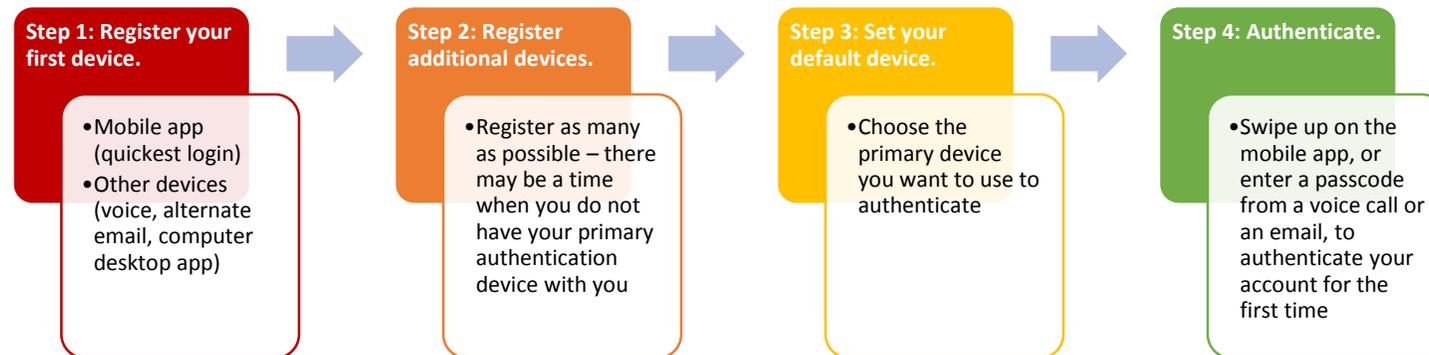


# Multifactor Authentication Registration

## Quick Reference Guide 1.4



Staff: for the complete Multifactor Authentication Registration Guide, visit <https://www.societysource.org/> and search for “Multifactor Authentication.”

Volunteers: visit the VLC at <https://volunteerlearning.cancer.org> and search for “MFA.”

All: for further assistance and resources, visit the service desk website at <https://helpme2.cancer.org>.

# Step 1: Register your first authentication method

\*\*\*\*\*Use this step to register **ONE** authentication method\*\*\*\*\*

Follow this link <https://sso.cancer.org:9031/idp/startSSO.ping?PartnerSpId=sso.cancer.org> to the registration form.

Log in using your ACS email address and password.

Use **ONE** of the following sets of instructions to register **ONE** authentication method. **Additional methods are registered using a completely different process, depicted on the next page.** We recommend you register as many as possible.

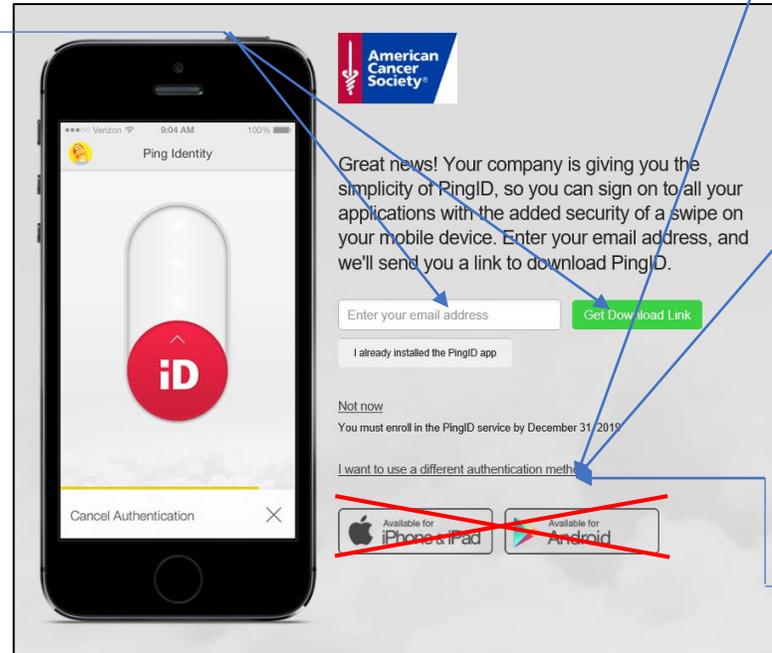
Registration Form

## Register a mobile device (RECOMMENDED)

1. Enter your email address here.
  - it must be a non-ACS email address you can reach from your phone.
2. Click **Get Download Link**.
  - An email will be sent to the email address specified.
  - A **"Finish Pairing PingID"** message will appear on your desktop, presenting a QR code. Leave this message on screen.
3. Open the email.
4. Select the appropriate download for your device, then complete the app installation.
5. Open the app and accept the Terms of Service and all subsequent messages.
6. Return to your desktop.
7. Use your mobile device's camera to scan the QR code on your desktop.
8. Accept any subsequent messages.
9. Enter a nickname (example: Susan ACS).
10. Wait while a pairing request is sent to your phone.

You may see a One Time Passcode displayed on your mobile device. Ignore it.
11. Swipe the red slider button up (which looks like the one seen at right).
  - If you have fingerprint or face recognition enabled, you will not see the red slider button. That recognition replaces the red slider.
  - A green **"Authenticated"** message will appear
  - If a One Time Passcode remains on your phone's screen, dismiss it.
12. Proceed to the **next page** to register an additional method of authentication.

**Do not use the steps on this page to register an additional method.**



## Register to receive passcodes via voice call

1. Select **"I want to use a different authentication method"**
2. Select **"Receive passcodes via voice call"**
3. Enter a phone number
  - This number must be accessible when you are using your computer. It can be a mobile phone. **It CANNOT be a Skype phone.**
  - You'll quickly receive a call at the number you provided.
4. Answer the call and write down the code provided.
5. Enter the passcode in the **"Enter Your One-Time Passcode"** box that appears on your desktop, then click **Verify**.
6. Proceed to the **next page** to register an additional method of authentication.

**Do not use the steps on this page to register an additional method.**

## Register to receive passcodes via email

1. Select **"I want to use a different authentication method"**
2. Select **"Receive passcodes via email"**
3. Enter an email address
  - This must be a non-cancer.org email address you can get to from your mobile device or through a web browser.
4. Go to the email address you have specified and look for a **"Welcome to PingID"** email.
5. Open the email and make note of the code it contains.
6. Enter the passcode in the **"Enter Your One-Time Passcode"** box that appears on your desktop, then click **Verify**.
7. Proceed to the **next page** to register an additional method of authentication.

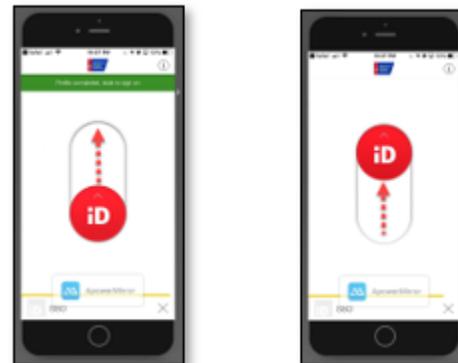
**Do not use the steps on this page to register an additional method.**

## Register to receive passcodes via the desktop application

\*\*\*\*\* This option is NOT available to volunteers \*\*\*\*\*

1. Select **"I want to use a different authentication method"**
2. Select **"Authenticate using the desktop application"**
3. Copy the pairing key that appears on your desktop.
  - **Do NOT use either of the download options. The Ping ID application is already downloaded to your desktop.**
4. Open the PingID desktop application from your desktop.
5. Enter or paste the pairing key into the available field and click **"Pair."**
6. The PingID desktop application will present a **"One-Time-Passcode"**
7. Your browser will present a place for you to enter the code.
8. Click **Copy**, then paste the code into the field provided
9. Click **Sign On**
10. Proceed to the **next page** to register an additional method of authentication.

**Do not use the steps on this page to register an additional method.**



# Step 2: Register additional authentication methods

\*\*\*\*\*Use this step to register **as many** authentication methods **as possible**\*\*\*\*\*

## Mobile Device

Use these steps only if you did **NOT** already register your mobile device as your first device in step 1.

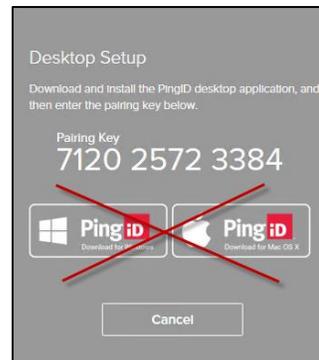
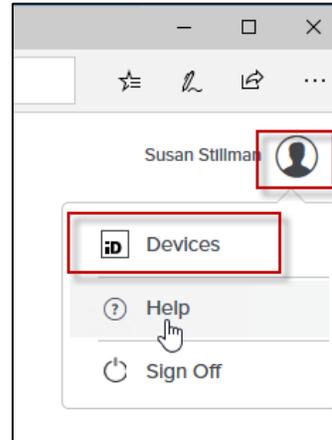
1. On your phone, go to the App or Google Play store and search for the **PingID** app.
2. Tap **Install**.
3. Tap **Open** (once installation is complete).
4. Accept Terms of Service and subsequent messages.
5. Set your phone aside a moment. Leave it at the “camera” screen.
6. Follow this link <https://desktop.pingone.com/ACS-Portal/> to the PingOne Portal.
7. Sign on with your ACS email address and password.
8. **Click your profile icon, then click “Devices”**.
9. Click the **“Add”** button.
10. Authenticate when prompted.
11. Use the camera on your mobile device to scan the QR code that appears in the center of the image on your desktop (no QR scanning app is needed).
12. Accept any messages that appear.
13. Enter a nickname (example: Susan ACS).
14. Wait while a pairing request is sent to your phone.

You may see a One Time Passcode displayed on your mobile device. Ignore it.

15. Swipe the red slider button up (pictured on previous page)
  - If you have fingerprint or face recognition enabled, you will not see the red slider button. That recognition replaces the red slider.
  - A green “Authenticated” message will appear
  - If a One Time Passcode remains on your phone’s screen, dismiss it.

## Register to receive passcodes via voice call

1. Follow this link <https://desktop.pingone.com/ACS-Portal/> to the PingOne Portal.
2. Sign on with your ACS email address and password.
3. **Click your profile icon, then click “Devices”**.
4. Click the **“Add”** button.
5. Authenticate when prompted.
6. Select the **“Voice”** icon
7. Enter a phone number
  - **This number must be accessible when you are using your computer. It can be a mobile phone. It CANNOT be a Skype phone.**
  - You’ll quickly receive a call at the number you provided.
8. Answer the call and write down the code provided.
9. Enter the passcode in the area provided.
10. This authentication method will be added to the list.



## Register to receive passcodes via email

1. Follow this link <https://desktop.pingone.com/ACS-Portal/> to the PingOne Portal.
2. Sign on with your ACS email address and password.
3. **Click your profile icon, then click “Devices”**.
4. Click the **“Add”** button.
5. Authenticate when prompted.
6. Select the **“Email”** icon
7. Enter an email address
  - This must be an email address you can get to without logging into your ACS email of Office 365 account.
8. Go to the email address you have specified and look for a **“Welcome to PingID”** email.
9. Open the email and make note of the code it contains.
10. Enter the passcode in the **“Enter Your One-Time Passcode”** box that appears on your desktop, then click **Verify**.
11. Enter the passcode in the area provided.
12. This authentication method will be added to the list.

## Register to use desktop app

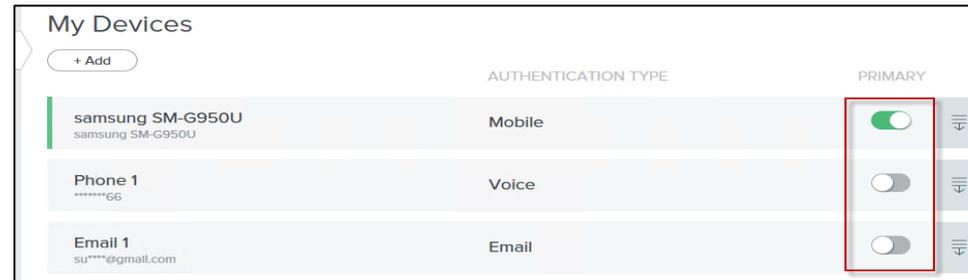
1. Follow this link <https://desktop.pingone.com/ACS-Portal/> to the PingOne Portal.
2. Sign on with your ACS email address and password.
3. **Click your profile icon, then click “Devices”**.
4. Click the **“Add”** button.
5. Authenticate when prompted.
6. Select the **“Desktop”** icon
7. Copy the pairing key that appears on your desktop.
  - **Do NOT use either of the download options. The Ping ID application is already downloaded to your desktop.**
8. Open the PingID desktop application from your desktop.
9. Enter or paste the pairing key into the available field and click **“Pair.”**
10. Close the final PingID code box that appears (it will contain 6 numbers). This is not needed.
11. This authentication method will be added to the list.

## Step 3: Set a Default Authentication Device (if needed)

\*\*\*\* The first authentication method you register will be your default. Use these steps only if you want to use a different method as default\*\*\*\*

### Set a default authentication method

1. Follow this link <https://desktop.pingone.com/ACS-Portal/> to the PingOne Portal.
2. Sign on with your ACS email address and password.
3. **Click your profile icon, then click “Devices”.**
4. Click to the right of the slider for the device you wish to make primary.
5. Authenticate as directed.
6. Select the device you wish to make primary, then click **“Sign On”**.
7. Sign Off.

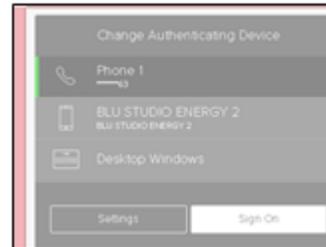


## Step 4: Authenticate

**This is not a step you'll be prompted for immediately after registering your authentication methods.** You may be asked to authenticate the next day, but you also may not. Microsoft can remember who you are and what computer you use. As long as it remembers you, you may not have to authenticate until your next password change. Should you be prompted, these are the steps to follow.

### Using a mobile device

1. Access the desired Office 365 application (Outlook, Word, Excel, Skype, etc.).
2. You'll be prompted to authenticate.
3. Take the following action on your mobile device:
  - If you have face or fingerprint recognition enabled, identify yourself as usual.
  - If you don't, then swipe the red slider button up and wait for the green **“Authenticated”** message.

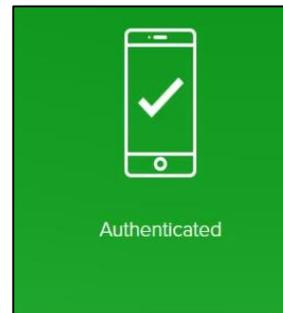


### Using email

1. Access the desired Office 365 application (Outlook, Word, Excel, Skype, etc.).
2. You'll be prompted to authenticate.
3. Check the email address you registered.
4. Open the email that contains the authentication code.
5. Return to the window that is prompting for the code.
6. Enter the code, then click **“Next”**.
  - A green **“Authenticated”** message will appear.

### Using a phone call

1. Access the desired Office 365 application (Outlook, Word, Excel, Skype, etc.).
2. You'll be prompted to authenticate.
  - The phone you registered will ring
3. Answer the call and make note of the one-time-passcode provided
4. Return to your desktop, enter the code, then click **“Next.”**
  - You'll soon see a green **“Authenticated”** message.



### Using the desktop app

1. Access the desired Office 365 application (Outlook, Word, Excel, Skype, etc.).
2. You'll be prompted to authenticate.
3. Open the PingID desktop application.
4. Select the **“Copy”** button.
5. Return to the window that is prompting for the code.
6. Paste the code, then select **“Sign On”**.
  - A green **“Authenticated”** message will appear.