

# Sign-in After the PingOne Cloud Upgrade

Returning users will complete one-time setup steps, including enabling text-based delivery for multi-factor authentication (MFA) passcodes. After this first sign-in, follow the usual process: entering EP Account credentials and authenticating.

Step 1 Go to your EP product. Updated screen designs will be available.

Step 2 Enter the email address associated with your EP Account. Then, click **Continue**.

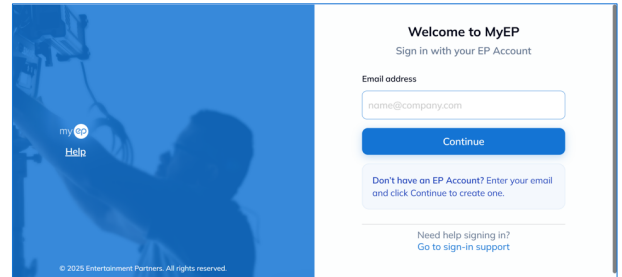


Figure 1: Updated screen design example, may vary

Step 3 Enter your password and click **Sign in**.

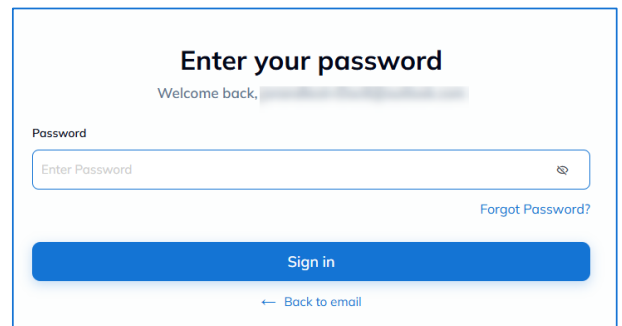
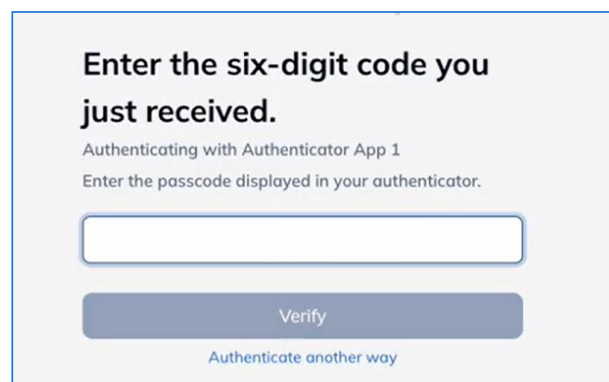


Figure 2: Enter your password

- Step 4 Complete MFA using your usual method, like the app you set up on your phone or desktop. If you have set up multiple authentication methods, you can choose the one you prefer.

A screenshot of a mobile authentication interface. At the top, it says "Enter the six-digit code you just received." Below that, it says "Authenticating with Authenticator App 1" and "Enter the passcode displayed in your authenticator." There is a white input field for the code. Below the input field is a blue button labeled "Verify". At the bottom, there is a link that says "Authenticate another way".

Enter the six-digit code you just received.

Authenticating with Authenticator App 1

Enter the passcode displayed in your authenticator.

Verify

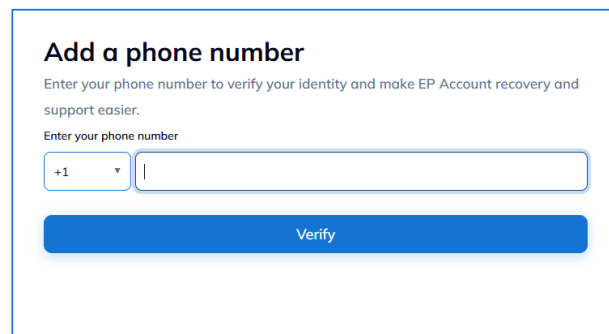
[Authenticate another way](#)

Figure 3: Enter your passcode example, may vary

- Step 5 Next, add a phone number. This helps verify your identity, sets up SMS authentication, and makes account recovery easier. Click **Verify**.

**Note:** If you already use SMS authentication, this step will not apply, and you will not need to reenter your phone number.

**Important:** Phone numbers are required. Providing a phone number helps protect your EP Account, makes support and recovery easier, and enables SMS passcodes. EP will never use your number for unsolicited calls or texts, and you can choose a different authentication method during any sign-in.

A screenshot of a mobile interface for adding a phone number. The title is "Add a phone number". Below it, it says "Enter your phone number to verify your identity and make EP Account recovery and support easier." Then it says "Enter your phone number". There is a dropdown menu showing "+1" and a white input field for the phone number. Below these is a blue button labeled "Verify".

Add a phone number

Enter your phone number to verify your identity and make EP Account recovery and support easier.

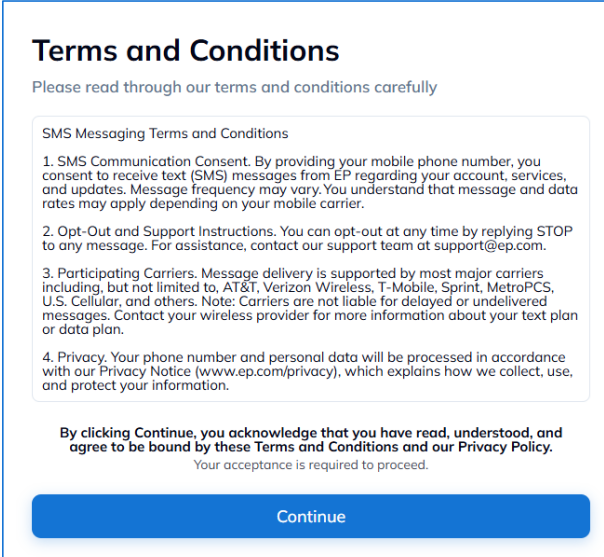
Enter your phone number

+1

Verify

Figure 4: Add a phone number

- Step 6** Review the SMS Messaging Terms and Conditions. Click **Continue** to accept.



### Terms and Conditions

Please read through our terms and conditions carefully

**SMS Messaging Terms and Conditions**

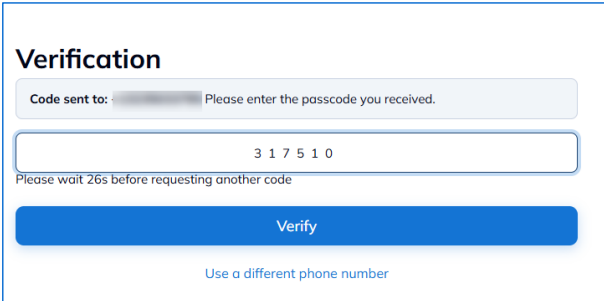
- 1. SMS Communication Consent.** By providing your mobile phone number, you consent to receive text (SMS) messages from EP regarding your account, services, and updates. Message frequency may vary. You understand that message and data rates may apply depending on your mobile carrier.
- 2. Opt-Out and Support Instructions.** You can opt-out at any time by replying STOP to any message. For assistance, contact our support team at support@ep.com.
- 3. Participating Carriers.** Message delivery is supported by most major carriers including, but not limited to, AT&T, Verizon Wireless, T-Mobile, Sprint, MetroPCS, U.S. Cellular, and others. Note: Carriers are not liable for delayed or undelivered messages. Contact your wireless provider for more information about your text plan or data plan.
- 4. Privacy.** Your phone number and personal data will be processed in accordance with our Privacy Notice (www.ep.com/privacy), which explains how we collect, use, and protect your information.

By clicking Continue, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions and our Privacy Policy.  
Your acceptance is required to proceed.

**Continue**

Figure 5: SMS Messaging Terms and Conditions

- Step 7** A verification code will be sent via SMS to the number you entered. Enter the code and click **Verify** to complete SMS authentication setup.
- SMS authentication will be available as an option next time you sign in.
  - You can still use any previously set up method or select **Manage authentication methods** to make changes.
  - EP recommends keeping SMS authentication as a backup, even if you prefer another method.



### Verification

Code sent to: [masked] Please enter the passcode you received.

3 1 7 5 1 0

Please wait 26s before requesting another code

**Verify**

[Use a different phone number](#)

Figure 6: Enter verification code

Step 8 Click **Continue** to sign in.

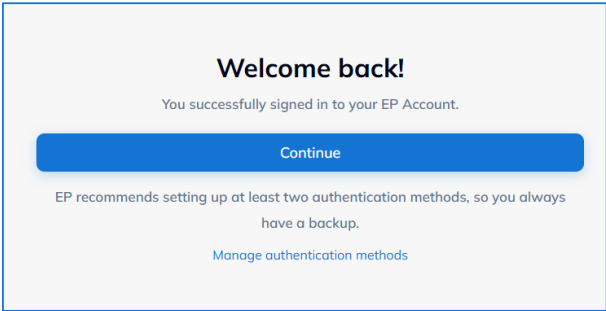


Figure 7: Click Continue

Step 9 Next, complete email verification. An email with a verification code will be sent to your inbox. This step is required only once for account support and security.

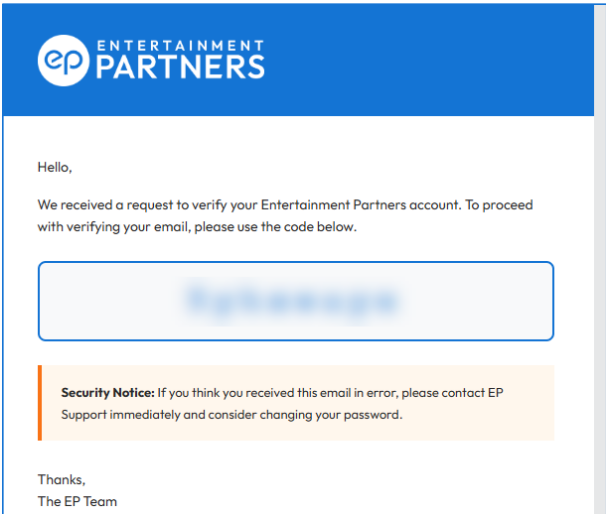


Figure 8: Email with verification code example

Step 10 Enter the email verification code.

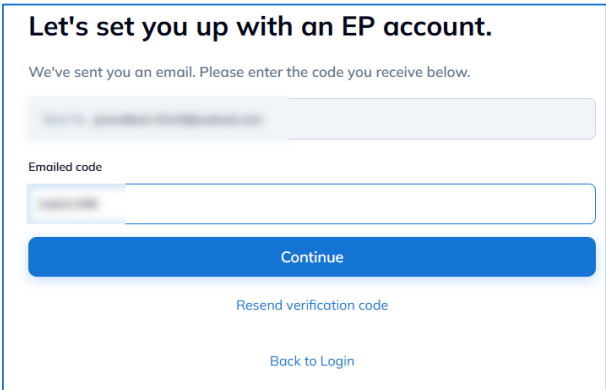


Figure 9: Enter your emailed code

- Step 11

Click **Continue** to finish up and access your EP product.
- Note:

After this first sign-in, you will only need to enter your EP Account credentials and choose how to authenticate: SMS, an existing authentication app, or a new method.

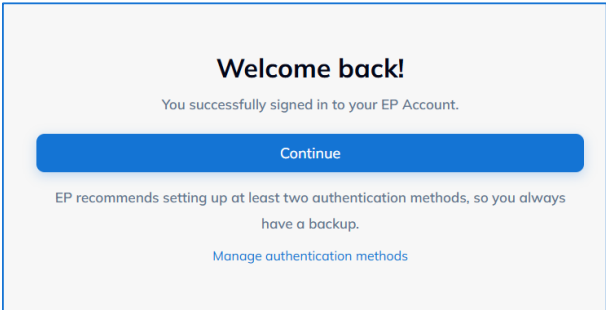


Figure 10: Finish

# Need help with MFA?

Go to [ep.com/mfa](https://ep.com/mfa) to learn more.

Or call EP’s dedicated MFA support lines in your region:

**North America**  
1-855-476-0612

**Ireland**  
+353 1 800 333 315

**New Zealand**  
+64 800 450 177

**Australia**  
+61 1800 418 507

**Malta**  
+356 8006 2929

**United Kingdom**  
+44 800 031 8393