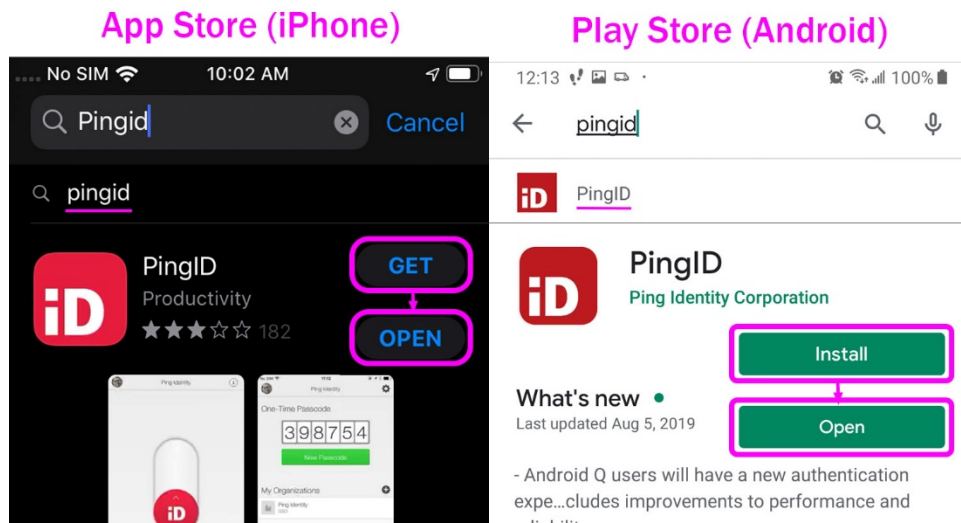


Intermountain PingID 2-Factor Authentication Setup Guide

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 here at ihchelp.info.

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

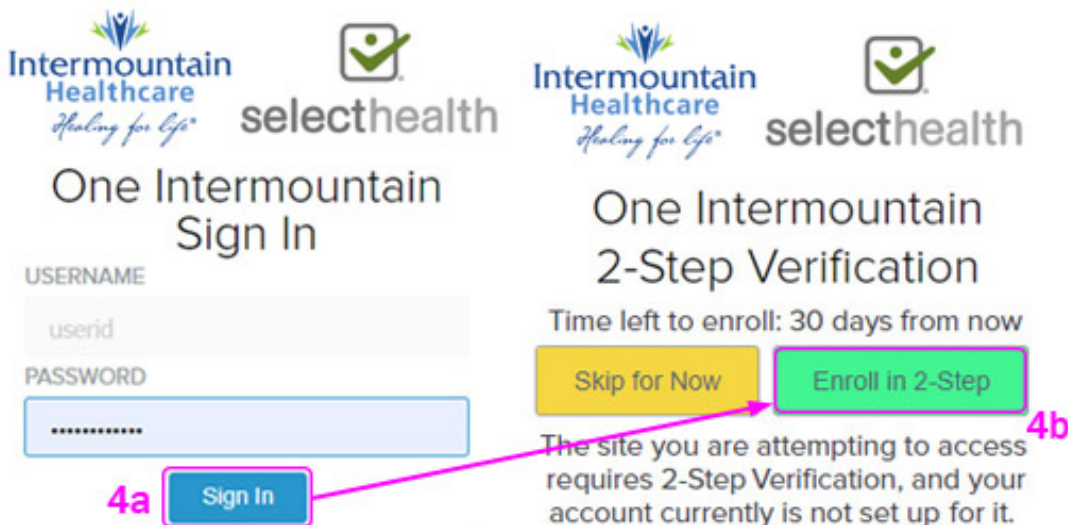
2. Based on your phone type, open the Apple App Store (iPhone) or Google Play Store (Android), search for **pingid** and make sure to select the app called *PingID*, as shown below:



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.

4a. *On a computer or device other than your smartphone*, go to the One Intermountain account management URL <https://account.intermountain.net> and sign in using your Intermountain credentials.

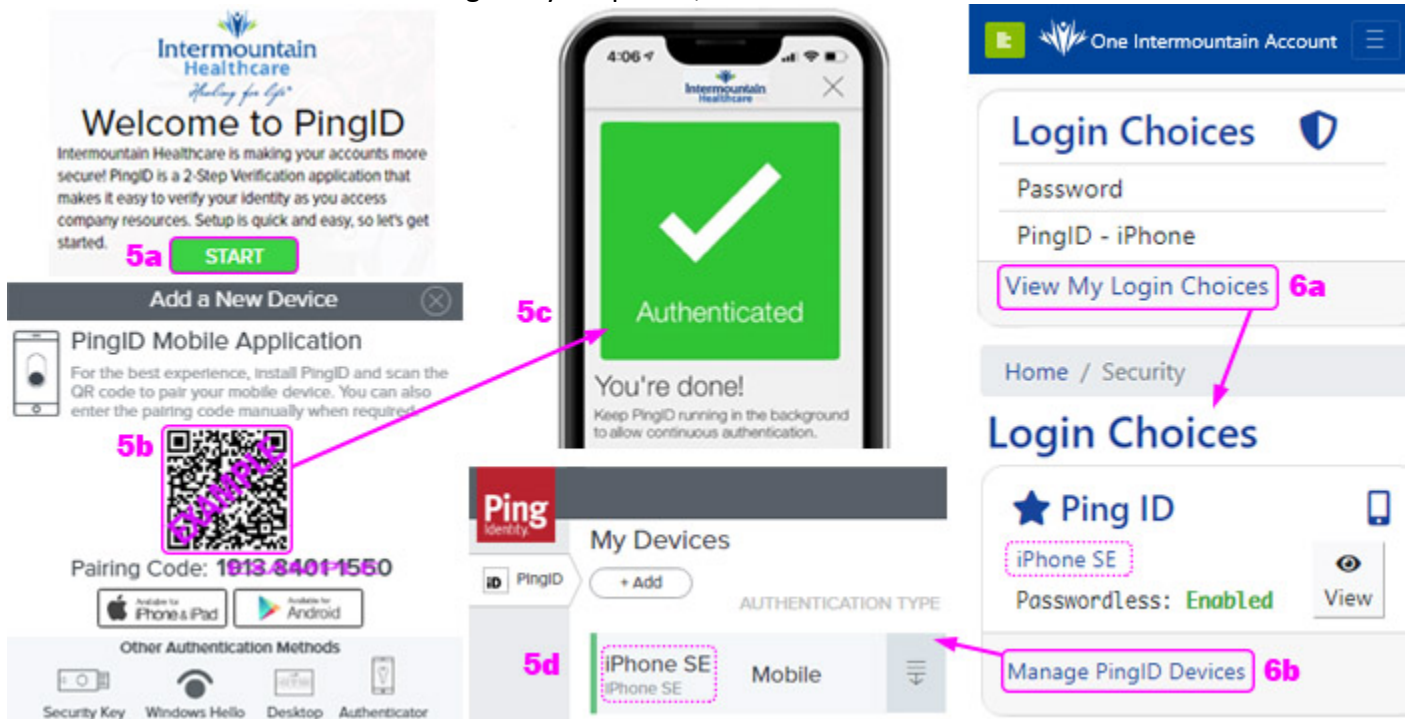
4b. In the following window, click *Enroll in 2-Step*.



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, similar to what is shown below.



5d. 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.

6a. You can access the PingID device management page at any time by logging into the One Intermountain account management page at <https://account.intermountain.net> using your credentials and PingID. Click *View My Login Choices*.

6b. On the *Login Choices* page, find the *Ping ID* section and click *Manage PingID Devices* to open the PingID device management page.

7. Once PingID is working, return to **Login Choices** and under **Recovery Codes**, click *Add Codes*:

Login Choices

If you would like a more frictionless login experience, customize your authentication below. This experience is only available for applications that are protected by the One Intermountain login page.

You can have multiple options for logging into an application. You must always have at least one choice on your account, but you can add others as a backup. If you have more than one choice, you will be prompted during login to choose which one you want to use for authentication.

We recommend you enroll in at least two different authentication methods so you always have a backup in case of problems.

Recovery Codes

In case you are locked out or lose your authenticator, the recovery codes will always get you back into the Account page.

Available only when at least one non-Digipass authenticator is enrolled.

[Add Codes](#)

Recovery Codes

These are recovery codes that allow you to login in case you lose your authenticators. Take note of them and store them safely! Print them out onto paper and keep them in a safe place. Each code can only be used once!

Never give these codes out to anyone, including Computer Support.

One Intermountain Account Recovery Codes

To use a recovery code to reset your authentications, browse to <https://account.intermountain.net/Reset>. To use a recovery code to verify your identity over the phone, browse to <https://account.intermountain.net/Verify>.

- 94689546
- 95531295
- 99717974
- 08776887
- 89625739

Beware: Generating new codes invalidates all the previous ones. Make sure to write down the new codes!

[Generate New](#) [Close](#)

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