

## PING ID - YUBIKEY TRAINING MATERIALS (for standard users)

In this document you will find information about:

1. What is Yubikey?
2. How to register with Yubikey?
3. How to authenticate using a Yubikey?
4. How to register a secondary device?
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. Do you need support?

### 1. What is Yubikey?

Yubikey is a hardware token - a small device that enables you to verify identity by simply plugging it into a computer. It is one of a few methods that can be used as a second authentication factor paired with PingID.

**Note:** for users accessing standard, Single Sign On applications (not highly critical apps accessed by administrators) there are other possible methods:

- **PingID mobile app** (both corporate and personal phones are allowed)
- **Microsoft or Google Authenticator app** (both corporate and personal phones are allowed)
- **PingID desktop app** if you login in with an individual Windows account (not applicable for shared computers "kiosks").

Roche can deliver Yubikeys for specific groups only:

- **highly privileged users** (please refer to [Highly Privileged Users guidance](#)) or
- **users not having any Roche issued device** (accessing SSO applications from shared computers - "kiosks"), Please contact your manager if you belong to this group and none of the other methods suits you.

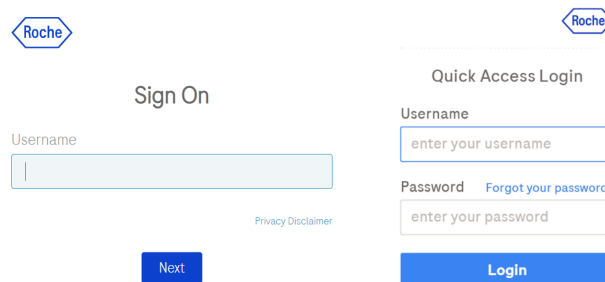
Personal Yubikeys can also be registered in PingID.

## 2. How to register with Yubikey?

Before starting the registration with Yubikey:

- You need to have a Yubikey hardware token
- Your computer must have a USB port type A or C

1. Insert your Yubikey into a computer USB port, the light is on when the device is ready.
2. Click on the **registration link:** [mfaregistration.roche.com](https://mfaregistration.roche.com)
3. Enter your Roche username and your password.

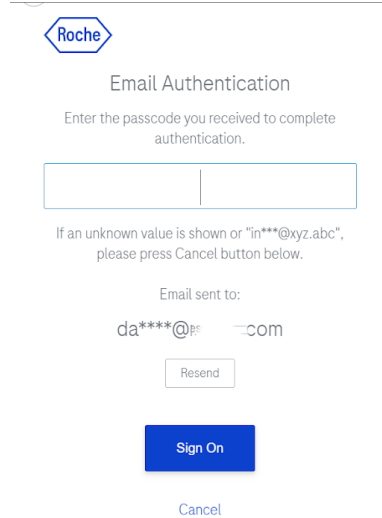


The image shows two Roche login forms side-by-side. The left form is titled 'Sign On' and features a 'Roche' logo at the top left. Below the logo is a 'Username' label and a text input field. A 'Next' button is positioned below the input field. A 'Privacy Disclaimer' link is located at the bottom right of the form. The right form is titled 'Quick Access Login' and also features a 'Roche' logo at the top left. It has 'Username' and 'Password' labels, each followed by a text input field. A 'Forgot your password?' link is placed to the right of the password input field. A 'Login' button is located at the bottom of the form.

4. Now, **if you use a Roche device or are in RCN**, go to point 5.

If you **do not use 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. **One Time Passcode** sent into your non Roche corporate mail. Please check your email, find the code and enter it in the field.



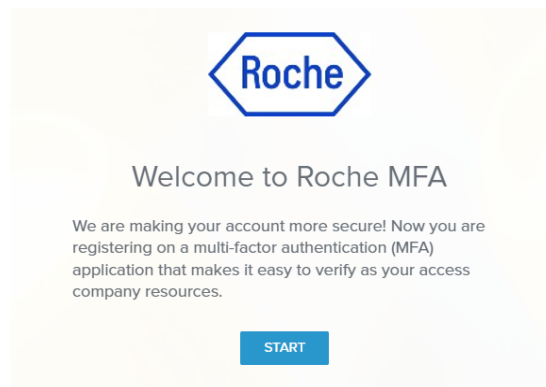
The screenshot shows the 'Email Authentication' screen. At the top is the Roche logo. Below it, the text reads 'Email Authentication' and 'Enter the passcode you received to complete authentication.' There is a large empty input field for the passcode. Below the field, a note states: 'If an unknown value is shown or "in\*\*\*@xyz.abc", please press Cancel button below.' Underneath, it says 'Email sent to:' followed by a redacted email address 'da\*\*\*\*@p.com'. There are three buttons: a 'Resend' button, a blue 'Sign On' button, and a 'Cancel' link at the bottom.

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

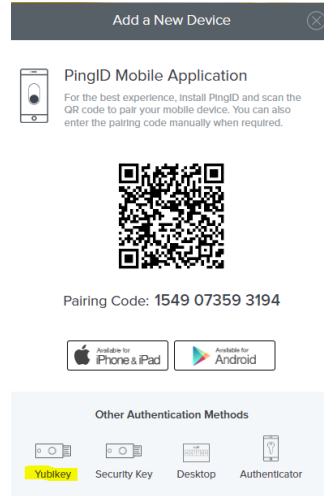
- B. If none of the options above apply to you, you will need to contact the **Roche Service Desk** so that they can verify your identity and provide you with a numerical code.

\* temporal options

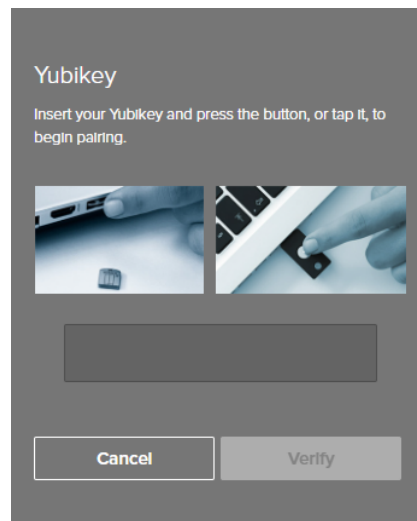
- 5. Welcome. Click "Start".



- 6. The PingID methods are presented: Yubikey is available in "other authentication methods". Select "Yubikey" on the screen.



7. The below window will occur.

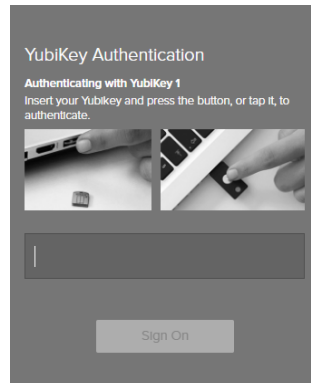


8. Press the Yubikey button for a while to begin pairing.



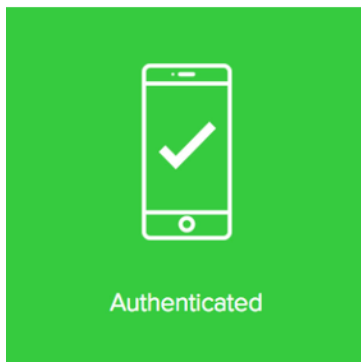
9. A one-time passcode (OTP) automatically will generate and enter into the YubiKey window.

10. Click “Verify”.



11. A first authentication will be requested. Please press your Yubikey button once again.

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



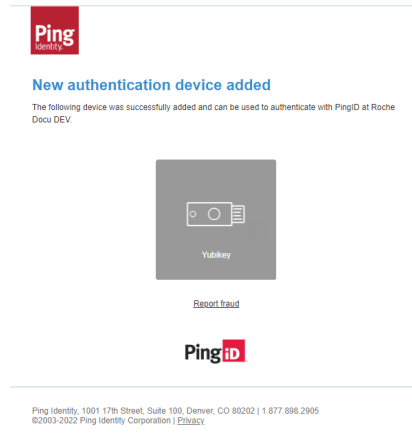
### PingID Registration successful

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!

Now close the window. Yubikey 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.

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



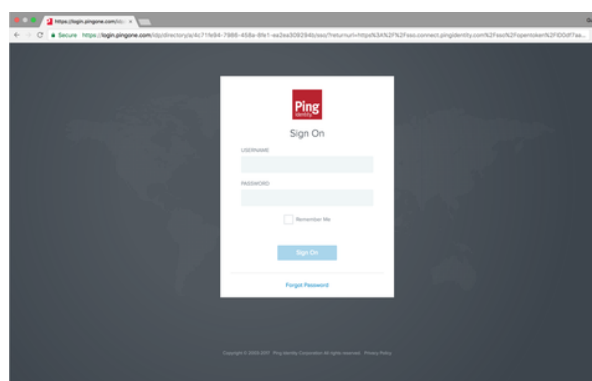
If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

Remember - it is highly recommended to register more than one device for your convenience.

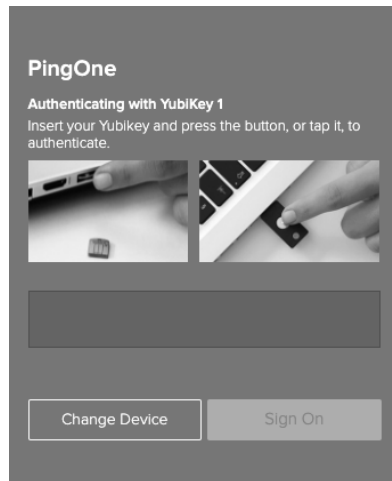
### 3. Authenticating using a Yubikey

If you have already set up your Yubikey, 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.

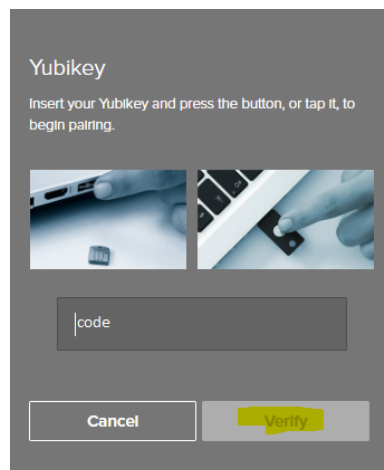


2. The following Authentication window will be opened, prompting you to use Yubikey.

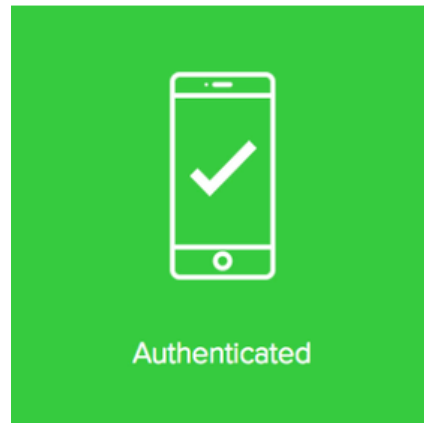


3. Put your Yubikey into the USB port. The light is on when the device is ready. Then press the button on Yubikey or tap.

4. A one-time passcode (OTP) automatically will generate and enter into the YubiKey Setup window. Click on “Verify”.



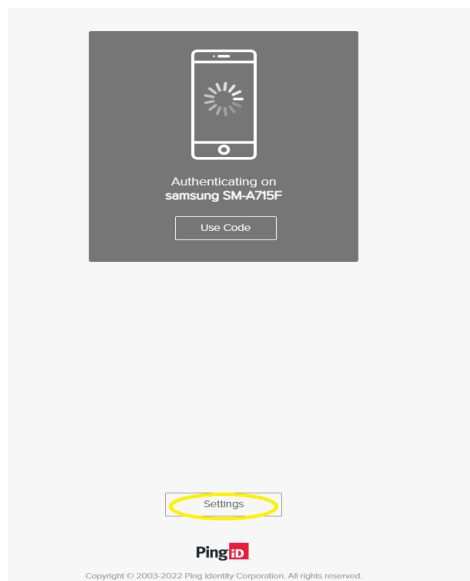
5. The green mark appears that indicates your authentication is successful, and your access is approved.



#### 4. 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 - it helps to manage PingID devices. 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.



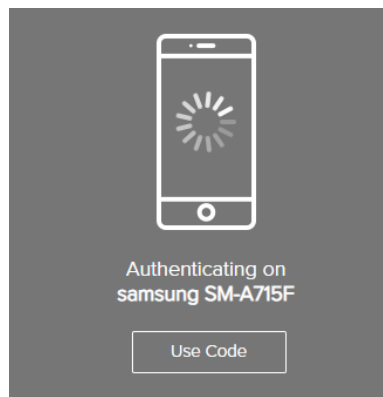
4. Authentication is required with the PingID registered device. At least one PingID device is required to pair the next device.

### Authentication Required

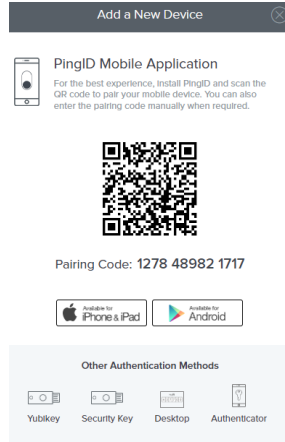
This action requires you to authenticate with PingID.



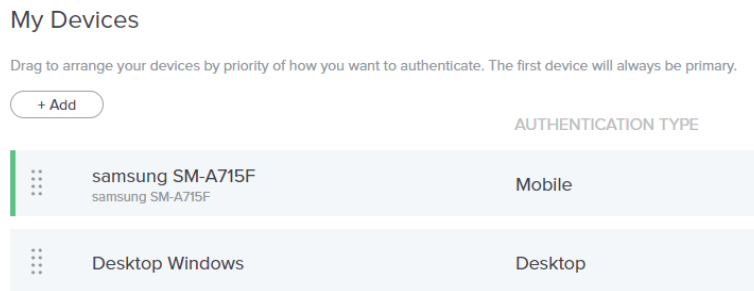
5. Please authenticate with the chosen device. In this example authentication has been done with the PingID mobile app.



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.



- After the secondary registration is successful, you will see the added device in the Settings list.

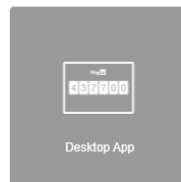


- After the device's registration **you will get an email** confirming this event:



### New authentication device added

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



[Report fraud](#)



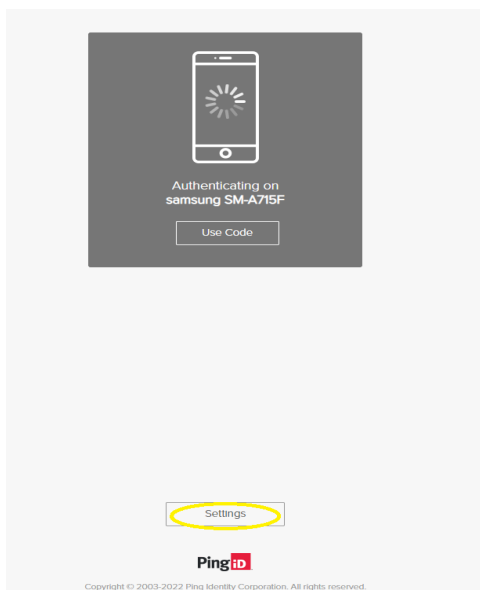
If you get this email, but you don't recognize the registration as done by you, please report a fraud by clicking on the link "Report fraud" and contact Roche IT Helpdesk to make sure your credentials are secure.

## 5. Unpairing a device in 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](https://mymfa.roche.com) (Incognito window recommended in case of issues)



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

My Devices

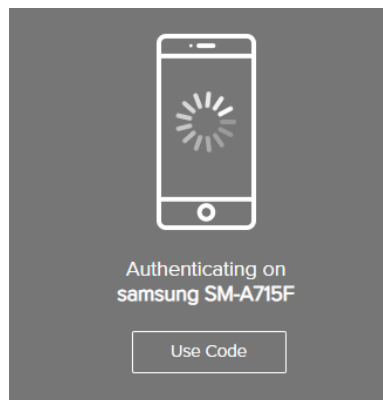


3. Authentication is required with the PingID registered device (the one that you want to unpair or any other device registered by you). If you have more than one device, you can choose which you want to use this time. At least one PingID device is required to do the unpairing in Settings.

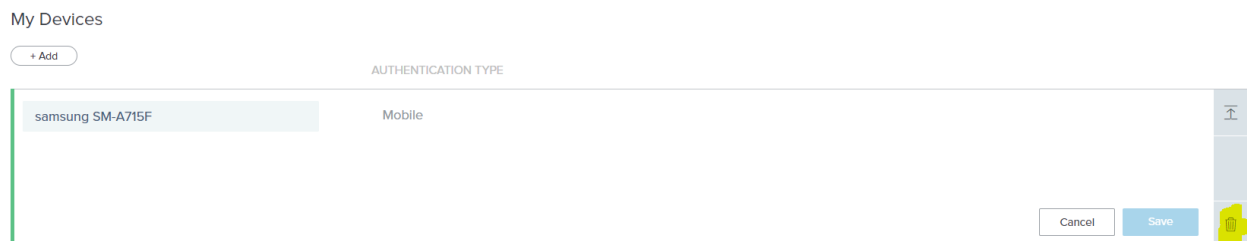
### Authentication Required

This action requires you to authenticate with PingID.

4. Please authenticate with the chosen device. In this example authentication goes with the PingID mobile app.



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



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

### Remove Device?

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

- 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 no device is on the list.

## My Devices

+ Add

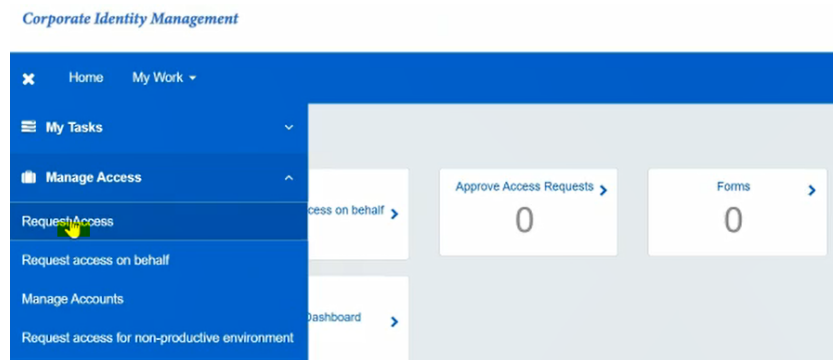
NO DEVICE HAS BEEN ADDED OR PINGID AUTHENTICATION POLICY IS DISABLED

## 6. How to unpair a 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 computer).

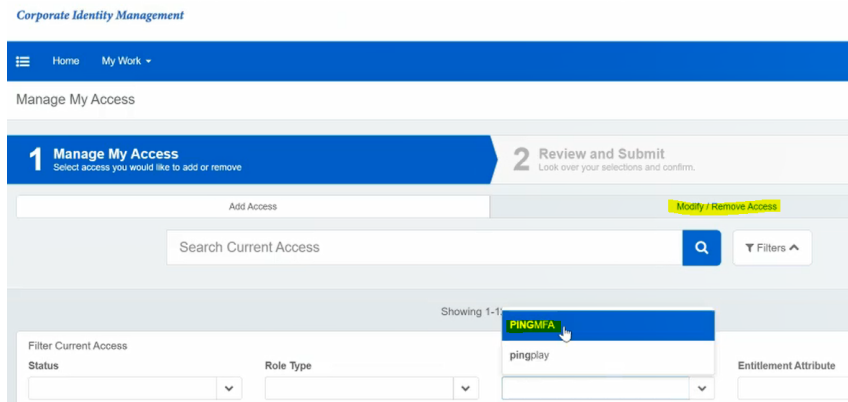
If you are not able to access CIDM, you can contact your Service Desk to do that on your behalf.

- Open the CIDM app. Go to "Manage access" and "**Request access**".



- Click on "Modify / Remove Access" - wait on loading data.

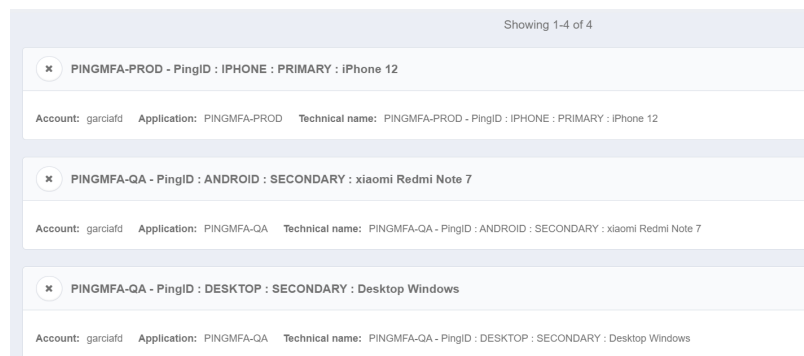
3. Search (e.g. with the search engine) “PINGMFA” app. Click the magnifying glass icon.



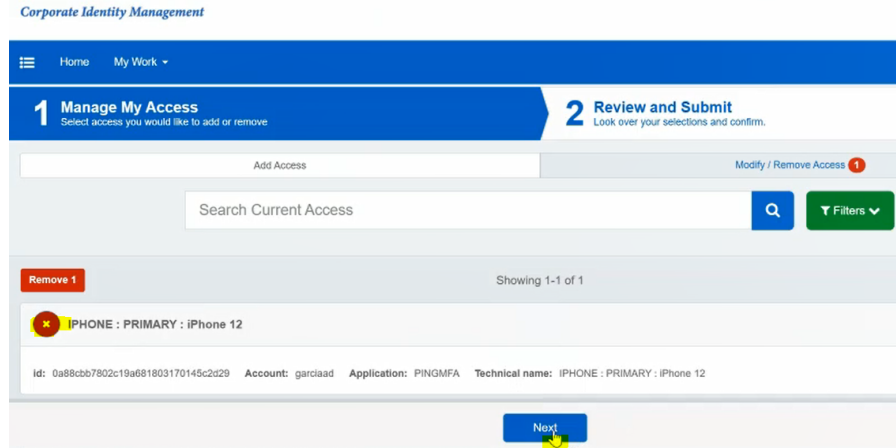
4. CIDM will display the list of all registered devices for your account.

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 -

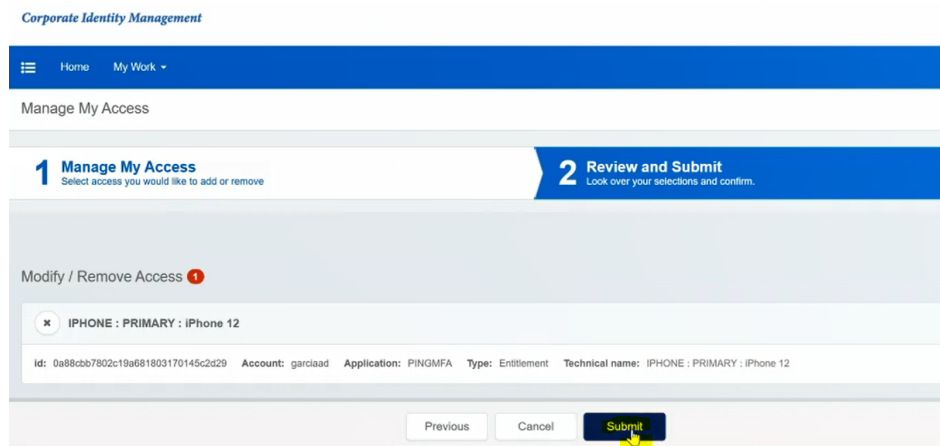
NOTE: the synchronization is done every 24 hours.



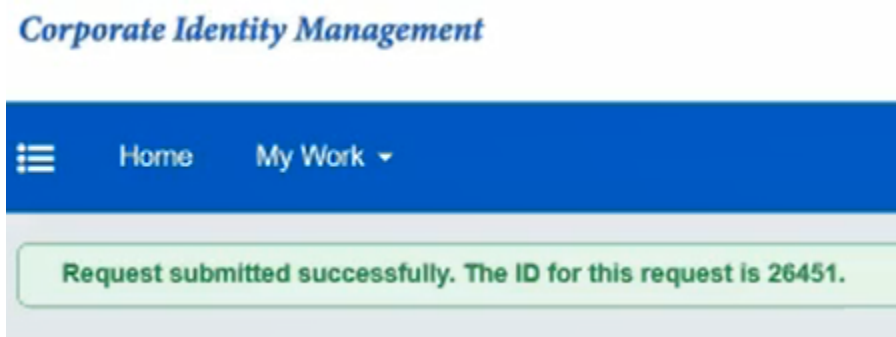
5. Select the “x” button for the specific device you want to remove and click “Next”. If you have more than one device, you can unpair more than one in the same request.



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.



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.

## **7. 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, you need to call the Roche service desk.

## **8. 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!