

# PING ID - DESKTOP APP TRAINING MATERIALS

In this document you will find information about:

1. How to register with PingID desktop app
  - Mac
  - Windows
2. How to register a secondary device
3. How to authenticate using the PingID desktop app
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 directly in PingID desktop app
  - Mac
  - Windows
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. How to change the PIN in PingID desktop app
12. Do you need support?

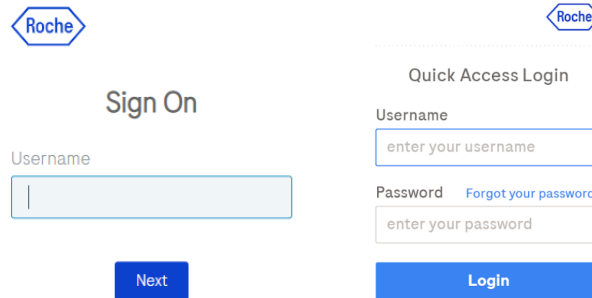
*The instructions provided in this document are valid for **primary** and also **secondary** accounts. Do not forget to enter the proper credentials in each of the cases.*

## 1. How to register with PingID desktop app

**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.



The image shows two Roche login screens. The left screen is titled 'Sign On' and features a 'Roche' logo at the top, a 'Username' label, a text input field, and a blue 'Next' button. The right screen is titled 'Quick Access Login' and features a 'Roche' logo at the top, a 'Username' label, a text input field with the placeholder 'enter your username', a 'Password' label with a 'Forgot your password?' link, a text input field with the placeholder 'enter your password', and a blue 'Login' button.

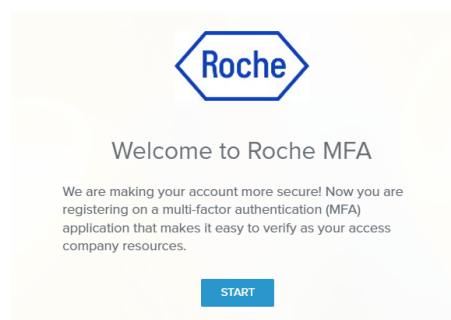
3. Now, if you are **not** using a Roche managed computer and you are **outside Roche Corporate Network (RCN)**, your identity needs to be verified using **one** of the following methods:

- 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.*

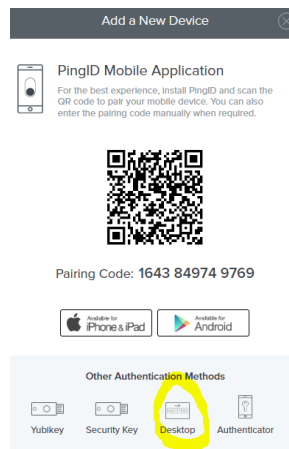
- D. **Corporate Roche Mobile phone:** you will receive a numerical code which you will need to enter in the proper field.
- E. If none of the options above apply to you, you will need to contact the **Service Desk** so that they can verify your identity and provide you with a numerical code.

4. Welcome. Click "Start".



The image shows a Roche MFA Welcome screen. It features a 'Roche' logo at the top, the text 'Welcome to Roche MFA', a paragraph of text: '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.', and a blue 'START' button at the bottom.

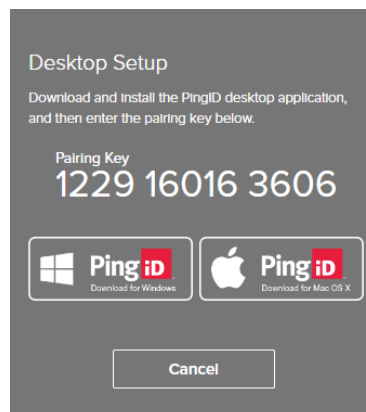
- PingID methods will be presented on the screen: PingID desktop app is available in “other authentication methods” section.



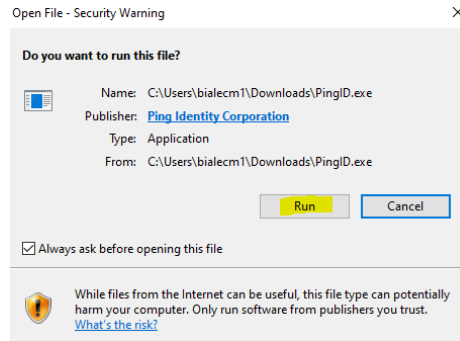
- Installation:** follow the proper option for your device:
  - Option **A** for non Roche computer
  - Option **B** for Roche computer Mac users
  - Option **C** for Roche computer Windows users

**A : Installation for non Roche computer:**

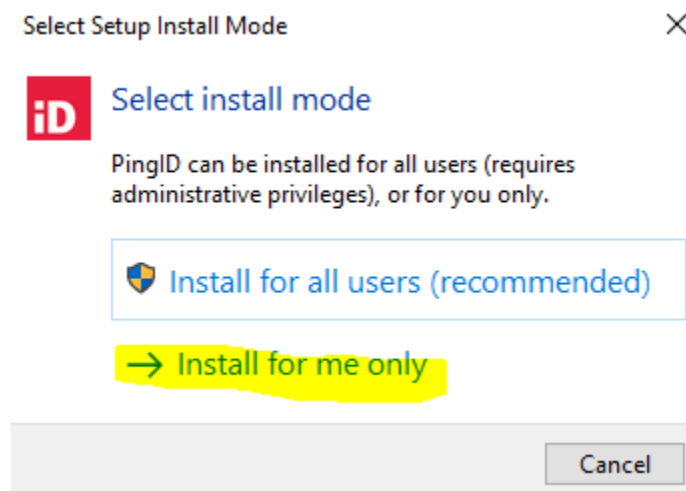
- When clicking on “Desktop”, the following screen will appear, you will see Windows option and Mac option, choose the correct one for you.



- The PingID.exe file is downloading. Open it after it’s downloaded and click “Run”.

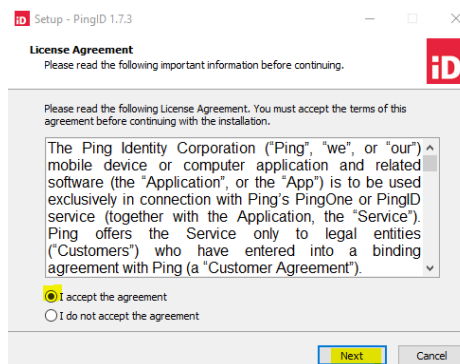


9. Choose “Install for me only”.

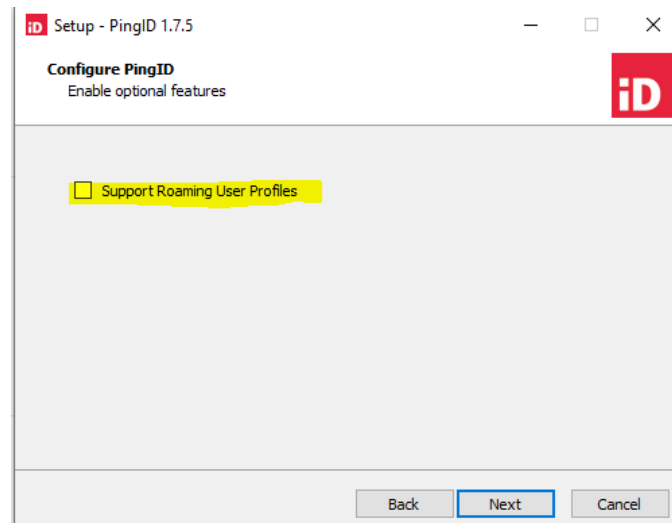


If you use a MAC computer, admin rights can be required. In this case, please contact your IT Administrator.

10. Review the license agreement and click “I accept the agreement”. Then click “Next”.



11. Leave the “Support Roaming User Profiles” checkbox UNCHECKED and click “Next”.



After the installation process has finished, the desktop app will be installed.

### **B : Installation for Roche computers Mac users:**

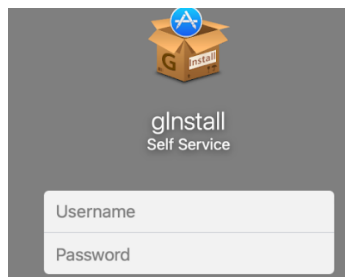
Check first if the **PingID app is already installed on your computer.**

If yes, please go directly to the “**Pairing the app**” section in this document.

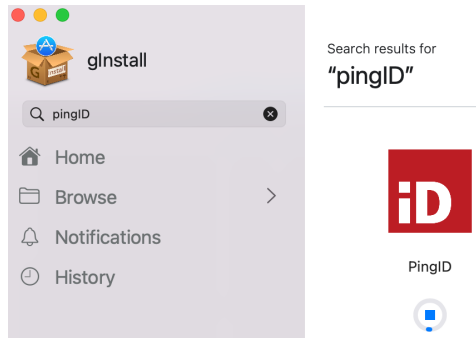
If not, follow the below steps.

### **7. For MAC users:**

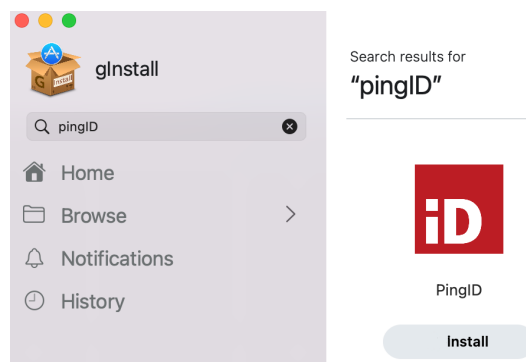
Use gInstall to install the PingID desktop software.



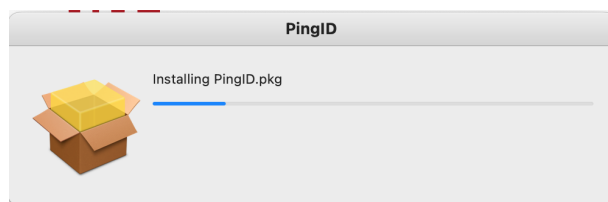
8. Search “PingID” app.



9. Click "Install".



10. The installation has started.



11. After a while, the installation will be completed.



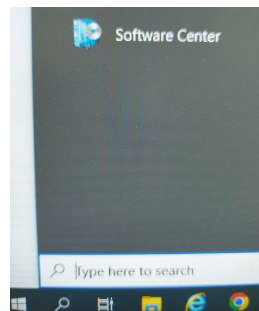
## **C: Installation for Roche computers Windows users:**

Check first if the **PingID app is already installed on your computer.**

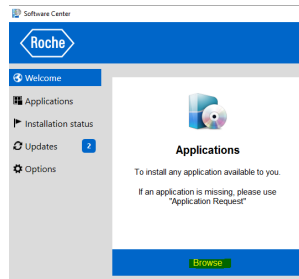
If yes, please go directly to the “**Pairing the app**” section in this document.

If not, follow the below steps.

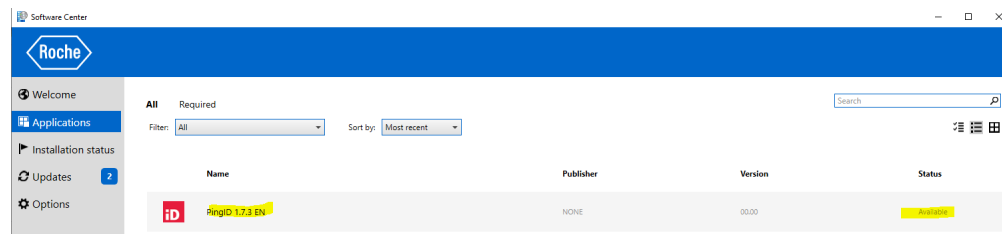
7. **For Windows users:** Go to the Software Center, open it. Please ensure that you are connected to RCN (office or VPN connection).



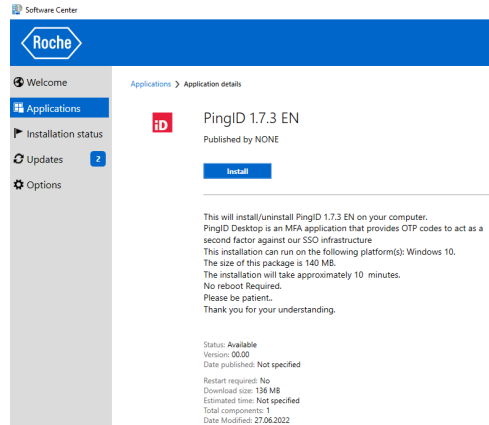
8. Choose “applications”, click “browse”.



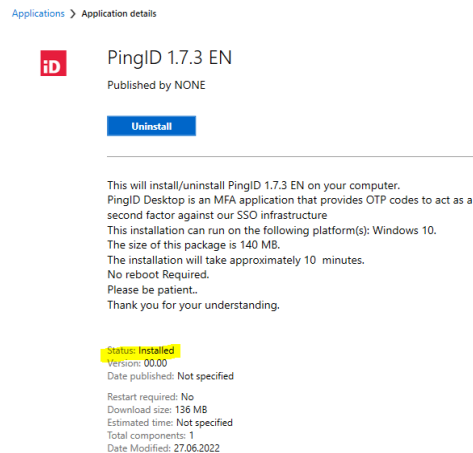
9. Find PingID on the list. You will see the status “Available”. Click on it.



10. Click “Install”.



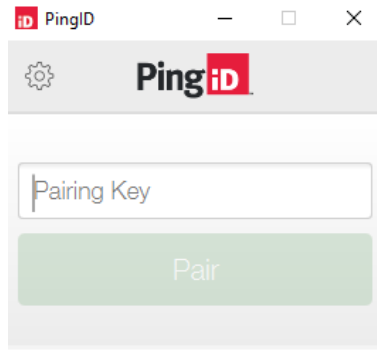
11. The installation will start. After a while, the installation will be completed and the status will change to “Installed”.



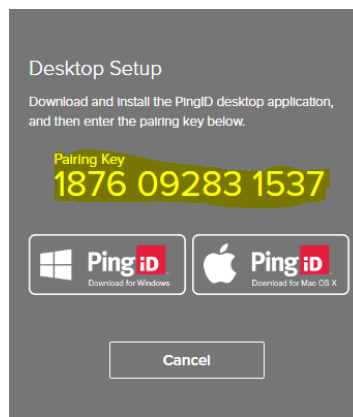
## Pairing the app (Mac and Windows users)

12. Now, please open the PingID desktop app. You will see a window where you must enter the pairing key.

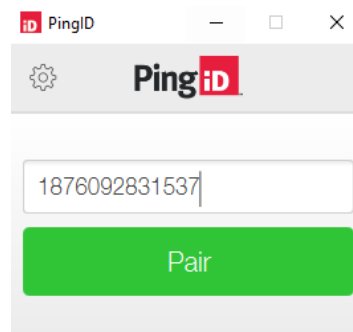




13. Go back to the first registration window and copy the pairing key.

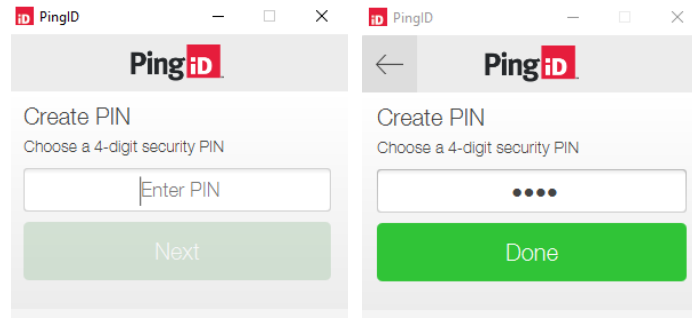


14. Paste it on the previous window and click “Pair”.



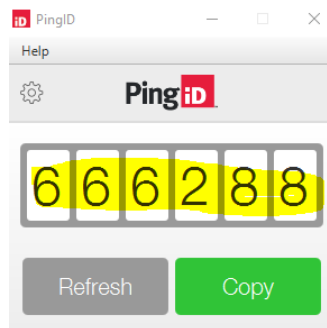
15. Create a 4-digit security PIN that will enable the app to open. Re-enter the same numeric code. Click “Done”.

*The PIN code should include 4 different digits, and consecutive numbers must not be in an ascending (such as 1234) or descending (such as 4321) sequence.*

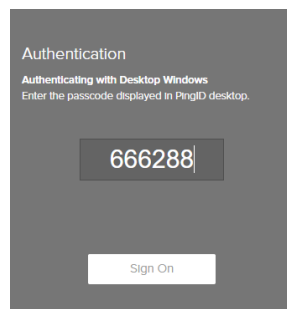


The PingID desktop app is now installed properly on the computer.

16. Now, copy the 6-digit code that is presented. Then click “Copy”:



17. Go back to the registration window, paste this code on it. Click “Sign on”.



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



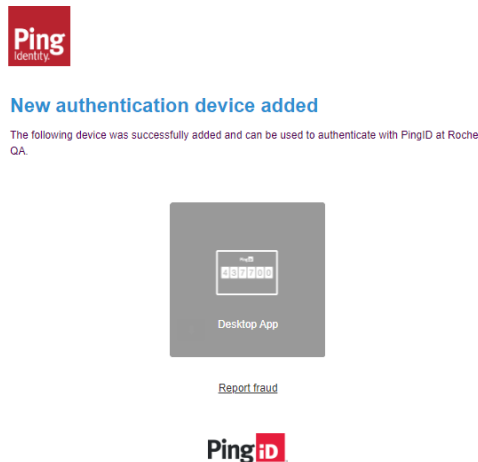
## PingID Registration successful

Congratulations, you have been successfully registered. Now you are ready to use PingID for your second-factor authentication. Please close your web browser.

Close the window. The PingID desktop app is now ready to be used in the authentication process. Go to the application you want to use and authenticate with PingID as 2FA if required.

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

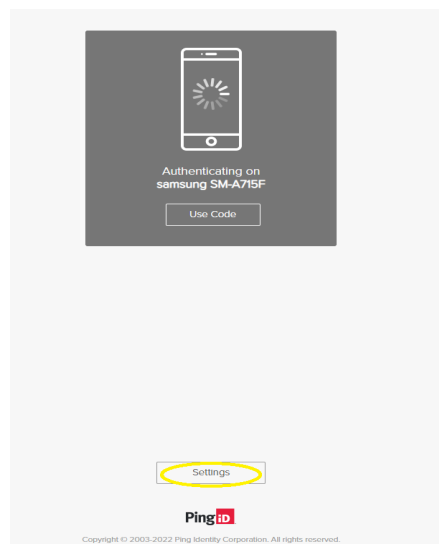


20. If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

## 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 to register the next one.

1. Go to [mymfa.roche.com](https://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.



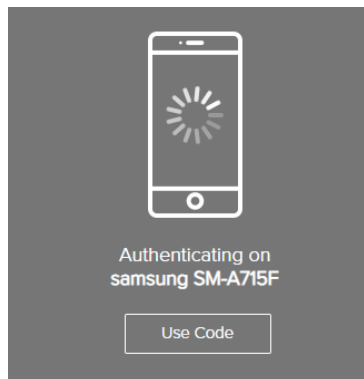
4. Authentication is required with the PingID registered device. At least one PingID device is required to pair the next device.

## Authentication Required

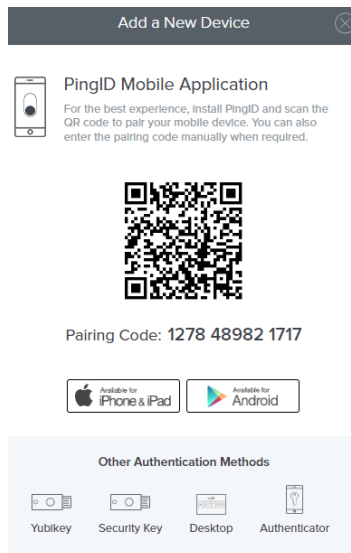
This action requires you to authenticate with PingID.



5. Please, authenticate with the chosen device. (In this example, the authentication has been done with the primary device - PingID mobile app).



6. Once the authentication is done, you can see the devices' choice screen. Choose the secondary device that you want to register now (desktop app) 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.

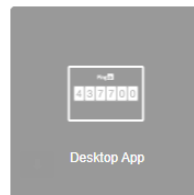
		AUTHENTICATION TYPE
	samsung SM-A715F samsung SM-A715F	Mobile
	Desktop Windows	Desktop

- 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 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" and contact Roche IT Helpdesk to make sure your credentials are secure.

### POSSIBLE ADDITIONAL ACTION:

- 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.

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

10. Authentication will be required to confirm the change.

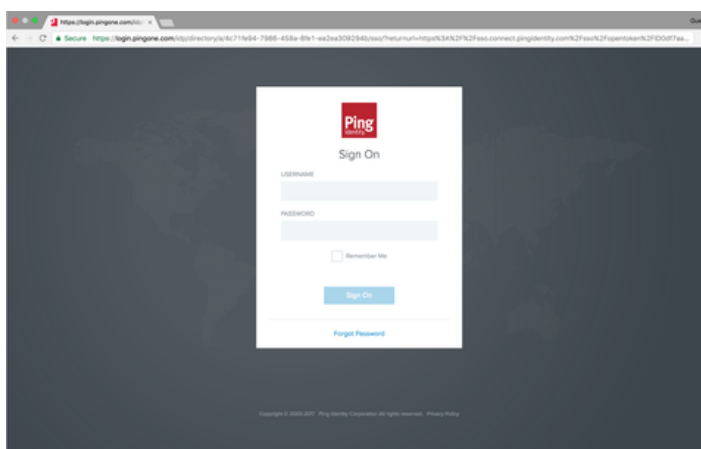
### Authentication Required

This action requires you to authenticate with PingID.

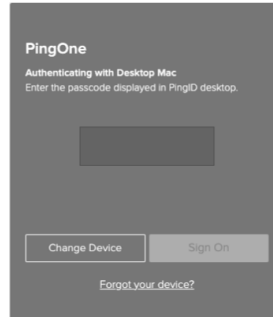
## 3. Authenticating using the PingID desktop app

If you have already set up PingID 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.

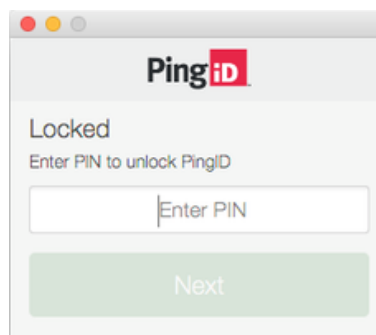


2. The following Authentication window will be opened, prompting you to enter a **one-time passcode (OTP)**.



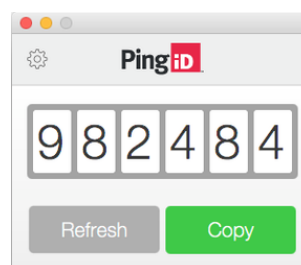
3. In the Authentication window, **enter the OTP that displays in your PingID desktop app**. Click **“Sign On”** to launch the PingID desktop app.

4. If you receive a prompt to enter a **PIN code**, in the Enter PIN field, enter your PIN code. Click **“Next”**.



The PingID desktop app displays an OTP.

5. Click **“Copy”** to copy the OTP and paste it into the Authentication window \*

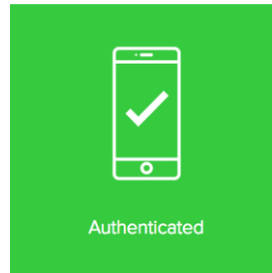


*\*Ensure the browser window is the active one when pasting the OTP. You can only use an OTP once. Click Refresh to generate a new OTP if required.*



6. Click **“Sign On”**.

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



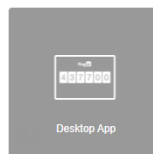
#### 4. How to report a fraud if you get the email notification for device you haven't registered

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.



##### New authentication device added

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



[Report fraud](#)

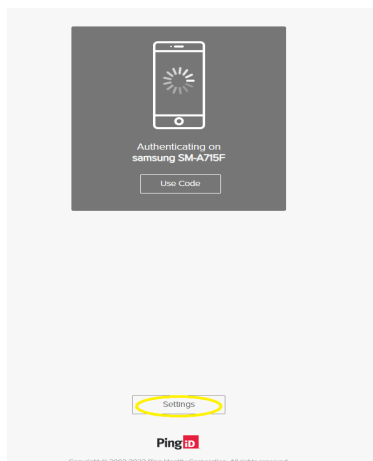


#### 5. How to unpair the device in PingID settings

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 Service Desk.

1. Go to [mymfa.roche.com](https://mymfa.roche.com) (Incognito window recommended in case of issues)
2. The authentication screen is presented. Click “Settings” at the bottom.



1. Expand the icon (a line and an arrow) at the right side for the device you plan to unpair.

My Devices

+ Add

AUTHENTICATION TYPE

samsung SM-A715F  
samsung SM-A715F

Mobile



2. 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 one you want to use this time. At least one PingID device is required to complete the unpairing in Settings.

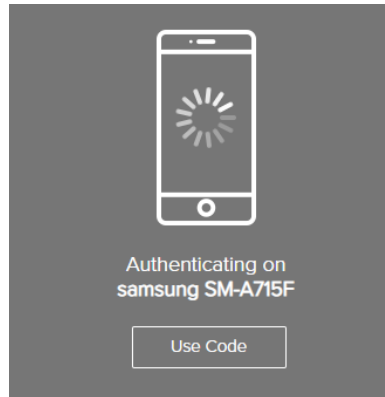
### Authentication Required

This action requires you to authenticate with PingID.

Cancel

Continue

3. Please, authenticate with the chosen device.  
In this example the authentication has been done with the PingID mobile app.



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



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

### Remove Device?

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



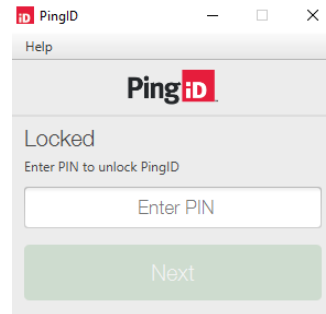
6. The device is **unpaired and, from now on, it can't be used for authenticating.** You will see the updated list of paired devices (without the unpaired one). If you unpaired all of them, then no device will appear on the list.

### My Devices

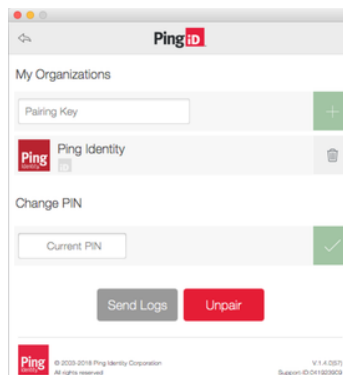


## 6. How to unpair the device directly in PingID desktop app

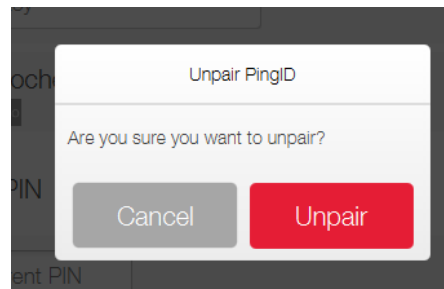
1. Open the PingID desktop app. Enter your security 4-digit PIN.



2. Go to Settings. A list of the organizations paired with the desktop app will be displayed. Click “unpair”.



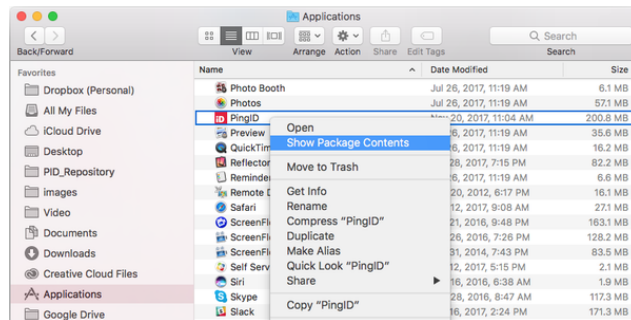
3. Confirm it on the next window by clicking “unpair” again.



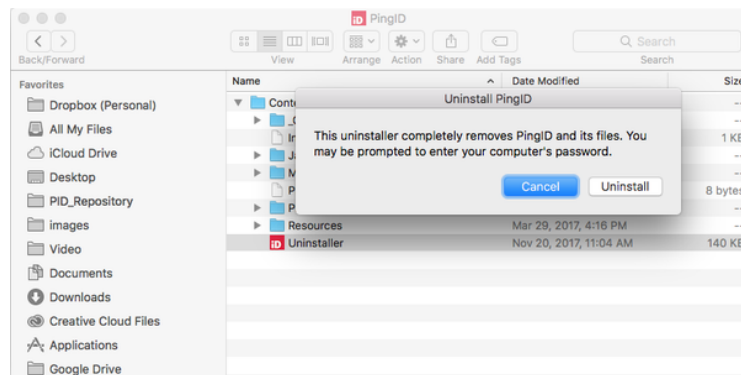
4. The desktop application is **now unpaired** and no longer valid as a Roche authentication method.

**Now, only if you want, follow these instructions to uninstall the application on your Mac device** (Do not uninstall if you think that you will need to pair the device again):

- Open Finder and in the Applications folder right-click PingID. Select “Show Package Contents”



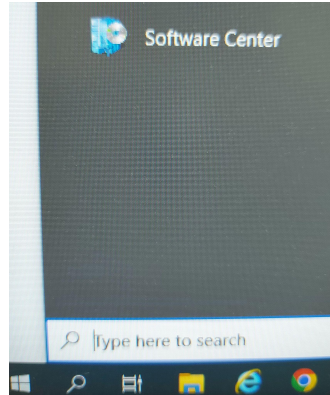
- From the Contents folder, select Uninstaller
- A confirmation message will be displayed.



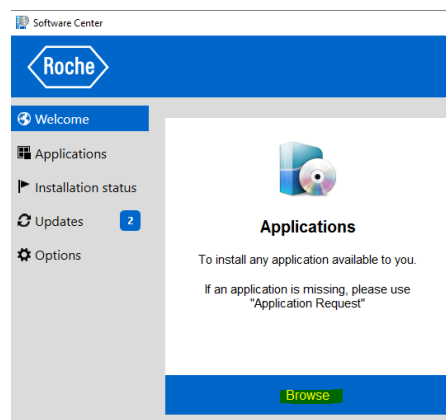
- Enter your computer password if prompted.
- The app is **now uninstalled**, and all PingID desktop files are removed from your Mac.

**If you want to uninstall the application on your Windows device, follow the instructions** (Do not uninstall if you think that you will need to pair the device again):

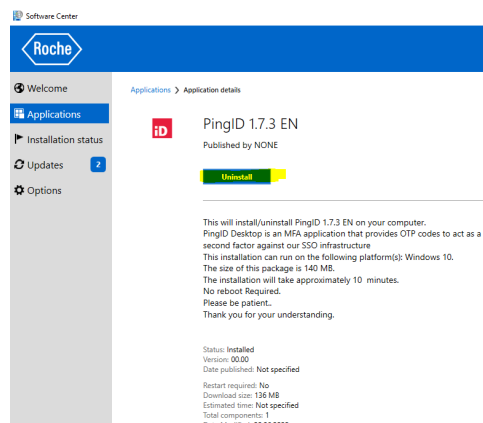
- Go to the Software Center:



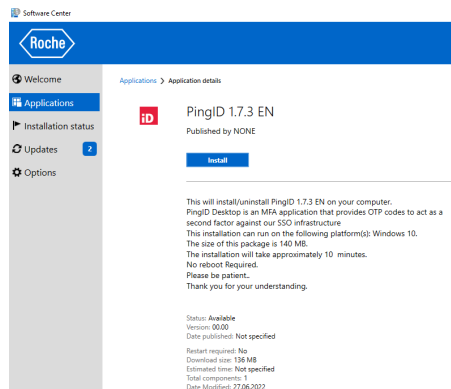
2. Choose “applications”, click “Browse”.



3. Find PingID at the list. It has the status “Installed”. Open it and click “Uninstall”.



4. The uninstalling process is done successfully. Status: “available”.

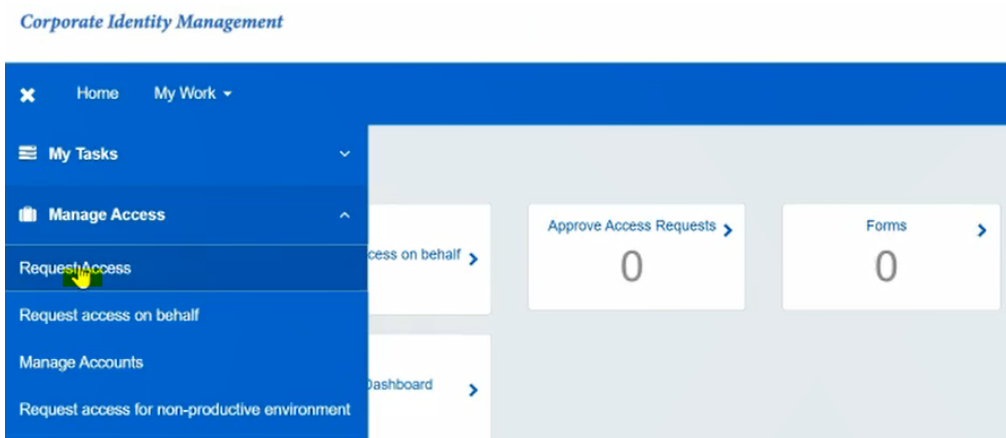


## 7. How to unpair the PingID device in CIDM [self-service]

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).

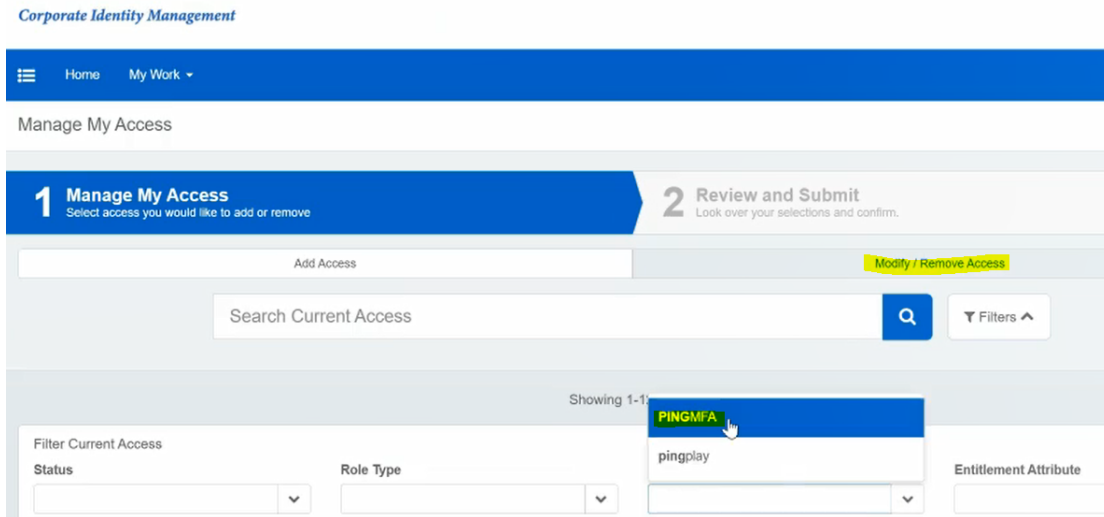
If you are not able to access CIDM, you can contact your Service Desk to do that on your behalf.

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



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

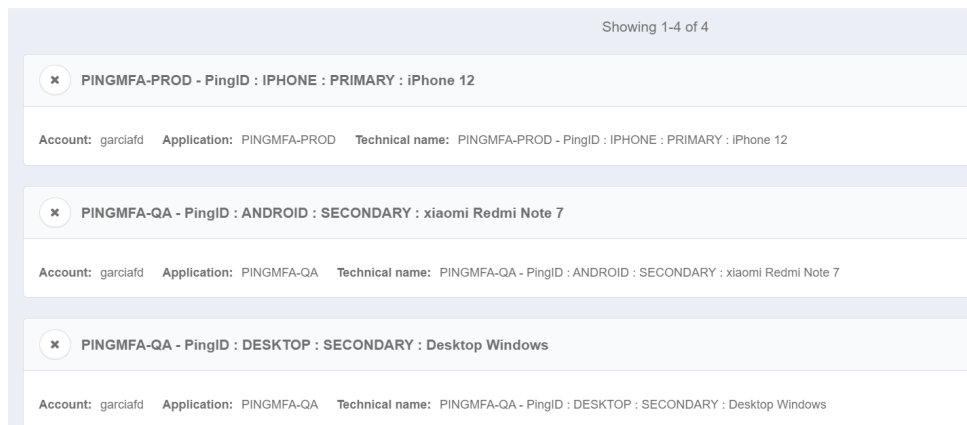
3. Search (e.g. with the search engine) “PINGMFA” app. Click the magnifying glass icon.



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 -

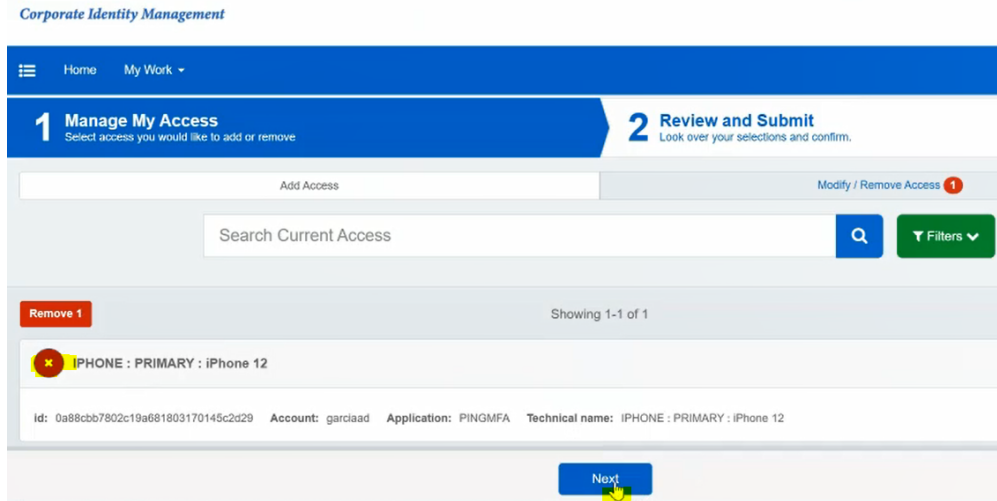
**NOTE:** *the synchronization is done every 24 hours.*



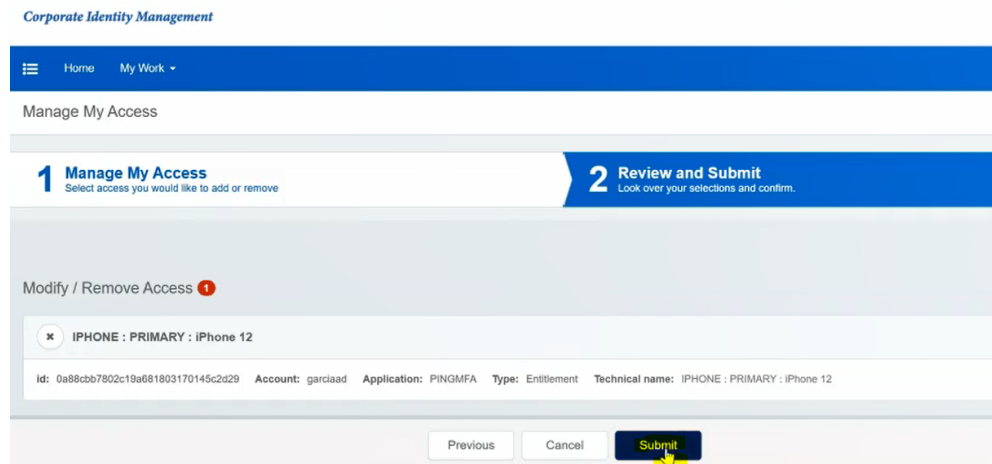
**NOTE:** *if you have already registered your device on PingID QA infrastructure, you will be able to also unregister your device located on “PINGMFA-QA”.*

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.



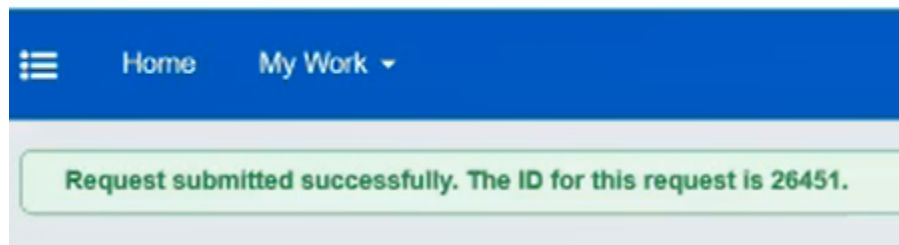


6. Click “Submit”.



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,

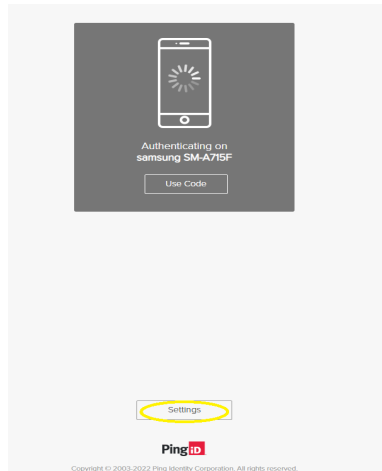
You need to call the Roche service desk.

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](https://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.

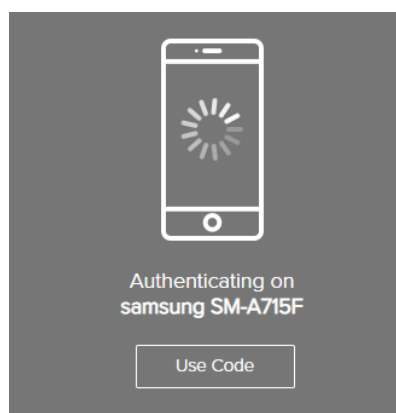
### Authentication Required

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).

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



- 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.

+ Add
AUTHENTICATION TYPE

⋮	samsung SM-A715F samsung SM-A715F	Mobile
⋮	Desktop Windows	Desktop

- 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	<input checked="" type="checkbox"/>	⋮
⋮	Desktop Windows	Desktop	<input type="checkbox"/>	⋮

- Authentication is required to confirm the change.

### Authentication Required

This action requires you to authenticate with PingID.

Cancel

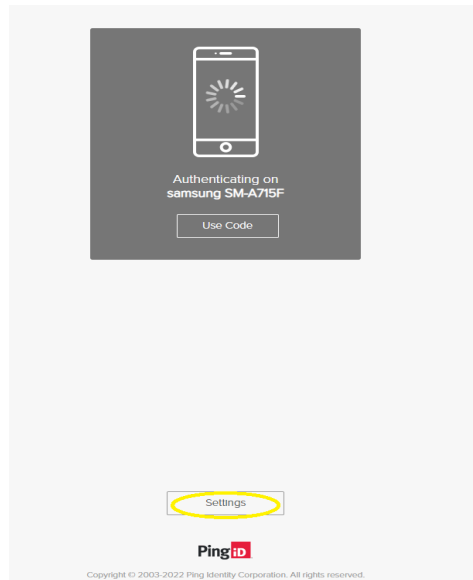
Continue

- 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](https://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
<ul style="list-style-type: none"> <li>...</li> <li>...</li> </ul>	samsung SM-A715F samsung SM-A715F Mobile	<input checked="" type="checkbox"/> <ul style="list-style-type: none"> <li>⌵</li> </ul>
<ul style="list-style-type: none"> <li>...</li> </ul>	Desktop Windows Desktop	<input type="checkbox"/> <ul style="list-style-type: none"> <li>⌵</li> </ul>
<ul style="list-style-type: none"> <li>...</li> </ul>	Authenticator App 2 Authenticator	<input type="checkbox"/> <ul style="list-style-type: none"> <li>⌵</li> </ul>

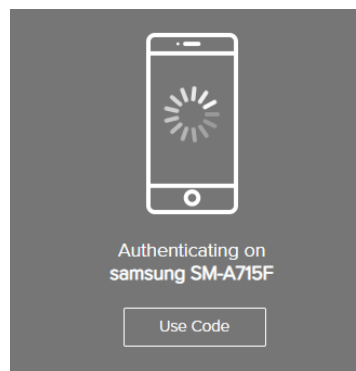
4. Authentication is required with the PingID registered device. If you have more than one device, you can choose which one you want to use this time.

### Authentication Required

This action requires you to authenticate with PingID.

- Please authenticate with the chosen device.

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



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

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"/>	☰
<input type="text" value="Authenticator App 2"/>	Authenticator		☰

- Rename 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.

### My Devices

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

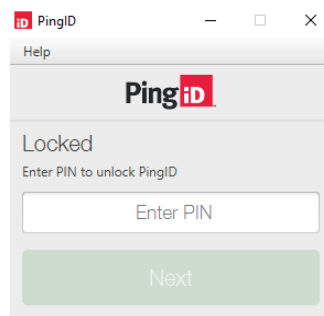
+ Add

	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"/>	⌵

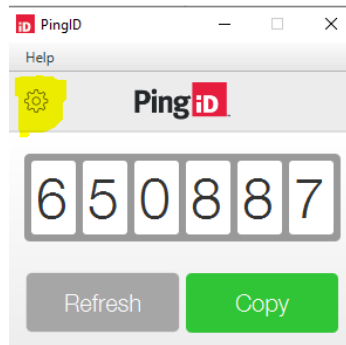
## 11. How to change the PIN in PingID Desktop App

Follow these steps if you want to change the PIN in the PingID desktop app on your device.

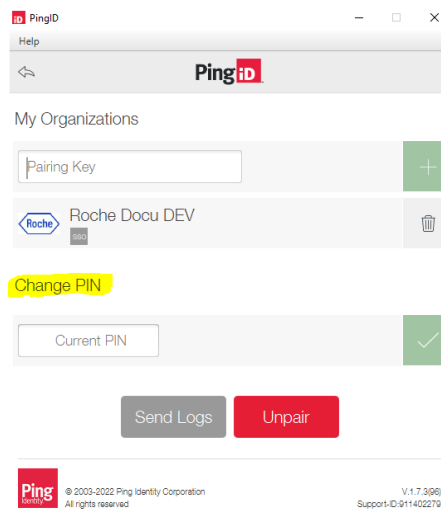
1. Open the PingID desktop app. Enter the security 4-digit PIN you have set at the registration. Click “Next”.



2. Go to Settings.



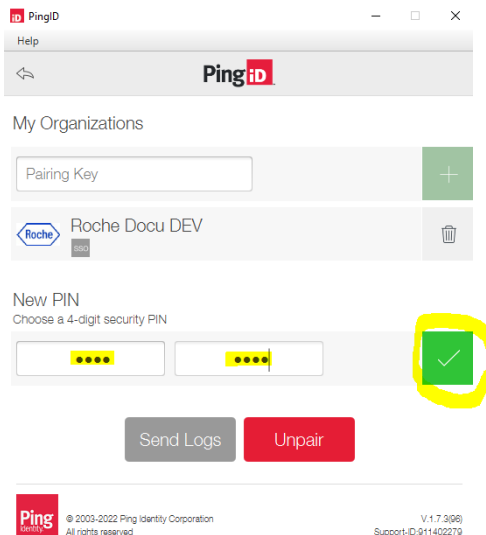
3. Enter the current PIN in the “Change PIN” section and confirm by clicking on the green mark at the right side.



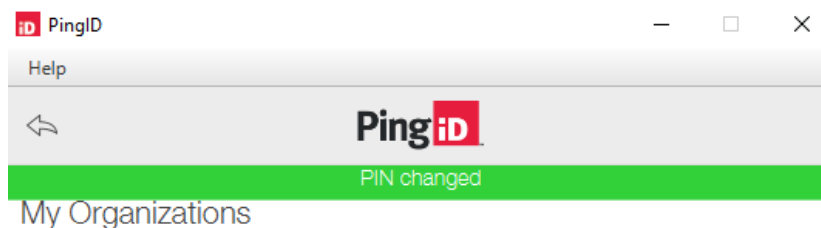
4. Provide the new PIN twice. Confirm the proper PIN by clicking on the green mark at the right.

The PIN code should include 4 different digits, and consecutive numbers must not be in an ascending (such as 1234) or descending (such as 4321) sequence.





5. The PIN has changed. A short notification is displayed. Since now the new PIN will be requested while reaching the PingID desktop app.



## 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!