

PING ID - FEITIAN HARD TOKEN TRAINING MATERIALS

In this document you will find information about:

1. How to become a highly privileged user
2. How to register with Feitian hard token
3. How to register a secondary device
4. How to authenticate using Feitian hard token
5. How to report a fraud if you get the email notification for a device you haven't registered
6. How to unpair the device 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 become a highly privileged user and request a Yubikey

1. First of all, take into consideration that, if you need to become a highly privileged user, you will need a CIDM entitlement which needs to be approved by your manager.
 - Go to [CIDM](#)
 - Press "request access"
 - Search "glowam_yubikey"
 - Select the entitlement by clicking on the tick that you will see.
 - Press "submit"

If you already fulfill the function of a highly privileged user in Roche and you need to request a Yubikey, complete the following steps:

2. Once approved please, visit [lcare](#).
3. Search the word "Yubikey".
4. Fill out the form provided.

5. Once you have completed your request, you will be able to see the status of it.

2. How to register with Feitian hard token

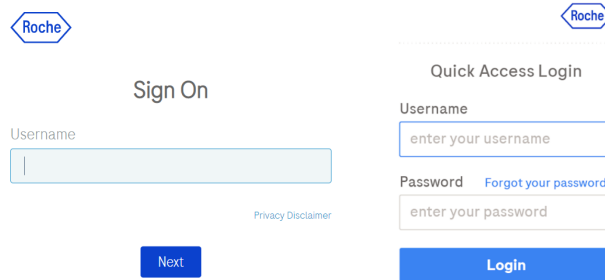
HEY, COLLEAGUE! Have you already paired one device? If so, go to **Section 3: "How to register a secondary device"** :)

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

This document has used as reference a Fetian Hardware token, with a specific version, functionalities will remain the same in other versions but buttons or serial location could be located in different places.

If you have a Feitian token and you fulfill the function of a highly privileged user, follow these steps to register with your Feitian token.

1. For users who have both standard and highly privileged access there is a distinction in the registration links:
 - A. The **standard URL** for PROD PingID tenant, used for all standard users and standard access : mfaregistration.roche.com
 - B. The **highly privileged URL** for PROD PingID tenant, used for highly privileged users only and highly privileged access: mfaregistrationhpu.roche.com
This tenant is used for specific applications and infrastructure that require a separated registration, rules and policies.
Please register the account specific for your highly privileged access (e.g. a secondary account).
2. Click on the **proper registration link** from above depending on which tenant you wish to register.
3. Enter your Roche username and your password.



The image shows two Roche login screens side-by-side. The left screen is titled 'Sign On' and features a 'Username' input field, a 'Next' button, and a 'Privacy Disclaimer' link. The right screen is titled 'Quick Access Login' and features 'Username' and 'Password' input fields, a 'Forgot your password?' link, and a '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:

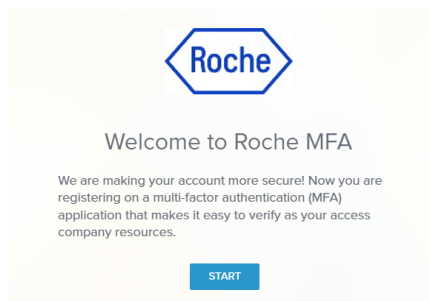
- A) **Digicert*** (seamless for a user).
- B) **Entrust*** (only if you have the proper entitlement).
- C) **External email address** (note that this is not your Roche corporate mail): you will receive a numerical code which you will need to enter in the proper field.

*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.

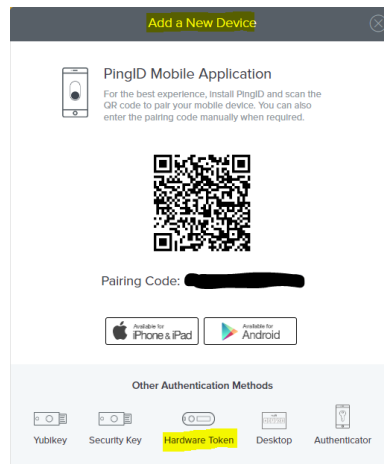
* temporary options

4. Welcome. Click "Start".



The image shows a Roche MFA Welcome screen. It features the Roche logo at the top, followed by the text 'Welcome to Roche MFA'. Below this, a message states: '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.' At the bottom, there is a blue 'START' button.

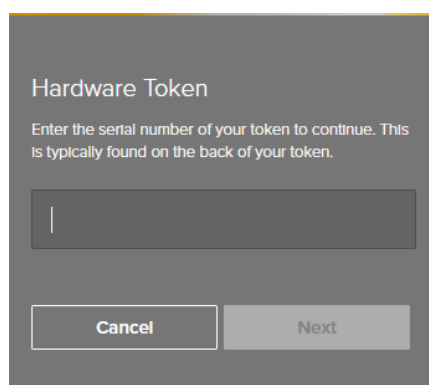
- The PingID methods are presented: Hardware Token is available in “other authentication methods”.



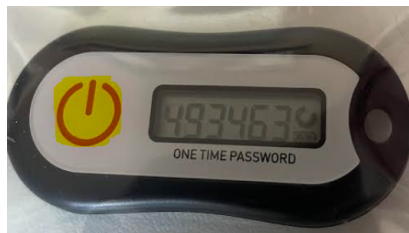
- Click “Hardware Token”.
- You will be asked for the device serial number.
- Device serial number should be found on the back of the device itself.



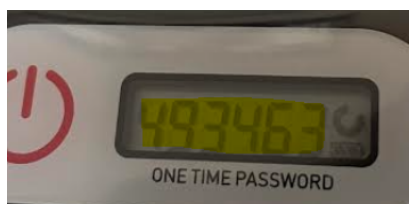
- Get the device serial number and add it to the requested form:



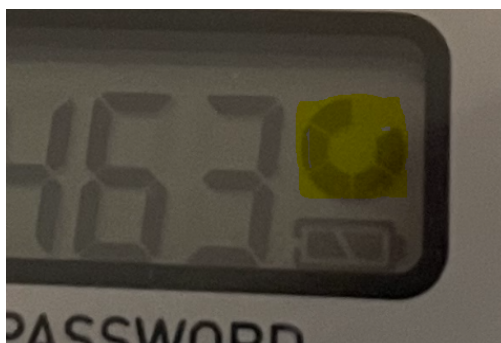
- In order to verify that the device is well configured, a prompt will ask you to provide a number shown in the screen of your device.
- In order to use your hardware token, you will require to press on the button on the device:



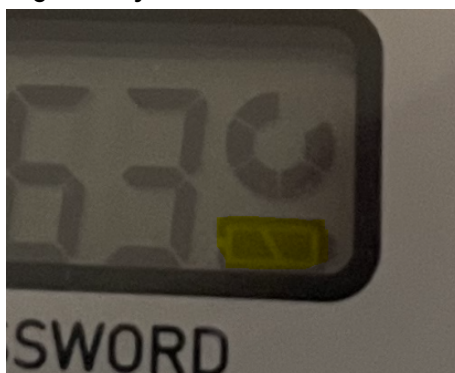
12. Once your device is on, you will see different data on the screen. You will get the numbers required for authentication:



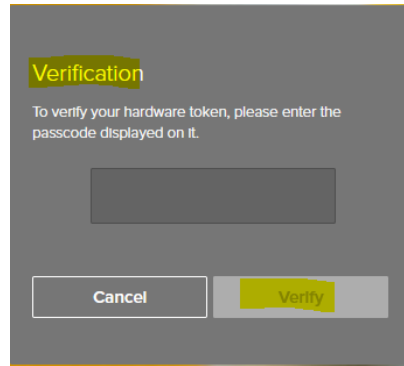
13. You should get a token lifetime indicator. It shows you for how long the presented number will be valid, after that the number will switch automatically.



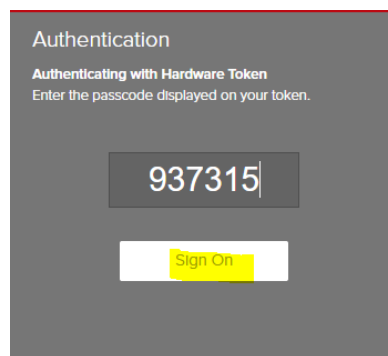
14. You will also see the remaining battery for the device.



15. Now you can get the proper number and click on verify.

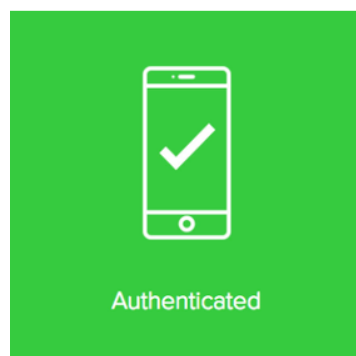


16. As in all device registration processes, you will be getting a request to use a new device and verify that it is working fine.



17. Now you should be authenticated and your Hardware token will be configured to be used as a second factor.

18. The green mark is presented to confirm the registration and then you are informed about the successful registration.

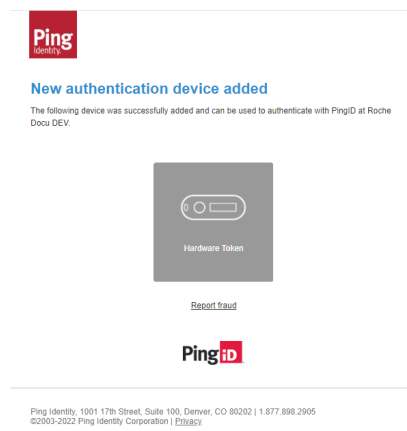




PingID Registration successful

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!)
19. Now close the window. Your hard token is ready to be used in the authentication process. Go to the application you want to use and authenticate with PingID as 2FA if required.
20. After the device's registration you will get an email confirming this event:

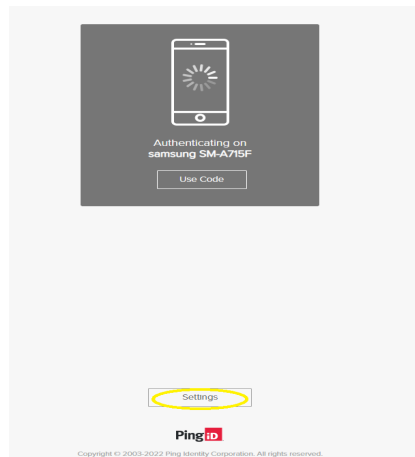


21. If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud".

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.



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

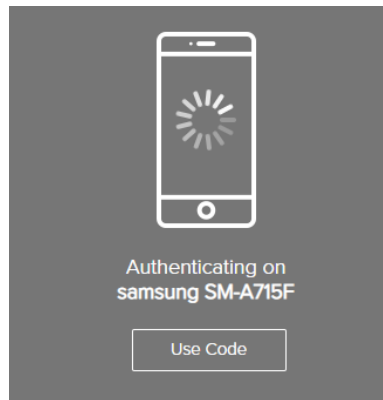
Authentication Required

This action requires you to authenticate with PingID.

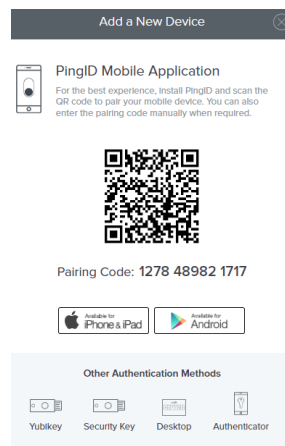


5. Please authenticate with the chosen device (you can refer to our training materials on how to authenticate).

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





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



7. 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.

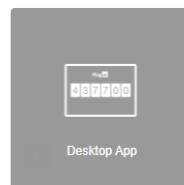
	AUTHENTICATION TYPE
 samsung SM-A715F samsung SM-A715F	Mobile
 Desktop Windows	Desktop

8. 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.



[Report fraud](#)



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".

POSSIBLE ADDITIONAL ACTIONS:

You can change the default device or the devices' name to adjust to your preferences according to sections 9 and 10.

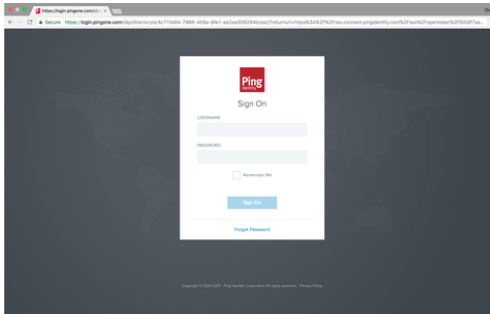
4. Authenticating using Hardware Token

Before you begin, take into consideration that you must have paired a Hardware token with your account. See the following document, if you haven't done so already:

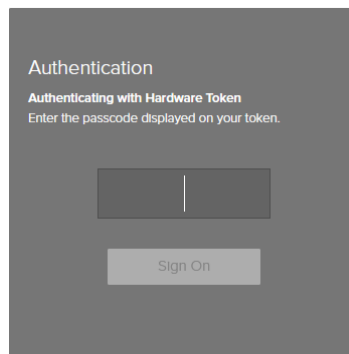
- Registering with Hardware Token

Now, if you have already set up Hardware token, 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.



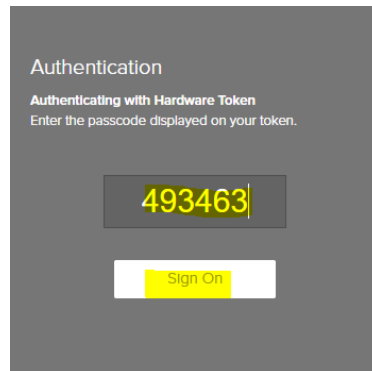
2. The following Authentication window will be opened, prompting you to use Yubikey.



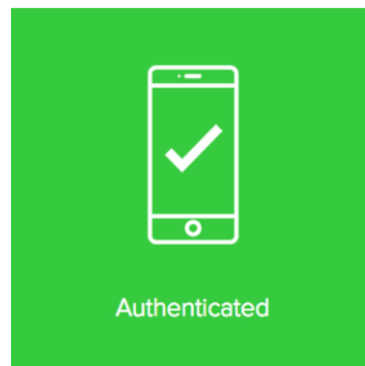
3. Take your hardware token and press "ON" button



4. You will require to introduce the code appearing on the screen in the form and click on “Sign On”



5. The green mark will appear, indicating that your authentication is successful, and your access is approved.



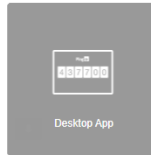
5. How to report a fraud if you get the email notification for device you haven't registered

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”**.



New authentication device added

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



[Report fraud](#)

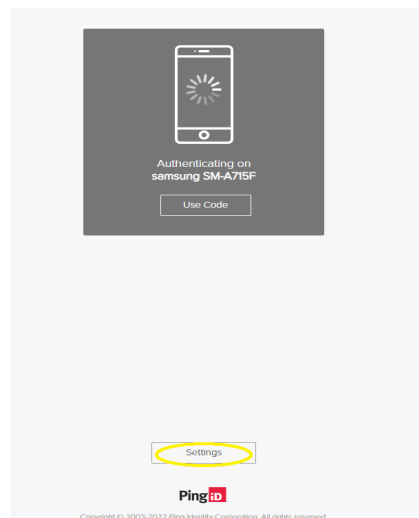


6. Unpairing a device in the PingID Settings

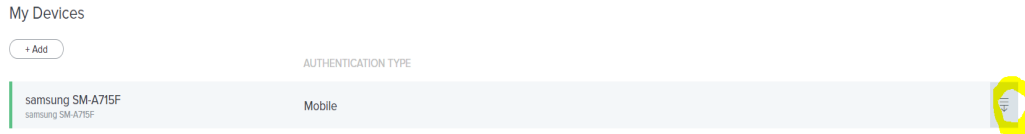
Follow these steps if you want to unpair any of the registered devices. At least one PingID device will be necessary to succeed.

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. 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. 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.

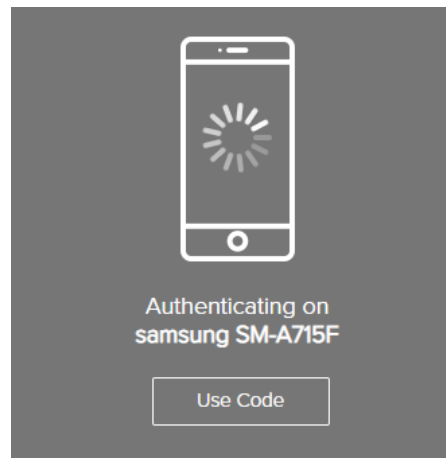
Authentication Required

This action requires you to authenticate with PingID.



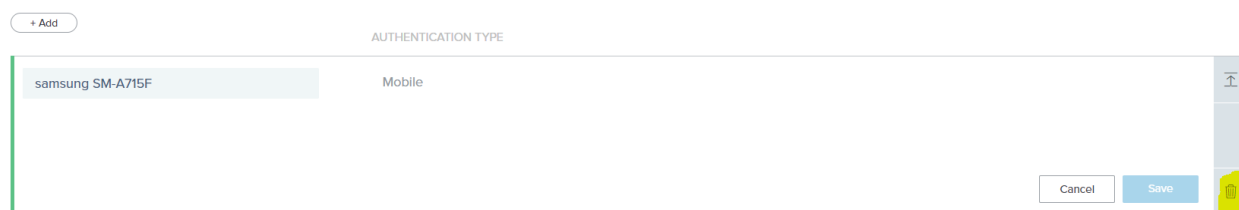
5. Please authenticate with the chosen device (you can refer to the training materials on how to authenticate).

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



6. After the authentication is done you can see the devices panel. Click on the bin icon at the right.

My Devices



7. Click on the “Remove” to confirm the action.

Remove Device?

This will remove the device "samsung SM-A715F" from your available PingID authentication devices.



8. The device **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 you won't see any devices on the list.

My Devices



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

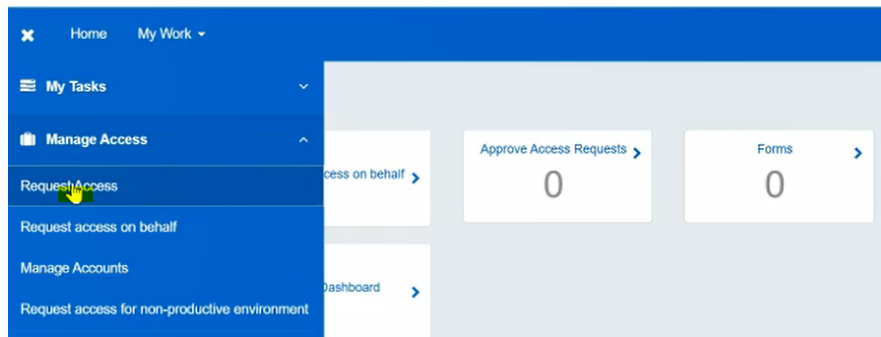
If you need to unpair the PingID device, but you don't have the possibility to use this device or any other paired with PingID, you can do it in Roche CIDM (you need the access to CIDM e.g. on Roche laptop).

The method is only valid for 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.

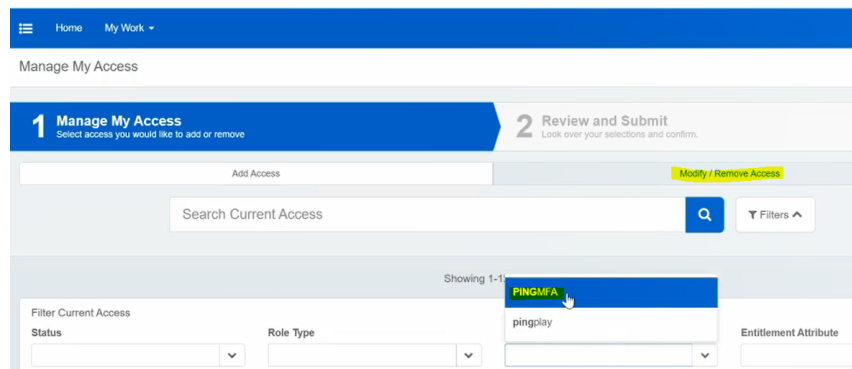
1. Open the CIDM app. Go to “Manage access” and “**Request access**” - for primary account and “**Request access on behalf**” if you want to unpair the secondary account.

Corporate Identity Management



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.

Corporate Identity Management



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.

Showing 1-4 of 4

- PINGMFA-PROD - PingID : IPHONE : PRIMARY : iPhone 12
 Account: garciafd Application: PINGMFA-PROD Technical name: PINGMFA-PROD - PingID : IPHONE : PRIMARY : iPhone 12
- PINGMFA-QA - PingID : ANDROID : SECONDARY : xiaomi Redmi Note 7
 Account: garciafd Application: PINGMFA-QA Technical name: PINGMFA-QA - PingID : ANDROID : SECONDARY : xiaomi Redmi Note 7
- PINGMFA-QA - PingID : DESKTOP : SECONDARY : Desktop Windows
 Account: garciafd Application: PINGMFA-QA Technical name: PINGMFA-QA - PingID : DESKTOP : SECONDARY : Desktop Windows

- 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.

Corporate Identity Management

Home My Work

1 Manage My Access
Select access you would like to add or remove

2 Review and Submit
Look over your selections and confirm.

Add Access Modify / Remove Access **1**

Search Current Access [Search] [Filters]

Remove 1 Showing 1-1 of 1

- IPHONE : PRIMARY : iPhone 12
 Id: 0a88cbb7802c19a681803170145c2d29 Account: garciaad Application: PINGMFA Technical name: IPHONE : PRIMARY : iPhone 12

Next

- Click “Submit”.

Corporate Identity Management

Home My Work

Manage My Access

1 Manage My Access
Select access you would like to add or remove

2 Review and Submit
Look over your selections and confirm.

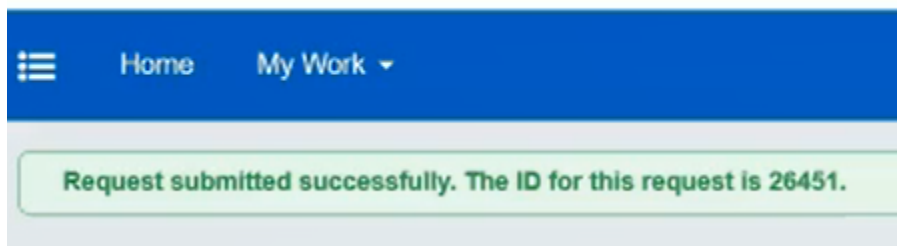
Modify / Remove Access **1**

- IPHONE : PRIMARY : iPhone 12
 Id: 0a88cbb7802c19a681803170145c2d29 Account: garciaad Application: PINGMFA Type: Entitlement Technical name: IPHONE : PRIMARY : iPhone 12

Previous
Cancel
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,

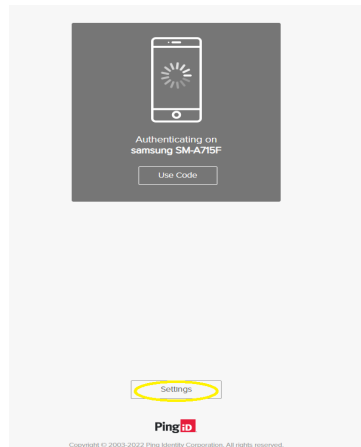
You need to call the Roche service desk.

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.

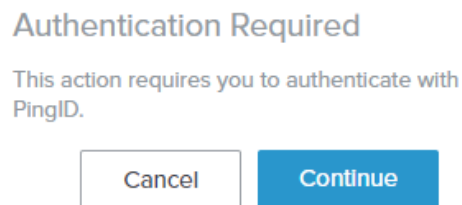
9. Change the primary device in PingID Settings

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.

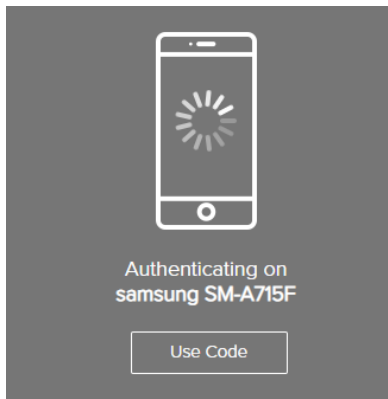


3. Authentication is required with the PingID registered device.



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

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



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
<ul style="list-style-type: none"> samsung SM-A715F samsung SM-A715F 	Mobile
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> samsung SM-A715F samsung SM-A715F 	Mobile	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Desktop Windows 	Desktop	<input type="checkbox"/>

7. Authentication is required to confirm the change.

Authentication Required

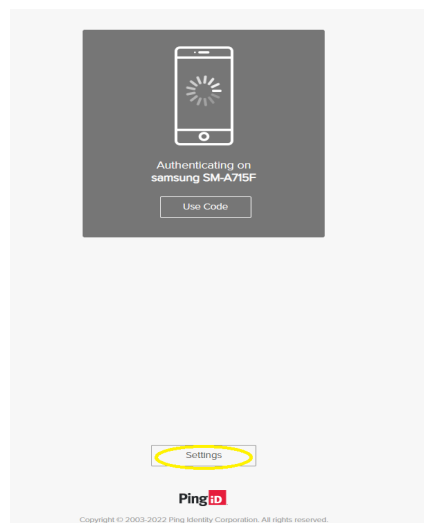
This action requires you to authenticate with PingID.

- The change is visible in the list.

10. 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.

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



- 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
<ul style="list-style-type: none"> ☰ ☰ samsung SM-A715F samsung SM-A715F	Mobile	<input checked="" type="checkbox"/> <ul style="list-style-type: none"> ☰
<ul style="list-style-type: none"> ☰ Desktop Windows	Desktop	<input type="checkbox"/> <ul style="list-style-type: none"> ☰
<ul style="list-style-type: none"> ☰ Authenticator App 2	Authenticator	<input type="checkbox"/> <ul style="list-style-type: none"> ☰

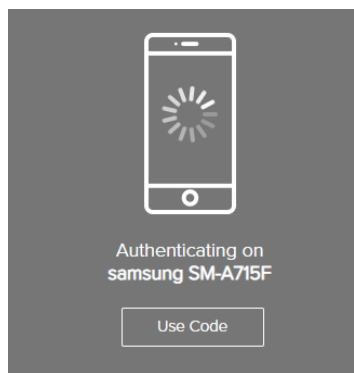
- Authentication is required with the PingID registered device. If you have more than one device, you can choose which you want to use this time.

Authentication Required

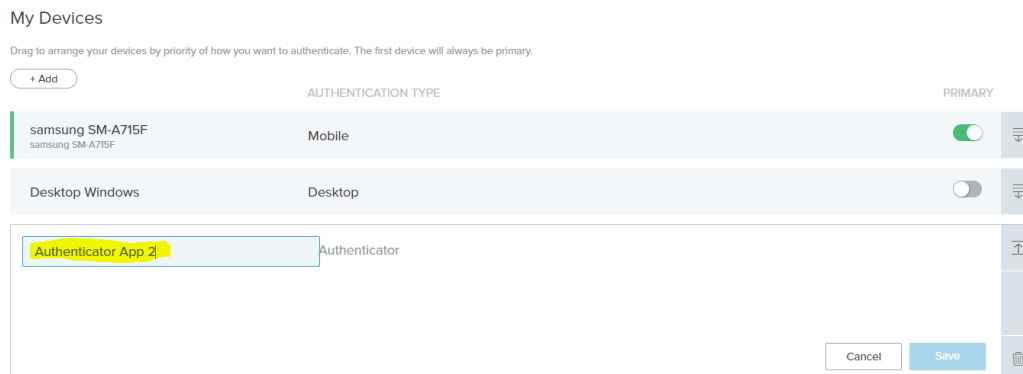
This action requires you to authenticate with PingID.

- 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 is done, the device's name is editable.



- Rename the device according to your convenience, helping to indicate the device, and click "Save".

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"/> ⇄
Authenticator Microsoft	Authenticator	<input type="checkbox"/> ⇄

Cancel Save

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

+ Add

	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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