

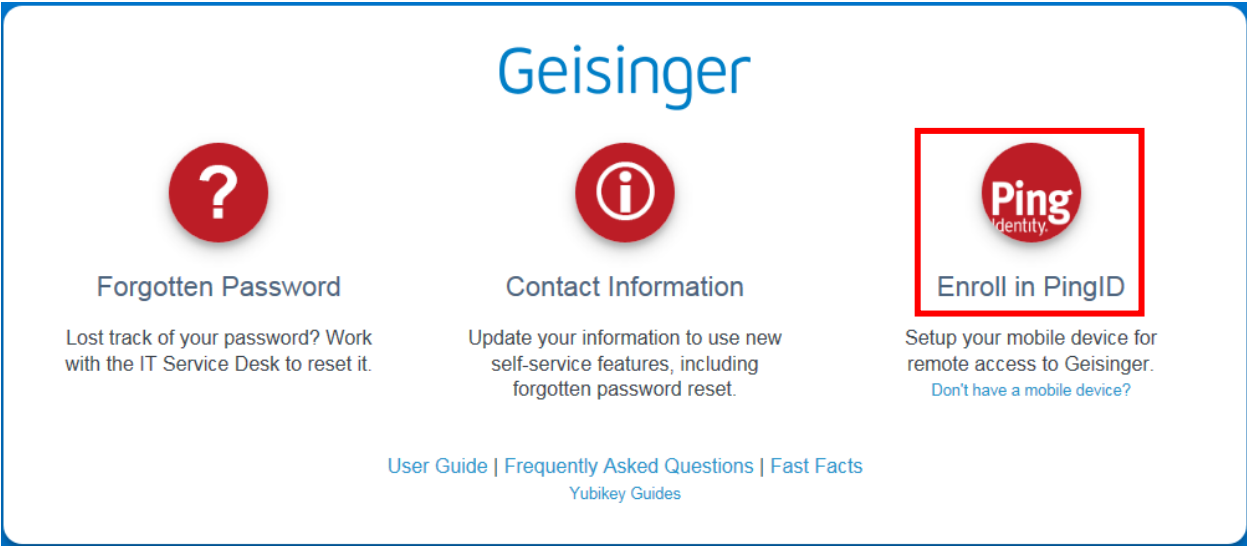
PingID User Enrollment Guide

Purpose of this Guide – Mobile App

This guide is intended for users who need to enroll to use PingID at Geisinger. Before enrolling, the user **must have a device that is connected to the Internet** and an **Apple (iOS) or Google (Android) smart phone**, iPod or tablet that can download applications from the App Store or Google Play store and has a lock screen in place. Note: There is no fee for the PingID application. If you encounter any problems in your enrollment process, please call the Service Desk (570) 271-8092 for support.

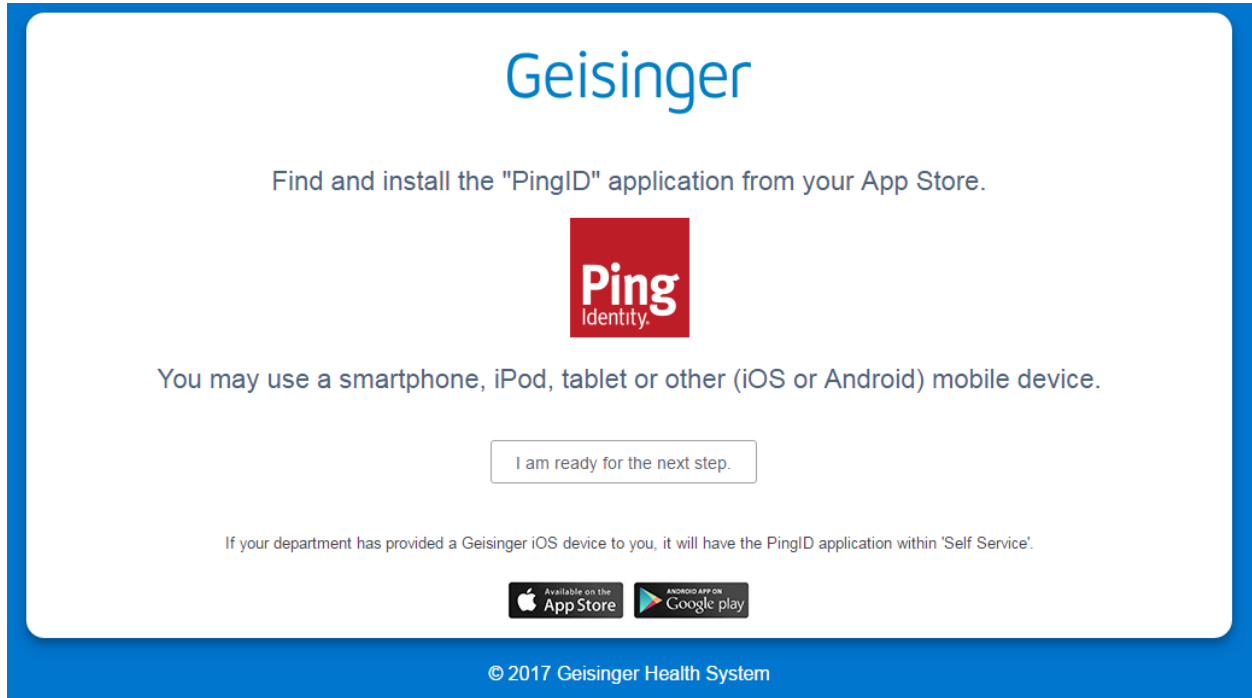
Step-By-Step Instructions – Mobile App

1. Open a browser and navigate to <https://myaccount.geisinger.org>. Click on Enroll in PingID.



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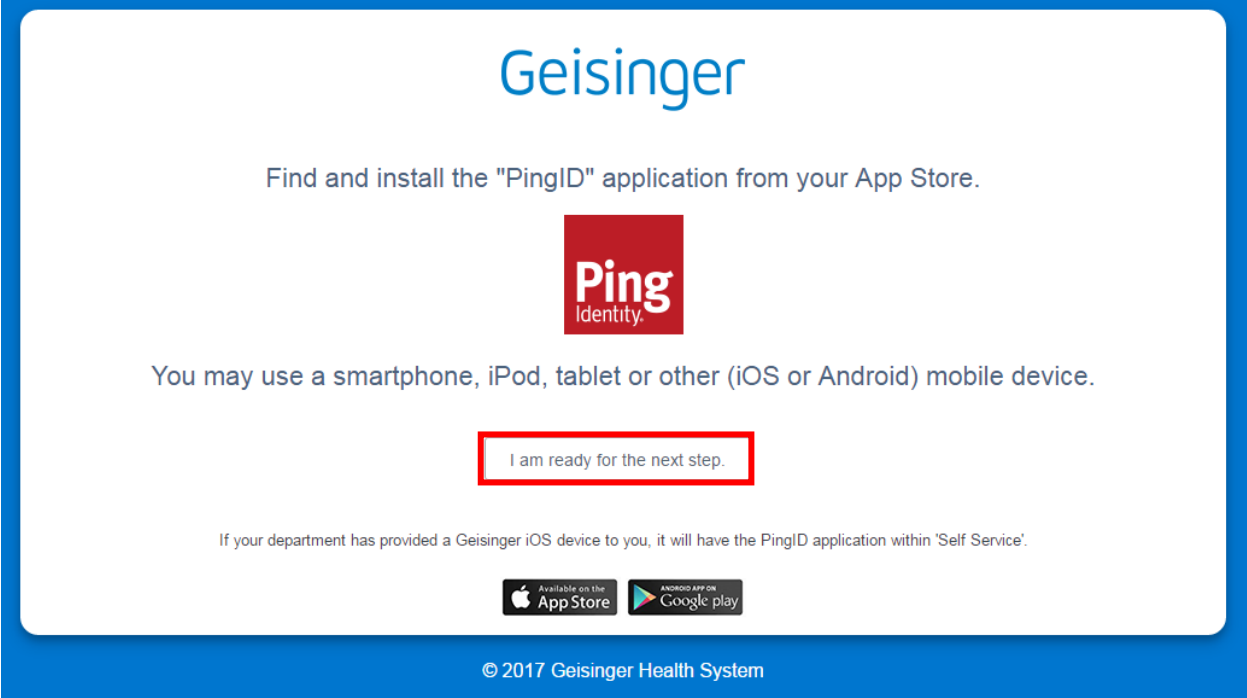
2. Go to the App Store on your Apple or Play Store on your Android Smart Phone and search for **PingID**. Download the **PingID** application. (Note: PingID has no spaces.)



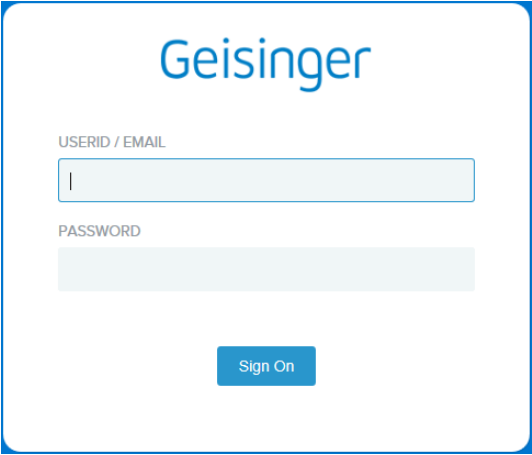
3. Open the PingID application and accept/allow access to the following. Please refer to the App Store information for details.
 - Accept the Ping license agreement.
 - Allow the app to use your camera. (To scan QR codes.)
 - Allow the app to send notifications.
 - Allow the app to view your location.

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4. In your browser, click the button marked, "I am ready for the next step."

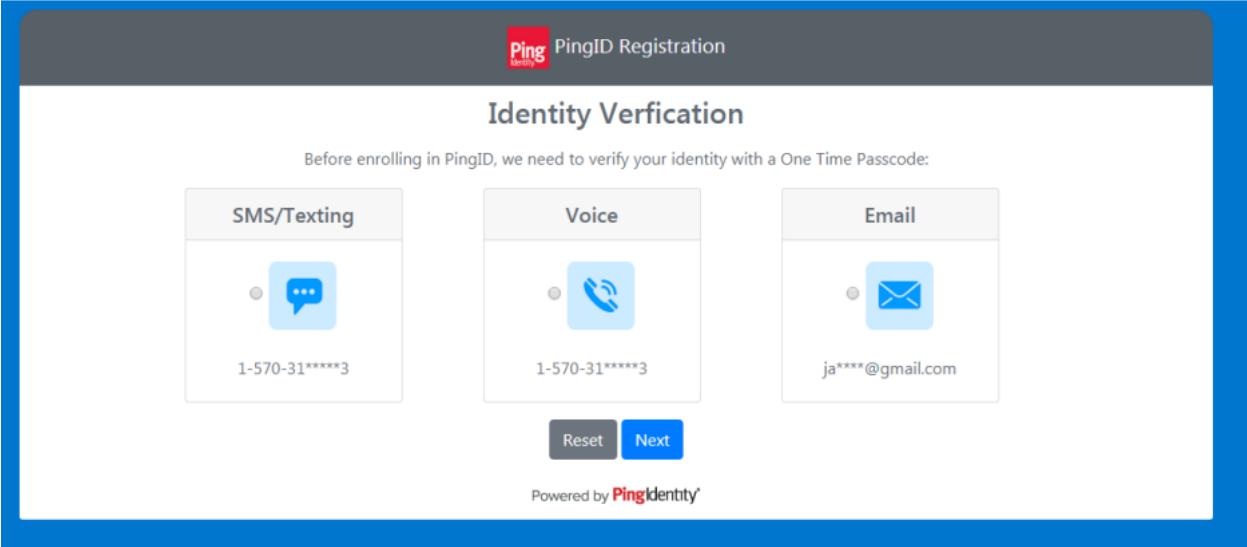


5. Enter your Geisinger E-Mail Address or User ID and Password. If you don't have a Geisinger E-Mail account, please use your User ID you have been provided.

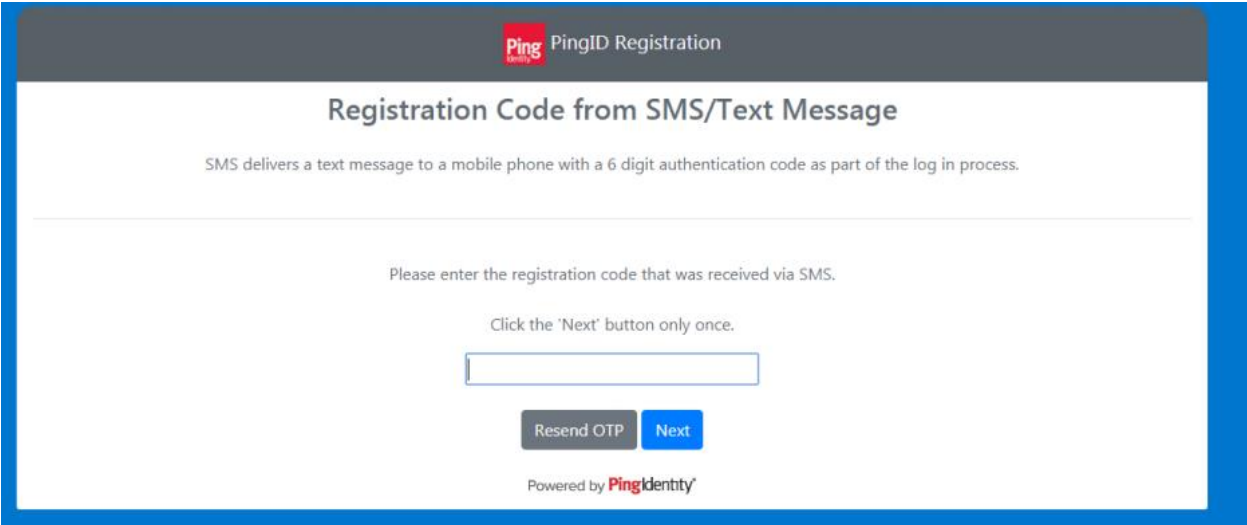


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- 6. Confirm your identity with your MyContact ¹information. The system will send you a code via Text, Voice Call or E-Mail that you will need in the next step.



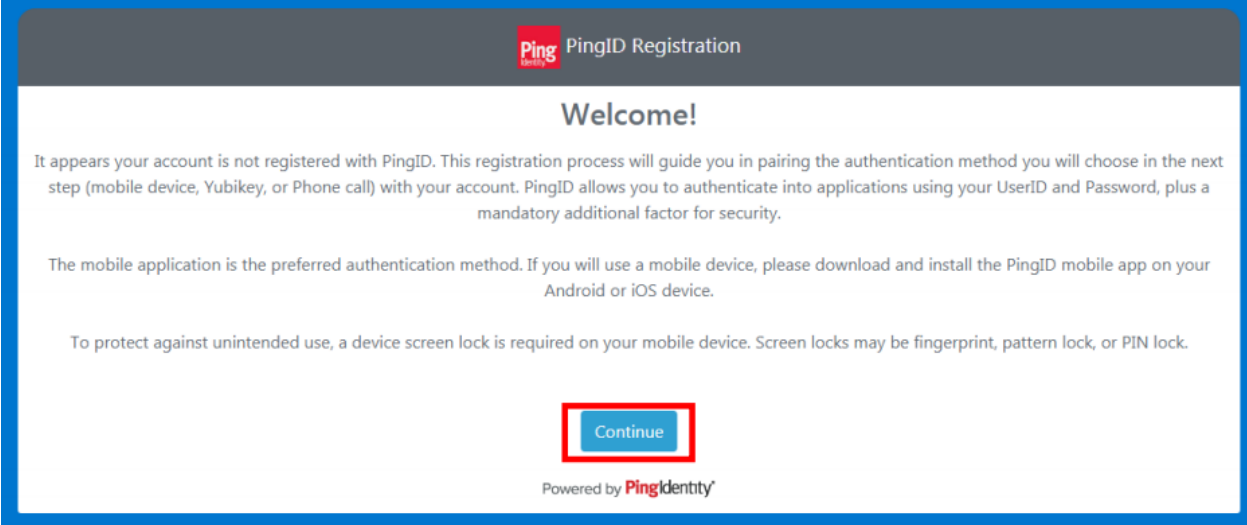
- 7. Enter the code you receive and click Next.



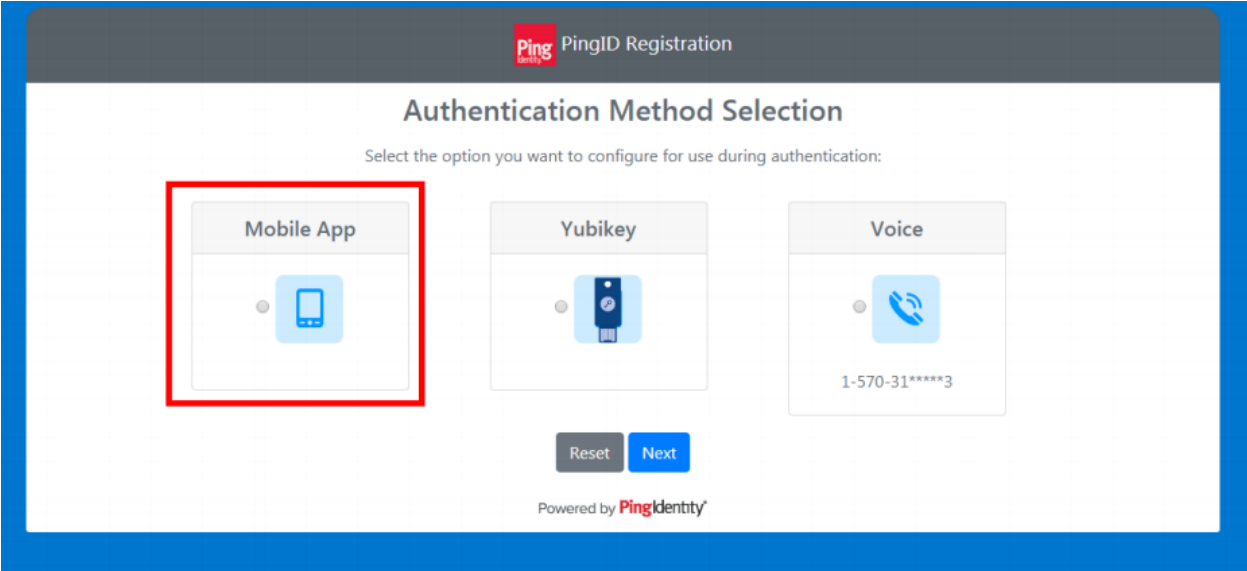
¹ These options come from your My Contact Information profile. If an option is not available, please update your My Contact Information profile. For help with this, you can use the "Update My Contact Information" guide. If no options are available, please contact the Service Desk 570-271-8092 for assistance.

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8. Next click on the button that says, "Continue".



9. Select the option that you would like to enroll with Ping ID. Click Next.

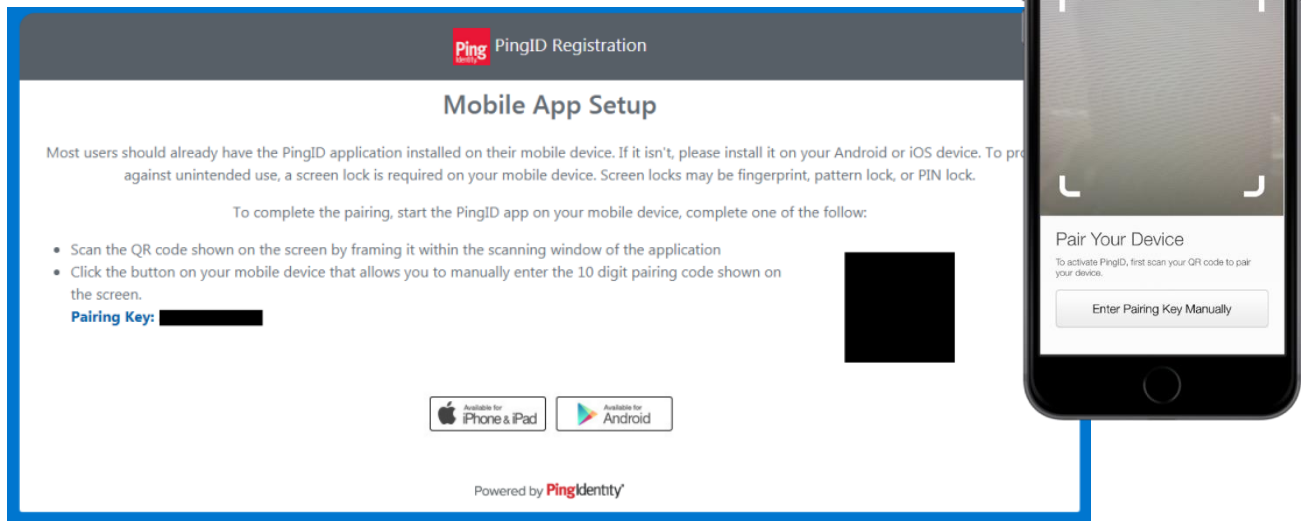


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10. Use the PingID app to scan the QR code to register your phone. Simply point the camera at the bar code on the screen.

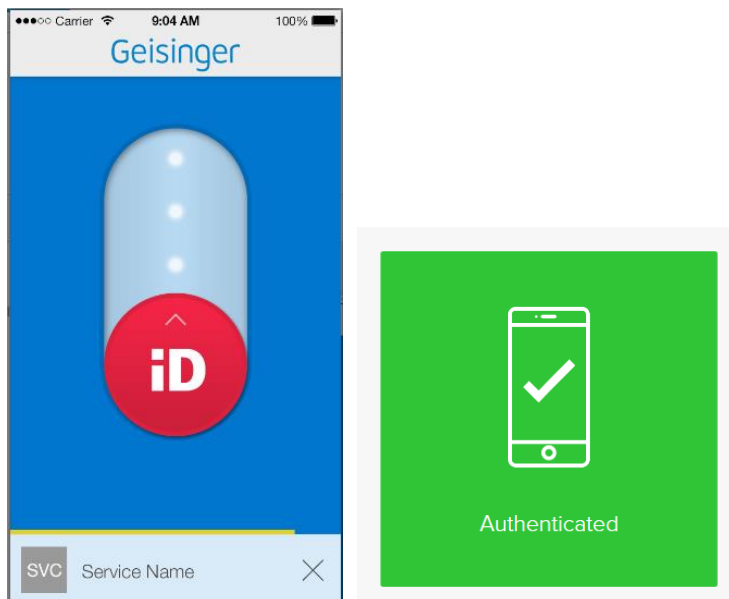
For users enrolling from their smart phone and unable to scan the QR code:

- Copy the “Pairing Key”
- Open the PingID mobile app
- Select “Enter Pairing Key Manually”



11. Next enter a nickname of your choice. Example: Geisinger

12. PingID will now start the authentication process. Slide the red iD slider up.



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13. Your browser/phone will show that you authenticated successfully
14. You have successfully enrolled with PingID. Please click the Logout button to be taken back to My Account web page.

