

Register an additional device for MFA

Solution

Add your mobile device as an authentication method:

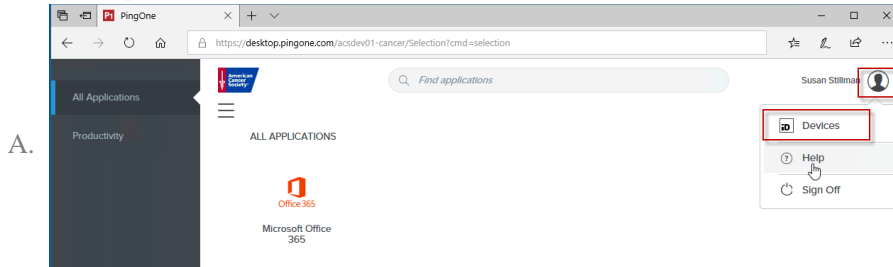
1. On your phone, go to the App or Google Play store and search for the PingID app.
2. Tap Install.
3. Tap Open (once installation is complete).
4. Accept Terms of Service and subsequent messages.
5. Set your phone aside a moment. Leave it at this screen.
6. Follow this link to the [PingOne Portal](#).
7. Sign on with your usual ACS username and password.
8. Click your profile icon, then click “Devices”.
9. Click the “Add” button.
10. Authenticate when prompted.
 - A. If you have already registered more than one device, you’ll be asked which one you wish to authenticate with. Your default device will be preceded by a green bar. Click “Sign-On” to use it, or click another device then click “Sign-On”.
11. Use your phone to scan the QR code that appears in the center of the image that appears on your desktop.
 - A. You may also enter the pairing code manually instead. Use the one displayed on your screen.
12. Accept any messages that appear.
13. Enter a nickname (example: Susan ACS).
14. Wait while a pairing request is sent to your phone.
 - A. Pairing is complete when you see a red slider on your phone, depicted in the next step.
15. Swipe the red button up.
16. PingID may return to a former screen. Dismiss it.
17. Sign off.

Add a personal email address as an authentication method

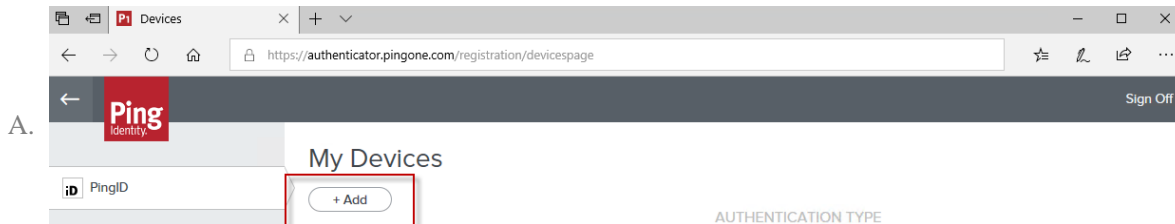
1. Follow this link to the [PingOne Portal](#).
2. Sign on with your usual ACS username and password.
3. Click your profile icon, then click “Devices”
4. Click the “Add” button.
5. Authenticate
 - A. If you have already registered more than one device, you’ll be asked which one you wish to authenticate with. Your default device will be preceded by a green bar. Click “Sign-On” to use it, or click another device then click “Sign-On”.
6. Select Email
7. Enter the email address you wish to authenticate with.
 - A. This needs to be an email address you can access without logging into your ACS computer or Office 365 account.
8. Wait for an email, then enter the code provided.
 - A. The device will be added to the device list.
9. Sign off.

Add a phone number as a voice call authentication method

1. Follow this link to the [PingOne Portal](#).
2. Sign on with your usual ACS username and password.
3. Click your profile icon, then click “Devices”.

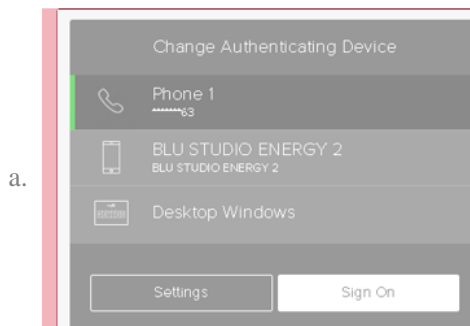


4. Click the “Add” button.

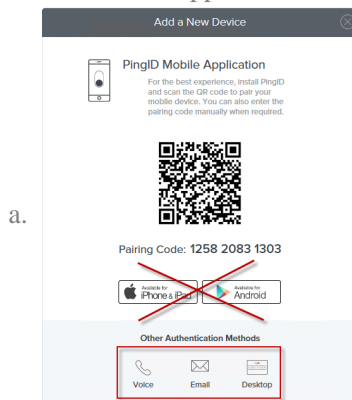


5. Authenticate.

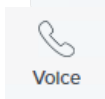
- A. If you have already registered more than one device, you'll be asked which one you wish to authenticate with. Your default device will be preceded by a green bar. Click “Sign-On” to use it, or click another device then click “Sign-On”.



- B. This screen will appear.



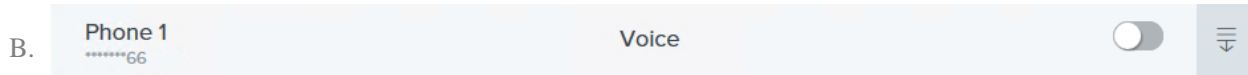
6. Select



7. Enter a phone number.

- A. This must be a direct dial number or mobile phone that you have access to when you are using your computer. Mobile is recommended if you are a traveler. Skype phones will NOT work for this since you must authenticate to log into Skype to use the phone.

8. Wait for a call, then enter code provided.
 - A. The device will be added to the device list.



Use the PingID desktop application to Authenticate

1. Follow this link to the [PingOne Portal](#).
2. Sign on with your usual ACS username and password.
3. Click your profile icon, then click “Devices”.
4. Click the “Add” button.
5. Authenticate.
 - A. If you have already registered more than one device, you’ll be asked which one you wish to authenticate with. Your default device will be preceded by a green bar. Click “Sign-On” to use it, or click another device then click “Sign-On”.
6. Select .
7. Copy the pairing key that appears on your screen. The pairing code on your screen will differ from the example below.
 - A. Do **NOT** select either of the download options.
8. Open the PingID desktop app from your desktop.
9. Paste the pairing code into the box that appears.
10. Click “Pair”.
11. Close the final box that appears.
12. Sign off.

Details

For additional assistance, please visit helpme.cancer.org and click Live Chat

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