

PING ID - TOTP TRAINING MATERIALS

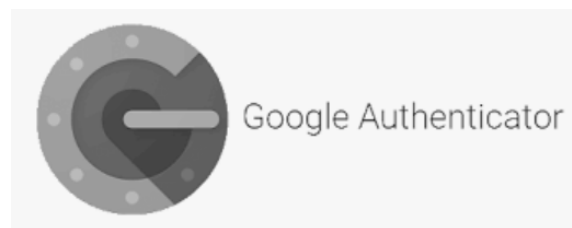
1. How to register with TOTP Google Authenticator app
2. How to register with Microsoft Authenticator app
3. How to register a Secondary Device
4. How to authenticate using the TOTP Google / Microsoft Authenticator app
5. How to report a fraud if you get the email notification for device you haven't registered
6. How to unpair a TOTP app in PingID Settings
7. How to unpair the device in CIDM (self-service)
8. How to unpair the device in CIDM on behalf (Service Desk action required)
9. How to change the primary device
10. How to change the device's name
11. Do you need support?

*The instructions provided in this document are valid for **primary** and also **secondary** accounts. Do not forget to enter the proper credentials in each of the cases.*

1. How to register using TOTP Google Authenticator app

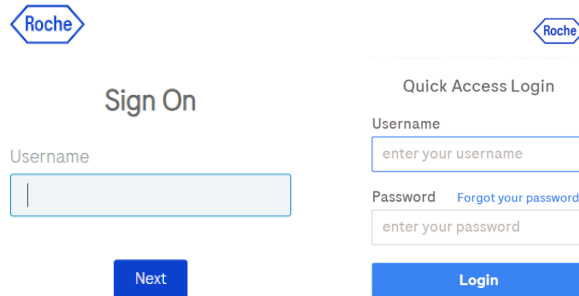
HEY, COLLEAGUE! Have you already paired one device? If so, go to **Section 3: "How to register a secondary device"**

If you have not paired any devices yet, please, continue reading these instructions:



Before you begin, download the Google Authenticator app from your App Store (iOS) or Google Play Store (Android).

1. Click on the registration [link](#) (you will also see it in your mail or on the [MFA website](#)).
2. Enter your Roche username, click "Next" and enter your password.



The image shows two Roche login screens side-by-side. The left screen is titled 'Sign On' and features a 'Roche' logo at the top, a 'Username' label, a text input field, and a blue 'Next' button. The right screen is titled 'Quick Access Login' and features a 'Roche' logo at the top, a 'Username' label, a text input field with the placeholder 'enter your username', a 'Password' label with a 'Forgot your password?' link, a text input field with the placeholder 'enter your password', and a blue 'Login' button.

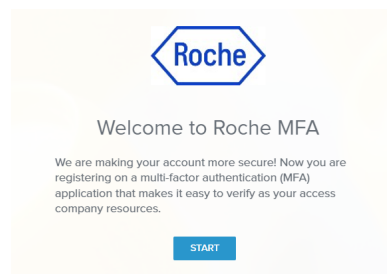
3. Now, if you are **not** using a Roche managed computer and you are **outside Roche Corporate Network (RCN)**, your identity needs to be verified using **one** of the following methods:

- a. **Digicert** (seamless for a user).
- b. **Entrust** (only if you have the proper entitlement).
- c. **External email address** (note that this is not your Roche corporate mail): you will receive a numerical code which you will need to enter in the proper field.

*If you see "in***@xyz.abc", please press the Cancel button at the bottom of the screen.*

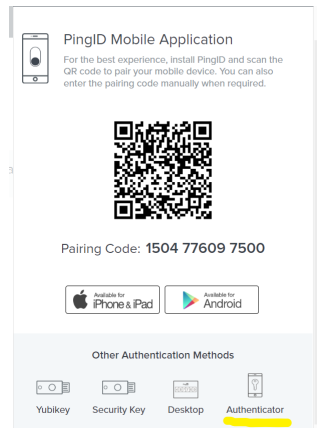
- d. **Corporate Roche Mobile phone**: you will receive a numerical code which you will need to enter in the proper field.
- e. If none of the options above apply to you, you will need to contact the **Service Desk** so that they can verify your identity and provide you with a numerical code.

4. Click "Start".

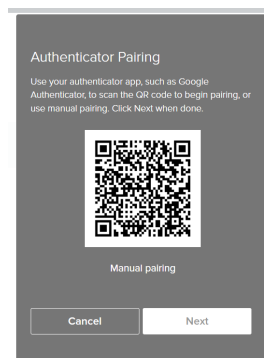


The image shows a Roche MFA Welcome screen. It features a 'Roche' logo at the top, the text 'Welcome to Roche MFA', and a paragraph: 'We are making your account more secure! Now you are registering on a multi-factor authentication (MFA) application that makes it easy to verify as your access company resources.' Below the text is a blue 'START' button.

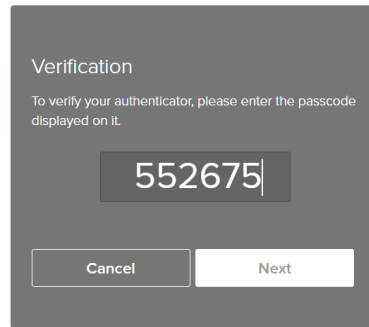
5. On the next screen you will see the PingID available authentication methods; choose the “Authenticator” option.



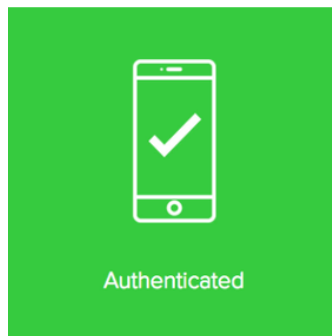
6. Open the authenticator app:
Create or add a new account. Then accept all permissions (this step is not compulsory but highly recommended).
7. The Authenticator Pairing window appears showing the QR Pairing Code. You have two options:
 - A) Scan it
 - B) Pair it manually.



8. Enter the code displayed on your device.



9. You will be informed about your successful registration with a green screen and a message:



PingID Registration successful

Congratulations, you have been successfully registered. Now you are ready to use PingID for your second-factor authentication. Please close your web browser.

- At the end of the registration process you will see a button which redirects you to a [feedback survey](#). We kindly ask you to give us your opinion by filling out this form. It is important for us to be aware of your experience in order to improve the process as much as we can. (Thanks in advance!)

10. After the device's registration you will get an email confirming this event:



New authentication device added

The following device was successfully added and can be used to authenticate with PingID at Roche QA.

If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

11. **Google Authenticator** is now ready to be used in the authentication process.


2. How to register using TOTP Microsoft Authenticator

Before you begin, download the Microsoft Authenticator App from your App Store (iOS) or Google Play Store (Android).



Now, follow the steps:

1. Click on the registration [link](#) (you will also see it in your mail or on the [MFA website](#)).
2. Accept the Privacy Disclaimer, then enter your Roche username and your password.

The image displays three sequential screenshots of the Roche login process. The first screenshot shows a "Privacy Disclaimer" page with a language selector (English/German), a Roche logo, and a blue "Accept" button. The second screenshot shows a "Sign On" page with a Roche logo, a "Username" label, a text input field, and a blue "Next" button. The third screenshot shows a "Quick Access Login" page with a Roche logo, "Username" and "Password" labels, input fields, a "Forgot your password?" link, and a blue "Login" button.

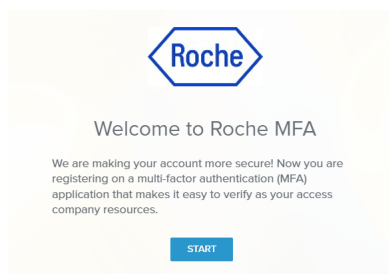
3. Now, if you are **not using a Roche managed device** and you are **outside Roche Corporate Network (RCN)**, your identity needs to be verified using **one** of the following methods:

- a. **Digicert** (seamless for a user).
- b. **Entrust** (only if you have the proper entitlement).
- c. **External email address** (note that this is not your Roche corporate mail): you will receive a numerical code which you will need to enter in the proper field.

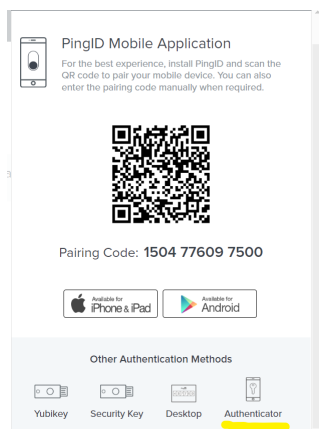
*If you see "in***@xyz.abc", please press the Cancel button at the bottom of the screen.*

- d. **Corporate Roche Mobile phone**: you will receive a numerical code which you will need to enter in the proper field.
- e. If none of the options above apply to you, you will need to contact the **Service Desk** so that they can verify your identity and provide you with a numerical code.

4. Click "Start".

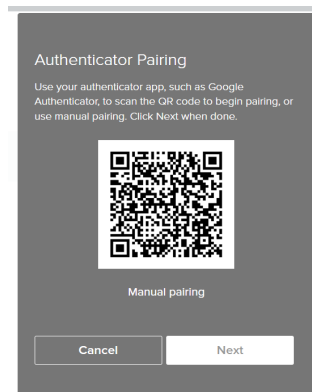


5. On the next screen, you will see the PingID available authentication methods; choose the "Authenticator" option.

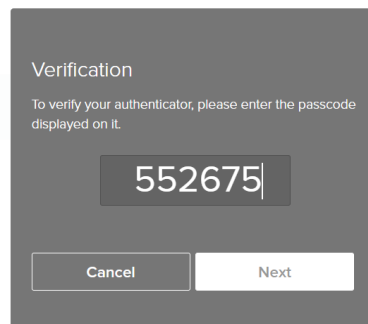


6. Open the authenticator app:
 - a. Create or add a new account (choose the "Other account" type).

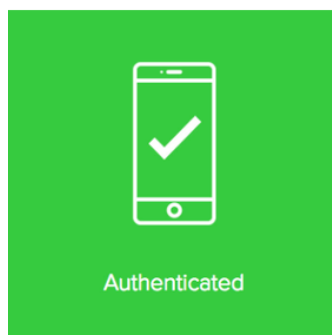
- b. Accept all permissions (this step is not compulsory but highly recommended).
- 7. The Authenticator Pairing window appears showing the QR Pairing Code. You have two options:
 - a. Scan it
 - b. Pair it manually.



8. Enter the code displayed on your device. Press "Next".



9. You will be informed about your successful registration with a green screen and a message:



PingID Registration successful

Congratulations, you have been successfully registered. Now you are ready to use PingID for your second-factor authentication. Please close your web browser.

- At the end of the registration process you will see a button which redirects you to a [feedback survey](#). We kindly ask you to give us your opinion by filling out this form. It is important for us to be aware of your experience in order to improve the process as much as we can. (Thanks in advance!)

10. After the device's registration you will get an email confirming this event:



New authentication device added

The following device was successfully added and can be used to authenticate with PingID at Roche QA.

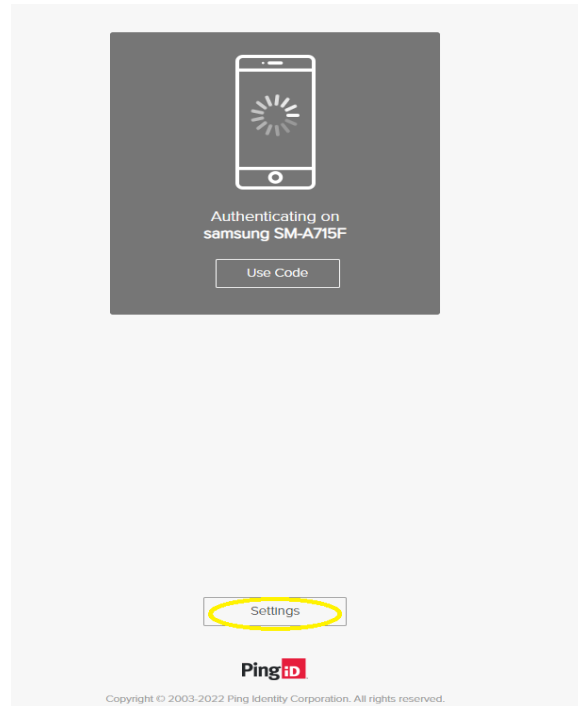
If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

11. Microsoft Authenticator is now ready to be used in the authentication process.

3. How to register a secondary device in PingID Settings

Follow these steps if you want to register a secondary device. Having more than one device registered is highly recommended. The primary PingID device will be necessary to register the next one.

1. Go to mymfa.roche.com (Incognito window recommended in case of issues)
2. The authentication screen is presented. Click "Settings" at the bottom.



3. Click the “Add” button to add the next device.

My Devices

[+ Add](#)

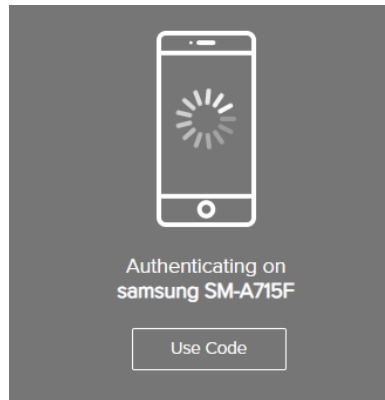
	AUTHENTICATION TYPE
samsung SM-A715F samsung SM-A715F	Mobile

4. Authentication is required with the PingID registered device. At least one PingID device is required to pair the next device.

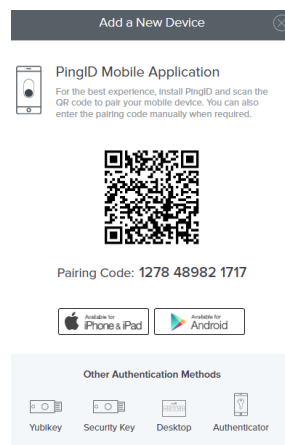
Authentication Required

This action requires you to authenticate with PingID.

5. Please authenticate with the chosen device.
6. In this example authentication goes with the primary device - PingID mobile app.



- After the authentication is done you can see the devices' choice screen. Choose the secondary device that you want to register now and follow the process as in the primary registration.



- After the secondary registration is successful, you will see the added device in the Settings list.

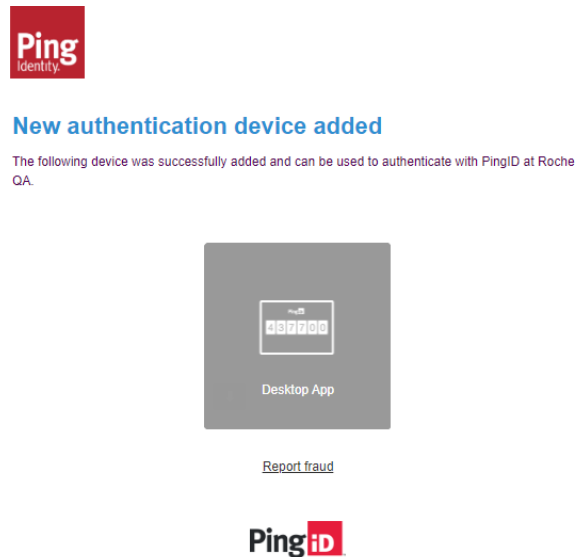
My Devices

Drag to arrange your devices by priority of how you want to authenticate. The first device will always be primary.

+ Add
AUTHENTICATION TYPE

⋮	samsung SM-A715F samsung SM-A715F	Mobile
⋮	Desktop Windows	Desktop

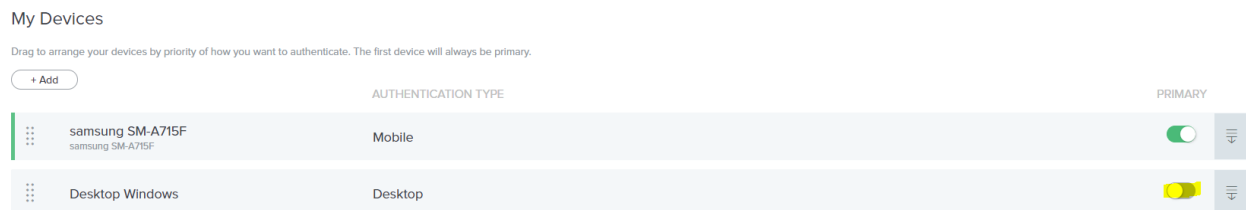
9. After the device's registration **you will get an email** confirming this event:



If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

POSSIBLE ADDITIONAL ACTION:

10. The primary device is the default one in the authentication process, however you can change that. Click on the radio button slider and indicate which device should be the primary device.



11. Authentication will be required to confirm the change.

Authentication Required

This action requires you to authenticate with PingID.

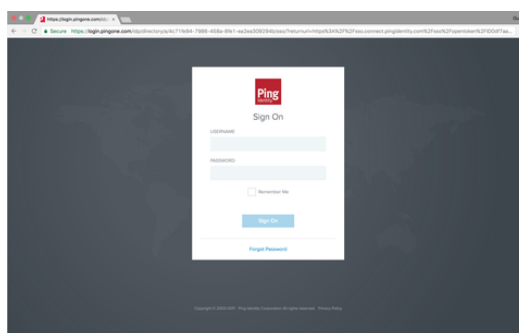
4. How to authenticate using Google Authenticator

When using your **Google Authenticator** app to get a passcode, take into account that:

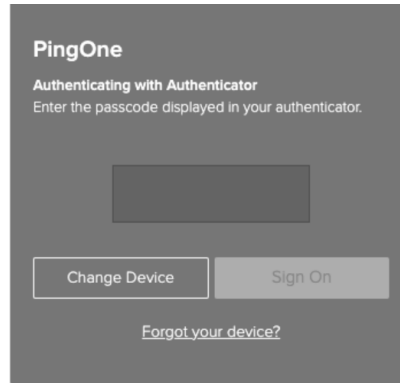
- If you have more than one account paired with your authenticator app you need to select the passcode that corresponds to the account you are trying to access.
- The passcode changes approximately every 30 seconds. When prompted to authenticate, enter the most recent passcode.
- You can only use a passcode one time.

Now, you will be able to start performing the following steps when authenticating:

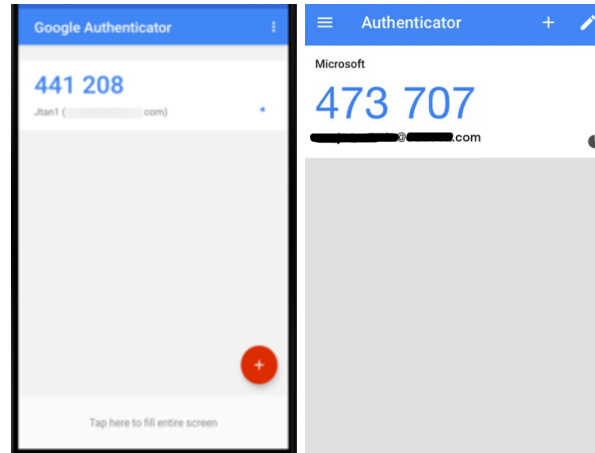
1. Sign on to your account or access an application that requires authentication.



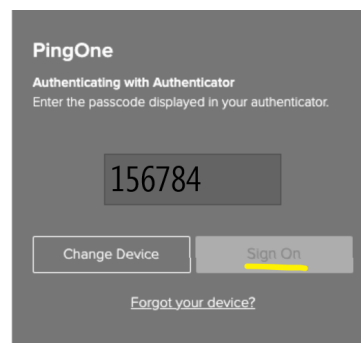
2. The Authentication window will appear, prompting you to enter a passcode.



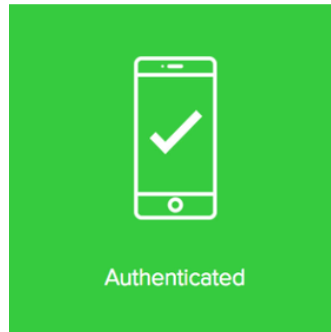
3. Launch your authenticator app. It will display a one-time passcode for your account.



4. In your browser, in the Authentication window, enter the passcode. Click Sign On.



5. A green check mark appears, indicating authentication is successful and your access is approved.



5. How to report a fraud if you got the email notification for a device you haven't registered

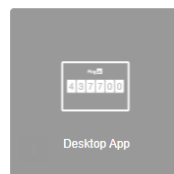
Follow these steps if you have got the email confirmation about registering a device in PingID, but you haven't done this action. Report a fraud as someone else registered a device for your account.

1. After the device's registration a user gets an email confirming this event:



New authentication device added

The following device was successfully added and can be used to authenticate with PingID at Roche QA.

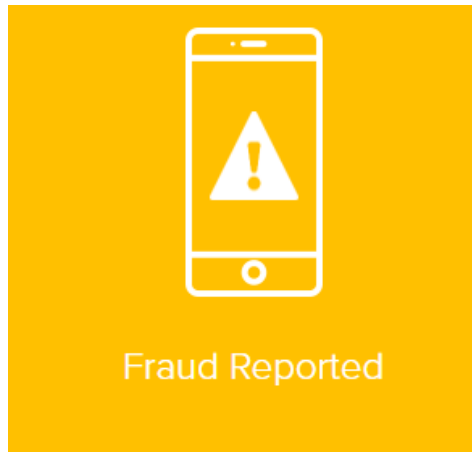


[Report fraud](#)



2. If you get this email, but you don't recognize the registration as done by you, please report fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

3. Thank you for informing Roche about this event.



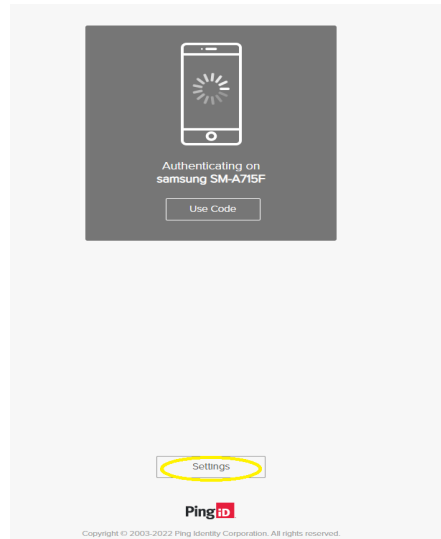
6. Unpairing a TOTP App in PingID Settings

Note:

The unpairing of TOTP Apps needs to be done in PingID Settings. Please do not unpair it directly on the mobile phone TOTP App - it will not properly unpair PingID.

If for any reason you don't have the PingID device available, you can unpair the device in CIDM (self service if a Roche laptop is available) or call the Service Desk - follow the proper training material for these cases.

1. Go to mymfa.roche.com (Incognito window recommended in case of issues)
2. The authentication screen is presented. Click "Settings" at the bottom.



- Expand the icon (three lines and an arrow below) at the right side of the device you are planning to unpair.

My Devices

Drag to arrange your devices by priority of how you want to authenticate. The first device will always be primary.

	AUTHENTICATION TYPE	PRIMARY
⋮	samsung SM-A715F samsung SM-A715F Mobile	<input checked="" type="checkbox"/> ⋮
⋮	Desktop Windows Desktop	<input type="checkbox"/> ⋮
⋮	Authenticator App 2 Authenticator	<input type="checkbox"/> ⋮

- Authentication is required with the PingID registered device (the one that you want to unpair or any other device registered by you). If you have more than one device, you can choose which you want to use this time. At least one PingID device is required to do the unpairing in Settings.

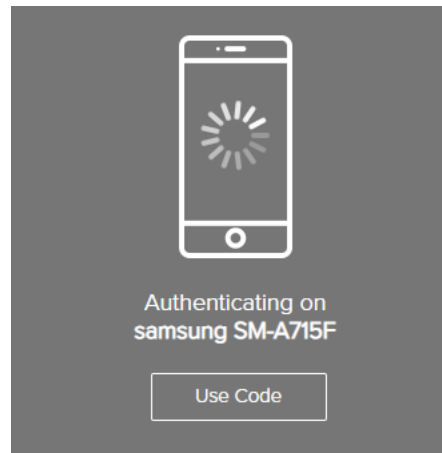
Authentication Required

This action requires you to authenticate with PingID.

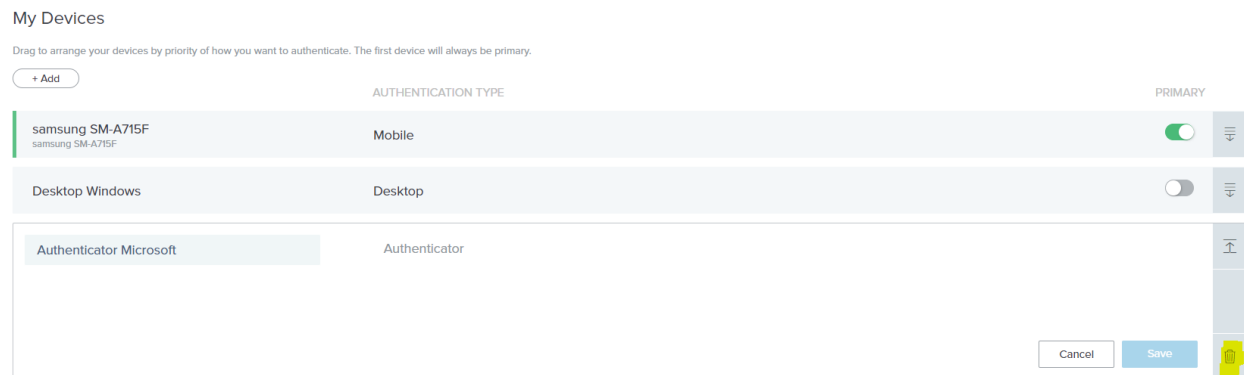
Cancel
Continue

- Please authenticate with the chosen device.

6. In this example the authentication has been done with the primary device - PingID mobile app.



7. After the authentication is done you can see the devices panel. Click on the bin icon at the right for the device you want to unpair.



8. Click on the "Remove" to confirm the action.

Remove Device?

This will remove the device "Authenticator Microsoft" from your available PingID authentication devices.



9. The TOTP App is **unpaired and can't serve the Roche authentication from this moment.**

You will see the updated list of paired devices (without the unpaired one). If you unpaired all of them, then no device is on the list.

My Devices

Drag to arrange your devices by priority of how you want to authenticate. The first device will always be primary.

	AUTHENTICATION TYPE	PRIMARY	
⋮ samsung SM-A715F samsung SM-A715F	Mobile	<input checked="" type="checkbox"/>	⋮
⋮ Desktop Windows	Desktop	<input type="checkbox"/>	⋮

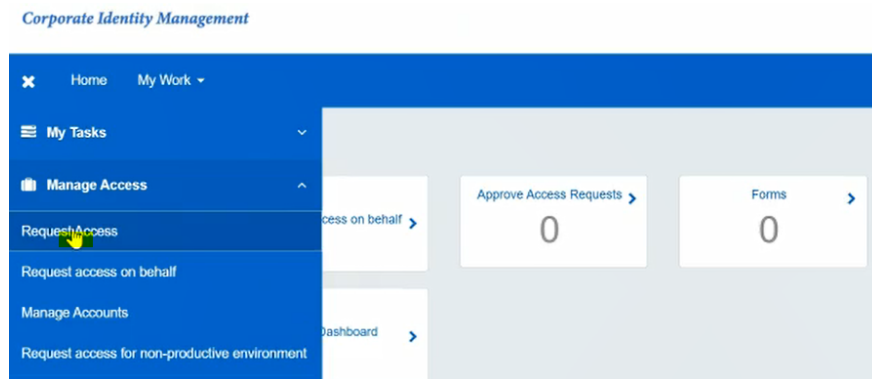
7. Unpairing the PingID device in CIDM [self-service]

If you need to unpair the PingID device, but you don't have the possibility to use this device or any other paired with PingID, you can do it in Roche CIDM (you need the access to CIDM e.g. on Roche laptop).

The method is valid only for the primary accounts (not sx ones).

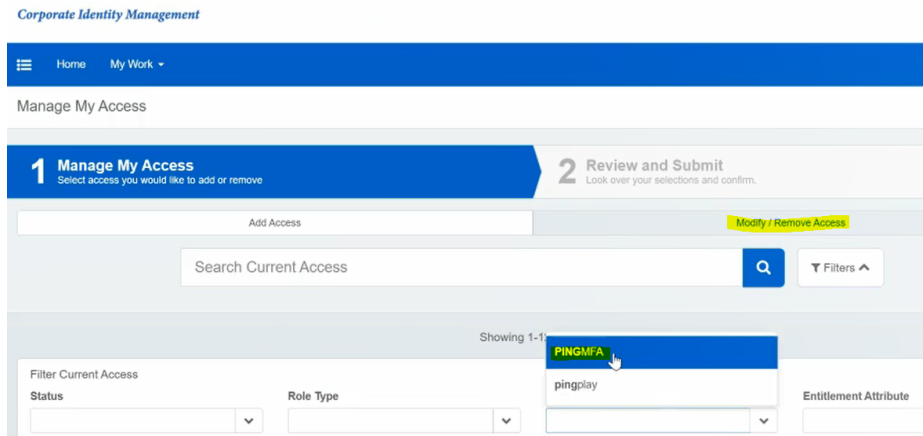
If you are not able to access CIDM, you can contact your Service Desk to do that on your behalf.

1. Open the CIDM app. Go to "Manage access" and "Request access".



2. Click on "Modify / Remove Access" - wait on loading data.

3. Search (e.g. with the search engine) “PINGMFA” app. Click the magnifying glass icon.

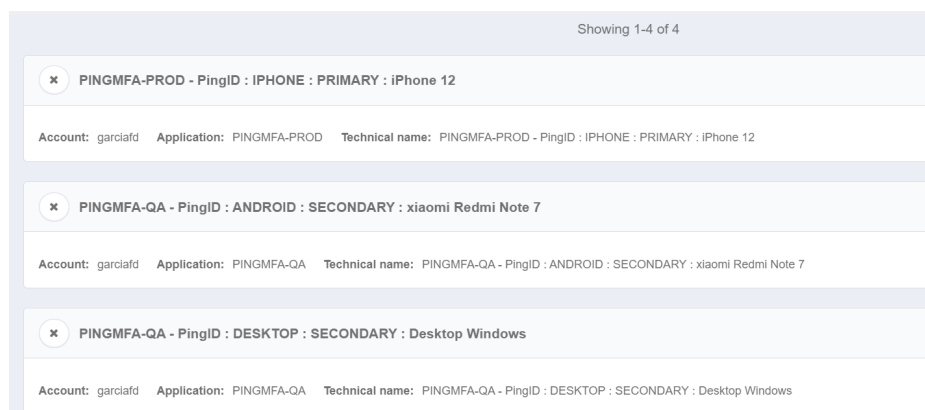


4. CIDM will display the list of all registered devices for your account under “PINGMFA-PROD”.

If you have a primary and secondary (sx) account registered in PingID, you will see it both (seen in Account).

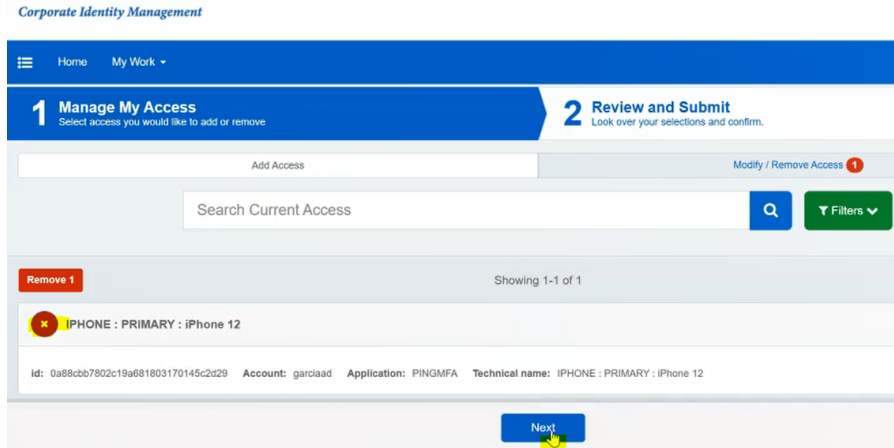
If you are not getting any devices on the list - that means you don't have any device registered or CIDM has not been updated yet with the newest devices -

NOTE: the synchronization is done every 24 hours.

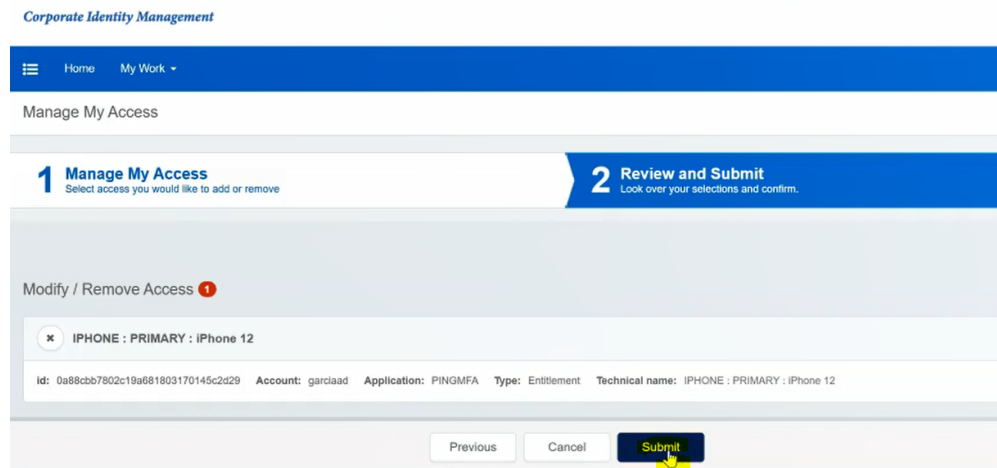


Note: If you have already registered your device on PingID QA infrastructure, you will be able to also unregister your device located on “PINGMFA-QA”.

5. Select the “x” button for the specific device you want to remove and click “Next”. If you have more than one device, you can unpair more than one in the same request.

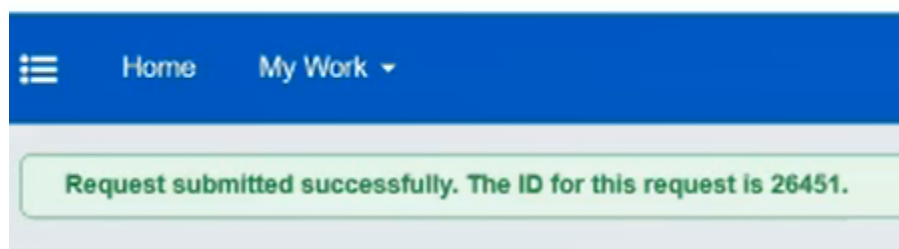


6. Click “Submit”.



7. You will see the message “Request submitted successfully. The ID for this request is ...”. It means that now your request is pending for CIDM Administrator approval and has a “Waiting” status. You will get the email from CIDM confirming that your request is being processed.

Corporate Identity Management



8. The process will be finished approximately 5 minutes later, when you will see a “Finished” status in your CIDM request. You will get an email from CIDM informing you about the approval of your request.

8. Unpairing the PingID device on behalf [Service desk call]

If you need to unpair the PingID device urgently, but:

- you don't have the possibility to use this device or
- any other device paired with PingID and
- you don't have the access to Roche computer and CIDM by yourself,

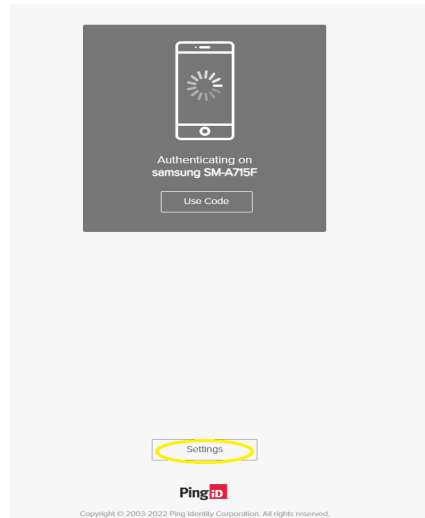
You need to call the Roche service desk.

1. Please verify if you can do the unpairing by yourself. It would be the most convenient and quickest way.
2. If there is no option of self-service, call the Roche service desk.
3. The identity verification will happen (you need to prove that it is really you). Follow the guidance of a Roche employee.
4. In the result the device should be unpaired.
5. If you haven't had any other device registered, you can register once again in PingID with currently available devices.

9. How to change the primary device in PingID Settings

Follow these steps if you have more than one device registered and you want to indicate a secondary device as a default one. The primary PingID device will be necessary to register the next one.

1. Go to mymfa.roche.com (Incognito window recommended in case of issues)
2. The authentication screen is presented. Click “Settings” at the bottom.



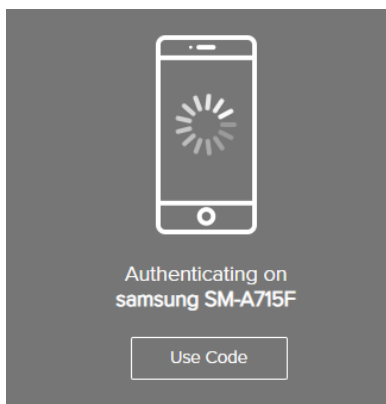
3. Authentication is required with the PingID registered device.

Authentication Required

This action requires you to authenticate with PingID.



4. Please authenticate with the chosen device (you can refer to the training materials on how to authenticate).
In this example authentication has been done with the PingID mobile app.



- After the authentication succeeds, you will see your devices' list.

My Devices

Drag to arrange your devices by priority of how you want to authenticate. The first device will always be primary.

+ Add

		AUTHENTICATION TYPE
⋮	samsung SM-A715F samsung SM-A715F	Mobile
⋮	Desktop Windows	Desktop

- The primary device (first registered) is the default one in the authentication process, however you can change that. Click on the radio button slider and indicate which device should be the primary device.

My Devices

Drag to arrange your devices by priority of how you want to authenticate. The first device will always be primary.

+ Add

		AUTHENTICATION TYPE		PRIMARY
⋮	samsung SM-A715F samsung SM-A715F	Mobile	<input checked="" type="checkbox"/>	☰
⋮	Desktop Windows	Desktop	<input type="checkbox"/>	☰

- Authentication is required to confirm the change.

Authentication Required

This action requires you to authenticate with PingID.

Cancel

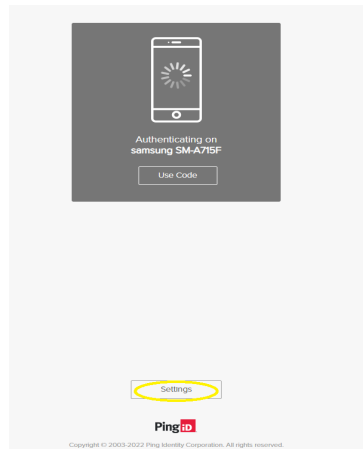
Continue

- The change will be visible in the list.

10. How to change the device's name

Follow these steps if you want to change the device's name for your convenience, e. g. to recognize it without any hesitation in the authentication request. At least one PingID device will be necessary to succeed.

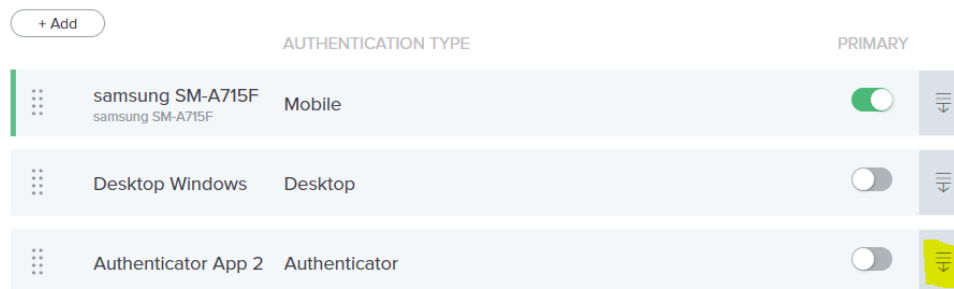
1. Go to mymfa.roche.com (Incognito window recommended in case of issues)
2. The authentication screen is presented. Click “Settings” at the bottom.



3. Expand the icon (a line and an arrow) at the right side for the device you plan to rename.

My Devices

Drag to arrange your devices by priority of how you want to authenticate. The first device will always be primary.



4. Authentication is required with the PingID registered device. If you have more than one device, you can choose which you want to use this time.

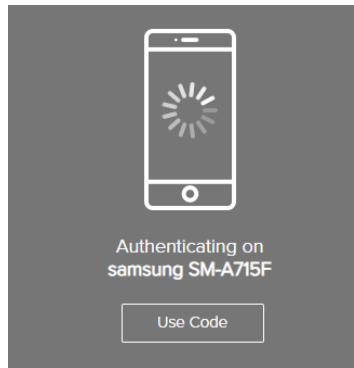
Authentication Required

This action requires you to authenticate with PingID.

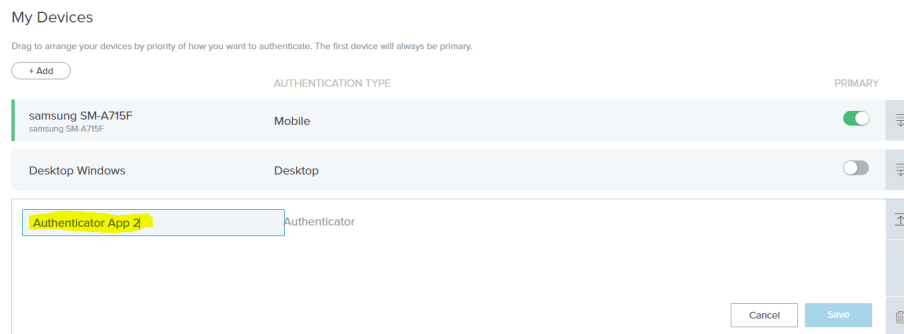


5. Please authenticate with the chosen device (you can refer to the training materials on how to authenticate).

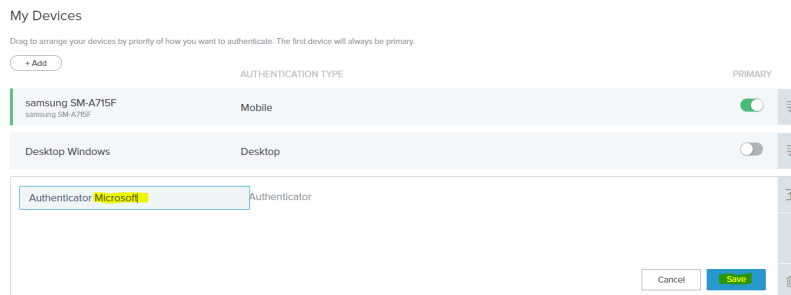
In this example authentication has been done with the PingID mobile app.



6. After the authentication is done, the device's name is editable.



7. Rename the device and click "Save".



8. The new name is on the list and will be presented in the authentication request.

My Devices

Drag to arrange your devices by priority of how you want to authenticate. The first device will always be primary.

		AUTHENTICATION TYPE	PRIMARY	
⋮	samsung SM-A715F samsung SM-A715F	Mobile	<input checked="" type="checkbox"/>	⋮
⋮	Desktop Windows	Desktop	<input type="checkbox"/>	⋮
⋮	Authenticator Microsoft	Authenticator	<input type="checkbox"/>	⋮

11. Do you need support?

In case you encounter any problems, try to unpair your device(s) if possible and pair it once again. If this is not available for you or PingID is still not working, contact [Roche Service Desk](#).

You can also take a look at our [Q&A document](#), it may be helpful!

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