



## GeisingerConnect and PingID

### What is it?

PingID allows users to securely access GeisingerConnect.

### Why the change to PingID?

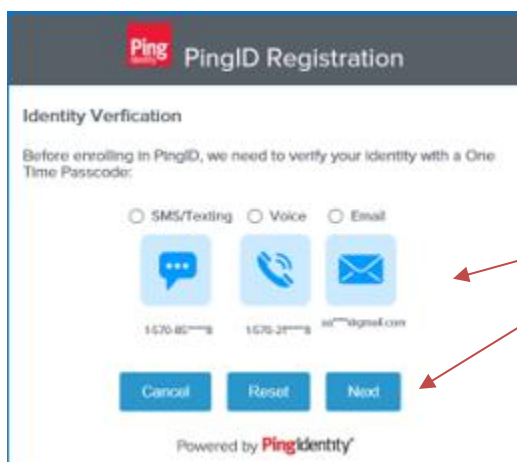
- Better protection of our shared patients' PHI
- Simplified authentication
- Easier user self-service for password changes

### When will PingID replace the current process for authentication?

**Beginning April 17th, 2018**, PingID will replace Challenge Questions, Email, Out of Band call and SMS (Text Message), authentication used to secure access to GeisingerConnect.

### How to be prepared?

1. **Register your recovery information prior to 4/17/18 and enroll in the Mobile App if that will be your method of authentication.**
  - a. If you previously registered your recovery information you are ready to enroll in the mobile app now, or with the direct call or YubiKey on 4/17/2018.
  - b. If you have not registered your recovery information by 4/17/18 please call the Service Desk 570-271-8092 for assistance.
2. Enroll using your workstation (PC, laptop, etc.)
  - a. Navigate to <https://geisingerconnect.geisinger.org> and click Login. Then enter your usual GeisingerConnect User ID and Password.

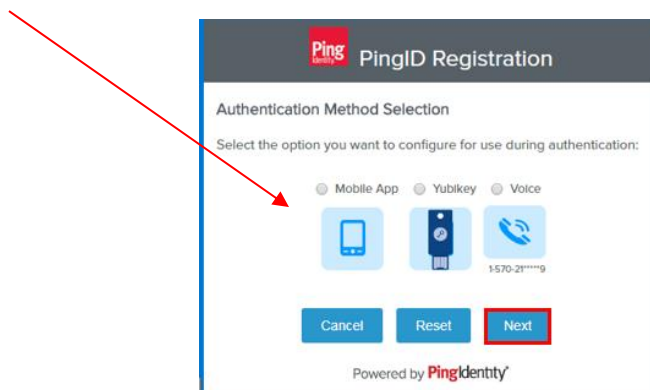


During your initial PingID enrollment you will need to confirm your identity with your recovery information. The system will send you a code to the recovery option you choose here.



## Access to GeisingerConnect

Select the authentication method you plan to use (note that the mobile app is the preferred method)



Please follow these instructions based on the authentication method you chose above:

### Mobile App enrollment steps: ([Detailed Mobile App Enrollment Guide](#))

1. Download the PingID app from the app store (FREE) onto your mobile device, accepting all conditions and access requests, click the button that you have installed the app. Note: If you already have the mobile PingID app, click the plus sign on the app by My Organizations to pair with the QR code.
2. Scan the QR code using the camera with the PingID app and enter a nickname (anything you choose, for your phone) to pair your phone to your account. Repeat to authenticate, then you will be logged in. Future logins will only require a single authentication.

### Phone Call enrollment steps (you must have registered a recovery phone number to enroll this option): ([Detailed Phone Call Enrollment Guide](#))

1. Answer your phone and type in the Verification Code. Click Next.
2. For your initial enrollment, you will receive a second phone call to verify your authentication. Enter the code you receive and click Sign On. Future logins will only require one call/passcode entry.

### YubiKey Enrollment steps: ([Detailed YubiKey Enrollment Guide](#))

1. Insert the Yubikey into the USB port of your computer and click your mouse in the passcode field.
  2. Click on the gold circle of the Yubikey when prompted. The passcode will automatically enter.
- For your initial enrollment you will be prompted to do this twice. Future logins will only require a single authentication.



Once your option (mobile app, direct phone call or YubiKey) has been registered you will be logged into GeisingerConnect. If you need to change your recovery information (used for password changes), use the top PREFERENCES tab in GeisingerConnect.



## **Access to GeisingerConnect**

### **How much of my device storage and data will the PingID mobile app use?**

The PingID mobile application is less than 20 MB. Only a very small amount of data is used when you authenticate using your mobile device (little more than a text message). Data is not used after logging in.

### **Other mobile app information:**

- Supported Devices: Apple or Android smartphone, iPod, iPad, Android tablet, with internet access – Note: the mobile device **MUST** be secured with a passcode (or fingerprint, etc.)
- Supported Operating Systems: Apple iOS 7 or higher and Android 4.0 or higher
- If you use PingID for another organization and already have the PingID app on your mobile device, open the app and press the plus sign to capture the QR code and pair your device for Geisinger enrollment

### **Is the YubiKey Secure?**

Yes, the YubiKey places no data on your computer and acts the same as a USB mouse or keyboard

### **If you need a YubiKey**

If you are a new employee with a repurposed YubiKey, please phone the Geisinger Service Desk and provide the name of the former employee to unpair from their account, so you can pair it with yours.

If you need a new YubiKey, you may purchase one at [yubico.com](http://yubico.com) or other supplier for approximately \$40.

### **Need help?**

Please call the Geisinger Service Desk 570-271-8092 for help enrolling or re-enrolling because of new, lost or broken devices.

Thank you for choosing Geisinger!