Set Up Multi-factor Authentication (MFA) Using PingID for Desktop App

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 the PingID for desktop app.
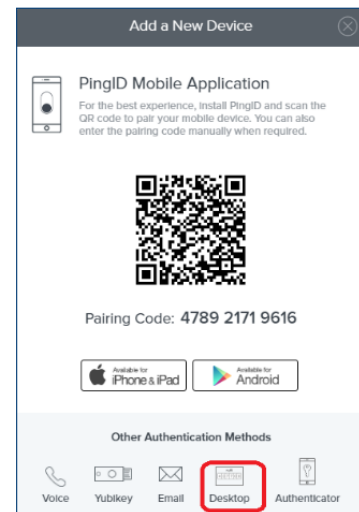
Steps to set up:

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**.
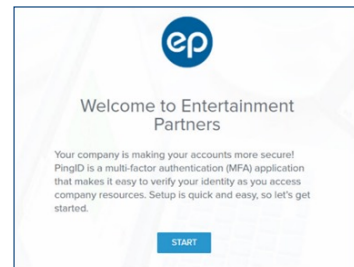
2. The Add a New Device screen opens and the QR code displays. Click **Desktop** under "Other Authentication Methods."

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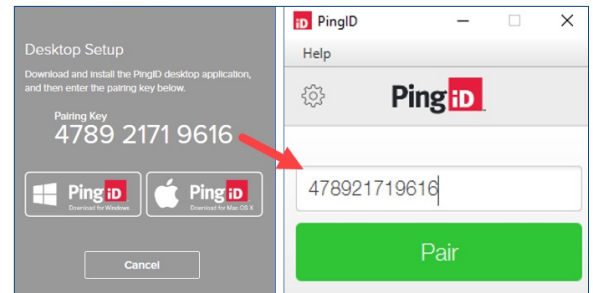# Setting Up Multi-factor Authentication (MFA) Using PingID for Desktop App (Continued)

STEP 3

3. The Desktop Setup screen opens. Click **Download for Windows for PC** or **Download for Max OS X for Mac** to download the PingID desktop app.
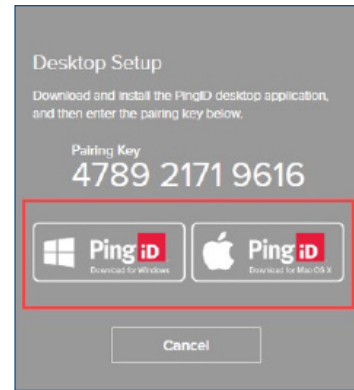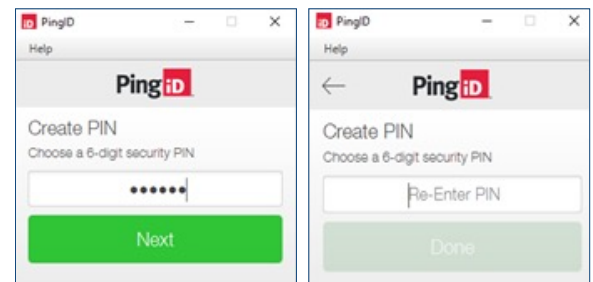
STEP 4

4. Once downloaded, open the PingID desktop app. A pairing entry screen opens. Enter the pairing key (from the Desktop Setup screen) and click **Pair**.

STEP 5

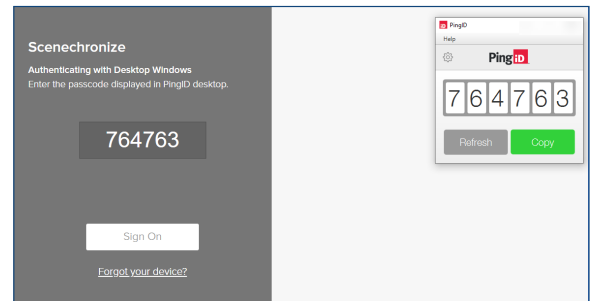**5.** Then, set up a security PIN for PingID. This is a six-digit number of your choice that you use to unlock your PingID desktop app. Re-Enter your PIN and then click **Done**.

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STEP 6

6. Your one-time passcode then displays on your PingID desktop app. Authentication continues in the background. Your PingID desktop app is ready for future sign-ins.

STEP 7

7. Add your PingID desktop app to your taskbar for easy access later.

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