MFA User's Self Help Q&A

PingID is designed to enable users to authenticate in a friendly and convenient way. That is why many helpful functionalities are allowed to be used directly by users in case of service or help is needed.

1. **PINGID mobile app: QR code doesn't work in the registration process. What can I do?**

In the registration process you are asked to allow the camera usage by the PingID application - it is used only to scan the QR code. Please allow this action, choose: while using the app or only this time.

If for any reason QR scanning doesn't work, it's not a compulsory feature. You can download the PingID mobile app directly from the App store or Google Play and pair the device manually with the numeric code.

2. **PINGID desktop app: installing the app requires administrator rights on MAC, I can't do it on my own.**

If you work on a non Roche, MAC device: please contact your local IT administrator (from your company) to gain the installation approval or ask him to install on your behalf.

If you work on a Roche device: you don't need the administrator's approval, PingID desktop app is available in the Software Center.

Please follow the proper instruction "How to register with the PingID desktop app on Roche laptop?".

3. **I am asked to register the PingID when I try to access a Roche application or in the password reset event. Should I do this?**

Yes, PingID starts to be an obligatory Multi Factor Authentication solution in Roche. You can be directed to the PingID MFA registration if an application you try to access requires the second authentication factor and any other 2FA is not available. Please follow the steps according to the chosen device. Remember that both corporate and private devices are allowed to register PingID.

If you don't have currently any option to register for PingID, please contact the local Roche Service Desk.

4. **I got an email informing me that I have registered the PingID device, but it is not an action taken by me. What should I do?**

This email should be sent only when a user registered a device. Please report fraud by clicking in the email on the link "Report fraud".

Contact Roche Service Desk and report that your account has been compromised.

If it is possible, please use one of the ways to unpair the unwanted device. According to the user guides "How to unpair the device…". You have a few possibilities to do this (in the PingID Settings if you already registered a device and you can use it right now, via CIDM self service or calling the Roche Service Desk). Browse the list of all registered devices and check if every one belongs to you, unpair a fraudulent device.

The local service desk will guide you about the process to follow, but it is recommended that you change your Roche password as soon as possible since it is probable someone has stolen your credentials. The password change management is available in CIDM.

5. **I get the request for PingID in the authentication event, but I don't have my registered device with me (I forgot or I lost). What can I do?**

If you have more than one device registered in PingID, you can easily switch to the one with you.

If not - you can unpair an unavailable registered device and register another - the one you have with you at the moment. The unpairing without a registered device is possible in CIDM on Roche laptop or via Service Desk call, if you work on non Roche devices.

6. **I lost my PingID registered device. Do I need to take any action?**

Yes, please make sure the lost device is unpaired and can't be used anymore. You can unpair it by yourself according to users' guidance or if you don't have this option available, contact Roche Service Desk.

7. **PINGID desktop app: I don't remember the PIN to the desktop app. Can I reset it?**

Unfortunately there is no possibility to reset the PIN. You need to unpair and uninstall the desktop app . Then you can pair once again with the new PIN.

8. **Authentication with the Yubikey doesn't work for highly privileged access.**

If you are a highly privileged user, you need to take some additional steps to enable the authentication for highly privileged access. Please have a look at the user's guidance: How to become a highly privileged user.

9. **Authentication with the Yubikey - the following message "Your keyboard cannot be identified" appears.**

The OTP interface of the YubiKey is just recognized as a keyboard, that way the key can type OTP. Yubico designed OTP in the way that a different keyboard layout won't cause issues, so you can safely ignore the prompt and exit the window with the message.

10. **A user is blocked after a few wrong authentication attempts**

PingID can be blocked for 2 minutes if you provide an invalid password. Please try after 2 minutes ensuring the proper factor is applied.

11. **How to use PingID for a secondary account?**

An SX account needs to be paired in a separate registration process. Please use the same registration link and enter the sx credentials to register it.

12. **I tried to install the PingID mobile app on my mobile phone, but I get the message that I need to set a lock on the device.**

PingID mobile app requires a lock on the phone to be set. You can use PIN or biometrics (e.g. fingerprint, face ID) according to your phone possibilities and then pair with the PingID app.

13. **I'm a user in China. Are all PingID methods available for my mobile phone?**

If you use iOS, you can install all PingID methods offered. If you use an Android device, you can install Microsoft Authenticator on your phone.

14. **I am an External user and my company already uses the PingID desktop app. Can I use the same application for Roche?**

Unfortunately, due to the product constraints currently it is not possible to pair the PingID desktop with more than one company. We advise to use another method for Roche (e.g. PingID mobile, TOTP mobile, Chrome Extension Authenticator for desktop).