MY PASSPORT | End-User Job Aid

Downloading PingID App & Using Pairing Key

Who this information is for

This document should be used by end-users who are:

- enrolling themselves in Two-Step Verification using the PingID Mobile App; or
- have been provided a Pairing Key by their Manager, who is enrolling them in Two-Step Verification

What you need to know

This document will walk you through downloading the PingID app and using the Pairing Key to activate Two-Step Verification. Be aware that Pairing Keys expire 48 hours after being generated, so act quickly once you generate or receive it.

What you need to do

Select which device type you will be downloading the PingID app to and then complete the activation process:
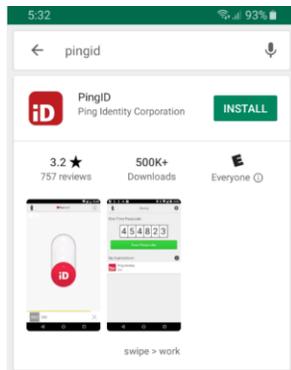
[Android](#)	[iPhone](#)

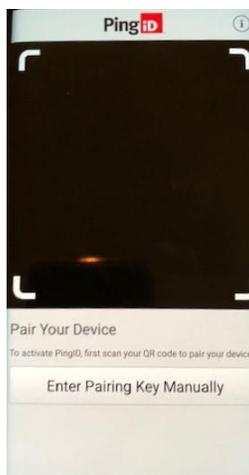# Downloading the PingID Android App & Using Pairing Key

- On your Android device, navigate to Google Play

- Search "PingID"

- Click the **Install** button
  - Wait until you see the button change to **Open**; this means that the app has been downloaded

- Open the PingID app
  - Upon your first time opening the app, you will need to accept Terms of Service, as well as press **Allow** when asked to allow the app to take pictures and record video and access the device's location
  - If you have previously set up PingID for another account, click the "+" button next to **My Organizations** before moving to the next step

- If you are enrolling yourself and have generated a **QR Code**, scan it now

- o If you do not have a QR code or your Manager performing the enrollment, click the **Enter Pairing Manually** button, then enter the Pairing Key you received and click the **Pair Device** button

- o If asked to Complete Your Profile, type in a nickname for your account and click **Done**

- Once activated, you will see the default screen with a Two-Step Verification code listed

- o You have now completed the activation steps and have enrolled in Two-Step Verification
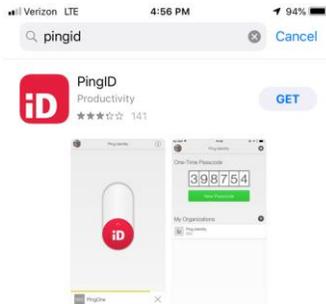
Next Steps

Use MyPassport to view, edit, or enroll in additional verification methods. Instructions can be found [here](#). It is highly recommended that you set up at least two verification methods.

Downloading the PingID iPhone App & Using Pairing Key

- On your iPhone, navigate to the App Store
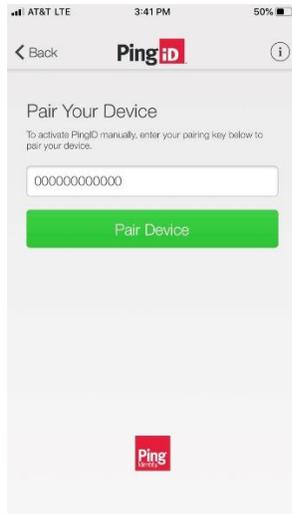

- Search "PingID"

- Click the **Get** button
  - You may need to use your passcode, TouchID, or FaceID to download the app
  - Wait until you see the button change to **Open**; this means that the app has been downloaded

- Open the PingID app

  - Upon your first time opening the app, you will need to accept Terms of Service, as well as press **Allow** when asked to allow the app to take pictures and record video and access the device's location
  - If you have previously set up PingID for another account, click the "+" button next to **My Organizations** before moving to the next step

- If you are enrolling yourself and have generated a **QR Code**, scan it now

- If you do not have a QR code or your Manager performing the enrollment, click the **Enter Pairing Manually** button, then enter the Pairing Key you received and click the **Pair Device** button

- If asked to Complete Your Profile, type in a nickname for your account and click **Done**

- Once activated, you will see the default screen with a Two-Step Verification code listed

- You have now completed the activation steps and have enrolled in Two-Step Verification

Next Steps

Use MyPassport to view, edit, or enroll in additional verification methods. Instructions can be found [here](). It is highly recommended that you set up at least two verification methods.