

PingID: Adding a New Device



Do this first:

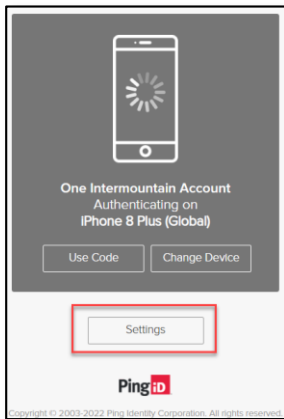
On the new smartphone/device, download PingID from the Apple App Store or Google play Store and allow access to camera, etc.

NOTE: For this process, *two devices are needed to add and pair a new device/smartphone*. Please see *Changing Primary Device or Removing Device* for setting up preferences with 2+ devices, if needed.

Two Methods Available:

From Device/Smartphone,
not the new device:

1. Attempt to login to an application that requires 2-factor authentication. Instead of authorizing, click the **Settings** button



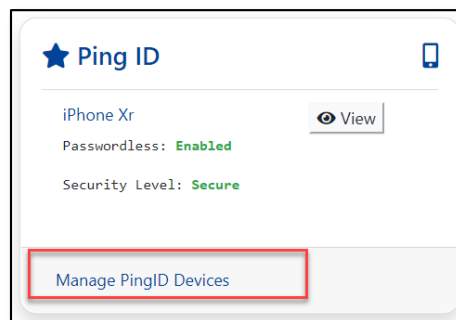
From Computer:

NOTE: Using an Intermountain-connected computer will bypass additional 2-factor authentications when attempting to log in to your One Intermountain Account dashboard.

1. Type in account/ in a browser or <https://account.intermountain.net/>
2. Enter your Intermountain login, click Next, enter your Intermountain password
3. Click **My Account** dropdown arrow to select **My Login Choices**



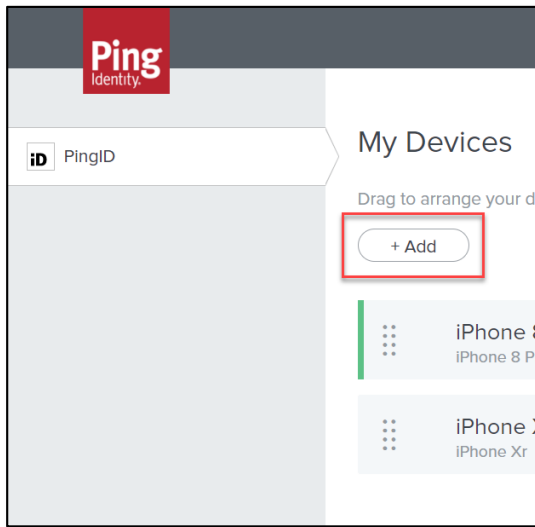
4. Select Manage Devices



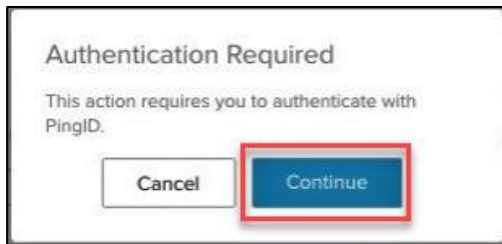
PingID: Adding a New Device

Next steps of the either method above:

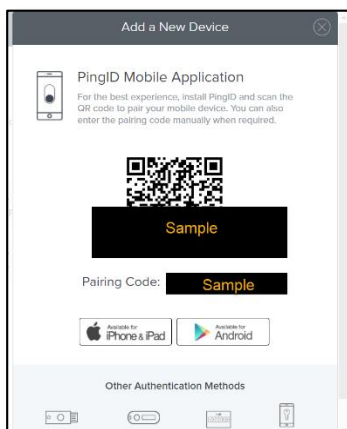
1. Click +Add



2. Authentication is required, select **Continue** and verify



3. Scan and Pair your new device



- a. **With the PingID app (downloaded and) open on the new device/smartphone,** scan the QR code, *when prompted*, from the computer/device with the camera on

PingID: Adding a New Device

your new smartphone/device.

NOTE: The QR code times out after 30 seconds and the Pairing Code will need to be entered instead.

4. Finalize the process by entering a nickname for this smartphone/device, success!



Managing Order of Preferred Devices *(See Changing Primary Device/Removing Devices for more information)*

- The order of the list indicates the priority order of preferred devices to authenticate when requiring a Ping ID.
- Click and drag the non-primary devices in your preferred order.
- When authenticating, if your Primary device is unreachable or times out after 30 seconds, the request will automatically go to your next “preferred” device on the list.