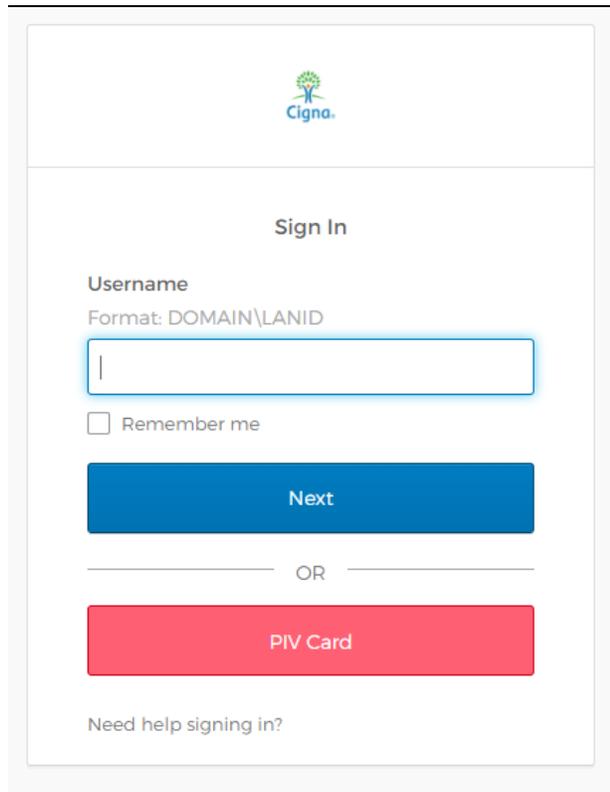# How to set up Okta Verify on your mobile phone from an external network

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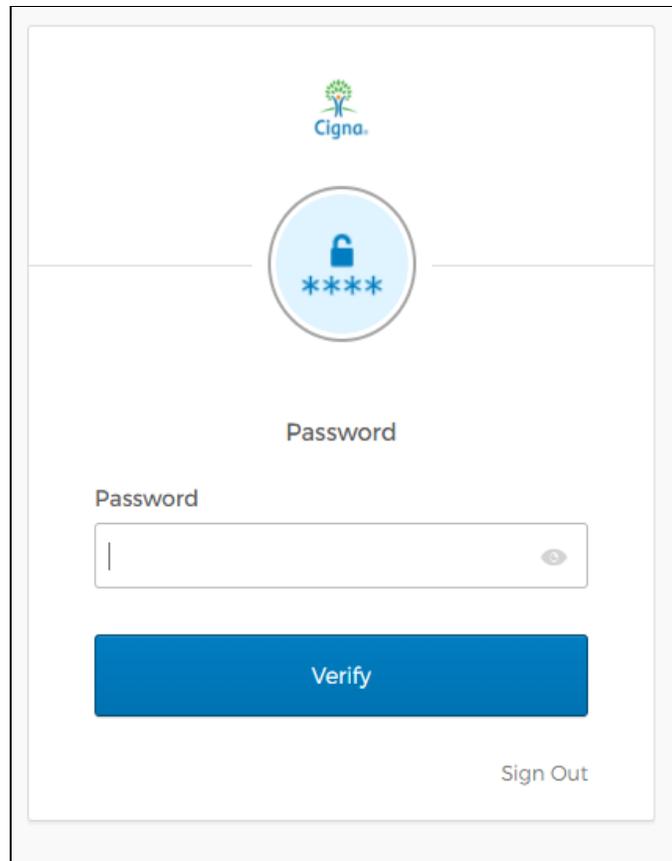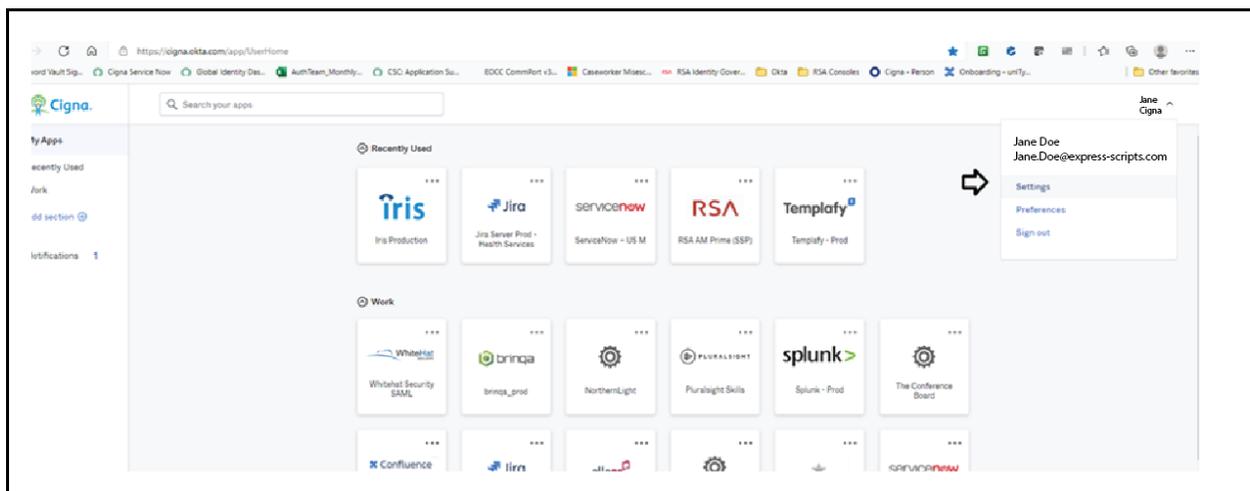
How to set up Okta Verify on your mobile phone from an external network

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

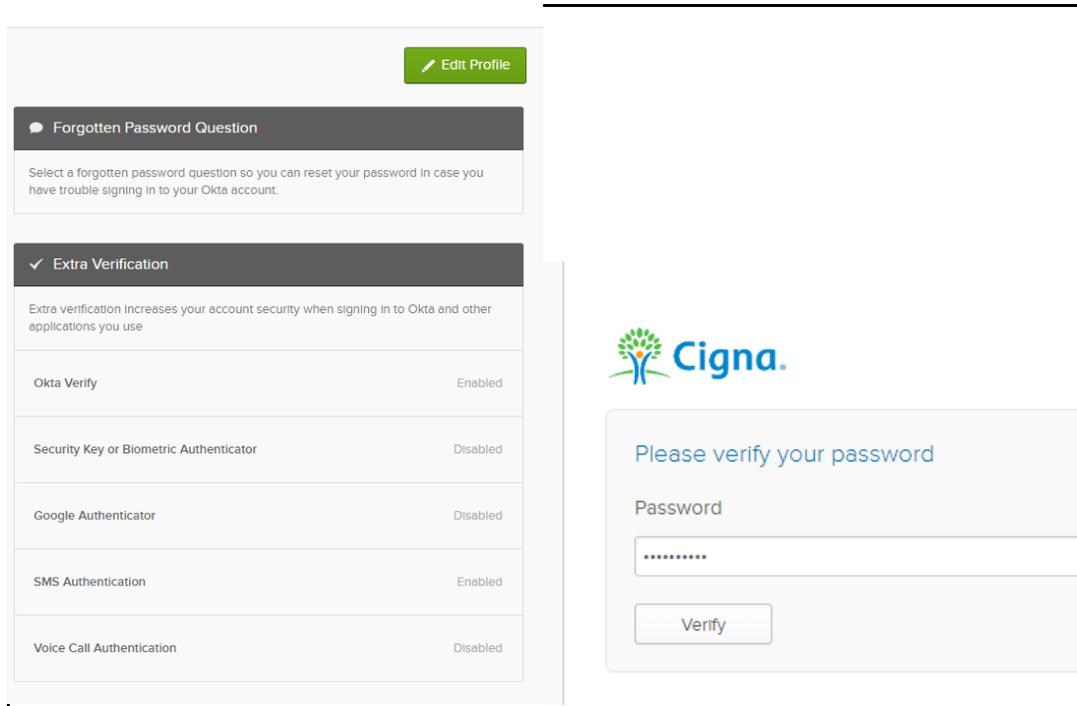3. Under your name in the upper right hand corner, click **Settings**.
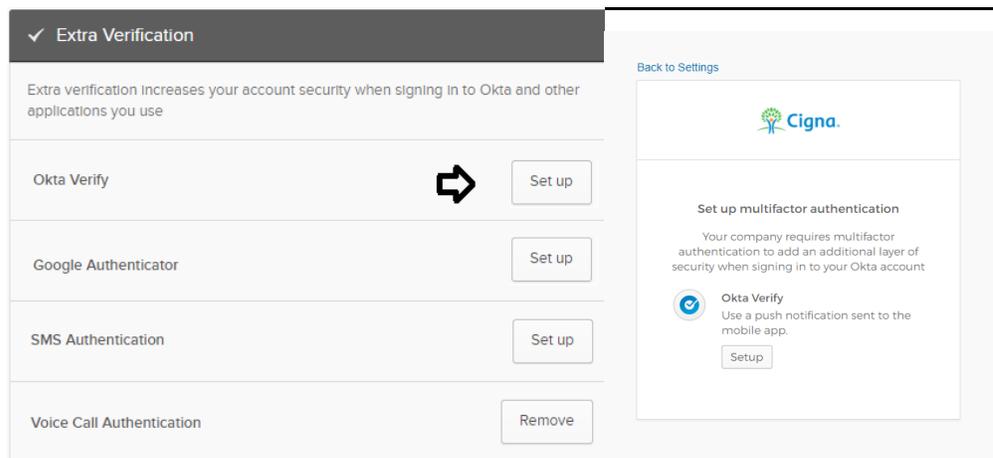

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4. Click **Edit Profile**.
   a. Enter password to verify your account.

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

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**.
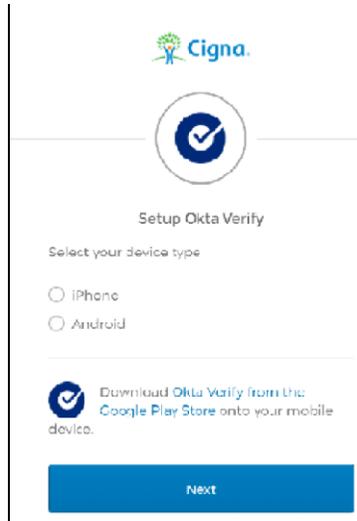
7. A QR code will appear. *Important note: Don't exit this screen, you'll need to keep it open to complete next step.*

8. Open the **Okta Verify** application on your mobile device and use it to scan the QR code that appeared in Step 7.
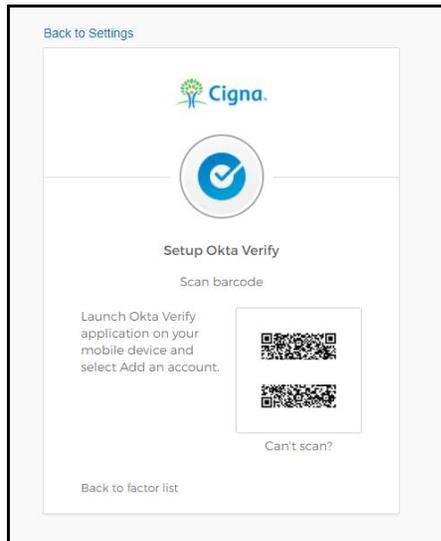
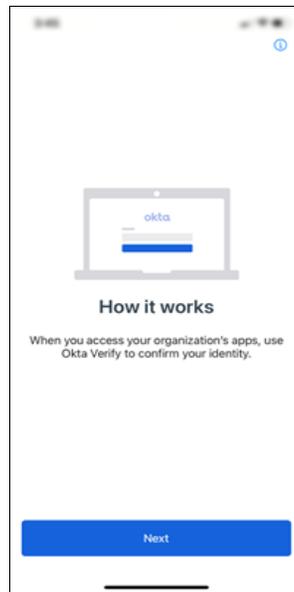# How to set up Okta Verify on your mobile phone from an external network

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

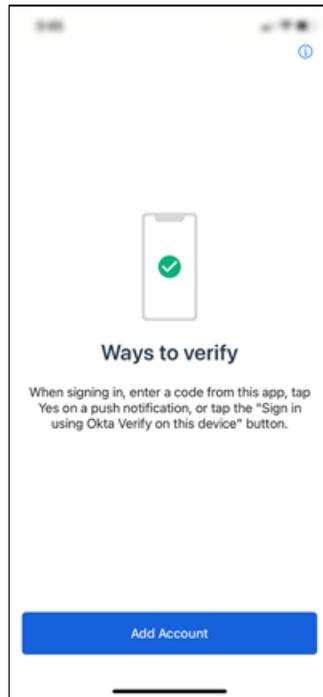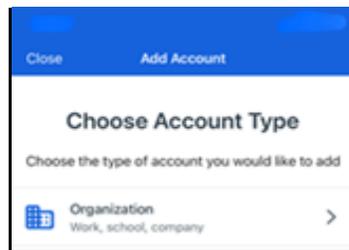10. In the **Ways to verify** screen, click **Add Account**.

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

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

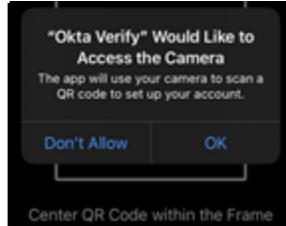# How to set up Okta Verify on your mobile phone from an external network

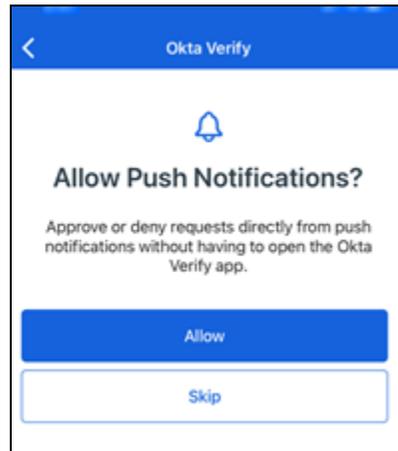13. Click **OK** to allow Okta Verify to access your Camera.

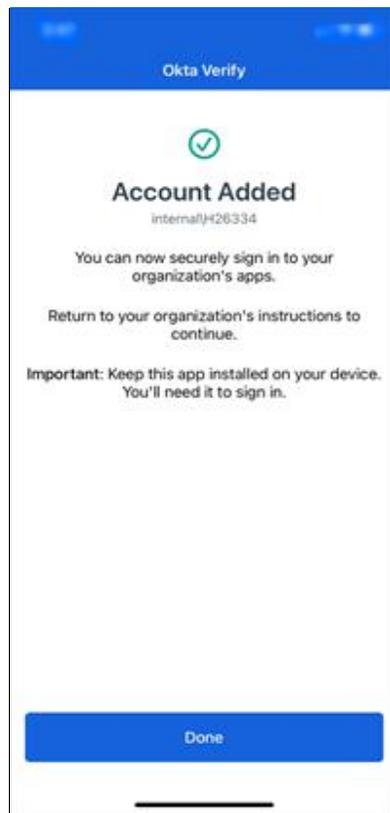14. In the Allow Push Notifications screen, click **Allow**.

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