

How to Accept Certificate on Android and IOS Devices

ACS applications and services that are protected by Ping Federate require MFA or verification with PingID; and may also require the use of X509 certificate on mobile devices to manage identity on MobileIron registered devices. Users will be prompted to choose and/or accept a certificate for sites or apps protected by Ping and that use sso.cancer.org to connect, before access granted. The identity certificate will eliminate the need to enter username/password during Ping authentication (MFA) on MobileIron managed devices. Follow these instructions to accept certificate on mobile devices managed with MobileIron.

If you need further assistance, Ask Navi or contact the Service Desk via Live Chat at helpme.cancer.org.

How to accept certificate on Android Device

1. Navigate to a managed Chrome browser in ACS work profile.
Note: Applications managed within your ACS work profile is indicated by a lock on the icon and/or by the word Work highlighted at the bottom right on the screen.
2. Choose certificate to connect to the website or service when prompted. The requesting server is sso.cancer.org.
3. Accept certificate by tapping on Select.
4. Verify with PingID. Have your device readily accessible for when you are prompted to authenticate with PingID.
5. Accept, Allow or Trust if prompted to accept permissions or allow access to device configuration or location.



How to select and accept certificate on IOS Device (iPhone and iPad)

1. Navigate to Safari or a browser.
2. Select a Certificate to connect to the website or service when prompted.
3. Accept certificate by tapping on the certificate that has your name or email address indicated. The requesting server is sso.cancer.org
Note: If you cannot locate the certificate with your username, swipe up on the Select the certificate dialog box to scroll until you see your username or email address.
4. Verify with PingID. Have your device readily accessible for when you are prompted to authenticate with PingID.
5. Accept, Allow or Trust if prompted to accept permissions or allow access to device configuration or location.

