

Remote Access to Geisinger
changing effective July 3, 2017



Key fobs like this one are being replaced by the convenience of PingID on your mobile device.

PingID

What is it?

PingID allows users to authenticate to applications using their iOS or Android smart device.

When will PingID replace the current process for authentication?

Beginning July 3, 2017, PingID will replace the keyfob (pictured above) and soft tokens on cell phones used to secure remote access to Geisinger.

How to be prepared?

Enroll using your workstation (PC, laptop, etc.) at <https://myaccount.geisinger.org>. You will need your iOS or Android smart device.

Fast Facts

The image shows a screenshot of the Geisinger user service menu. At the top is the Geisinger logo. Below it are three main service categories, each with a red circular icon: a question mark for 'Forgotten Password', an information 'i' for 'Contact Information', and the Ping Identity logo for 'Enroll in PingID'. The 'Enroll in PingID' category is circled in red, with an arrow pointing to it from the text 'Enroll here'. Below these categories is a 'User Guide and FAQs' section, which is also circled in red, with an arrow pointing to it from the text 'User Guide and FAQs'. A red box highlights the link 'User Guide | Frequently Asked Questions' within the 'User Guide and FAQs' section.

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Why do you need to enroll before July 3rd?

Users not enrolled in PingID by July 3rd will not be able to access their applications remotely or through the Employee Portal. ****GeisingerConnect will not be affected at this time.***

Which applications will use PingID on July 3?

Geisinger Remote, Cisco Any Connect (a.k.a. VPN), Horizon View (a.k.a. Virtual Desktop, VDI), Privileged Identity Management (PIM)

Which applications will use PingID in the future?

Employee Portal, GeisingerConnect, E-Mail Portal (email.geisinger.edu), Office 365, SharePoint (from outside the Geisinger network) and more.

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

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

Need help?

Please call the Geisinger Service Desk 570-271-8092 for help enrolling or for lost or broken devices.

Other information:

- Supported Devices: Apple or Android smartphone, iPod, iPad, Android tablet
- Supported Operating Systems: Apple iOS 7 or higher and Android 4.0 or higher
- If your department has provided an iOS (Apple) device to you, the PingID app can be installed from "Self-Service"