



PingID® - FAQs

Q: What is PingID®?

PingID® is a cloud-based strong authentication solution that enables users to authenticate to applications via their smart device. PingID® delivers a solution that is easy to use for end users with the security that administrators need. End users are presented with a notification on their device when strong authentication is needed and offers offline support when the device does not have a signal.

Q: What is Ping ID used for?

PingID is used to secure all remote access to Geisinger including: Email Portal (email.geisinger.edu), Employee Portal (employee.geisinger.org), Geisinger Remote, Office 365, Sharepoint, VPN, and more.



Q: Are there any fees associated with downloading PingID®?

No. PingID® is free to download from the Apple Store and the Google Play Store.

Q: Are there any fees associated with data usage when using PingID®?

Your carrier or service provider may charge fees for data usage, messaging, phone calls, or other services that are required for you to use the service. The application sends a small communication (slightly more than a text message) when you log in. Data communication is not used after login.

Q: How will PingID® affect the battery life of my device?

Ping ID will have little, if any, affect on the battery life of your device.

Q: Which OS are compatible with PingID®?

iOS (Apple) and Android operating systems are compatible with PingID® as long as a [screen lock](#) / [passcode](#) is enabled on the phone.

Windows and Blackberry operating systems are NOT compatible with PingID®.

Q: Who do I call if I am having issues with the functionality of PingID®?

Please call the Geisinger Service Desk (570) 271-8092 for support.

Q: Will upgrades to PingID® affect the functionality of the app or my device?

i.e. lose connection

No.

Q: What do I do if I do not have iOS or Android device?

You will need to obtain a device that runs on iOS (Apple) or Android.

Q: Will Geisinger provide me with a device or pay for my monthly bill?

IT will not provide anyone with smart devices. Please check with your supervisor regarding your departments policies on this topic.

Q: What do I do if I lose or break my device?

Please call the Geisinger Service Desk 570-271-8092 for assistance with enrolling your new device.

Q: What do I do if I upgrade to a new device?

As long as you are able to access your "old" phone you will be able to self-enroll your new device.

Q: Does PingID require mobile device management (e.g. Airwatch, Casper) or other mobile access management (e.g. Airwatch)?

PingID does not require any additional apps to be installed (e.g. MDM, MAM), but you must enable a [screen lock](#) / [passcode](#) on your smart device.

Q: Can I have more than one PingID application on my smart device if I need PingID for both Geisinger and another organization (e.g. Pinnacle)?

Yes, but only one instance of PingID per institution or organization Name one profile Geisinger and the other profile Pinnacle. See step 11 in the user guide.