

Partner PingID Multi-Factor Authentication Job Aid

When It Applies

PingID allows for Multi-Factor Authentication (MFA) using the following methods:

PingID Mobile app - Utilize an app on your iOS or Android devices to authenticate via 6-digit passcode.

SMS/Voice - You will be sent a one-time passcode for authentication via SMS or Voice call.

Reminder: Once you register a device for MFA, do **not share the passcode generated by any of the above listed methods with anyone.**

Download and Install PingID Mobile App

Follow the step-by-step directions below to download and register with the PingID app on your mobile device. For further assistance, see the following video: <https://youtu.be/k5vN7af78do>

Note: A passcode must be set up to lock the home screen on your smartphone when not in use to be able to use the PingID Mobile app. Ensure that your smartphone has a passcode in place prior to using MFA with the PingID Mobile application.

1. Download and install the PingID app from the [App Store](#) or [Google Play store](#).
2. Once installed, open the PingID app.
3. The first time you access PingID you will be asked to accept the terms of service. Tap **Accept**.
4. Tap the **I understand** button and accept the PingID permission requests when prompted (**Allow** notifications, and **Ok** for camera access).
5. When complete tap the **X** to close the preferences.
6. Open <https://logincentral.uscellular.com>
7. If logging into <https://logincentral.uscellular.com> for the first time, a PingID registration screen will display.
 - If **not** logging into <https://logincentral.uscellular.com> for the first time:
 - a. In Login Central, click your name on the upper right-hand side of the screen.
 - b. Select devices and click '+Add' to view the MFA registration screen.
8. On the Login Central PingID registration page, click the **I already installed the PingID app** button.
9. A QR code will be visible on the Finish Pairing PingID page.
10. From the PingID app on your device, point your device at the QR code on your browser to scan it.

Note: If you are unable to scan the QR code, on your mobile device tap **Enter Pairing Key Manually** and enter the pairing key as shown on the registration page.

11. You will see a green confirmation 'Success' on the computer screen indicating that the pairing request is successful, and the **Complete Your Profile** screen opens automatically.
12. Enter a nickname for your profile, optionally add a picture, and then tap **Done**.

Note: Your profile adds a layer of security. Your profile picture appears on all authentication requests, showing that the authentication request is intended for you.

13. The PingID app screen showing the one-time passcode number and your organization name in the 'My Organizations' list will be displayed.

Authenticate Using PingID Mobile App

Note: Authentication through connected smart watch is not available.

One-Time Passcode:

1. Access <https://logincentral.uscellular.com>
2. After logging in, using your User ID and Password you will see an Authenticating screen.
3. On your device, open the PingID app to view the one-time passcode.
4. Enter the one-time passcode into the text field and click **Sign On**.

Ping SMS or Voice

1. Access <https://logincentral.uscellular.com>
2. If logging into <https://logincentral.uscellular.com> for the first time, the PingID registration screen will display.
 - If **not** logging into <https://logincentral.uscellular.com> for the first time,
 - a. In Login Central, click your name on the upper right-hand side of the screen.
 - b. Select devices and click '+Add' to view the MFA registration screen.
3. Under 'Other Authentication Methods', select SMS or Voice icon.
4. Enter the phone number at which you can be reached at.
5. Once you receive the SMS or voice call, enter the passcode into the Verification screen.
6. Click **Verify** to complete authentication.

Authenticate with PingID Desktop App

Disclaimer: The instructions below are only for those who previously installed the PingID Desktop Application on a Desktop/Computer.
The desktop application is no longer an MFA option for new setup.

1. Launch PingID Desktop app.
2. Enter PIN.
3. When the passcode is displayed, press the **Copy** button.
4. Paste the passcode into the Authentication window and click **Sign On**.

PingID Troubleshooting and Account Management

Refer to the links to the PingID website for assistance. Please restrict your utilization of the PingID website to the links below. Not all sections of the PingID website are applicable to UScellular's implementation of the tool.

Follow these links for information on the identified topic:

- [Managing your MFA devices](#)
- [Unpairing PingID mobile app](#)

You are Successful When

PingID authentication is completed.