PING ID - MOBILE APP TRAINING MATERIALS

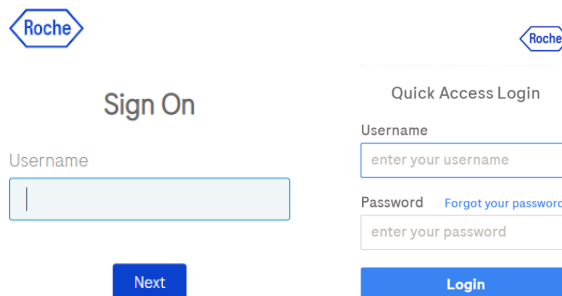In this document you will find information about:

*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. Registering the PingID app on your mobile phone

HEY, COLLEAGUE! Have you already paired one device? If so, go to **Section 2: "How to register a secondary device"**

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

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.

Roche

Sign On

Username

Next

Roche

Quick Access Login

Username

enter your username

Password   Forgot your password?
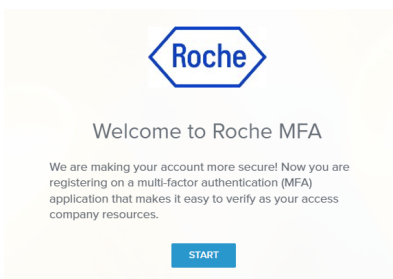
enter your password

Login

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

   A. A Digital Certificate - **Digicert** (seamless for a user).

   B. **Entrust SoftToken** application (only if you already 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 numeric code.

4. Welcome. Click "Start".

Roche

Welcome to Roche MFA

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.

START

5. Now it is time to **download the PingID mobile application on the phone**. Both corporate and personal/private mobile phones are allowed depending on your convenience.

   NOTE: If you have a **Roche corporate mobile phone**, check if **the PingID mobile app is already installed on it**. If so, please go directly to **point 8 in this same section - how to pair the app**.

   A) On the next screen you will see a QR code. Scan it with your mobile phone: you will be redirected to the PingID application on Google Play (Android users) or App Store (iOS users).
   B) You can also find the PingID Application directly on Google Play or App Store. Download it.
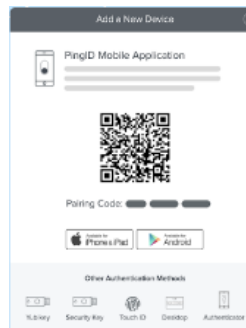
   NOTE: If you install the PingID mobile app on an Android device that already has the Roche work profile created, we recommend the app's installation on a personal profile. This helps prevent you from getting locked out of your work profile.
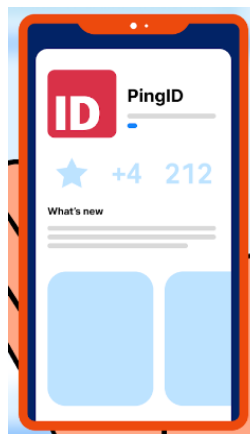
6. Accept the terms and conditions.

7. Allow notifications and access to the camera (this last part is not compulsory but highly recommended for having a better and easier experience as an user).
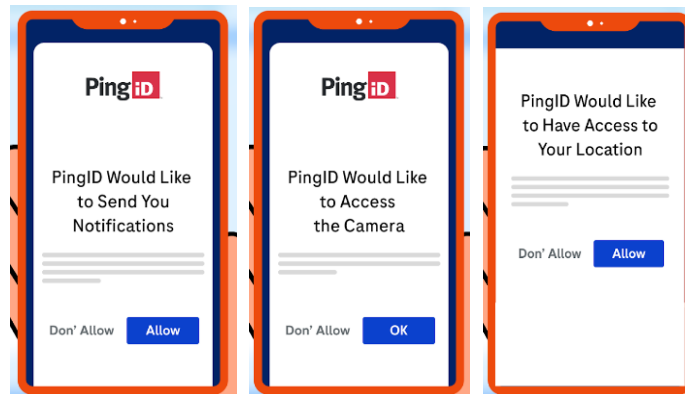
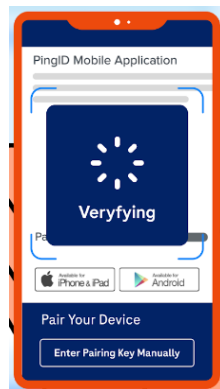8. Now it is time to **pair the application with the Roche account**.
   Open the PingID mobile app.

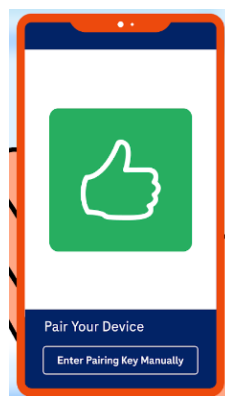   A) You will be asked to scan the QR code or
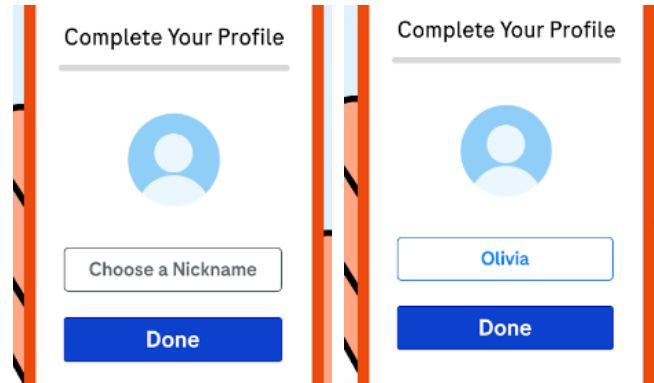   B) enter the presented pairing code manually.

9. The application will verify your identity automatically.

10. You will see a green icon indicating that the first part of the process is completed.


11. It's time to complete your profile, choose a nickname (any nickname you want to choose is a right one) and a photo if you want to.

12. Once your mobile is paired, **the application will ask you to authenticate** for the first time. You will need to provide a numeric code presented on your PingID application.

13. Now that your first authentication has been successful, your pairing is completed. You will see a message informing you that the registration was successful.
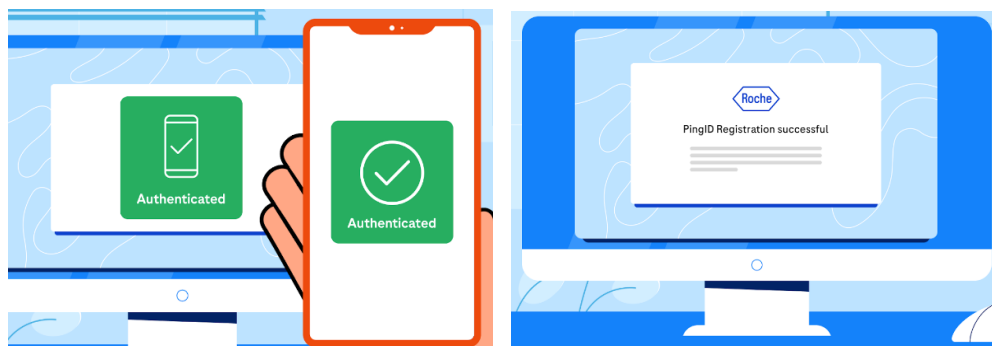
At the end of the registration process you will see a button which redirects you to a feedback survey. We kindly ask you to give us your opinion by filling out this form, thanks in advance!

15. 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.

2. 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 if you want 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.
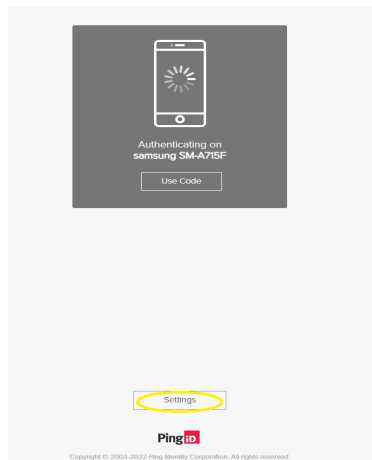
3. Click the "Add" button to add the next device.
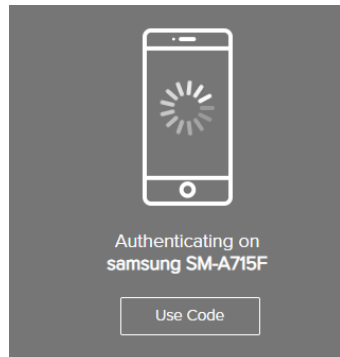
My Devices

+ 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.

Cancel   Continue

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

Authenticating on
samsung SM-A715F

Use Code

6. After the authentication is done you will be able to see the devices' choice screen. Choose the secondary device that you want to register and follow the process as in the primary registration.
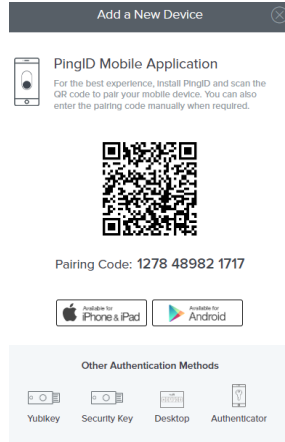
7. Once the secondary registration has been successful, you will see the added device in the Settings list.
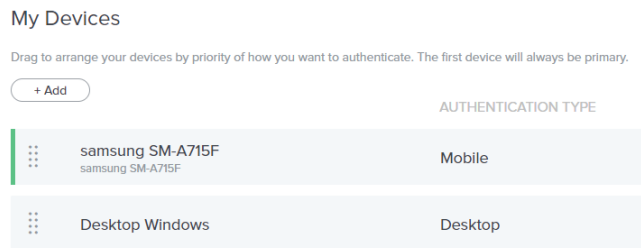
8. After the device's registration **you will get an email** confirming this event:
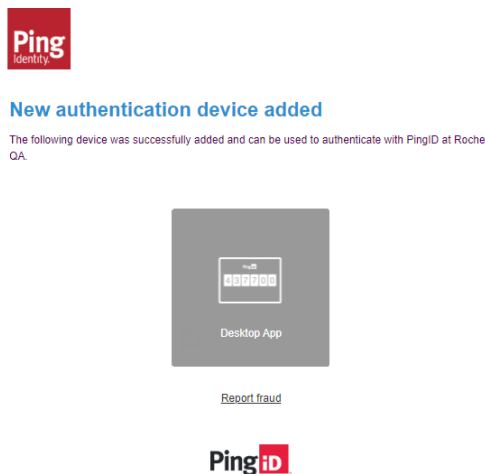
If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

POSSIBLE ADDITIONAL ACTION:

9. 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.

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	🟢
⠿	Desktop Windows	Desktop	🟡

10. Authentication will be required to confirm the change.

Authentication Required

This action requires you to authenticate with PingID.

Cancel   Continue
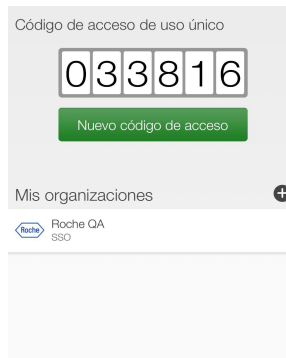
3. Authenticating using the PingID mobile app

1. **Sign on** to your account or access an application that requires authentication.
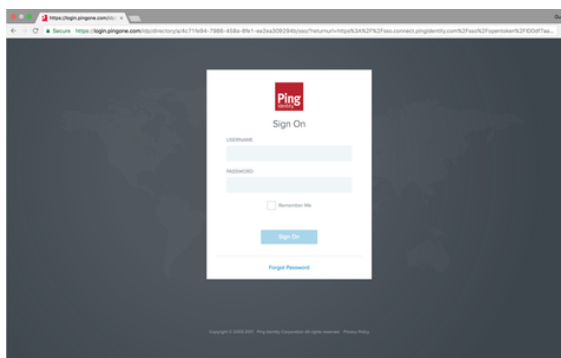
2. The following Authentication window will be opened, prompting you to enter a **one-time passcode (OTP).**
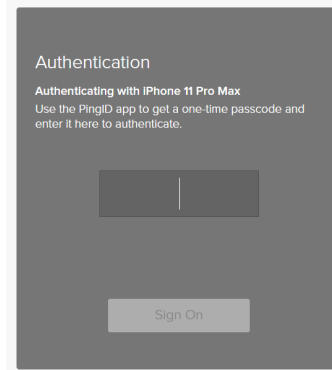
3. In the Authentication window, **enter the OTP that displays in your PingID mobile phone*.**

* You can only use an OTP once. Click Refresh to generate a new OTP if required.

4. Click **"Sign On"**.

The **green message** with a check mark appears, it indicates that your authentication has been **successful**, and **your access is approved**.
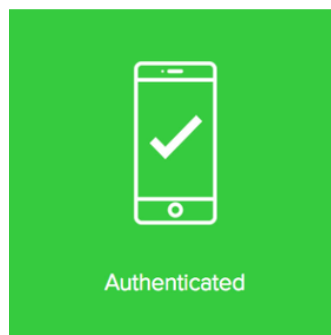
4. How to authenticate offline using the PingID mobile app

1. Access the app you want to use and enter your username and password.

2. The system will require you to authenticate with PingID as usual. If PingID service is unreachable, a QR code on an offline authentication screen will be presented.

3. Please, scan the QR code with your mobile device.

4. The mobile app will display a 6-digit one-time passcode, enter it on the offline authentication screen.

5. Now the authentication is completed and access is granted.

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

If you get the following 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.
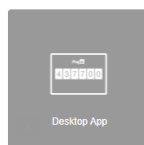
6. Unpairing a device in PingID Settings

Follow these steps if you want to unpair any of the registered devices. At least one PingID device will be necessary to succeed.

If for any reason you don't have the PingID device available, you can unpair the device in CIDM (self service if Roche laptop available) or call the Service Desk.

1. Go to mymfa.roche.com (Incognito window recommended in case of issues)

2. The authentication screen is presented. Click "Settings" at the bottom.
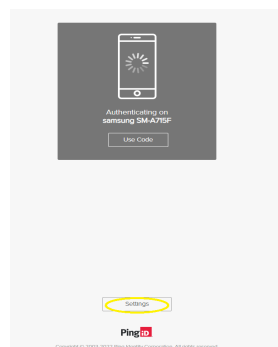
3. Expand the icon (a line and an arrow) at the right side for the device you plan to unpair.

4. You will be required to authenticate 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 the one you want to use this time. At least one PingID device is required to do the unpairing in Settings.
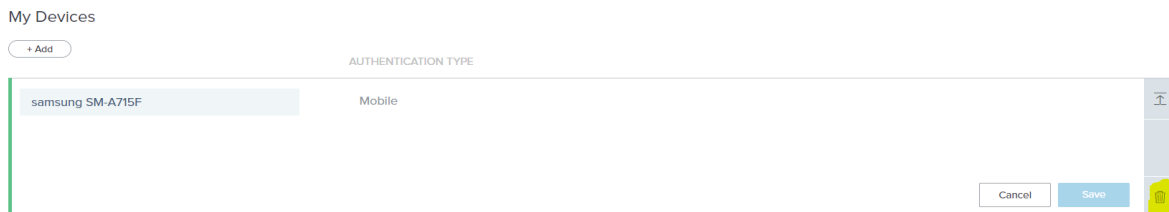
5. Please, authenticate with the chosen device **(you can refer to the training materials on how to authenticate).** In this example, the authentication has been done with the PingID mobile app.
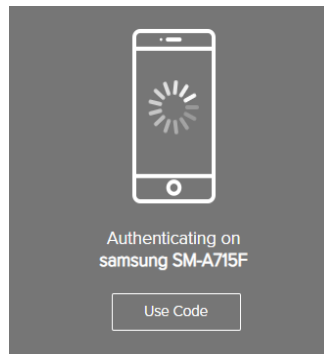
6. After the authentication is done you can see the devices panel. Click on the bin icon at the right.

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

8. The device **is unpaired and can't serve the Roche authentication from now on.**
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.
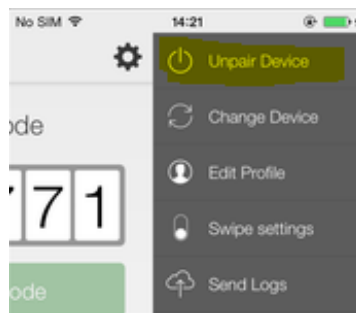
7. Unpairing the PingID mobile app

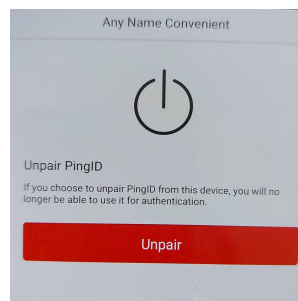Follow these steps if you want to unpair and deinstall the PingID mobile app on your device.

1. Open the PingID mobile app.
2. One possible option: click on the Organization name and choose "Remove organization".
3. Second possible option: go to Settings (right upper corner).
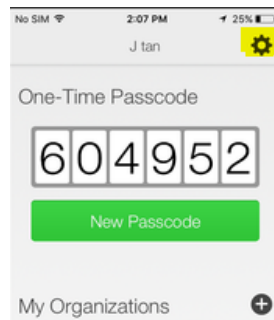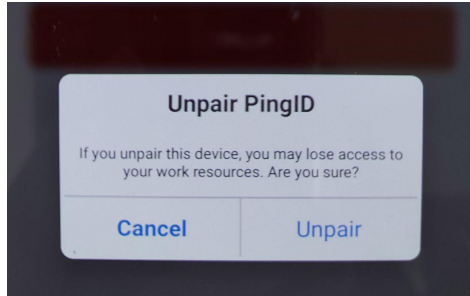

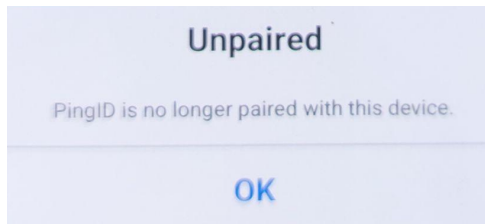4. The menu will be shown. Choose "Unpair device".

5. Click "Unpair".

6. Confirm "Unpair".

7. The mobile phone **is unpaired and can't serve the Roche authentication from now on.**

Uninstalling the application *(not mandatory step)*

8. Click on the PingID mobile application if you want to uninstall it. Don't uninstall if you want to pair the device once again.

8. 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).
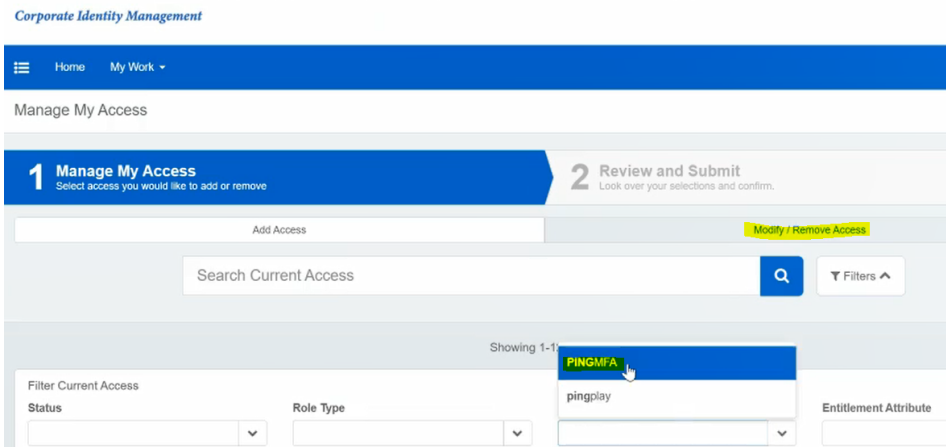
- If you are not able to access CIDM, you can contact your Service Desk to do that on your behalf.

1. Open the CIDM app. Go to "Manage access" and "Request access".
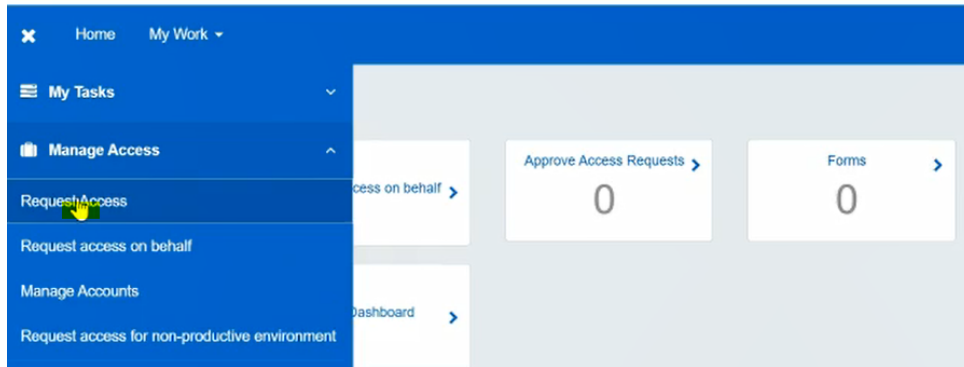
2. Click on "Modify / Remove Access" - wait on loading data.
3. Search (e.g. with the search engine) "PINGMFA" app. Click the magnifying glass icon.

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

   If you 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.*

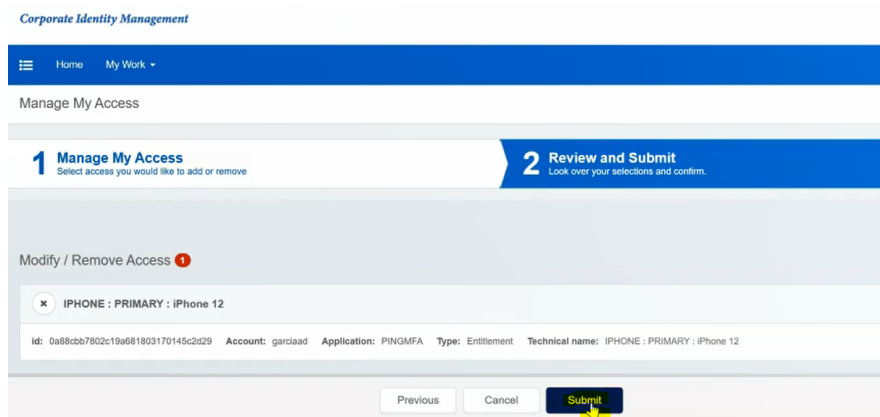NOTE: *if you have already registered your device on PingID QA infrastructure, you will be able to also unregister your device located on "PINGMFA-QA".*

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.
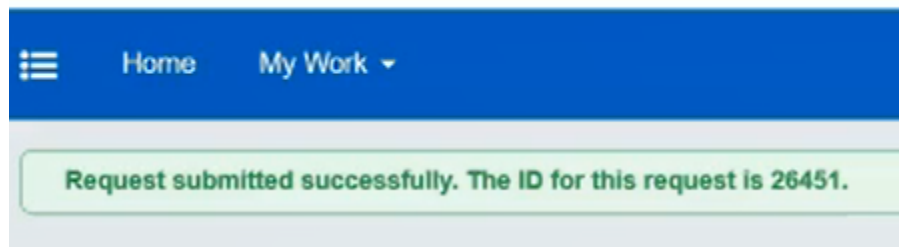

6. Click "Submit".

18
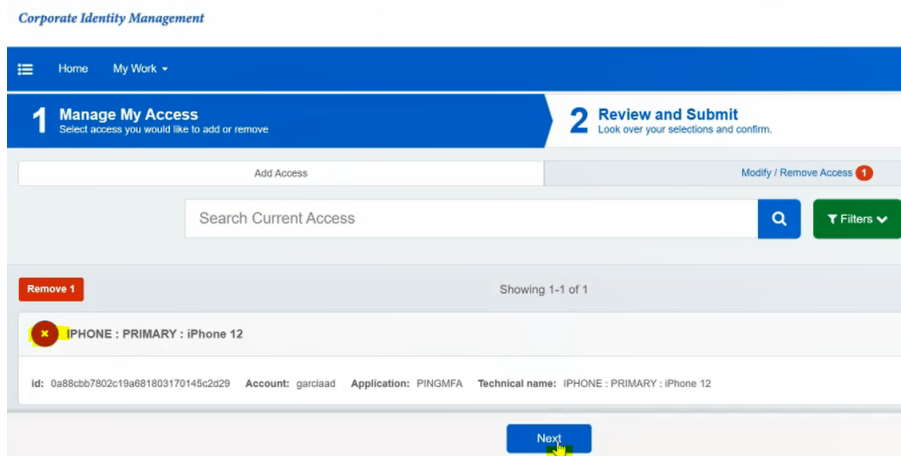
7. You will see the message *"Request submitted successfully. The ID for this request is ..."* . It means that now your request is pending for CIDM Administrator approval and has a "Waiting" status. You will get the email from CIDM confirming that your request is being processed.

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.

9. 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.

10. 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.
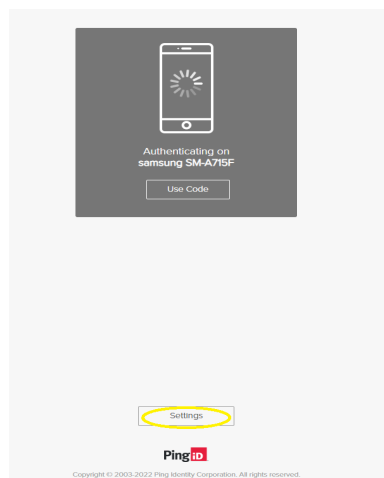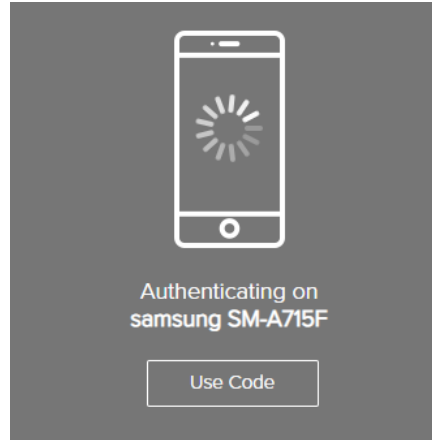

3. Authentication is required with the PingID registered device.
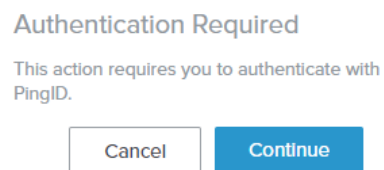
4. Please, authenticate with the chosen device (You can refer to the training materials on how to authenticate).
   In this example the authentication has been done with the PingID mobile app.

Authenticating on
samsung SM-A715F

Use Code

5. 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

6. 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		⬤
Desktop Windows	Desktop		⬤

7. Authentication is required to confirm the change.
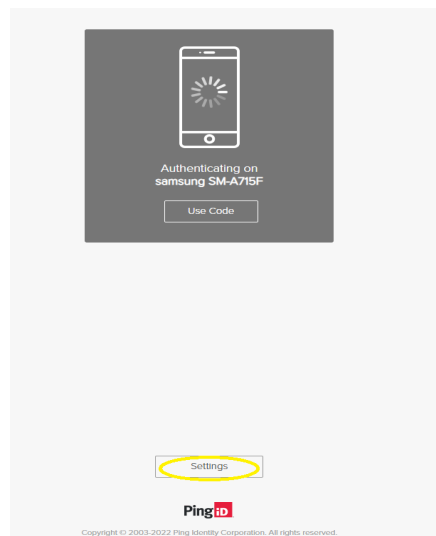
Authentication Required

This action requires you to authenticate with PingID.

Cancel   Continue

8. The change will be visible on the list.

11. 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.

4. Authentication is required with the PingID registered device. If you have more than one device, you can choose which one you want to use this time.
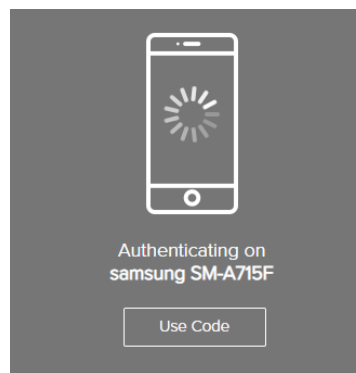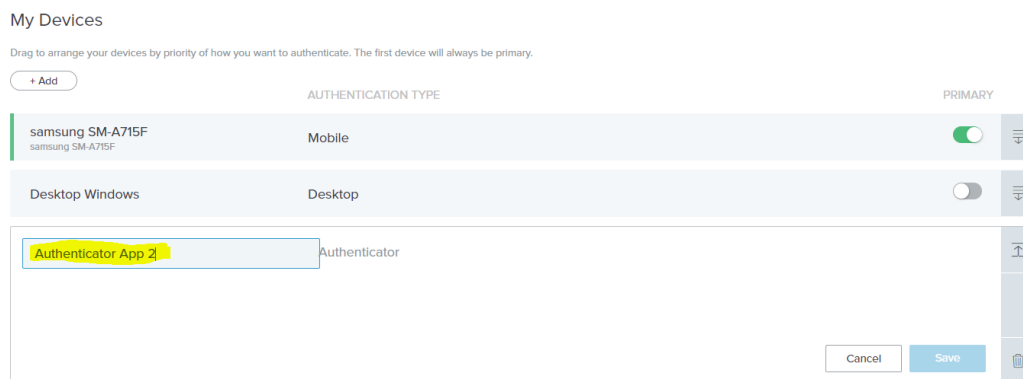
5. Please authenticate with the chosen device (you can refer to the training materials on how to authenticate).
In this example the authentication has been done with the PingID mobile app.

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.

12. Transferring PingID mobile app authentication to a different mobile phone

If you use the PingID mobile app and you want to change or upgrade to a new device, you can transfer PingID authentication from your old device to your new device using the PingID mobile app. You need to have access to both devices at the moment of transferring.

1. Open the PingID mobile app on the device you want to unpair (your 'old' device), tap the "Settings" icon, and then tap "Change Device". Your old device displays a QR code and pairing key.

OLD   OLD
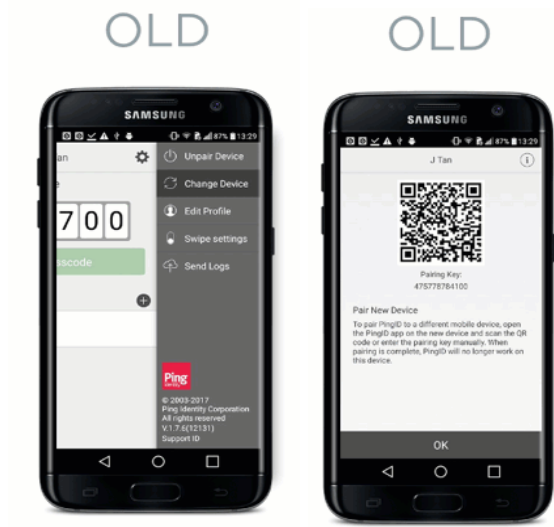
2. On your new device, go to the app store to download and install the PingID mobile app.

3. On your new device, open the PingID mobile app and scan the QR code or enter the pairing key.
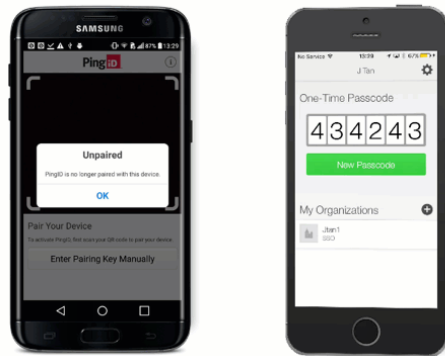

Scan QR code

4. Your new device displays a green message with a check mark, confirming that the pairing of your new device has been completed. Now your old device is unpaired, and your organization is added to PingID.

5. The next time you sign on to your account or app, you will be prompted to authenticate on your new device.

13. 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!