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[PingID](#)



[Google Authenticator](#)

## MFA Instructions for PingID

Follow the steps below or watch the video guide.



Video guide:  
(1 min 11 sec)

**Step 1** Download the PingID mobile app on your mobile device. Get it from the Apple App Store or the Google Play Store.

If you are setting up a new mobile device, be sure to unpair the PingID app on your previous mobile device before continuing.



**Step 2** Sign in to your EP product. You will be taken to the Welcome screen. Click **START**.

**Step 3** The Add a New Device screen with a QR code displays.

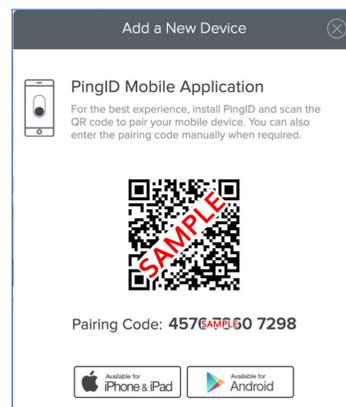


Figure 1: Add a New Device, QR code

**Step 4** From your mobile device, open your camera app and scan the QR code, which prompts you to open the PingID mobile app.

**Note:** If you cannot scan the QR code or you are only working on a mobile device, enter the 12-digit Pairing Code to continue. Do so by clicking Enter Pairing Key Manually.

**Step 5** The PingID mobile app opens and verifies your device. Complete your profile with an account nickname. Click **Done** when ready.

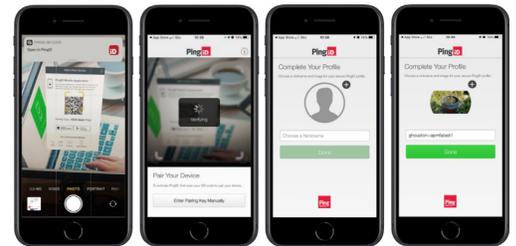


Figure 2: PingID

**Step 6** The Authenticated screen means success. You can now access your MFA passcode with the PingID mobile 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.

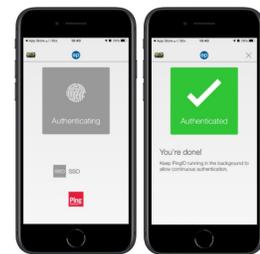
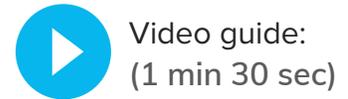


Figure 3: Authenticated

\*PingID content is, in part, derived from PingIdentity Knowledge articles.

# \* MFA Instructions for Google Authenticator

Follow the steps below or watch the video guide.



**Step 1** Download the Google Authenticator mobile app on your mobile device. Get it from the Apple App Store or the Google Play Store.

If you are setting up a new mobile device, be sure to unpair the Google Authenticator app on your previous mobile device before continuing.



**Step 2** Sign in to your EP product. You will be taken to the Welcome screen. Click **START**.

**Step 3** The Add a New Device screen opens. Click **Authenticator**.

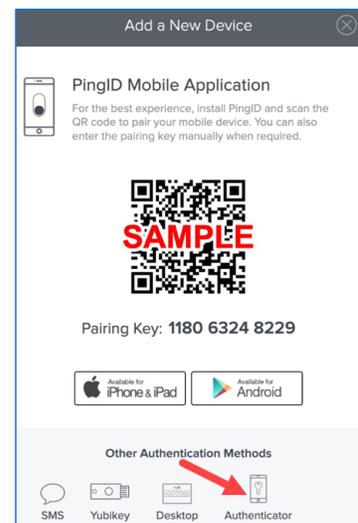
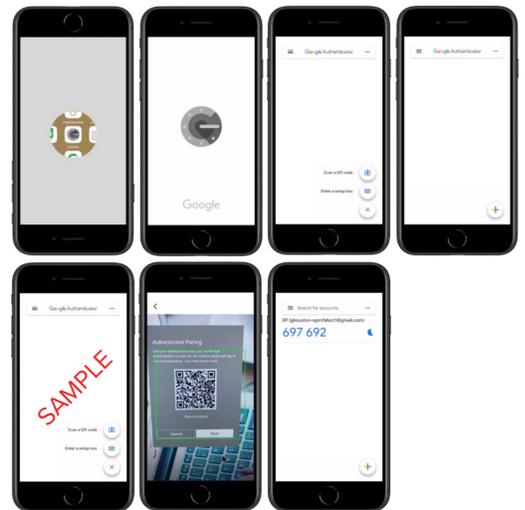


Figure 9: Select Authenticator

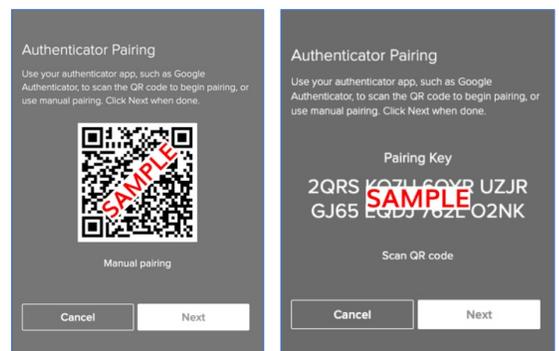
**Step 4** The Authenticator Pairing screen opens, and the QR code displays.

**Step 5** On your mobile device, open Google Authenticator (pictured) or another authentication app. Scan the QR code. Once you scan the QR code, the passcode displays.

- a. If you cannot scan the QR code or you are only working on a mobile device, click **Manual pairing**. Then, enter the 12-digit Pairing Key.

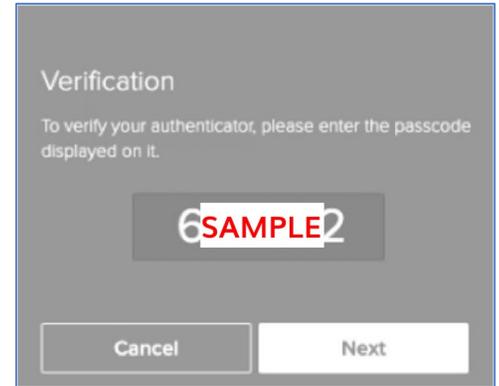


**Figure 10a:** Google Authenticator sample screens



**Figure 10b:** Authenticator Pairing screen, QR code or Manual pairing

**Step 6** Click **Next** on the Authenticator Pairing screen. Once on the Verification screen, enter the Google Authenticator passcode or passcode from another authentication app.



**Figure 11:** Enter the passcode, Verification screen

**Step 7** Click **Next** on the Verification screen to complete. You can now access your MFA passcode via Google Authenticator or another authentication app.

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