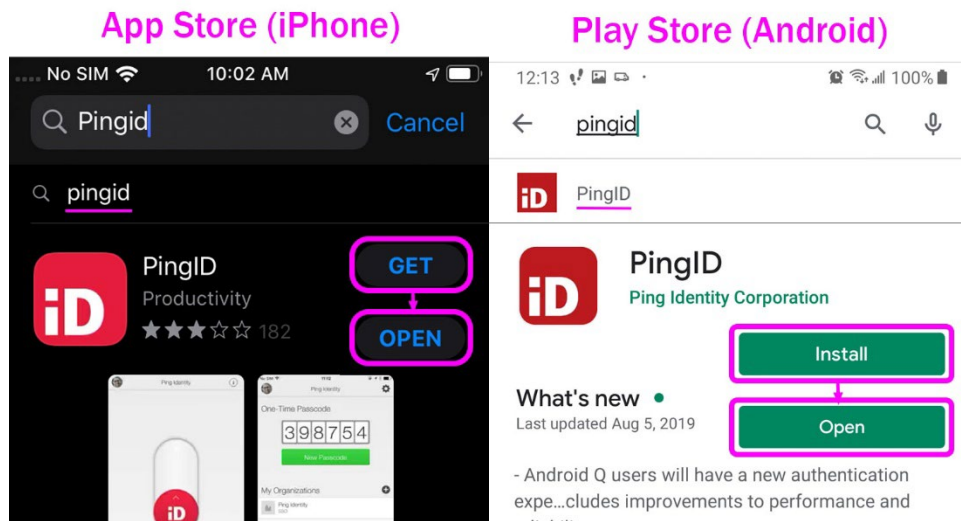


Intermountain PingID 2-Factor Authentication Setup Guide

2-Factor Authentication is required for access to intermountain.net sites e.g. the Physician Portal and the DSA Portal, as well as SecureAccess (Remote), iDesktop (Citrix VDI) and Outlook Web (imail2.org) authentication. Each time you log into most of these applications, when you choose PingID, an authentication prompt is sent to your smartphone. For SecureAccess, you will need to open the PingID app and use the 6-Digit code. This tutorial covers how to configure the PingID app and its usage is covered under site/app specific documentation at the [Affiliated Support Services](#) page.

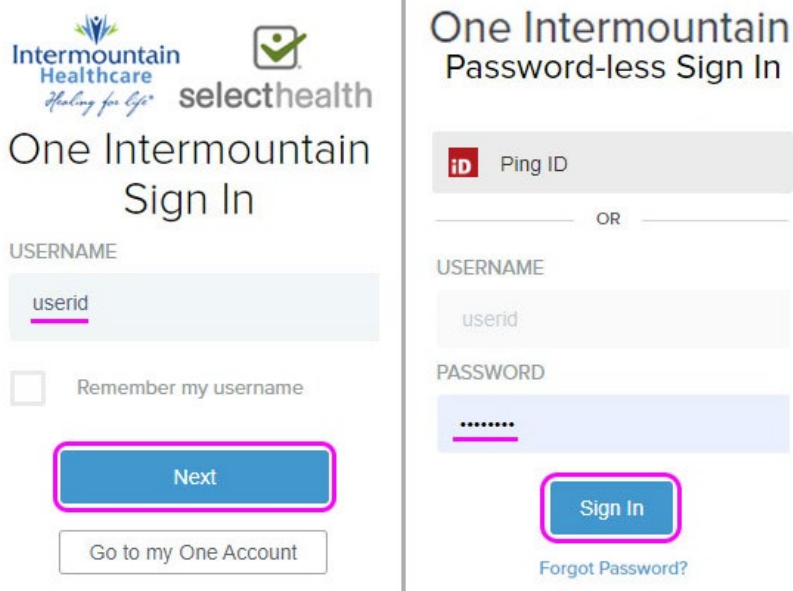
1. Before stepping through this tutorial: Although PingID itself requires no additional configuration on your account, if you are adding it to your account to access the Physician Portal, DSA Portal, SecureAccess (Remote), iDesktop and/or imail2 access, you will want to confirm that the required access has been added to your account.

2. Based on your phone type, open the Apple App Store (iPhone) or Google Play Store (Android), search for **pingid** and make sure to select the app called *PingID*, as shown below:



3. Click *Get* or *Install* to start the download and then *Open* and then Accept the Terms of Service and allow the PingID app to access your phone's camera so that the *Pair Your Device* scanning window is open.

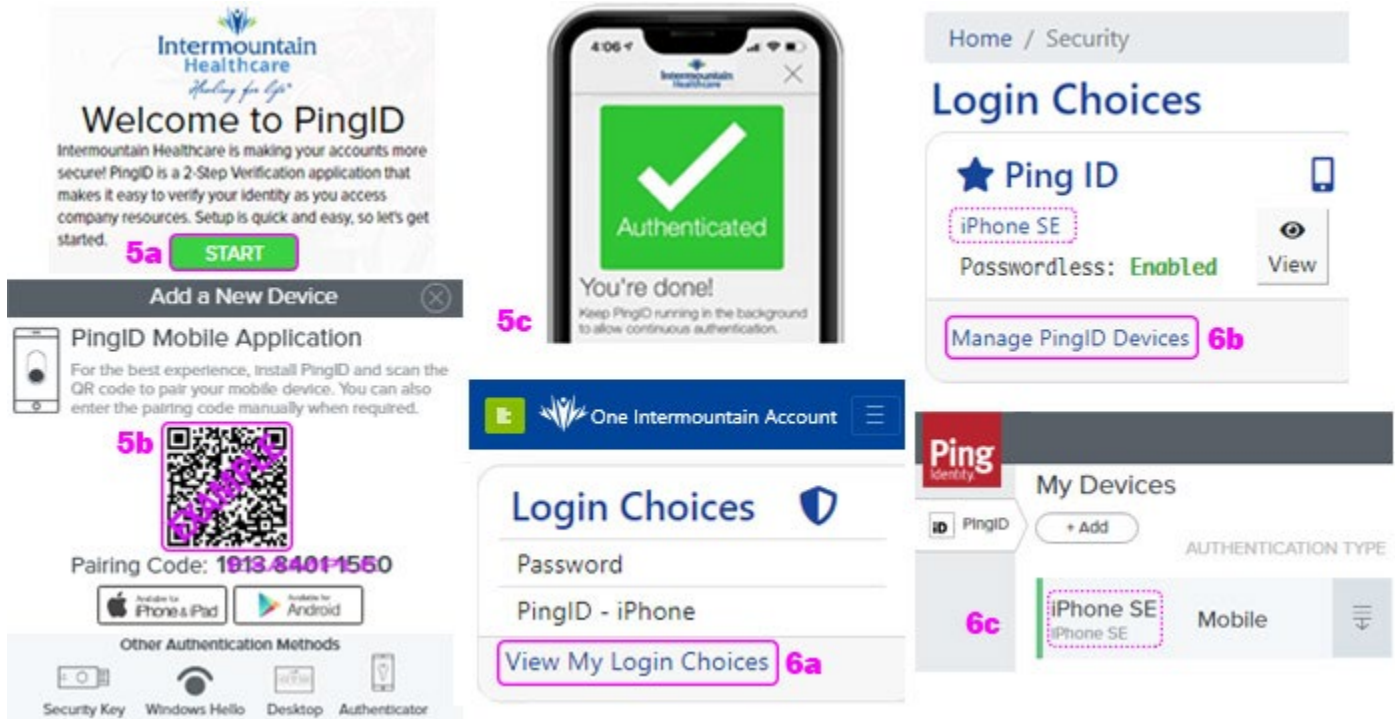
4. *On a computer or device other than your smartphone*, go to the One Intermountain account management URL <https://account.intermountain.net> and enter your userid, then click *Next*, then in the following screen, enter your password and then click *Sign In*:



5a. In the *Welcome to PingID* window, click *Start*.

5b. With the PingID app open on your phone, allow it to access your phone's camera (when prompted) then scan the QR Code showing on your computer screen.

5c. Finalize the process on your phone by adding an account nickname *e.g. Intermountain* or similar and you should see an *Authenticated* message on your phone, like what is shown below.

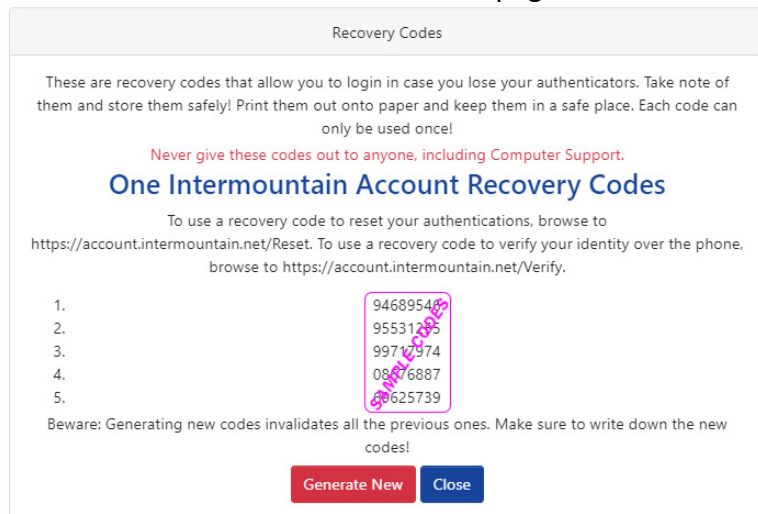
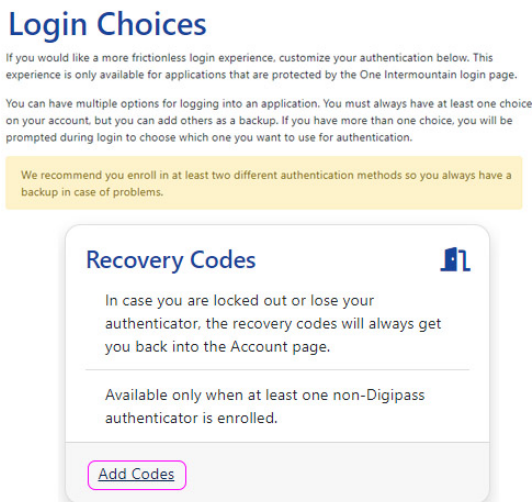


6a. Back at the One Intermountain dashboard, if you click *View My Login Choices*, you can see your PingID Device information.

6b. If you need to make changes to your PingID device, on the *Login Choices* page, find the *Ping ID* section and click *Manage PingID Devices* to open the PingID device management page.

6c. The PingID device management window should open and you should see your phone under *My Devices*, which confirms that you have successfully enrolled your phone for PingID. Changes can be made by clicking the gray menu (3 lines with a down arrow) on the right side.

7. Once you have added 2-Factor Authentication (PingID, in this case), it is suggested that you go to **Login Choices** -> *Recovery Codes*, click *Add Codes* then follow the instructions on the page and click *Close*:



Follow the instructions on the page then click *Close*.