

Intermountain PingID 2-Factor Authentication Reset Guide

1. In Chrome Web Browser, go to <https://account.intermountain.net/Open/ResetAuth>
2. Enter your Intermountain/SelectHealth username and click *Submit*. In the next window, click *Self Service Verification using ID DataWeb*:

Reset 2-Step Verification Step 1 - Enter your username

Use this form if you are unable to log in because of a lost or broken 2-Step authenticator, you got a new phone and no longer have access to your old phone, or you do not have 2-Step Verification and your grace period has expired.

Provide your username below to begin the identity verification process. If you have forgotten or do not know your username, please contact Computer Support.

Username

Submit

Reset 2-Step Verification Verify Identity

Please choose how you would like to verify identity from the options below.

Alternate Verification Methods

Verify with ID DataWeb

Use ID DataWeb to verify your identity using your phone number (mobile or landline) and billing address of your phone carrier. Your information will be matched against your phone carrier's information for identity proofing. If additional information is required, you will need your government-issued identification (drivers license, state ID, or passport).

Self-Service Verification using ID DataWeb

3. Enter your 10-digit mobile phone number in the *Phone* field and click *Confirm Information*. You should receive a text message that includes a 6-digit Verification Code. Enter that 6-digit code in the *PIN Sent* field and click *Submit*:

Phone *

Pin Delivery Preference *

SMS (cell phone)

Voice (cell phone and land line)

Confirm Information

Phone *

Pin Delivery Preference *


SMS (cell phone)

Voice (cell phone and land line)

Submit

PIN Sent

4. Enter your Full Name in the first three fields. When you start to type your home address in the *Home Address* field, it will search using Internet address verification. Once you select your home address from the results, it will auto-fill the form. Once you have verified the information is correct, click *Confirm Information*:



Full Name *

First	MI	Last
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Home Address *

4646 Lake Park Boulevard West Valley City, UT, USA

[Enter address manually](#)

4646	Lake Park Drive
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Address 2

Salt Lake County
West Valley City
Utah
84119
United States
Show additional address fields
Mobile phone *
4572
Confirm Information

5. You should see a confirmation that the verification is complete, the previous authenticators/devices will be removed from your account. Then, you can step through the PingID Setup Guide found at <https://ihchelp.info> under Option 6a.

Troubleshooting

One Intermountain Account

Unknown destination

We are sorry, but we could not locate the destination page you are trying to access. Please start your request over again.

If you see the error *Unknown destination*:

1. Your account probably reset successfully even though you received the error.
2. Close any open Chrome browser windows
3. Open the Chrome browser and try logging into your account.
4. If you have issues with account validation and cannot log into One Intermountain, call support at 800-713-5020 and have the person creating the ticket assign it to **CyberSecurity Identity Access Management**.