



Original IRIS knowledge article link: [KB000010104350 - PingID MFA - Self Recovery Lost or Unavailable or Replaced devices](#)

PingID MFA - Self Recovery Lost or Unavailable or Replaced devices

Issue/Question

Unable to register a new device with PingID Multi-Factor-Authentication (MFA) because the only device registered is lost, inaccessible or has been replaced

Environment

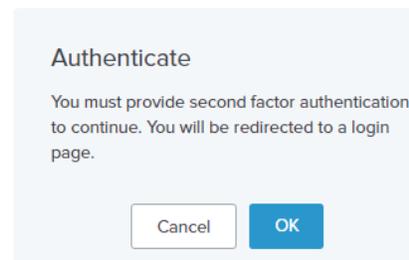
PingID MFA

Cause

This is typically caused when the only device registered with PingID has been replaced. When trying to register a new device you are prompted to Authenticate, but are unable to because the existing registered device is not available

My Devices

+ Add



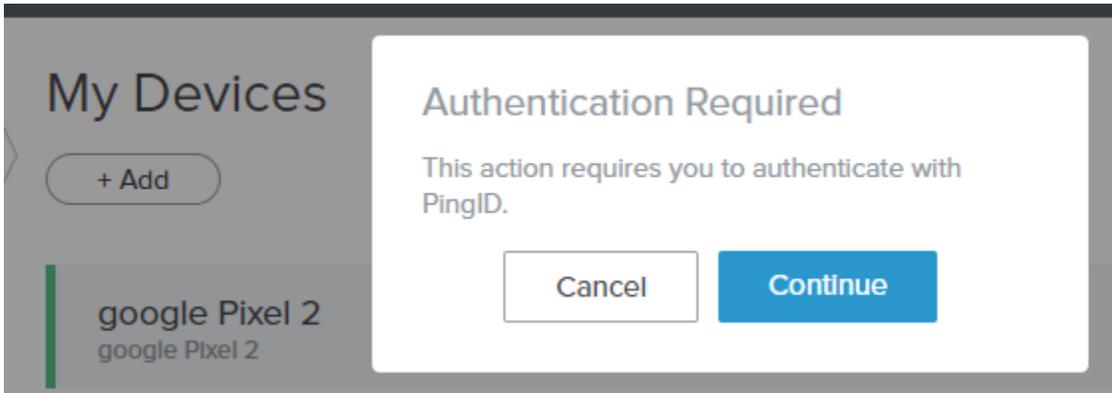
Example: PingID is registered with a phone that is no longer in your possession. In this scenario it is impossible to register a new device because PingID attempts to get approval from the old phone.

Resolution

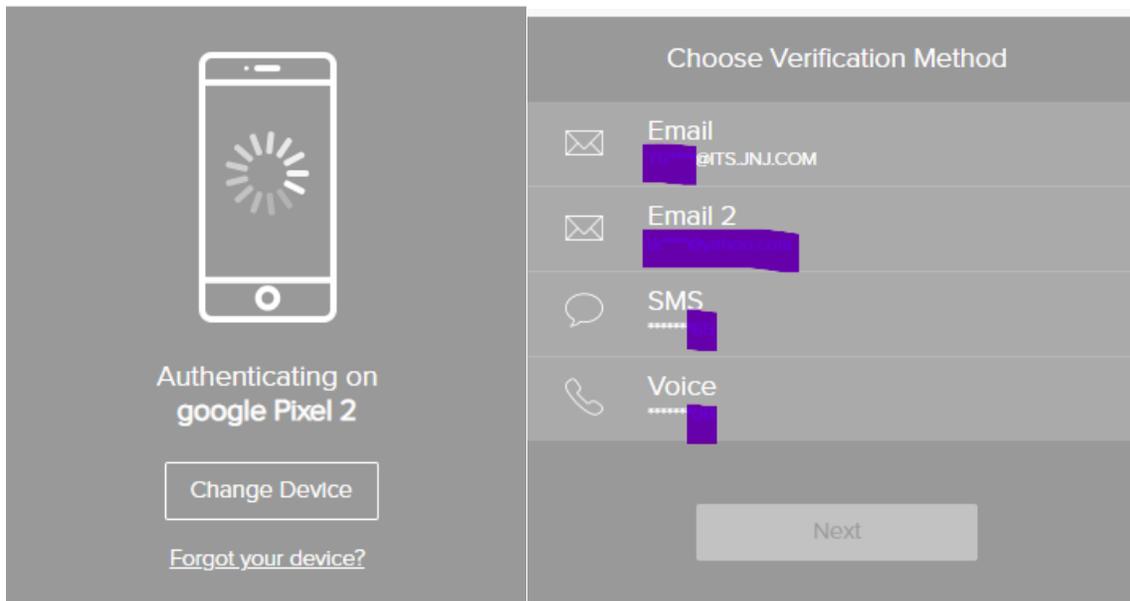
1. Use your browser to connect to <https://myapps.jnj.com> then click on PingID - **Register & Manage your PingID MFA**

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

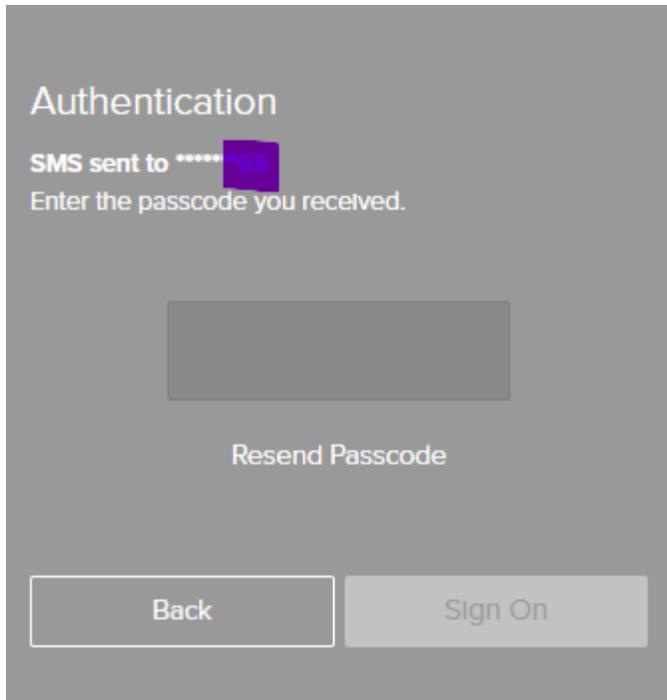
2. At the devices page click the +Add button. You will be prompted to authenticate



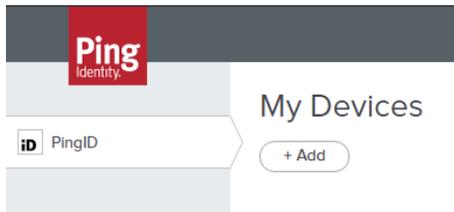
3. Click continue, then 'forgot device' Select a method to get a code such as Text, voice call , JNJ email or secondary email then click next. (This information is sourced from JJEDS)



4. Once you get the registration code via text, voice, or email. Enter the code and click **Next**



5. You will be taken to the PingID **My Devices** page where you can register a new device and delete the registration for the old phone. Click **+ Add** to begin registration.



Select from the below options depending on the device you have:

[PingID MFA - Register your Smartphone Initial Registration \(PDF link\)](#)

[PingID MFA - Register a Desktop or Laptop Initial Registration \(PDF link\)](#)