

# GeisingerConnect PingID Mobile App Enrollment Guide

## Purpose of this Guide

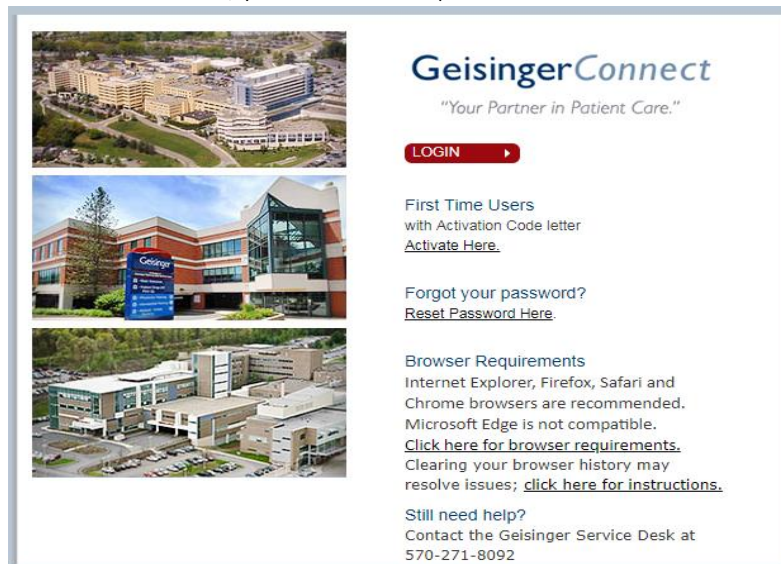
This guide is intended for users who need to enroll in the PingID mobile device app to use PingID for logging into GeisingerConnect. *If you replace your phone, please contact the Geisinger Service Desk at 570-271-8092 to unenroll the old phone, so you can re-enroll with your new phone.*

Before enrolling with the mobile PingID app, you **must have a computer that is connected to the Internet** and you must have previously saved **at least one recovery contact** in GeisingerConnect (please contact the Geisinger Service Desk if you have not saved a recovery contact), and a secured (security code or fingerprint, etc.) **Apple (iOS) or Google (Android) smart phone, iPod or tablet** that can download applications from the App Store or Google Play store.

Note: There is no fee for the PingID mobile application. If you encounter any problems during your enrollment process, please call the Geisinger Service Desk (570) 271-8092 for support.

## Step-By-Step Instructions

1. Navigate to GeisingerConnect, <https://geisingerconnect.geisinger.org> and click the Login button. If you have not saved your recovery phone number or email, you will need to phone the service desk:

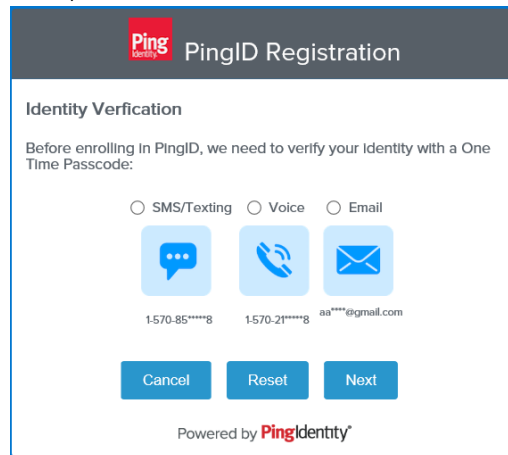


2. Enter your usual GeisingerConnect ID and password:

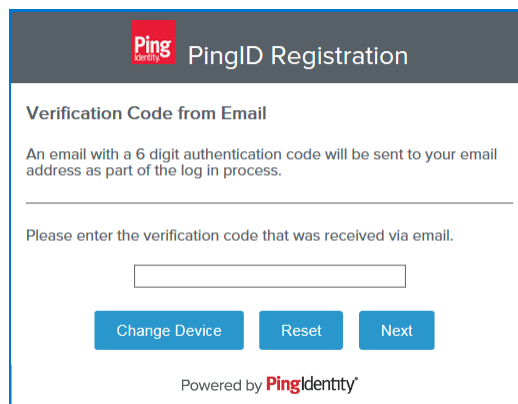
A screenshot of the Geisinger login form. The form has a blue border and the "Geisinger" logo at the top. It contains two input fields: "USERID / EMAIL" and "PASSWORD". Below the password field is a blue "Sign On" button.

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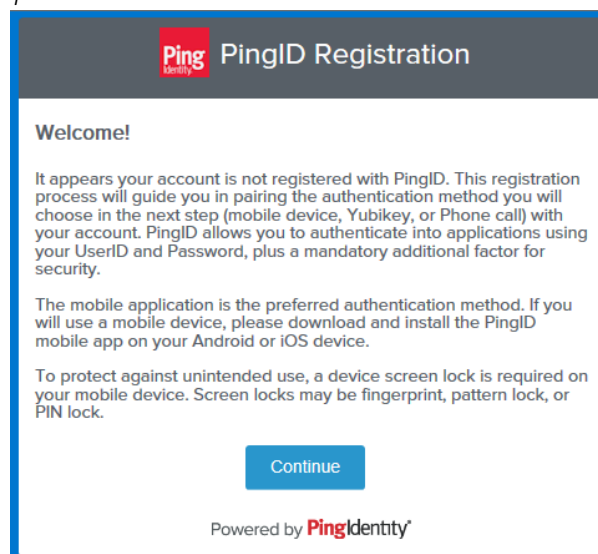
- The recovery information you previously saved will be partially revealed. To confirm your identity, please select your desired choice to receive the onetime use passcode and click Submit:



- Enter the passcode you receive from your email or phone number into the field on your computer screen:

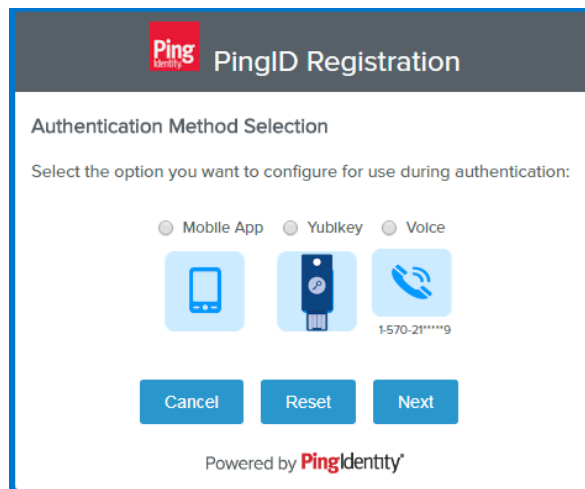


- The next page on your computer screen explains PingID in more detail. *Remember, your mobile device must be secured with a pass code or fingerprint.*



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6. Select the Mobile App for your future authentication method and click Next.



7. Download the PingID app onto your smart device. Note that the name is one word, PingID, no spaces. *If you have already installed the app for another organization, please open the app and **tap the plus sign** next to My Organizations to open your camera and go to step 9.*

Android



Apple



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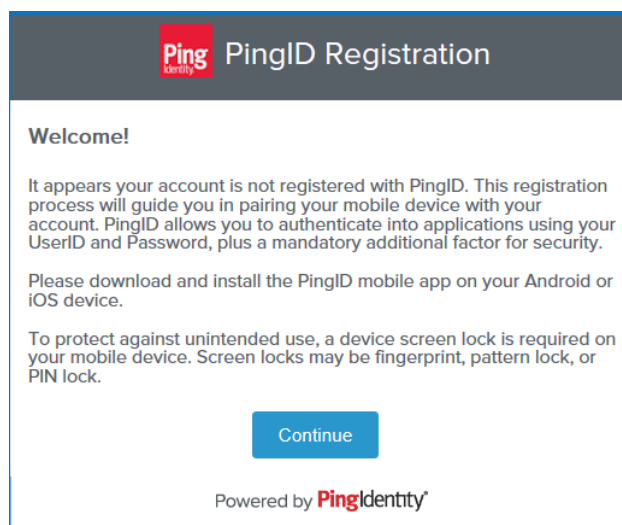
8. Open the PingID application and accept/allow access to the following. Please refer to the App Store information for details.

- Accept the Ping license agreement.

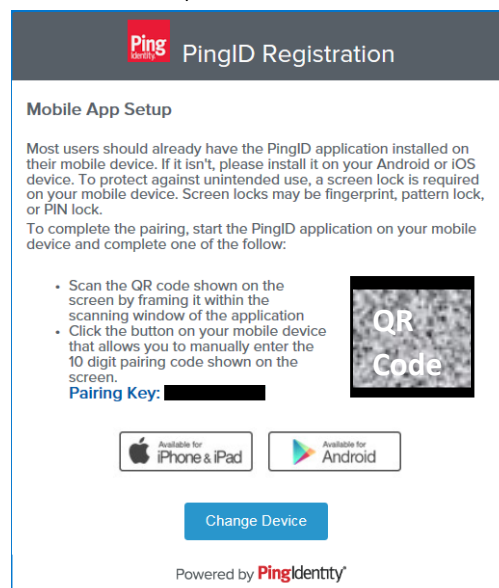
It will now ask for permission to use parts of the phone. It is very important that you allow it to use all the parts that it asks for. Your App will not work correctly if you don't hit allow.

- Allow the app to use your camera – This is for scanning the QR code.
- Allow the app to send notifications – This is to send you the authentication swipe.
- Allow the app to view your location – This is for security policy purposes. It will not be used to track you.

9. After the app has installed on your smart device, or you've hit the plus sign if you installed it for a different organization, on your computer, click Continue.



10. Point the camera displayed in the PingID app at the QR code displayed on your computer screen. Once you are paired you will see activity on your computer screen and your mobile device.



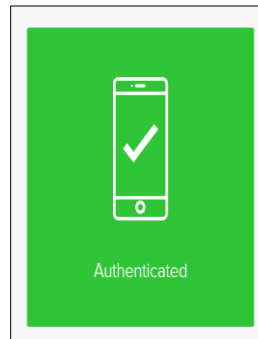
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Please enter a nickname into the app. This is specific to your phone and can be anything you would like. After you have entered the nickname, hit Done.

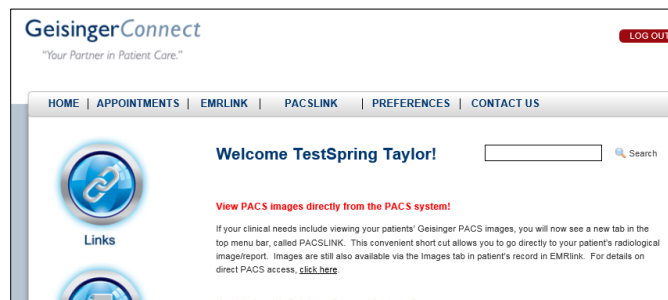
11. Please swipe up on the PingID app on your device to complete the authentication process.



12. You will see indication on both screens that you have been authenticated.



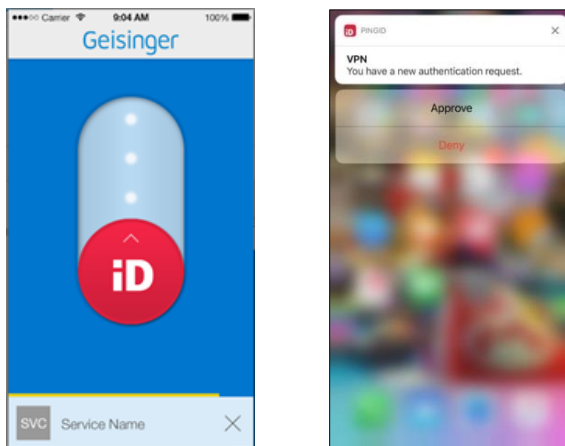
13. When you see the GeisingerConnect Home page – You are enrolled.



# GeisingerConnect PingID Mobile App Enrollment Guide

14. Swiping up in the Ping ID app will be your method of authenticating with GeisingerConnect.

Additionally, instead of opening the app, iPhone users can Approve/Deny via the notice that appears if their phone is unlocked.



*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*