

Resetting Multi-factor Authentication (MFA) Using PingID Mobile Application

Within your EP products multi-factor authentication (MFA) 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 Mobile Application which is the default app.

Getting started:

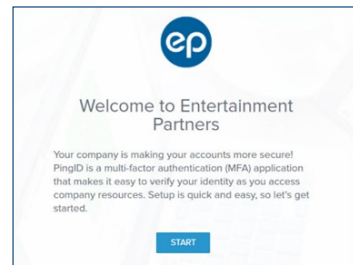
Download the app: To complete MFA using the PingID mobile app, **download and install the PingID mobile app** to your mobile device. Get it from the App Store for iPhone or the Play Store for Android.



STEP 1

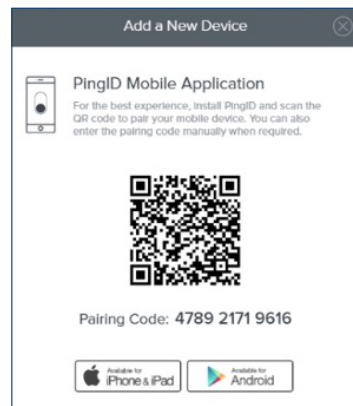
Steps to reset:

1. Sign in to your EP product with your username and password. You'll be taken to the Welcome multi-factor authentication screen. Click **START**.



STEP 2

2. The Add a New Device screen with a QR code displays.

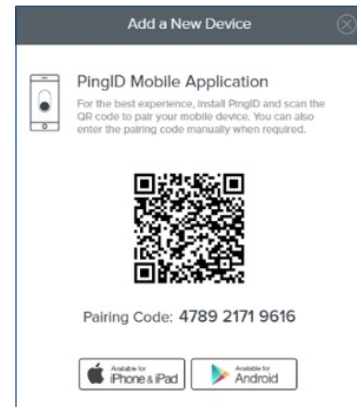


Resetting Multi-factor Authentication (MFA) Using PingID Mobile Application (Continued)

STEP 3

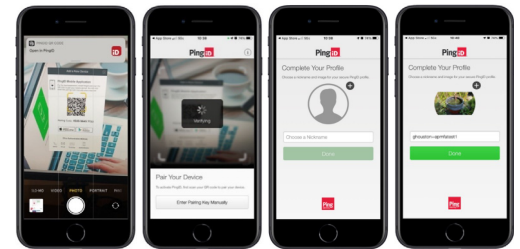
3. From your mobile device, open your camera app and scan the QR code, which prompts you to open the PingID mobile app.

If you can't scan the QR code enter the 12-digit Pairing Code manually into your PingID mobile app.



STEP 4

4. The PingID mobile app opens and verifies your device. Complete your profile with an account nickname. Click Done when complete.



STEP 5

5. The Authenticated screen means success. You can now access a one-time passcode via the PingID mobile app when you sign in to your EP products.

