

PingID Multi-factor Authentication Enrollment

For accessing many Corewell Health applications and resources when off network, you will need to authenticate via Corewell Health's multi-factor authentication (MFA) security solution, PingID. This job aid provides instructions for registering for PingID.

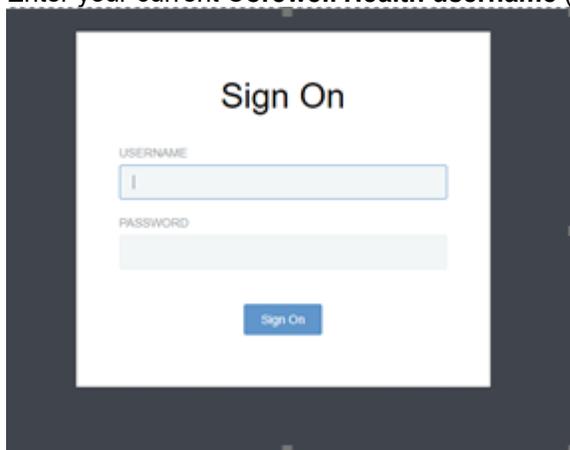
PLEASE NOTE: Some workflows, such as Epic Haiku and Canto, and EPCS may use another authentication method.

NOTE: If you do not register, you may receive an error message with a link to register. Please follow that link and proceed with registering.

Option 1: PingID Enrollment (DEVICE) Step by Step

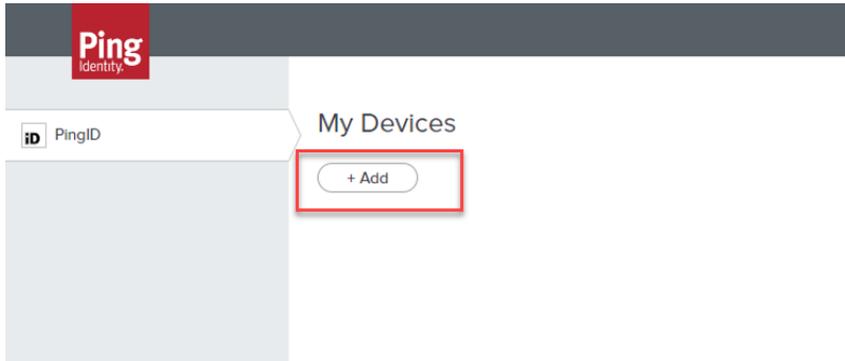
NOTE: The PingID desktop client **can only be installed on personal devices**.

1. Go to the [Ping Self Service Portal](#).
2. Enter your current **Corewell Health username** (not email) and **password**.



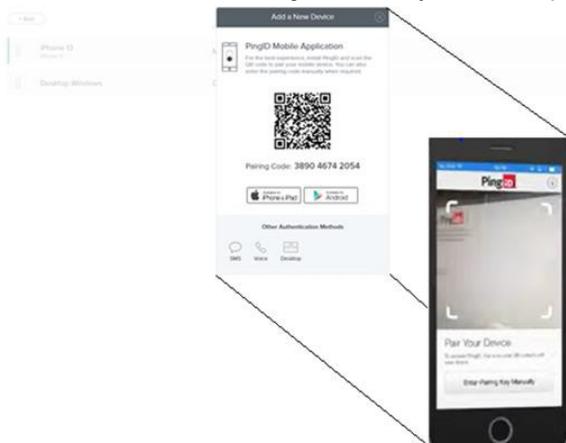
The image shows a screenshot of a web page titled "Sign On". It features two input fields: "USERNAME" and "PASSWORD". The "USERNAME" field contains a single character, possibly "I". Below the input fields is a blue "Sign On" button. The entire form is centered on a white background with a dark border.

3. Click the **+Add** button.

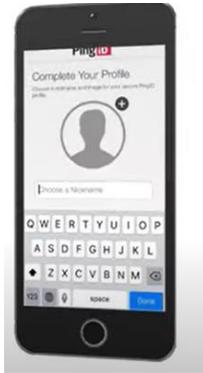


4. On the **Add a New Device** screen:

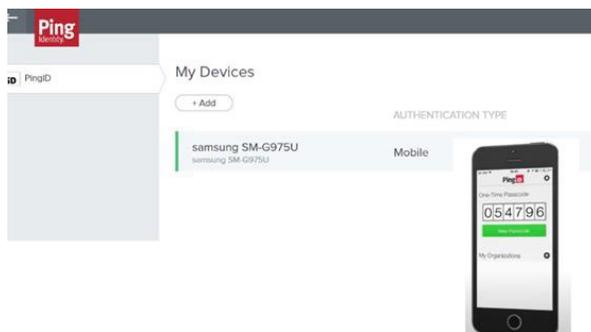
- a. Download the proper PingID application.
 - i. Select **Camera** on your device.
 - ii. Scan the presented QR Code- this will take you to the correct PingID application based on your phone's Operating System (iOS/Android).
 - iii. Install the PingID application- Accept the terms/ Allow PingID to use camera/Enable all notifications/ Allow PingID to use location **ONLY WHEN APP IS USED**. (NOTE: The setting can be used to verify the location you are accessing a Corewell protected application and your PingID Authentication device are in the same proximity).
- b. Pair your Device
 - i. Open the PingID app on your device.
 - ii. Scan the QR Code displayed on the PC screen or choose **"Enter Pairing Key Manually"** manually enter the presented pair code displayed on the screen.



5. The PingID app will require a nickname. We recommend Corewell Health. Photo is not necessary.



6. Device enrollment has been successfully completed. The Ping Device screen and App Ping screen can be closed. You are now ready to PingID MFA when required to do so.



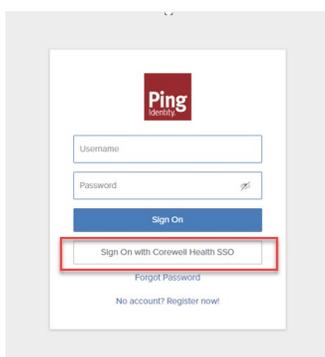
NOTE: One-Time Passcode being displayed on your device is a visual verification of a successful PingID application install.

YOUR DEVICE HAS BEEN SUCCESSFULLY ENROLLED TO RECEIVE PINGID TO AUTHENTICATE.

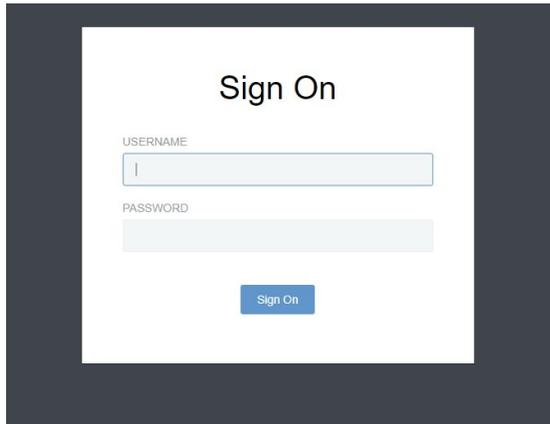
[Option 2: PingID Enrollment \(SMS/TEXT\) Step by Step](#)

**** Recommended to use a PC to complete the enrollment process ****

1. Go to the “Ping Self-Service Portal” using the link below:
<https://CHMFA.corewellhealth.org>
2. Click on the “Sign on with Corewell Health SSO” button. NOTE: Do not click on anything else.



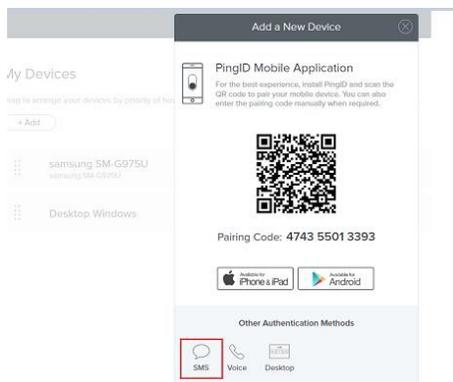
3. Enter your current username and password.



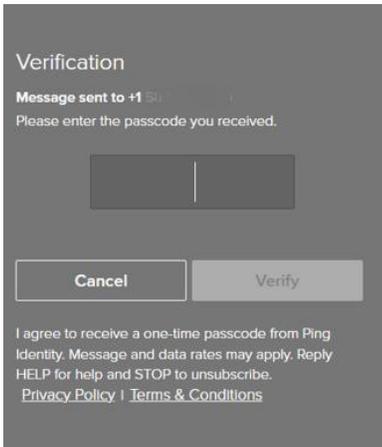
4. Click on the **+Add** button.



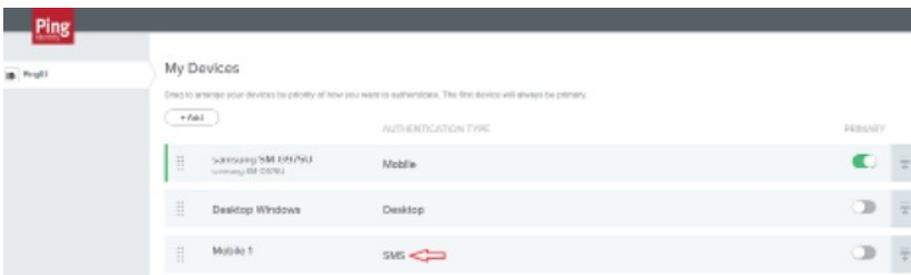
5. On the "Add a New Device" window, choose the SMS icon.



6. PingID will require a phone number to send SMS/Text messages. Enter that number into the box and click **Next**.
7. A SMS/TEXT message containing an enrollment code will be sent to the phone number entered in Step #6.
8. Use the SMS/TEXT received PingID authentication code to continue your enrollment.



9. SMS/TEXT enrollment has been successfully completed.



Resources and Support

For additional information or assistance contact the appropriate Digital Services Service Desk:

- Corewell Health **East** Service Desk: **888.481.2448**
- Corewell Health **South** Service Desk: **269.428.2005 (ext. 2005)**
- Corewell Health **West** Service Desk: **616.391.4357 (1-Help)**