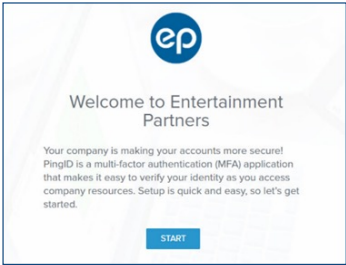
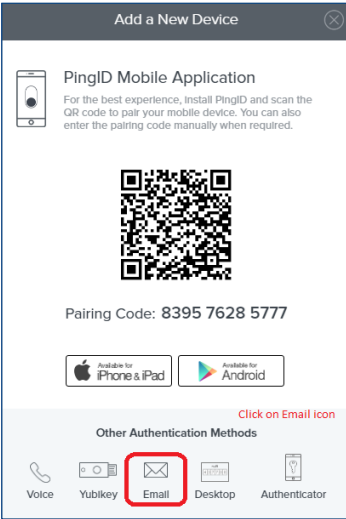


Resetting Multi-factor Authentication (MFA) With PingID Using Email

Within your EP products multi-factor authentication may be required. MFA is a one-time passcode you enter each time you sign in to help keep your information protected.

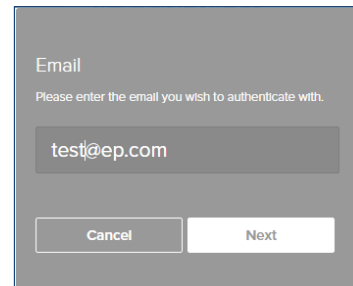
If you have been prompted to reset your MFA when you sign in to your EP products, below is an overview of the process if you choose to use PingID using email.

| | | |
|---------------|---|---|
| <p>STEP 1</p> | <p>Steps to reset:</p> <ol style="list-style-type: none">1. From your EP product sign-in screen, sign in with your username and password. You'll be taken to the Welcome multi-factor authentication screen to register. Click START. |  |
| <p>STEP 2</p> | <ol style="list-style-type: none">2. The Add a New Device screen opens and the QR code displays. Select Email under "Other Authentication Methods." |  |

Resetting Multi-factor Authentication (MFA) With PingID Using Email (Continued)

STEP 3

3. The email address tied to your EP Account displays. This email address isn't editable and must match the email address associated with your EP Account. Click **Next**.



STEP 4

4. Check your email inbox for a passcode from PingID.



STEP 5

5. Enter the passcode into the Verification screen to access your EP product and click **Verify**. The Authenticated screen means success.

