

AUTHENTICATOR CHROME EXTENSION TRAINING MATERIALS

In this document you will find information about:

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

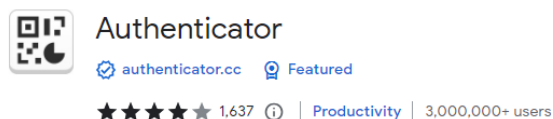
1. How to register with Chrome extension application

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

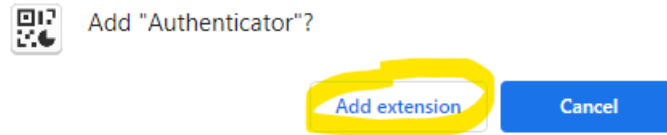
Authenticator Chrome extension generates two-factor authentication codes in your browser and it is compatible with PingID MFA.

1. Add the [Authenticator Extension for Chrome](#) browser. We recommend the Chrome browser in Roche, but if for any reason you use other browsers, the Authenticator is available in [Firefox](#) and [Edge](#).

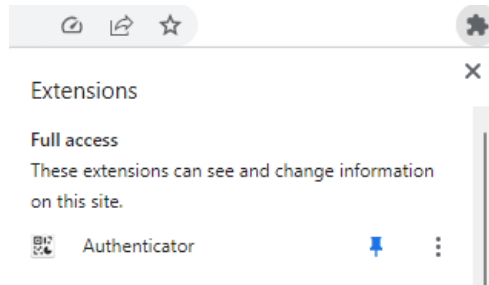
Home > Extensions > Authenticator



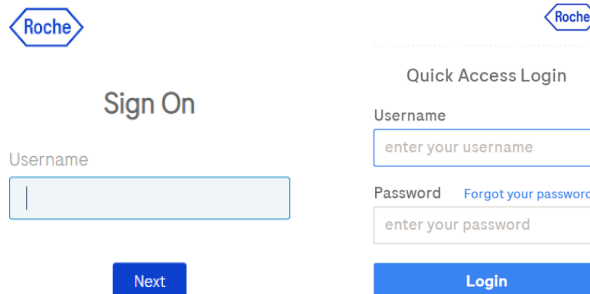
2. Confirm the step:



3. When you first install Authenticator Extension in Chrome, it is convenient to pin its icon to the toolbar.



1. Click on the **registration link: mfaregistration.roche.com**
2. Enter your Roche username, click “Next” and enter your password.

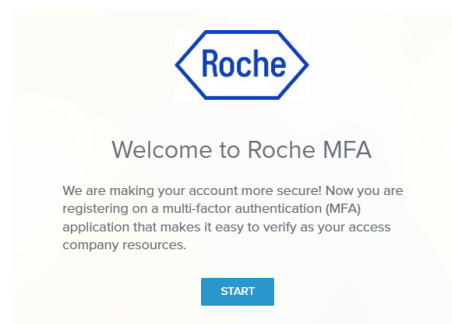


3. Now, if you are **not using a Roche managed computer** and you are **outside Roche Corporate Network (RCN)**, your identity needs to be verified using **one** of the following methods:
 - A. **Digicert** (seamless for a user).
 - B. **Entrust** (only if you have the proper entitlement).
 - C. **External email address** (not your Roche corporate mail): you will receive a numerical code which you will need to enter in the proper field.

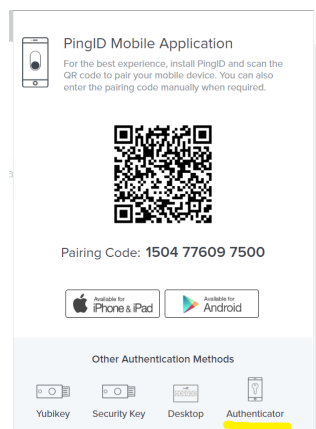
If you see "in***@xyz.abc", please press the Cancel button at the bottom of the screen.

- 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.

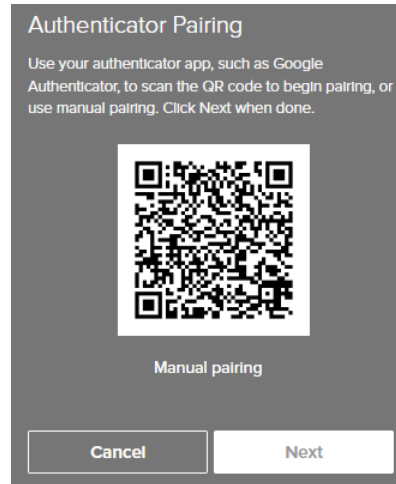
4. Welcome. Click "Start".



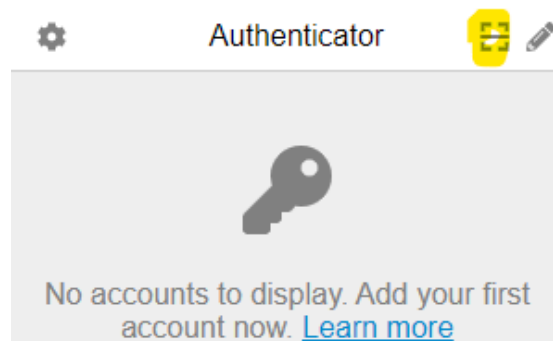
5. PingID methods will be presented on the screen: choose the "Authenticator" option.



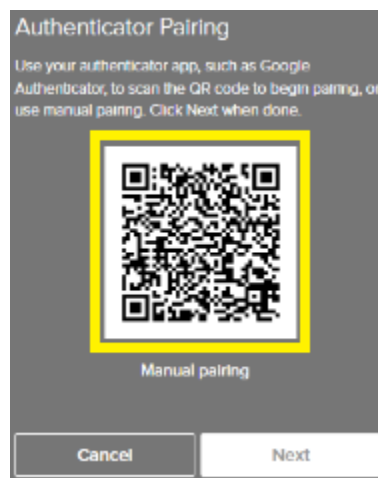
6. The QR code will be presented.



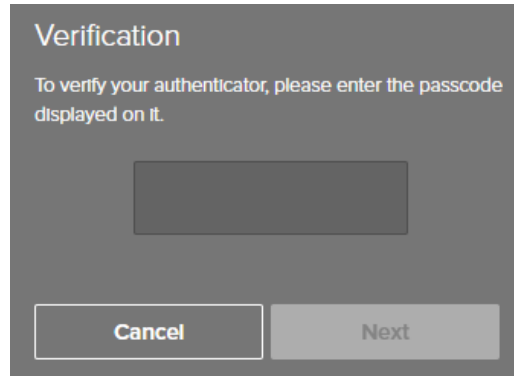
7. Open the Authenticator, click on the scanning square.



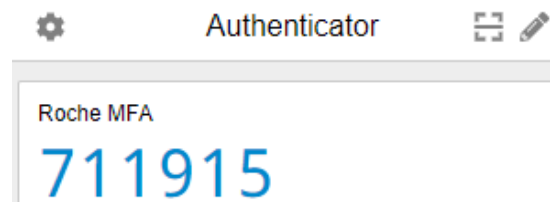
8. Drag a mouse to scan the PingID QR code.



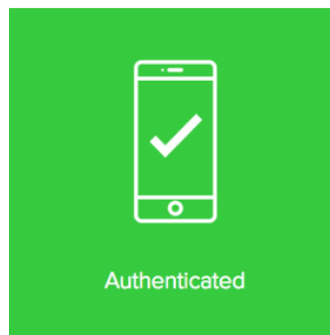
9. "The account is added." The below window is shown:



10. Copy the code from the Authenticator and paste it to the PingID window.



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

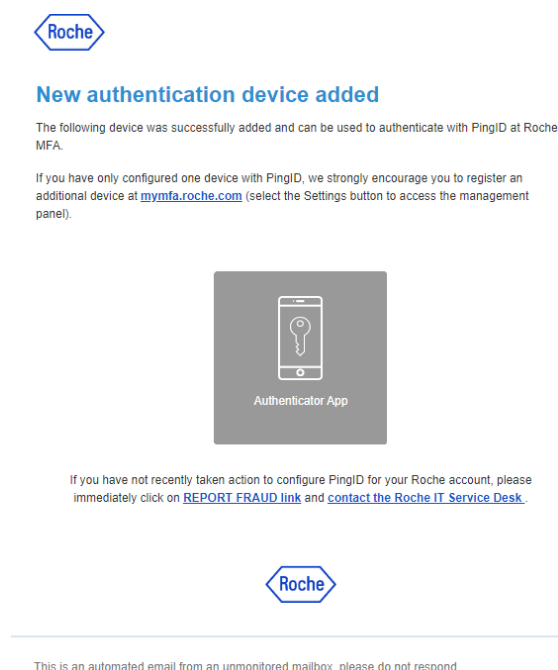


PingID Registration successful

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!)*

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



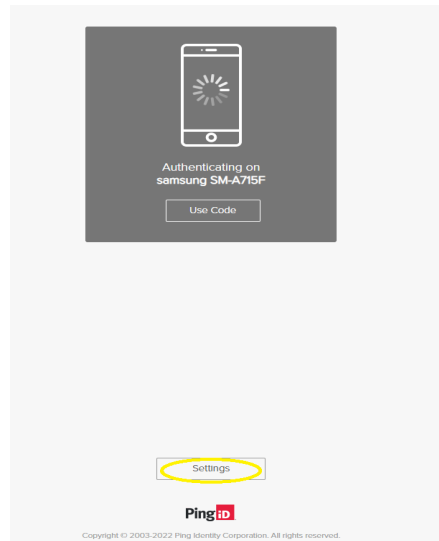
13. If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

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 registered device will be necessary to register the next one.

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

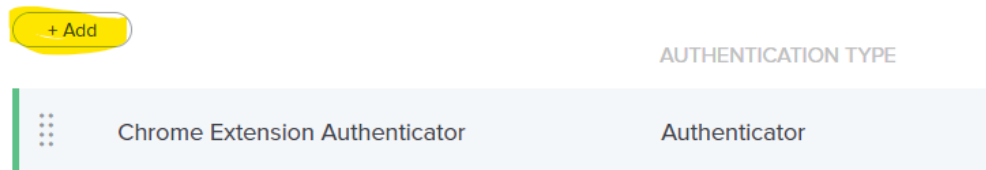
- The authentication screen is presented. Click “Settings” at the bottom.



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

My Devices

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



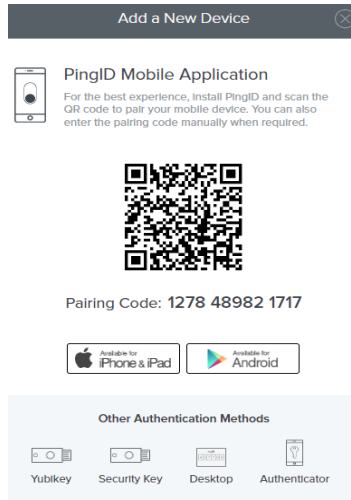
- Authentication is required with the PingID registered device. At least one PingID device is required to pair the next device.

Authentication Required

This action requires you to authenticate with PingID.



- Please, authenticate with the chosen device.
- Once 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
⋮	Chrome Extension Authenticator	Authenticator
⋮	Windows Hello 1	Windows Hello

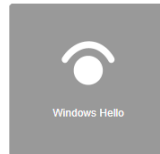
- Once the device's registration has been completed, **you will get an email** confirming this event:



New authentication device added

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

If you have only configured one device with PingID, we strongly encourage you to register an additional device at mymfa.roche.com (select the Settings button to access the management panel).



If you have not recently taken action to configure PingID for your Roche account, please immediately click on [REPORT FRAUD link](#) and [contact the Roche IT Service Desk](#).



This is an automated email from an unmonitored mailbox, please do not respond

If issues occur, contact Roche IT Helpdesk.
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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.

3. Authenticating using the Chrome Extension

If you have already set up the Chrome Extension on your device, 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.



Sign On

Username

Next



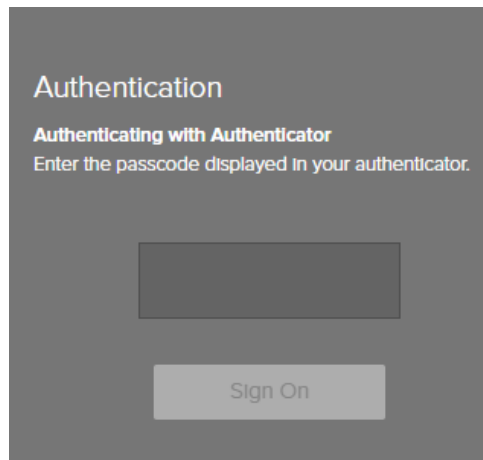
Quick Access Login

Username

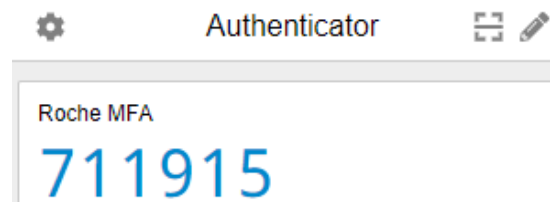
Password [Forgot your password?](#)

Login

2. The following Authentication window will be opened, prompting you to enter a **one-time passcode (OTP)**.

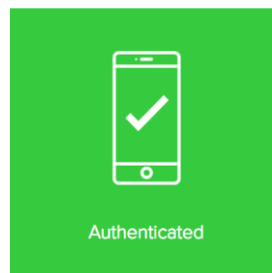


3. Open the Authenticator and copy the code, paste it into the Authentication window.



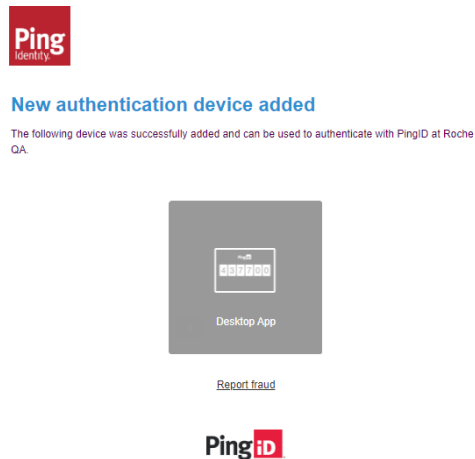
6. Click **“Sign On”**.

The **green message** with a check mark appears indicating that your authentication is **successful**, and **your access has been approved**.



4. How to report a fraud if you get the email notification for 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.

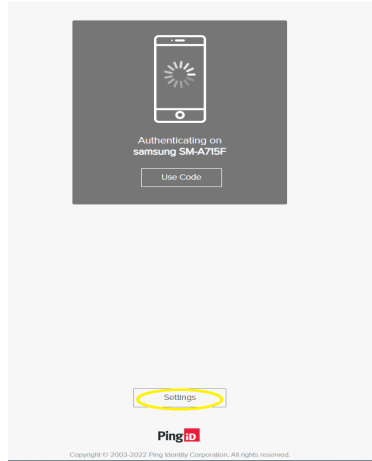


5. How to unpair the device in PingID settings

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

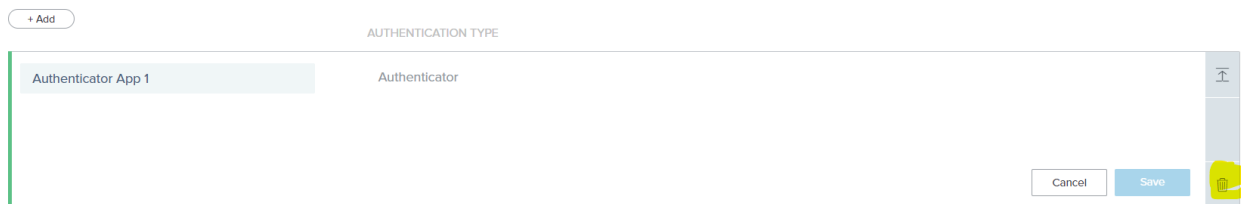
If for any reason you don't have the PingID device available, you can unpair the device in CIDM (self service if Roche laptop available) or call the Roche Service Desk.

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.

My Devices



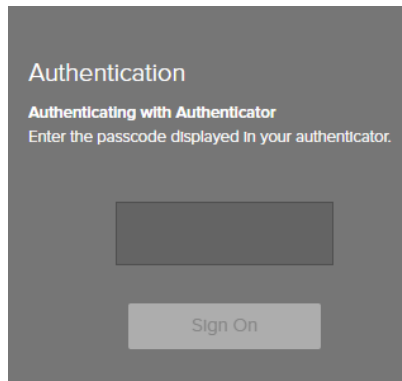
4. Authentication is required with the PingID registered device (the one that you want to unpair or any other device if you have more than one paired). At least one PingID device is required to complete the unpairing in Settings.

Authentication Required

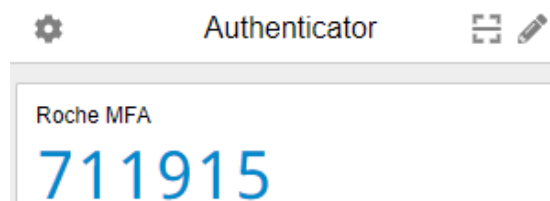
This action requires you to authenticate with PingID.



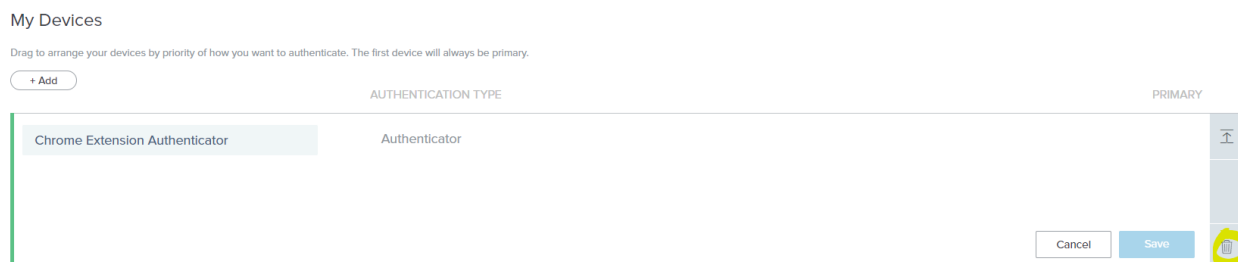
5. Please, authenticate with the chosen device.
In this example the authentication has been done with the Chrome Extension.



6. Open the Authenticator and copy the code, paste it into the Authentication window.



7. Once the authentication has been done you will be able to see the devices panel. Click on the bin icon at the right.



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

Remove Device?

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



- The device is **unpaired and, from now on, it can't be used for authenticating**.
You will see the updated list of paired devices (without the unpaired one). If you unpaired all of them, then no device will appear on the list.

My Devices

+ Add

NO DEVICE HAS BEEN ADDED OR PINGID AUTHENTICATION POLICY IS DISABLED

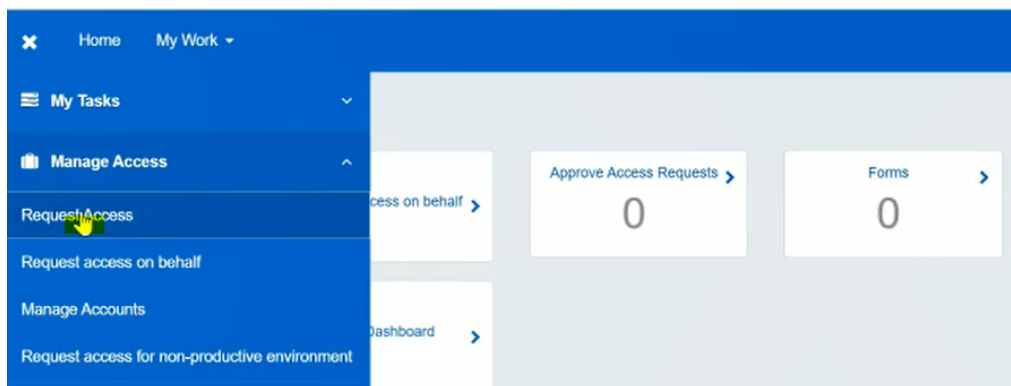
7. How to unpair the PingID device in CIDM [self-service]

If you need to unpair the PingID device, but you don't have the possibility to use this device or any other device 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.

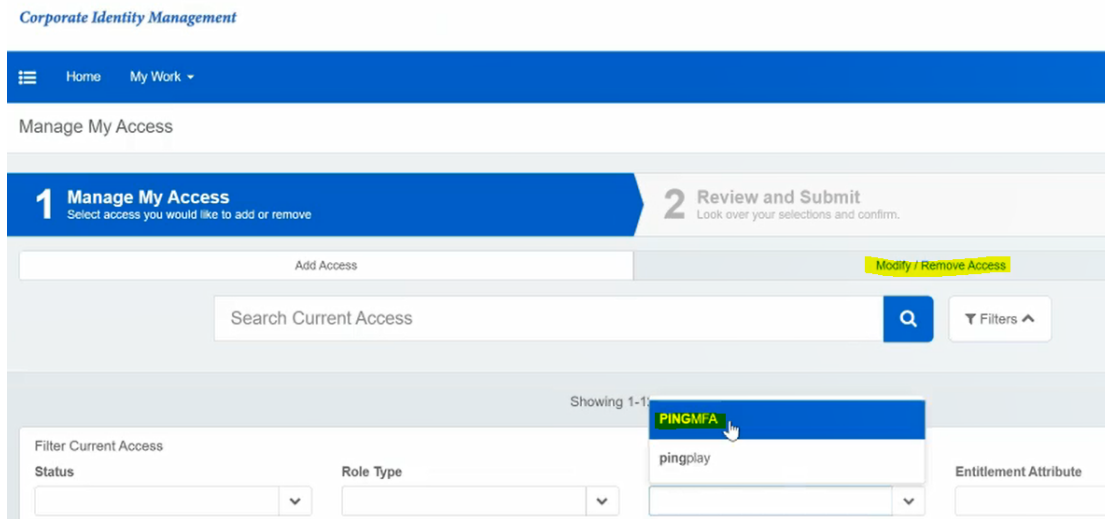
- Open the CIDM app. Go to “Manage access” and “Request access”.

Corporate Identity Management



- Click on “Modify / Remove Access” - wait on loading data.

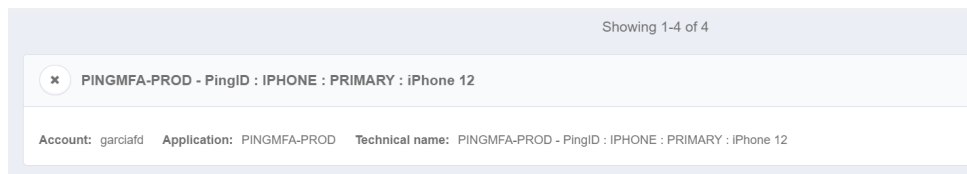
3. Search (e.g. with the search engine) “PINGMFA” app. Click the magnifying glass icon.



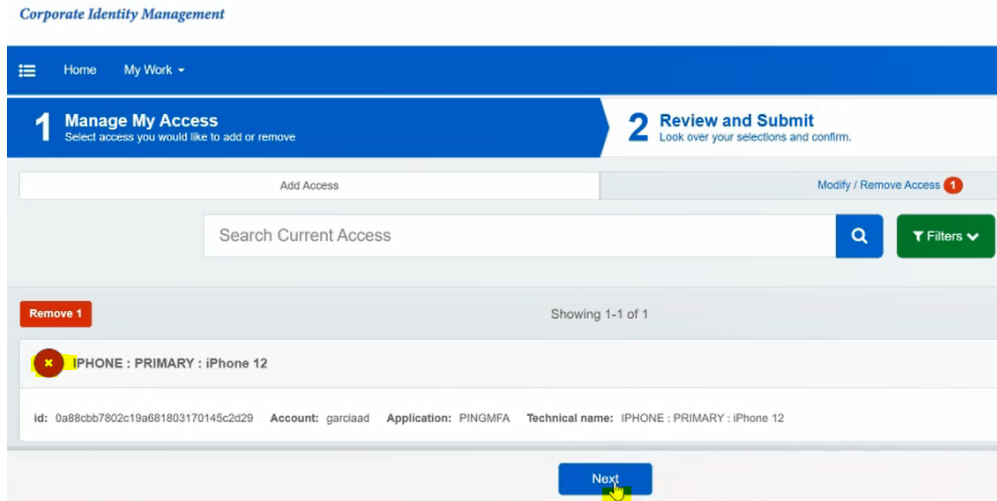
4. CIDM will display the list of all registered devices for your account under “PINGMFA-PROD”.

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 -

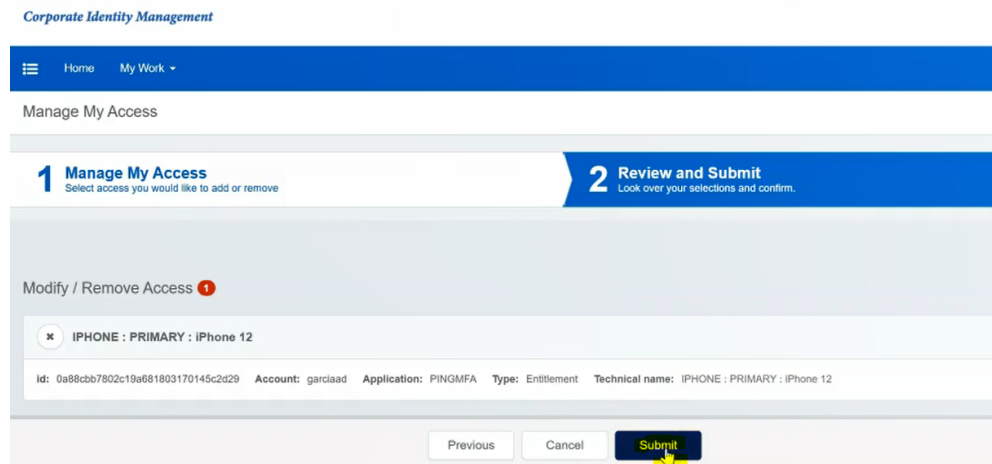
NOTE: *the synchronization is done every 24 hours.*



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.

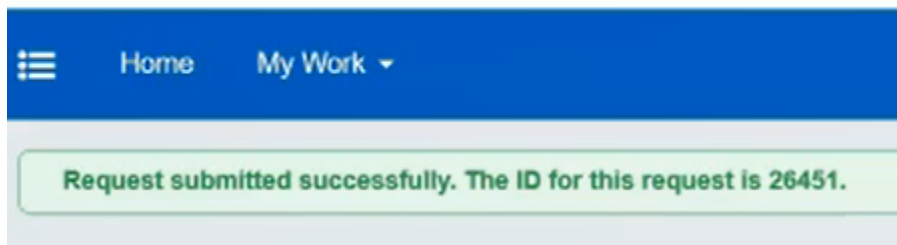


6. Click “Submit”.



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. How to unpair 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,

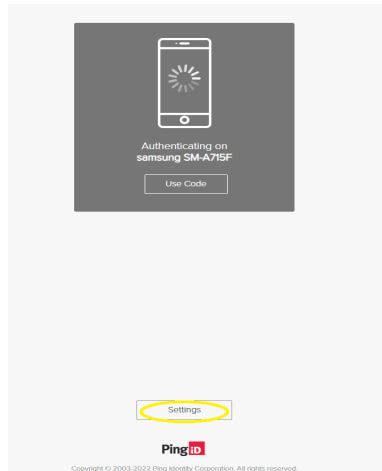
You need to call the Roche service desk.

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.



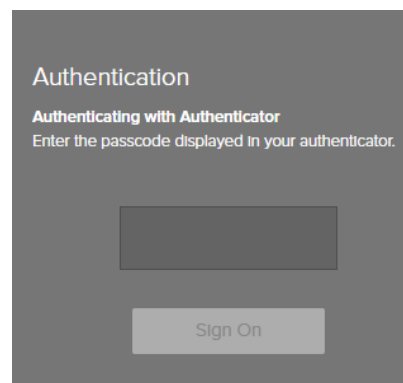
3. Authentication is required with the PingID registered device.

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).



5. After the authentication succeeds, you will be able to 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.

	AUTHENTICATION TYPE	PRIMARY
⋮ Authenticator App 1	Authenticator	<input checked="" type="checkbox"/> 
⋮ Windows Hello 1	Windows Hello	<input type="checkbox"/>
⋮ samsung SM-A715F samsung SM-A715F	Mobile	<input type="checkbox"/>

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.

7. Authentication is required to confirm the change.

Authentication Required

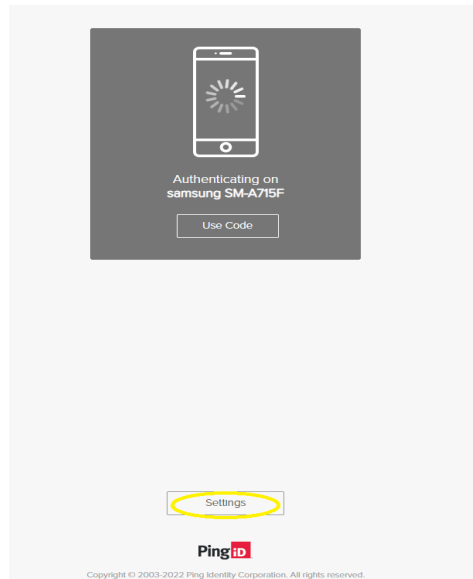
This action requires you to authenticate with PingID.

8. The change is 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.

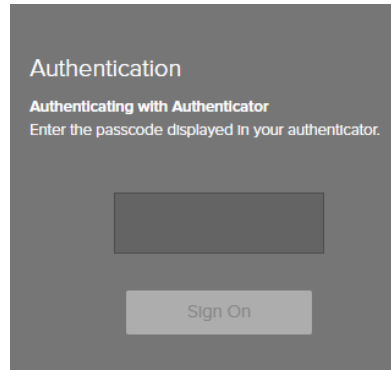
	AUTHENTICATION TYPE	PRIMARY
⋮ Authenticator App 1	Authenticator	<input checked="" type="checkbox"/> 
⋮ Windows Hello 1	Windows Hello	<input type="checkbox"/> 
⋮ samsung SM-A715F samsung SM-A715F	Mobile	<input type="checkbox"/> 

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.

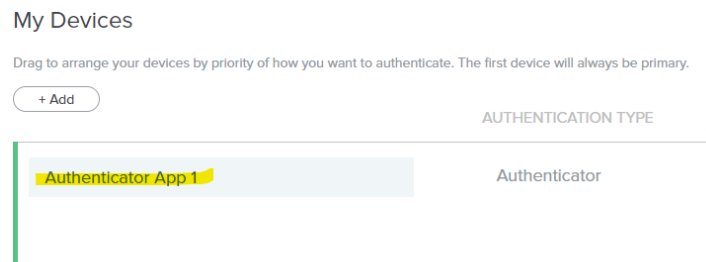
Authentication Required

This action requires you to authenticate with PingID.

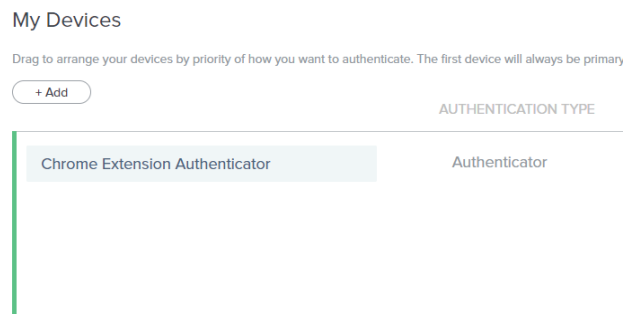
5. Please authenticate with the chosen device.



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. 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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