PING ID REMOTE ACCESS TRAINING MATERIALS

In this document you will find information about:

1. Which PingID methods can be applied to authenticate in Roche Remote Access portals?
2. How to authenticate in Roche Remote Access portals using the PingID methods?
3. Do you need support?

1. Which PingID methods can be used to authenticate in Roche Remote Access portals?

To access Roche Remote Access portals (Partner Access & Remote Access) you can use the following PingID methods: PingID mobile app, PingID desktop app, Authenticator Apps (Google or Microsoft), Yubikey.
Note: Methods like Security Key, TouchID (FIDO2 compliant) will not work for Roche Remote Access portals. Though, you can use them with other applications.

2. How to authenticate in Roche Remote Access portals using PingID?

First, please register for PingID at https://mfaregistration.roche.com and pair at least one compatible method as mentioned above.

To authenticate in Roche Remote Access portals using the PingID, follow the next steps.

1. Choose the closest gateway for your location and click "Connect" on the map.
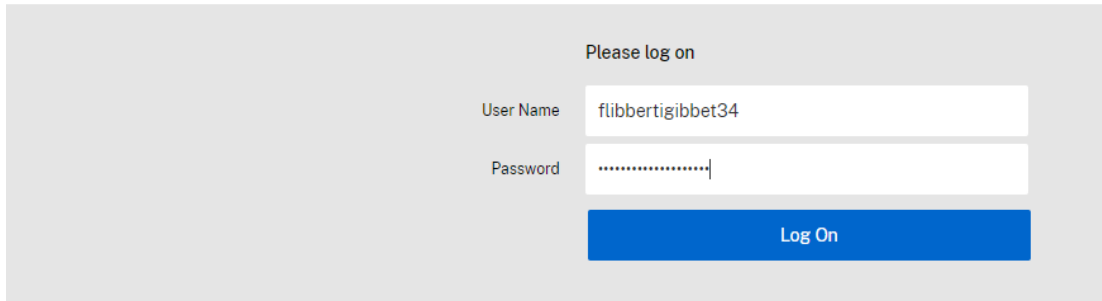
2. Enter your Roche UserID & password, then click "Log On".

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Please log on

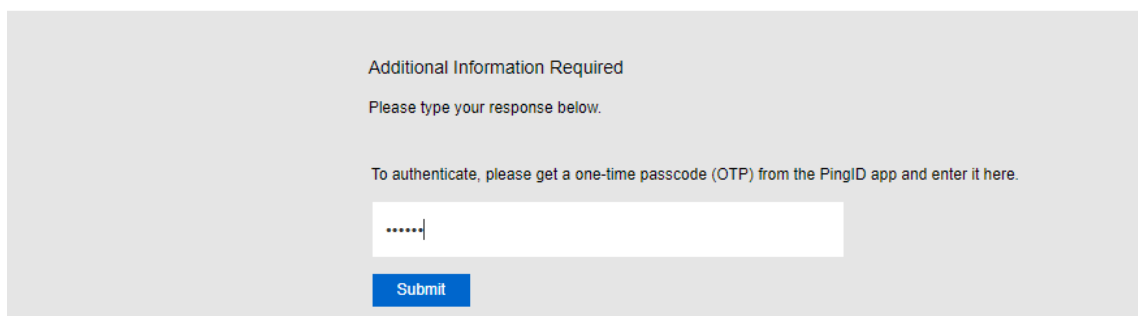| User Name | flibbertigibbet34 |
| Password | ·················· |

Log On

3: Authenticate using PingID
3A : If you paired only one PingID device.

3. Enter a code from the PingID device and click "Submit".

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Additional Information Required
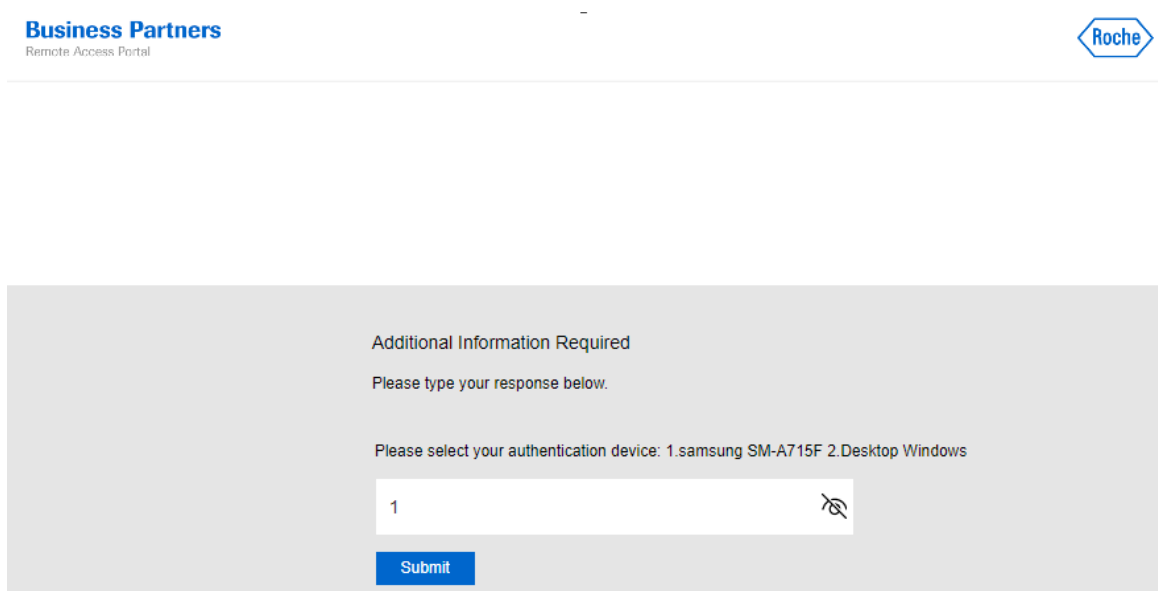
Please type your response below.

To authenticate, please get a one-time passcode (OTP) from the PingID app and enter it here.

······

Submit

3B : If you paired more than one PingID device

4. Choose the device you want to use by entering the proper number (1 or 2 etc.).
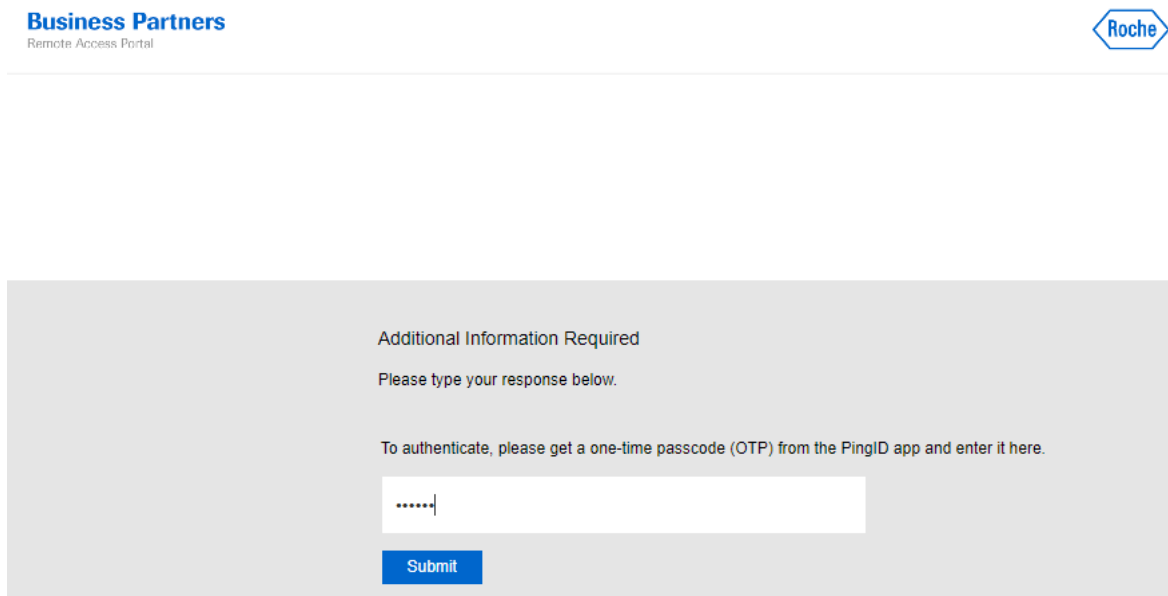
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Additional Information Required

Please type your response below.

Please select your authentication device: 1.samsung SM-A715F 2.Desktop Windows

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1
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Submit

4. Enter a code from the chosen PingID device and click "Submit".

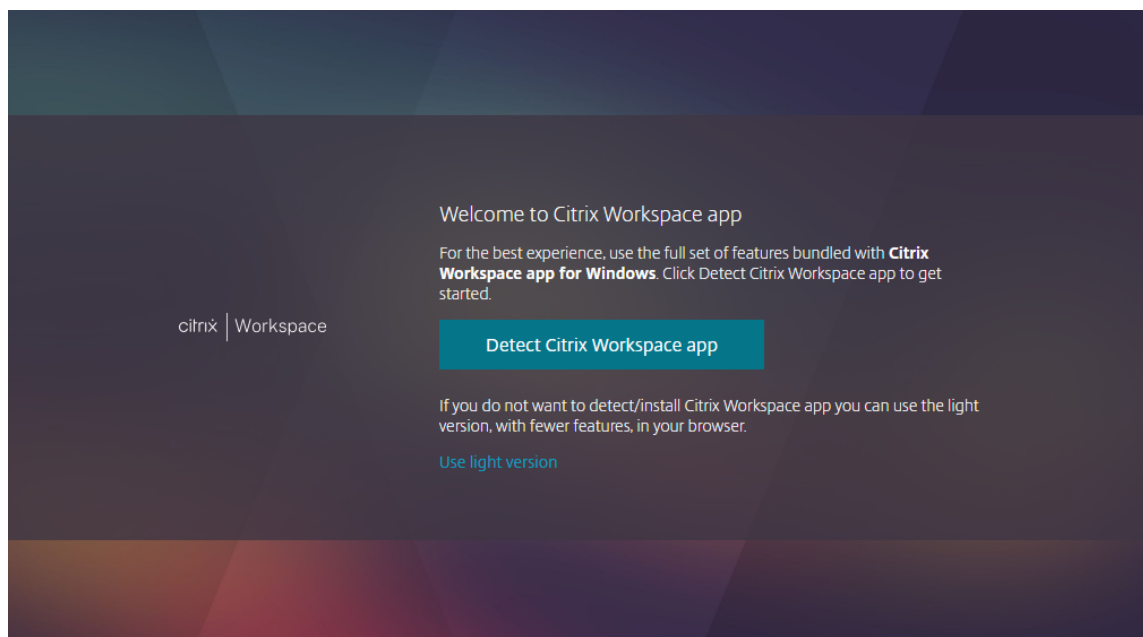**Business Partners**
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Additional Information Required

Please type your response below.

To authenticate, please get a one-time passcode (OTP) from the PingID app and enter it here.

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••••••
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Submit

5. You will access the Citrix Workspace app.

3. Do you need support?

In case you encounter any problems, Roche Service Desk provides the support.

You can also take a look at our Q&A document, it may be helpful.