J&J Iris

PingID MFA - Register Your Smartphone Initial Registration

Issue/Question

How to register the PingID app on your Android or iOS smartphone

Environment

Android & iOS

Resolution

Pairing your smart phone to PingID is completed in 3 simple steps:

1) get the app

2) get a code to login to the registration page

3) register the app with PingID

Registration is *NOT* complete until you see your device listed.

STEP 1: Get the PingID app

Download the application from your device's, by searching for 'pingid' and then install the app. You may use personal or J&J managed mobile devices.

Android (Google Playstore) or iOS "AppStore"

For iPad users, the PingID application is available from the Apple AppStore. In the search function within the Appstore be sure to select 'iPhone Only' to allow iPhone apps to be visible.
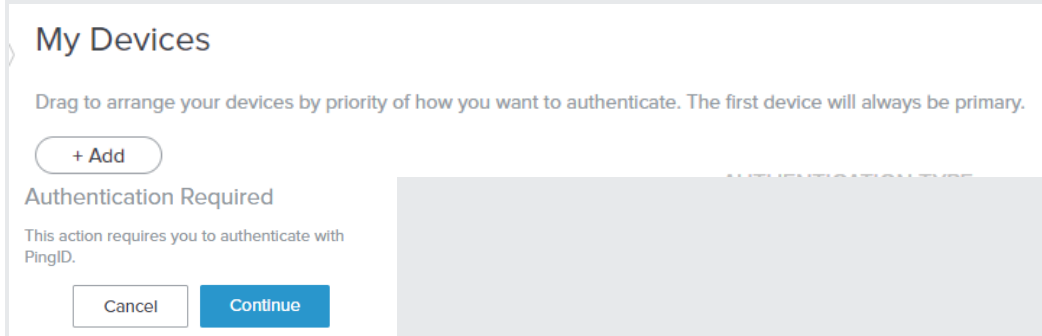
When opening the PingID app for the 1st time be sure to allow it to take pictures. If prompted allow the PingID app to send notifications. Allowing notifications and designating the PingID app as the primary PingID device will allow you to approve authentication requests from a notification rather than opening the app itself. If desired, you do not have to receive notifications from the app and can open the app to get a PingID code.

STEP 2: Login to the My Devices page to get the code

Using a web browser go to **Myapps.jnj.com.** Next click *Register & Manager Your PingID MFA*

Ping iD 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.

Click the +Add button to register a device. You will be prompted to authenticate - click continue

My Devices

Drag to arrange your devices by priority of how you want to authenticate. The first device will always be primary.

+ Add

Authentication Required

This action requires you to authenticate with PingID.

Cancel   Continue

Get an initial code via either text (SMS), a voice call, or with J&J email or a secondary/partner email address. This information is sourced from JJEDS. Choose an option and click Next

Choose Verification Method

✉ Email
TR****@ITS.JNJ.COM

💬 SMS
*******65

📞 Voice
*******06

Next
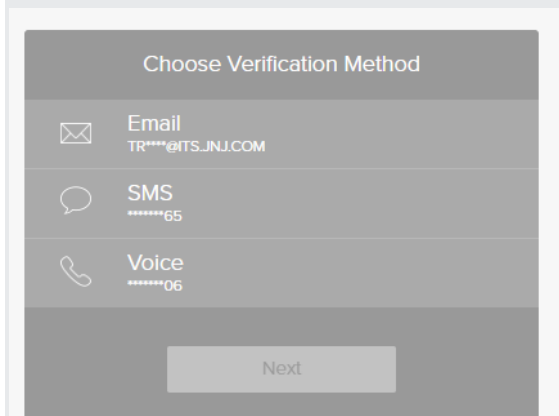
Once you get the registration code enter it at the prompt and click 'Sign On'. This will take you to your PingID Devices

Authentication

SMS sent to *******65
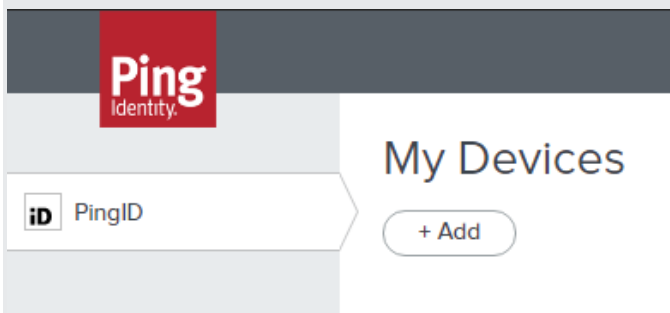Enter the passcode you received.

Resend Passcode

| Back | Sign On |

STEP 3: Pair the smart phone

Open the PingID app on your smart phone

The app will be in pairing mode using the camera. You may have to grant access to the app so it can use the phone's camera

From the Device Management page click the **+Add button**

Ping
Identity.

iD PingID

My Devices

+ Add

A QR & pairing code will be displayed on screen

Add a New Device

PingID Mobile Application

For the best experience, install PingID and scan the QR code to pair your mobile device. You can also enter the pairing code manually when required.

Pairing Code: 2863 9266 6320

iPhone & iPad   Android

Bring the QR code into view of the device's camera and the app will register with a beep. Or manually enter the displayed pairing code

Enter a nickname and tap done. Swipe the slider up in the app to complete pairing
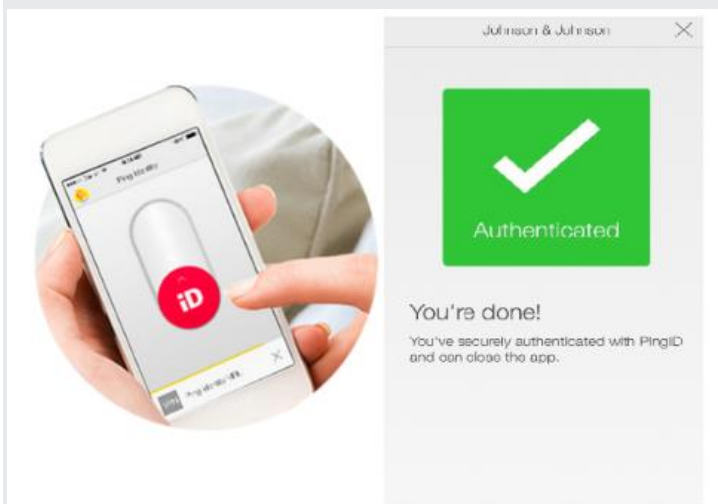
Once you see your app displayed in the devices page you are set. If this is not your 1st PingID device registration you can use the slider to designate your mobile app as the primary device
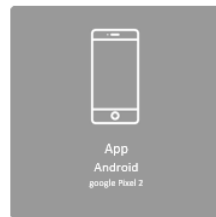
	AUTHENTICATION TYPE		PRIMARY
SmartPhone google Pixel 2	Mobile		
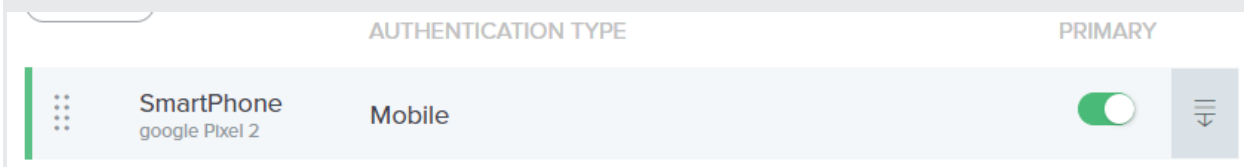
You will receive an email notification shortly after successful PingID device add to confirm the registration

Johnson & Johnson TECHNOLOGY

New PingID device added

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

App
Android
google Pixel 2

Report fraud

Ping iD