MFA Instructions for PingID Desktop

Follow the steps below or watch the video guide.

Video guide: (1 min)

Step 1 Sign in to your EP product. You will be taken to the Welcome screen. Click **START**.

Step 2 The Add a New Device screen opens, and the QR code displays. Click **Desktop**.

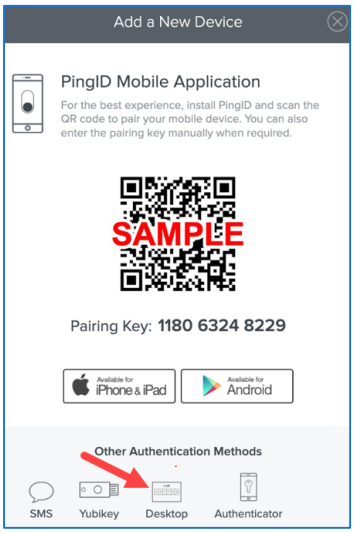

Figure 1: Desktop

Step 3 The Desktop Setup screen opens. Click **Download for Windows** or Download for **Mac OS X**.

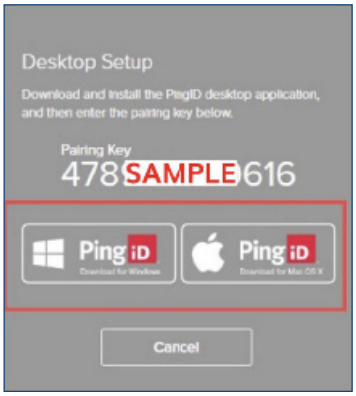

Figure 2: PingID for Windows or Mac

Step 4 Once downloaded, open the PingID desktop app. A PingID pairing entry screen opens. Enter the Pairing Key from the Desktop Setup screen and click **Pair**.

Figure 3: Pairing

Step 5 Then, set up a security PIN for PingID. A security PIN is a six-digit number of your choice that unlocks your PingID desktop app. Enter your PIN and click **Next**. Then, re-enter your PIN. Click **Done** to complete.

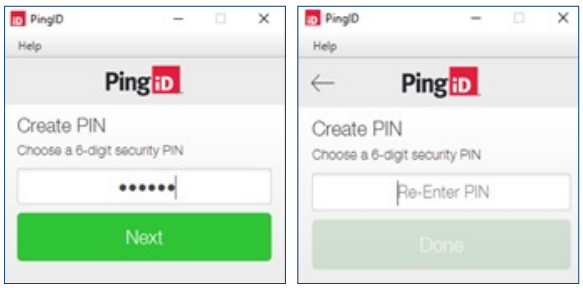

Figure 4: Security PIN

Step 6 You can now access your MFA passcode on your PingID desktop app.

Important: If you use multiple email addresses to sign in to your EP products, you will be prompted to set up MFA for each one.

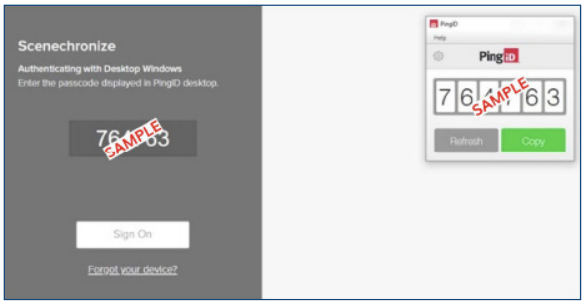

Figure 5: Example passcode entry for an EP product, PingID desktop app