

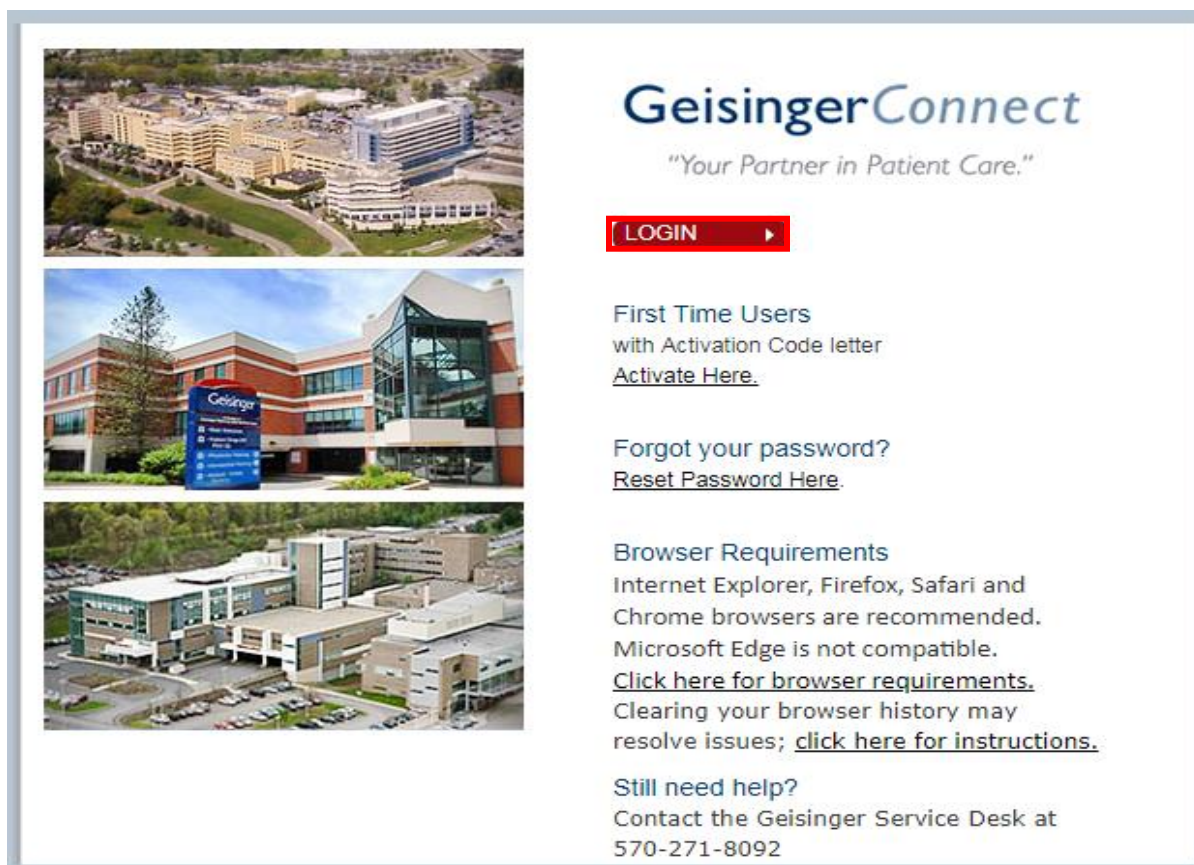
GeisingerConnect PingID User Voice Call Enrollment Guide

Purpose of this Guide

This guide is intended for users who need to enroll to use PingID at Geisinger and do not have access to, or are unable to use a mobile device in the work place. Before enrolling, the user **must have a computer that is connected to the Internet** and **you must have previously saved the direct recovery phone number in GeisingerConnect**, that you would like to use to authenticate through voice. If you do not have recovery data saved, please contact the Geisinger Service Desk at 570-271-8092.

Step-By-Step Instructions

1. Open Internet Explorer and navigate to <https://geisingerconnect.geisinger.org>. Click on Login.



GeisingerConnect
"Your Partner in Patient Care."

LOGIN ▶

First Time Users
with Activation Code letter
[Activate Here.](#)

Forgot your password?
[Reset Password Here.](#)

Browser Requirements
Internet Explorer, Firefox, Safari and
Chrome browsers are recommended.
Microsoft Edge is not compatible.
[Click here for browser requirements.](#)
Clearing your browser history may
resolve issues; [click here for instructions.](#)

Still need help?
Contact the Geisinger Service Desk at
570-271-8092

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2. Enter your usual GeisingerConnect login Credentials (user ID and Password)



The image shows a login screen for Geisinger. At the top, the word "Geisinger" is displayed in a blue font. Below it, there are two input fields: "USERID / EMAIL" and "PASSWORD". The "USERID / EMAIL" field contains a vertical cursor. Below the password field is a "Sign On" button, which is highlighted with a red rectangular border.

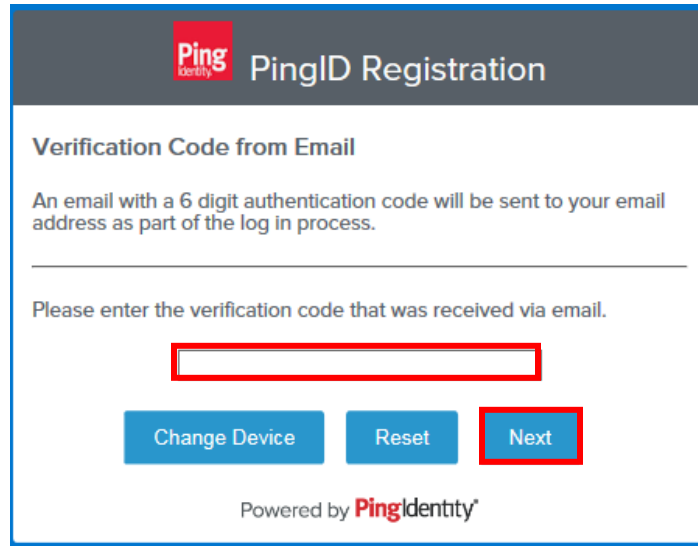
3. If you are not then presented with the PingID Registration step seen in step 4, please contact the Service Desk at 570-271-8092 to get your recovery information entered.
4. During your initial enrollment, you will need to confirm your identity with your recovery information. The system will send a code to your recovery Text number, Voice Call or E-Mail that you provided previously. Select your choice and click Next.



The image shows the "PingID Registration" screen. At the top, there is a "Ping Identity" logo and the text "PingID Registration". Below this, the heading "Identity Verification" is displayed. The text reads: "Before enrolling in PingID, we need to verify your identity with a One Time Passcode:". There are three radio button options: "SMS/Texting", "Voice", and "Email". Below each option is a corresponding icon and a phone number or email address: "SMS/Texting" with a speech bubble icon and "1-570-85*****8"; "Voice" with a telephone handset icon and "1-570-85*****8"; and "Email" with an envelope icon and "ar****@geisinger.edu". At the bottom, there are three buttons: "Cancel", "Reset", and "Next". The footer text reads "Powered by PingIdentity".

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5. Enter the code you receive and click Next.



Ping Identity PingID Registration

Verification Code from Email

An email with a 6 digit authentication code will be sent to your email address as part of the log in process.

Please enter the verification code that was received via email.

[Change Device](#) [Reset](#) [Next](#)

Powered by **Ping**Identity

6. Please read the next screen that appears carefully for details:



Ping Identity PingID Registration

Welcome!

It appears your account is not registered with PingID. This registration process will guide you in pairing the authentication method you will choose in the next step (mobile device, Yubikey, or Phone call) with your account. PingID allows you to authenticate into applications using your UserID and Password, plus a mandatory additional factor for security.

The mobile application is the preferred authentication method. If you will use a mobile device, please download and install the PingID mobile app on your Android or iOS device.

To protect against unintended use, a device screen lock is required on your mobile device. Screen locks may be fingerprint, pattern lock, or PIN lock.

[Continue](#)

Powered by **Ping**Identity

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7. Select the Voice authentication method and click Next.

Ping Identity PingID Registration

Authentication Method Selection

Select the option you want to configure for use during authentication:

Mobile App Yubikey Voice

1-570-21****9

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8. Answer your phone and type in the Verification Code you receive in the call. Click Next.

Ping Identity PingID Registration

Verification Code from Voice (English only)

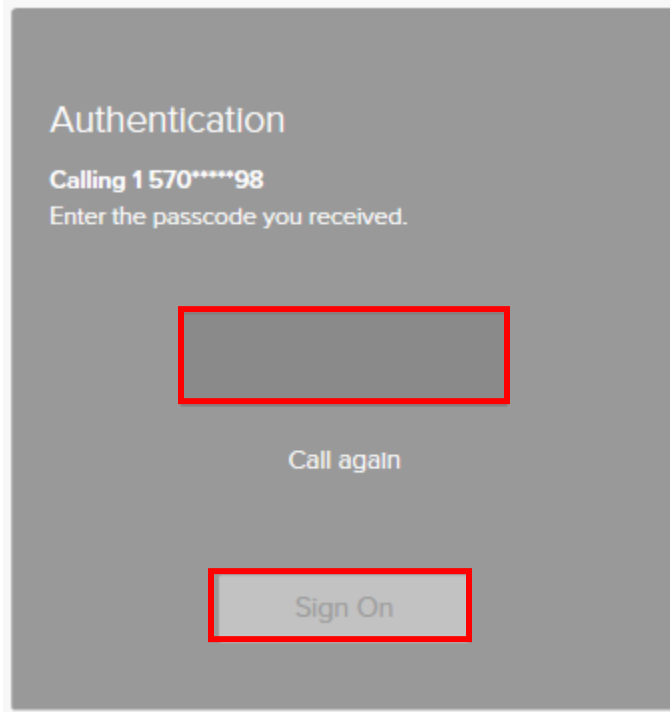
Voice Call delivers to a land line or mobile phone, a 6 digit authentication code as part of the process.

Please enter the verification code that was received via a voice call.

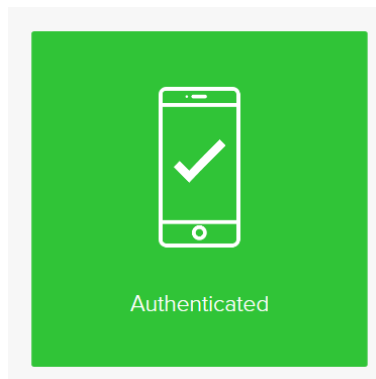
Powered by **Ping**Identity

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9. For this initial enrollment process, you will receive a second phone call to verify your authentication. Enter the code you receive and click Sign On. Now that you have enrolled, you will only receive a phone call with the code once for all future logins.



10. Your Computer will say Authenticated and you will be taken to the GeisingerConnect Home page.



11. You have successfully enrolled with PingID and can begin using the phone call each time you log into GeisingerConnect.

Your recovery information will be used if you forget your password. To update your recovery information, please click the PREFERENCES tab on the GeisingerConnect Home Page