



Original IRIS knowledge article link: [KB000010104310 - PingID MFA - Frequently Asked Questions](#)

PingID MFA - Frequently Asked Questions (FAQs)

Issue/Question

PingID Multi-Factor-Authentication (MFA) Frequently Asked Questions

Environment

PingID MFA, iPhone, iPad, Android devices, Windows & Mac PCs

Resolution

What is Multi-Factor-Authentication (MFA)?

Multi-factor Authentication means that you use multiple factors to authenticate your identity. These factors include:

- Something you (and only you) know. This is our network password. (Your UserID does not count because it is something others know or could know by deriving the value or looking it up)
- Something you have such as a smart phone, or your computer
- Someone may have been able to figure out a password, or perhaps they stole their phone. But it is extremely unlikely they have both.

What is PingID Multi-Factor-Authentication (MFA) and why are we using it?

PingID MFA is an app installed on either a smart phone/tablet (iOS or Android) or a desktop operating system (Windows 7 or 10 or Mac OSX) which provides the 2nd authentication factor for MFA. PingID MFA is used for a growing number of applications such as Amazon Workspaces virtual PC & Office 365.

Why does MFA not apply all of the time?

MFA is only applied when an SSO attempt originates from outside of the JNJ network (ERA2 vpn counts as 'on network'). In some scenarios if the login attempt is determined to have enough risk then MFA will be required.

How do I setup PingID MFA?

You need to get the PingID app and register it (see below). Article that goes through all steps - [Setup and register a device with PingID \(PDF link\)](#)

If you want to go right to the PingID registration launch mfa.jnj.com

How can I have the best experience using PingID?

For the best usage experience when using PingID it is recommended that you utilize the PingID app for mobile (Android or iOS) , set that as your primary device and enable push notifications.

To setup PingID on mobile follow the instructions for setting up the PingID mobile app - [PingID MFA - Register Your Smartphone Initial Registration \(PDF link\)](#) If it is not your 1st PingID device use the slider to set as primary.

PRIMARY



Approve of push notifications when setting up the app if prompted. To check if push is enabled tap the gear within the app and check swipe settings.

When configured like that you will get a prompt on your phone when PingID MFA comes up* You can approve from that prompt and will not have to open the app to get a code.

*ERA2 remote access & Amazon Workspaces virtual PC do not use push notifications. To login with those you must get the code from the app.

How do I get the PingID App?

The app for Android or iOS can be downloaded from the device's app store.

For J&J desktop PCs the app is available via the J&J appstore. Go to appstore.jnj.com and search for PingID. Add the app and get it installed on your computer. NOTE: DO NOT install within AWS virtual PC, you won't be able to get to the app because AWS requires a PingID code to login

For a personal (non-work) PC the desktop app can be downloaded directly from Ping



Windows: <https://pingone-downloads.s3.amazonaws.com/pingid/pc-client/PingID.exe>



Mac: <https://pingone-downloads.s3.amazonaws.com/pingid/mac-client/PingID.pkg>

How do I register the PingID app with PingID?

In order to register with PingID , go to myapps.jnj.com and click the **PingID Register & Manage your PingID MFA** link

PingID Register & Manage your PingID MFA

Manage your PingID Multi-Factor Authentication (MFA) credentials from the Ping Identity Self-Service portal. PingID MFA is used for strong authentication from a mobile device app or desktop application.

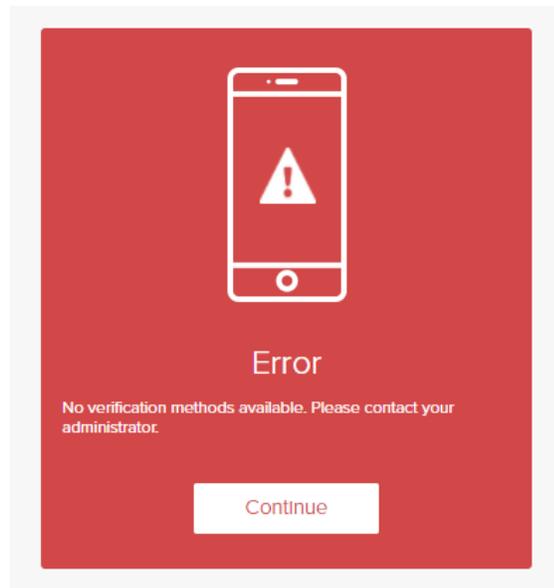
You will be prompted to get a One Time Passcode from either SMS/Text, Voice, email or partner email. After you select the method to receive the code you will be prompted to enter the code.

If successful you will be taken to a device registration page. At the registration page click the +Add button. You can complete registration from an iOS or Android or the desktop client.

iOS & Android will display QR code on screen from which the app will use the device's camera to complete registration (you can enter a code manually too). For Desktop a pairing code will be provided which has to be entered into the desktop application to complete registration.

I got this error say there are no verification methods available. What does this mean?

It means that PingID is required to complete authentication and you do not have any devices registered with PingID



See the question above for 'How do I setup PingID MFA'

I'm a visual person. Is there a video showing me how to register?

Yes, you can watch this video that shows device registration: [PingID Registration Demo \(video\)](#)

My Information in JJEDS such as phone number or mobile phone is missing or incorrect and is preventing my initial registration. How do I manage device registrations?

You can update your JJEDS profile at: <https://updatejjeds.jnj.com/> (must be opened in Internet Explorer). Business partners/contractors may need manager/sponsor assistance with these updates. See [KB000010100190 - How to update phone number with UpdateJJEDS](#)

How do I manage device registrations?

Click the same link for initial registration - myapps.jnj.com and click the **PingID Register & Manage your PingID MFA** link

After logging in you can add new devices or remove or rename existing devices. You will be prompted for PingID MFA before you can make any updates

Does my registered device ever expire?

PingID registered devices do not expire or need to be renewed. However, if you replace or lose a device you should delete the existing registration and register its replacement.

I just got a new WWID. Will I need to register again with PingID?

Yes, you will need to register again because PingID is registered to your WWID. When you get a new WWID your existing device registrations will not follow you to your new WWID.

Am I only allowed to pair J&J managed devices with PingID?

No, J&J *and* personal devices can be used as long as they are supported by PingID; this includes iPhone, iPad (iOS), and Android devices, as well as Windows or Mac PCs.

Do I have to be in a JNJ office or connected with ERA2 VPN to register?

No, the PingID registration page is accessible from the internet. You do have to login to access it and get a one-time code from either a text (SMS), a voice call or email.

Can I register multiple devices within PingID?

Yes, the PingID service allows you to add up to five devices per person. It is recommended that multiple devices be registered in case one device is not available.

Can I register text or email for PingID?

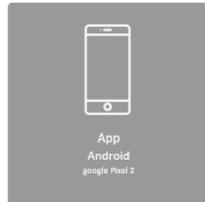
No - email and text (SMS) cannot be registered for PingID usage. You have to register the app for PingID usage. Though you can use text, email, or voice to get an initial PingID registration or for forgot device.

After I registered a device with PingID I got an email notification. Is that expected?

Yes. When you successfully register a device with PingID you will shortly receive an email confirming the registration

New PingID device added

The following device was successfully added to Johnson & Johnson Technology PingID and can be used to complete multi-factor authentication.



[Report fraud](#)



If you unexpectedly receive a PingID device added email because you have not registered a new device, then contact the Service Desk to open a ticket.

I got a notice that my Android PingID app may become unpaired. What is this about?

If you are running Android version 8, 9 or 10 and are not on the PingID app version 1.9.1 you will become unpaired from PingID when app gets the next upgrade - version 1.10.

More information here: [\(KB000010095537\) Upgrade PingID mobile app for Android to avoid unpairing](#)

How do I use PingID MFA?

Once PingID is set up, when you access an application or service that requires PingID MFA you will log in with your J&J username and password. After that you will be prompted to enter a PingID code and then enter a PingID security code copied from the PingID app on your device (i.e., smart phone, tablet, or computer). In some cases, instead of entering a code, you can simply reply to the app when prompted for authorization on your smart phone (i.e., using a swipe or thumbprint to approve).

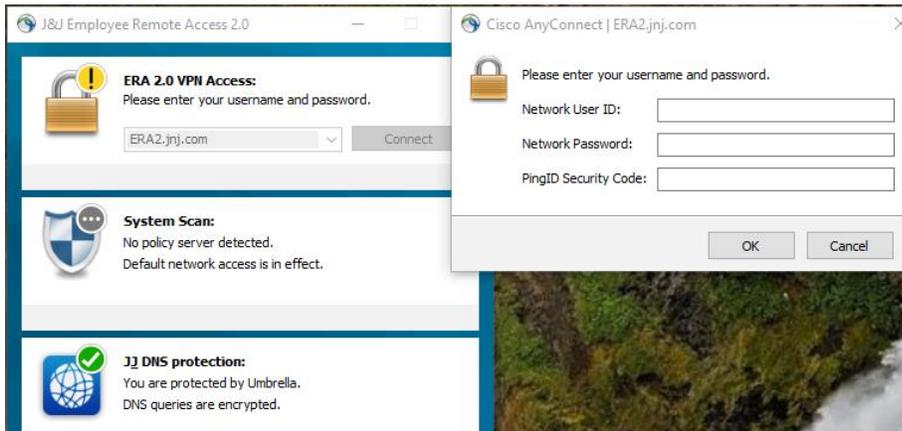
How do I use PingID MFA for ERA2 VPN or Amazon Workspaces Virtual PC (AWS)?

At the ERA2 or AWS login page you enter your network username, your network password and a PingID code that you get from the app that was installed on your device and registered with PingID

Please log in with your jnjanva credentials

Sign In

Sign in to authorize access

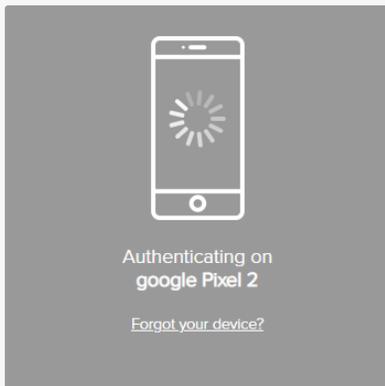


Does the PingID code ever expire?

PingID displays a new security code once every few minutes to use for authenticating with particular applications. This code must be used before it changes. Additionally, each code may only be used once.

I just got a new phone and I can no longer use PingID. How do I get unstuck?

In the scenario where you got a new phone and that was the only device you have registered you will still go to myapps.jnj.com and click on the **PingID – Register & Manage Your PingID MFA** link. When prompted to authenticate from your old phone you need to click the **‘Forgot your device?’** link. From there you can get a code via text, voice, or email as if you are registering for PingID for the 1st time.



Once you have successfully provided the code you can then remove old phone's registration and register a new one.

Is personal information being collected by PingID?

For ease of registration purposes, the PingID iOS & Android app wants to use the device's camera to scan a bar code. That can be disabled, and you can enter a code manually during registration instead of scanning the code that will be displayed on screen. The app also would like to know the device location which can be used for enhanced fraud detection. This too can be disabled, and the service will still be usable.

If I lose my mobile device or computer, can someone else try to use my PingID to login?

No, they will need a combination of your J&J credentials (username/password) and your PingID security code to login to applications requiring PingID MFA. To prevent possible unauthorized access you must report it to the [Global Service Desk](#) as soon as possible so they can take appropriate protective actions. For a personal mobile device, you should follow your wireless carrier's instructions to "wipe" your device. In either case, you must also log in to the PingID registration page to remove/de-register the device.

Are there any device requirements or restrictions to register a device with PingID?

For iOS and Android devices the device must have device lock enabled, cannot be jail broken or rooted and must be at a minimum device operating system.

- Android - 5.1
- iOS - 8.4

Is there a cost associated with the PingID service?

There is no additional charge from IT for individuals who leverage the supported smart phone, tablet, or desktop PingID software app as described above. (Note that data usage charges may apply.) Those who choose not to use these supported devices may individually purchase a USB hard token for PingID use, however that token purchase will be subject to J&J standard expense policies.

Where do I get more information?

The following article details how to install , register and manage PingID - [KB000010104351 - PingID MFA - Install and Register devices](#) (PDF link - <https://myapps.jnj.com/pub/docs/PingIDRegisterMain.pdf>)

To register the PingID Android or iPhone mobile app - [KB000010103118 - PingID MFA - Register Your Smartphone Initial Registration](#) (PDF link - <https://myapps.jnj.com/pub/docs/PingIDRegisterMobile.pdf>)

To register the PingID Windows or Mac desktop app - [KB000010103125 - PingID MFA - Register a Desktop or Laptop Initial Registration](#) (PDF link - <https://myapps.jnj.com/pub/docs/PingIDRegisterDesktop.pdf>)

Check the [PingID Page in IRIS](#) or create a ticket with the [Global Service Desk Open a Ticket](#) or contact the [Global Service Desk](#)