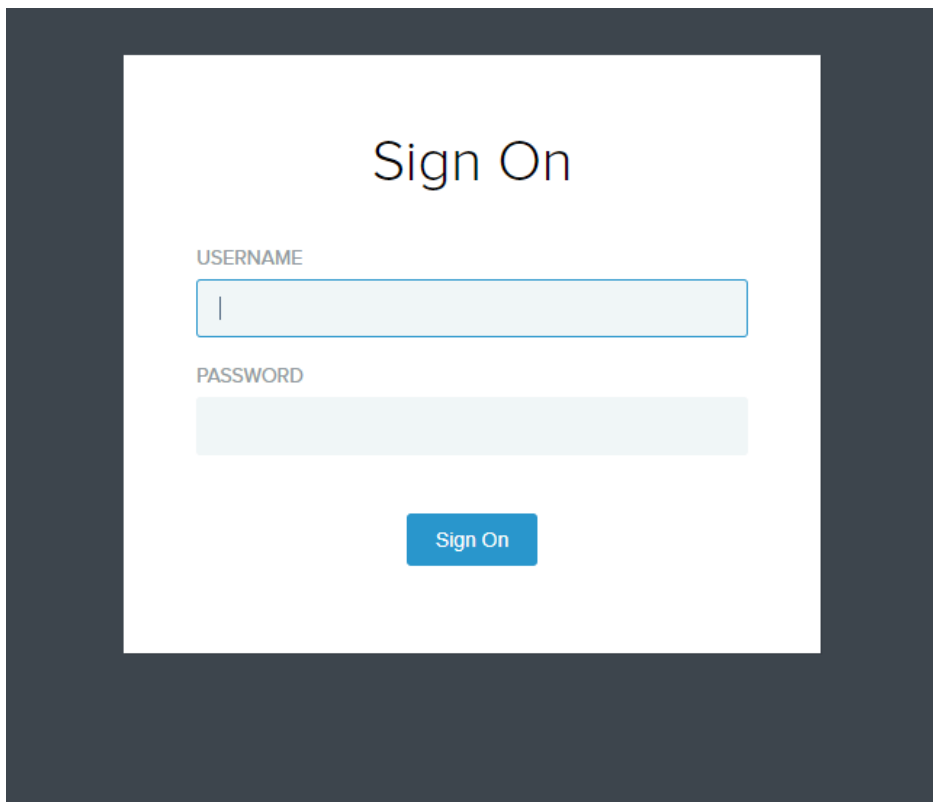# PingID – Pairing/Unpairing Process for Offsite Users With Non-Prisma Computer

❖ *Below are instructions pertaining to a user pairing their mobile device with PingID for the first time via a non-Prisma computer, as well as unpairing their phone to complete the PingID pairing process on new/replacement phone:*

1. To begin the PingID pairing process, please download the latest version of PingID via the Apple App Store on your new/replacement device. The options available with either be "Download" (if app is not yet installed), "Update" (if app is installed but requires an update), or "Open" (if app is updated and ready for use):
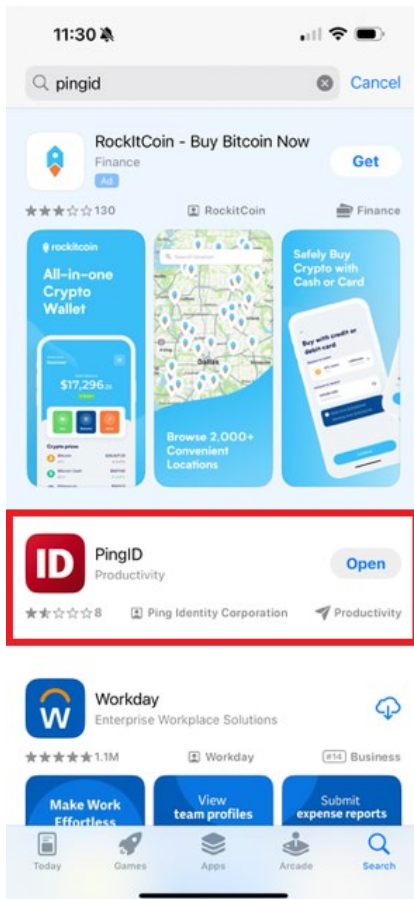
2. From your personal computer, navigate to the following site via either Microsoft Edge or Google Chrome (enter your Prisma username and password when prompted for login): connect.prismahealth.org

3. If your old device is still paired with PingID, you will see the below screen, albeit possibly a different mobile device following the "Authenticating on…" message. Please do nothing via the computer or mobile device so the site prompts to "Retry mobile". Proceed to Step 4 of this document for further instructions; once completed, close the browser tab, navigate to the site once more, then proceed to Step 5:
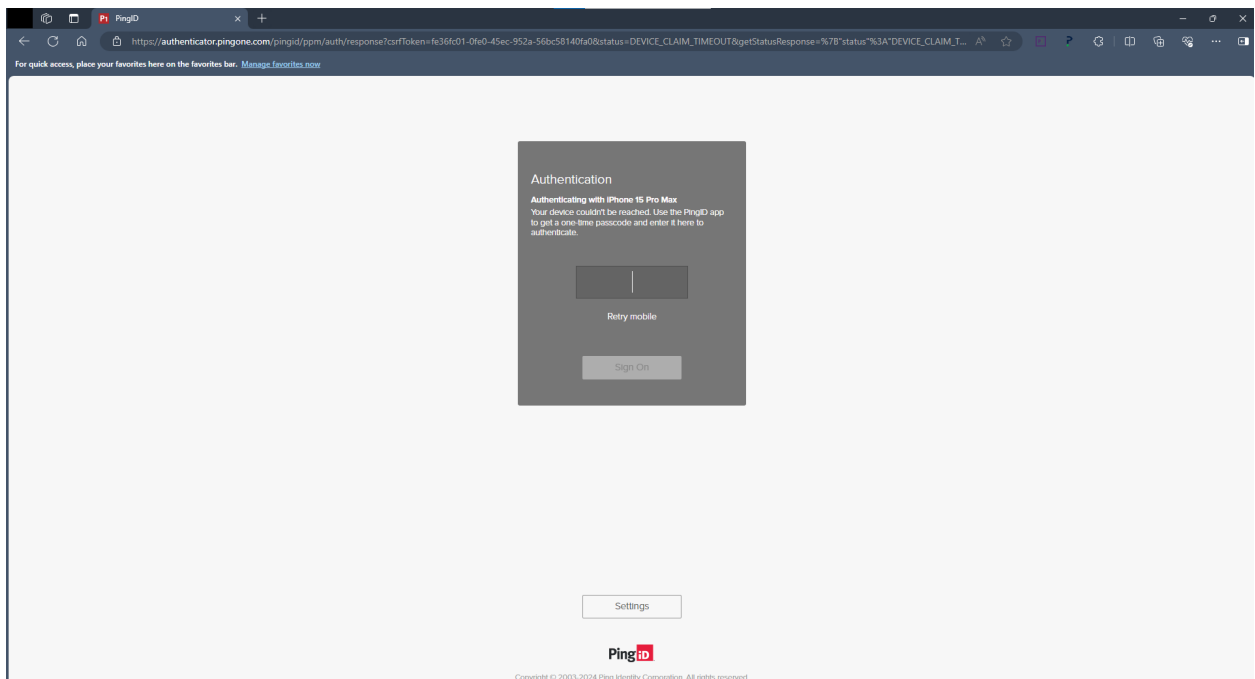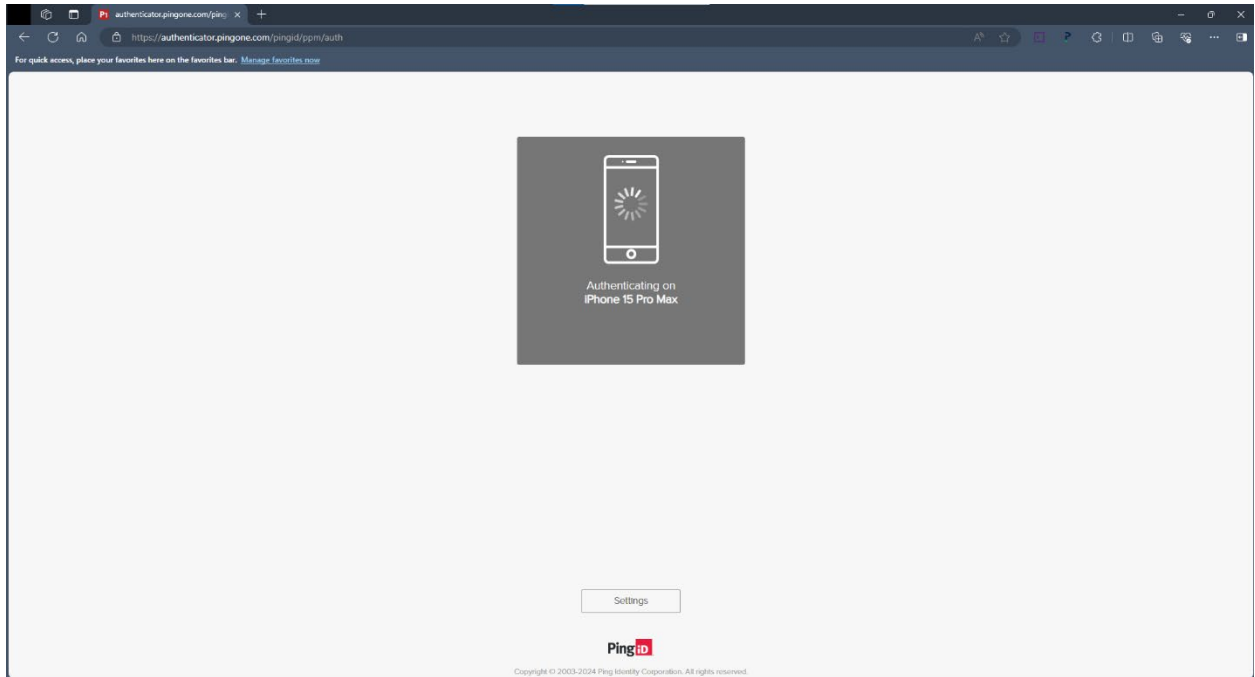
4. If needing to pair a new/replacement mobile device with PingID and your old device still displays in the previous step, you will need to first unpair said old device from PingID (if this device is no longer available, please contact the Service Center via call, chat, or online ticket*). With old device in hand, open the PingID app>select three-dot menu>Unpair Device>Unpair Device>Unpair. From this point forward, please utilize your new/replacement device with PingID already installed.
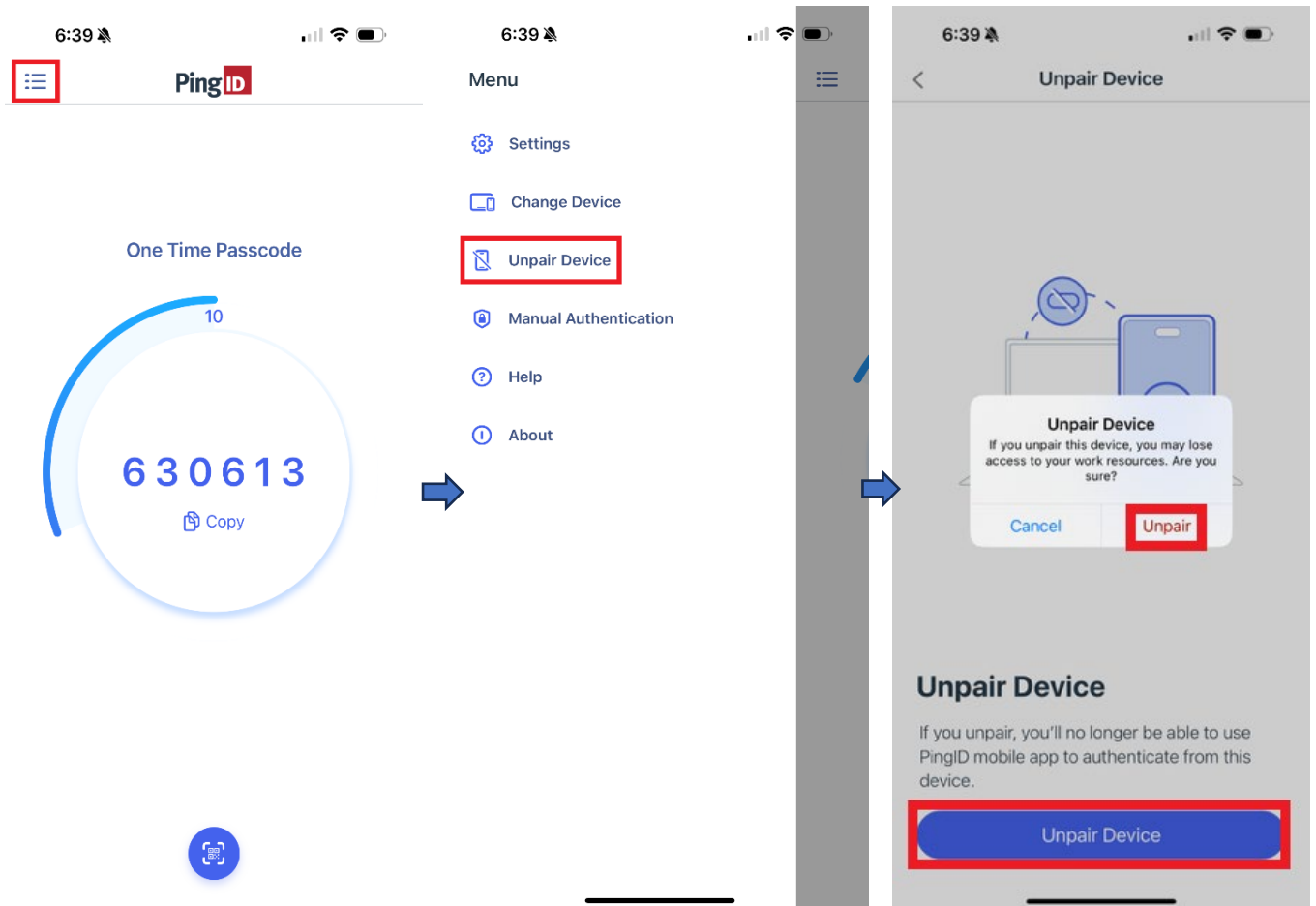
5. You should now be presented with a screen requesting ID Verification. On this screen, click 'Other Device' to proceed:
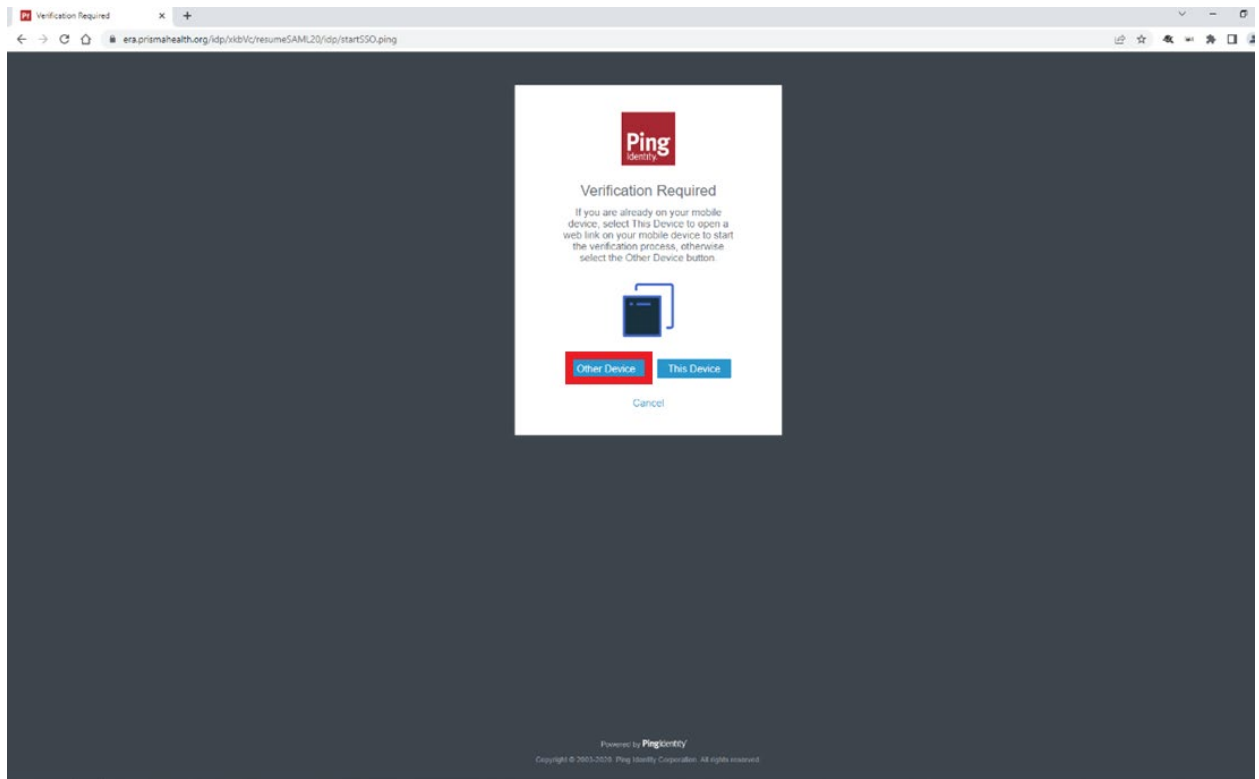
6. You are now presented with verbiage and option to receive an email or QR code. Click 'QR Code' on this screen, this will allow use of the PingID mobile app for the ID verification process (please utilize your mobile device for the next few steps):
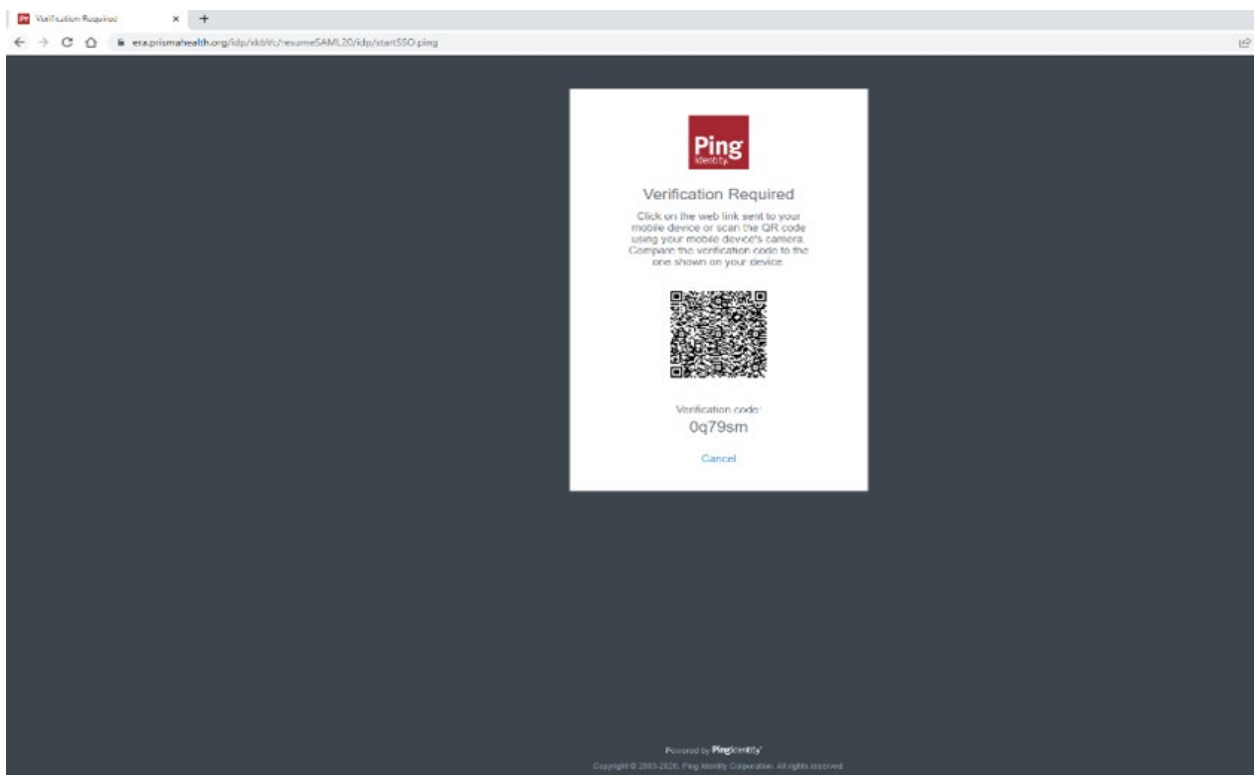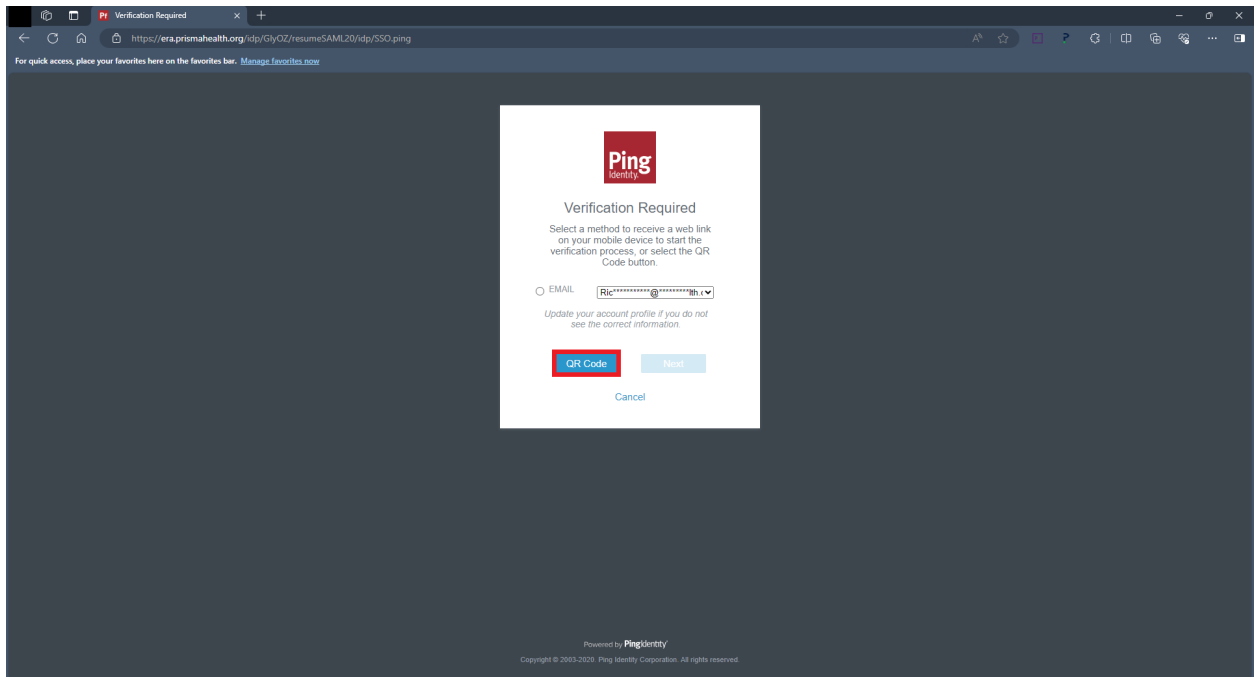
7. Open the PingID app on your new/replacement mobile device and select 'Continue' on the "Welcome to PingID" main screen. On the "Scan the QR Code" screen, there are two options available; for this step, select the 'Scan' option. The PingID app will use your mobile device's camera to scan the QR code currently displaying on the computer as mentioned in the previous step; once scanned, the PingID app will display the "Verify your Identity" screen, select 'Continue' to proceed:
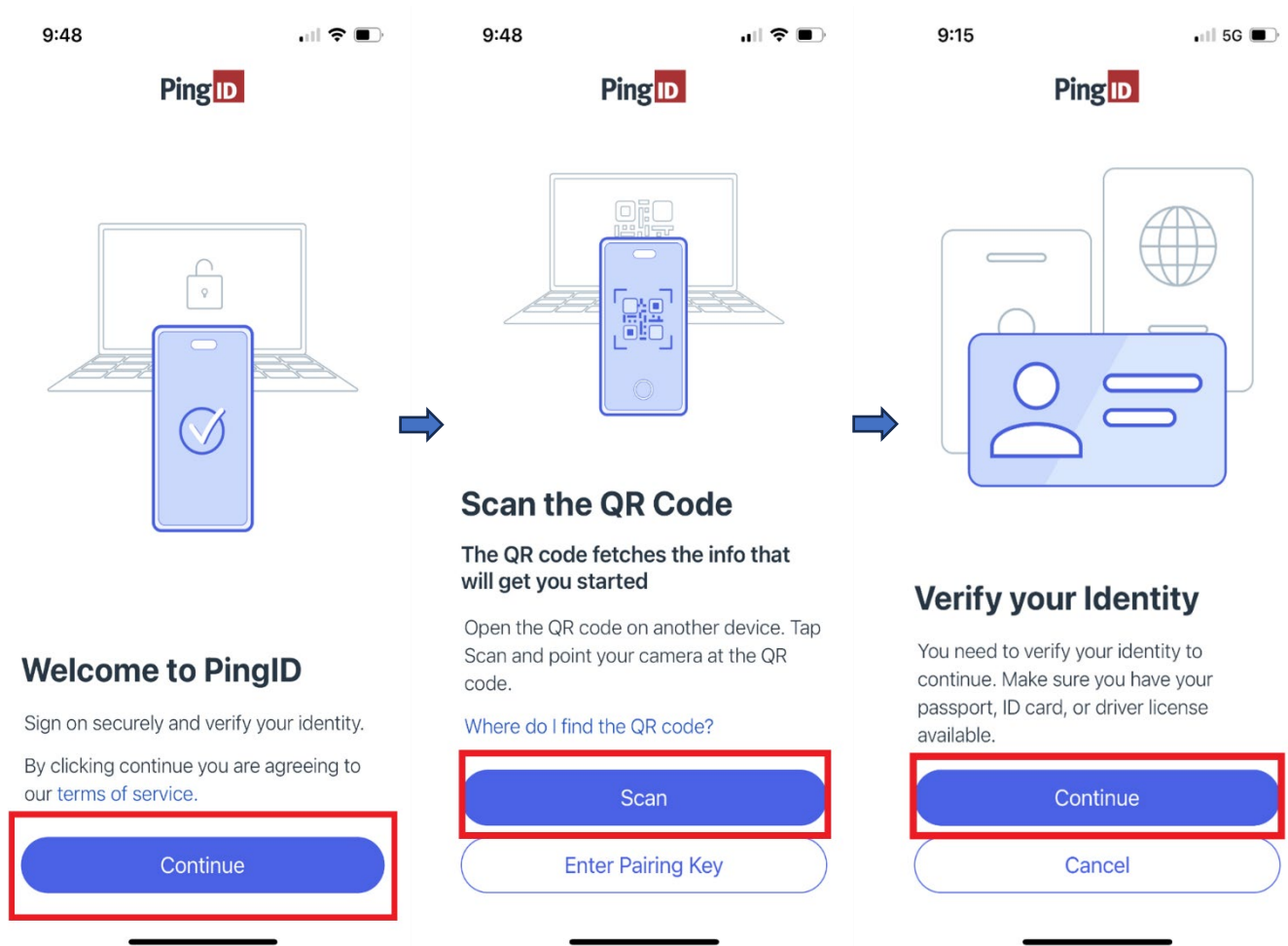
8. The subsequent screens will direct you to scan your government issued ID card (front and back), as well as to capture a selfie (images will not be stored). Through each prompt, select 'Continue' to complete the process throughout. Once all requested information has been collected, you will see a screen confirming your identity has been successfully verified (this step could possibly take a few minutes to process*):
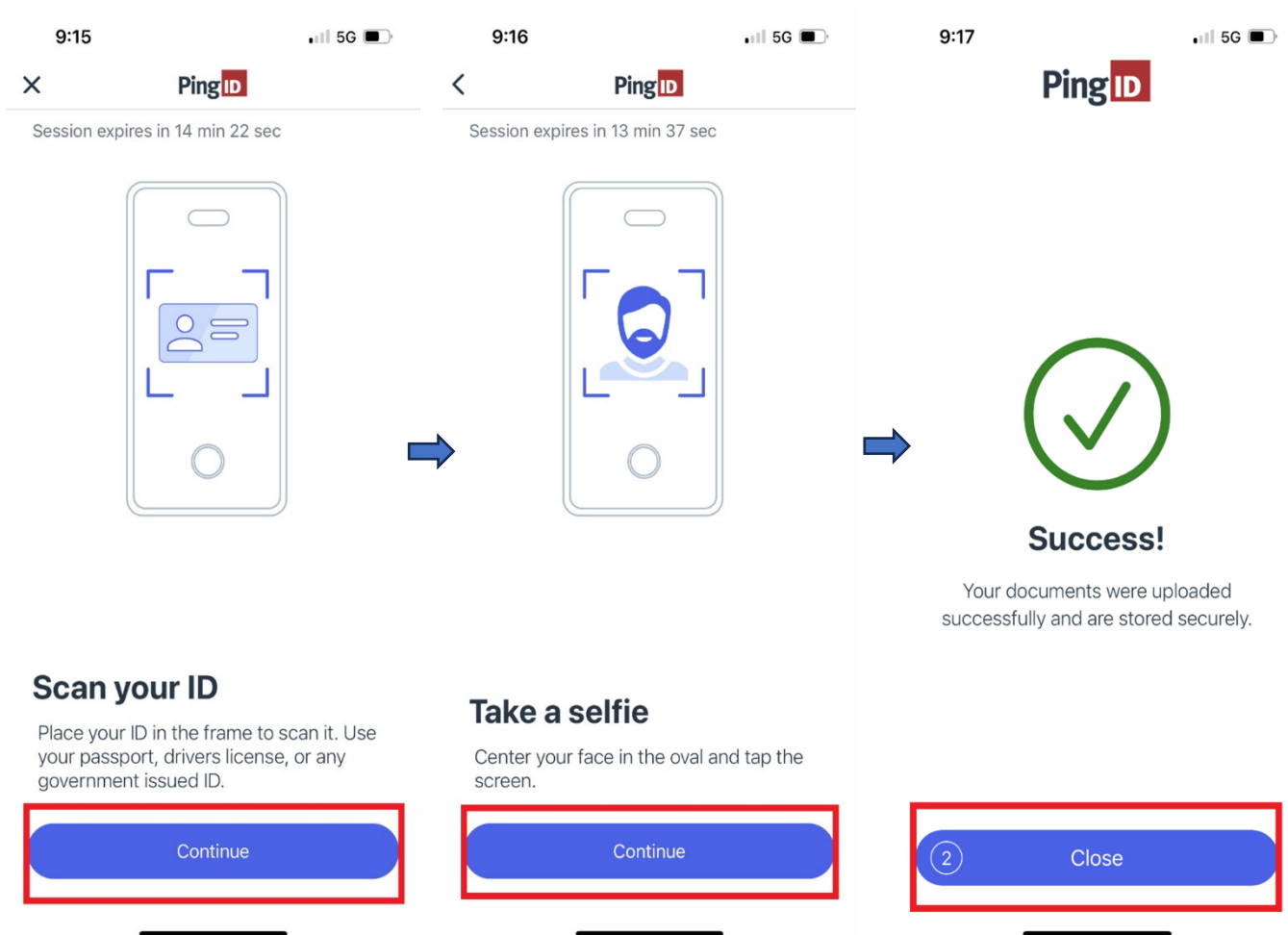
9. Referring back to the computer now, you should notice a "Verified" message displaying on screen, while the PingID mobile app should redirect back to the "Scan the QR Code" screen as mentioned in Step 7. After a few moments, the computer screen should update (if the computer instead displays the "Verification Required" page, complete Steps 5-8 once more*):
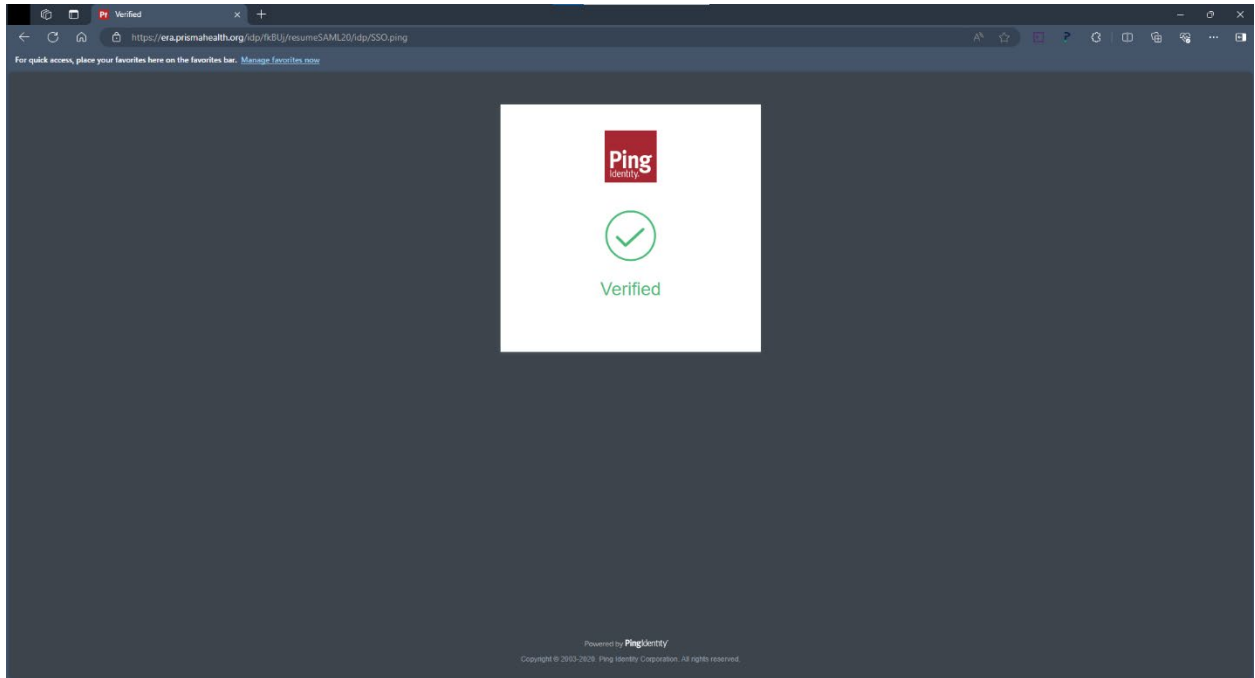
10. The computer should display the "Welcome to PingID" screen at this point, click 'Start' to begin the PingID pairing process. The "Add a New Device" screen should now be visible, along with a QR code and "Pairing Key":
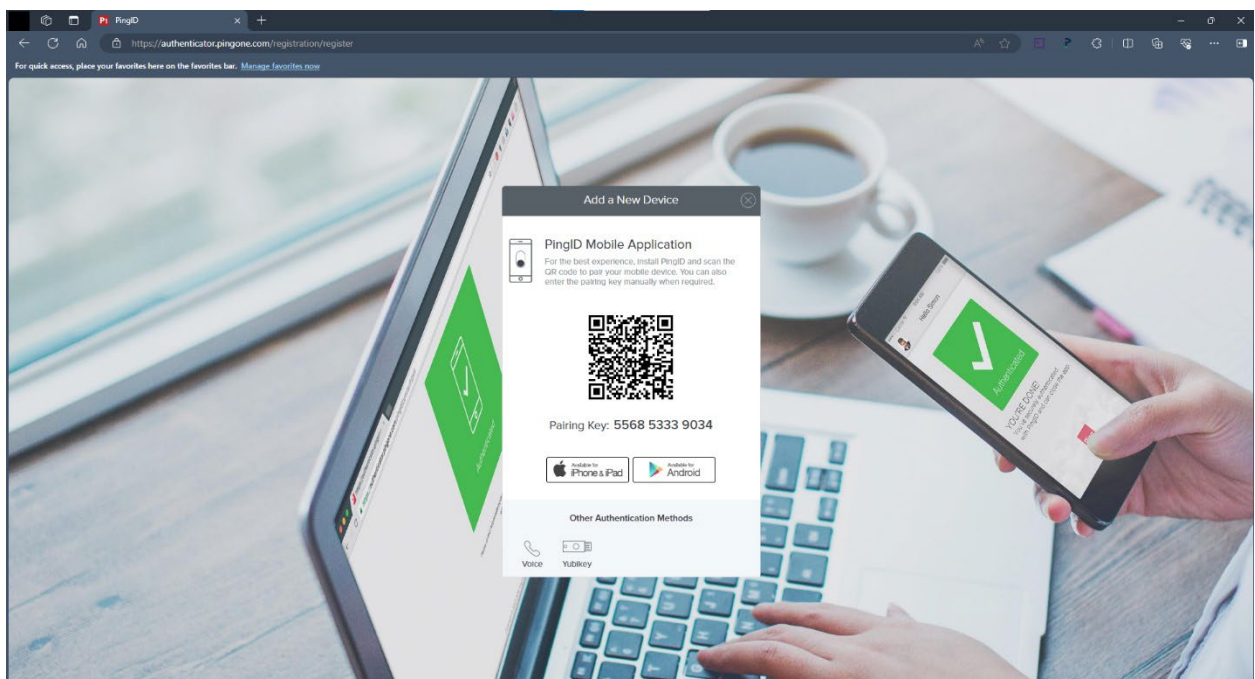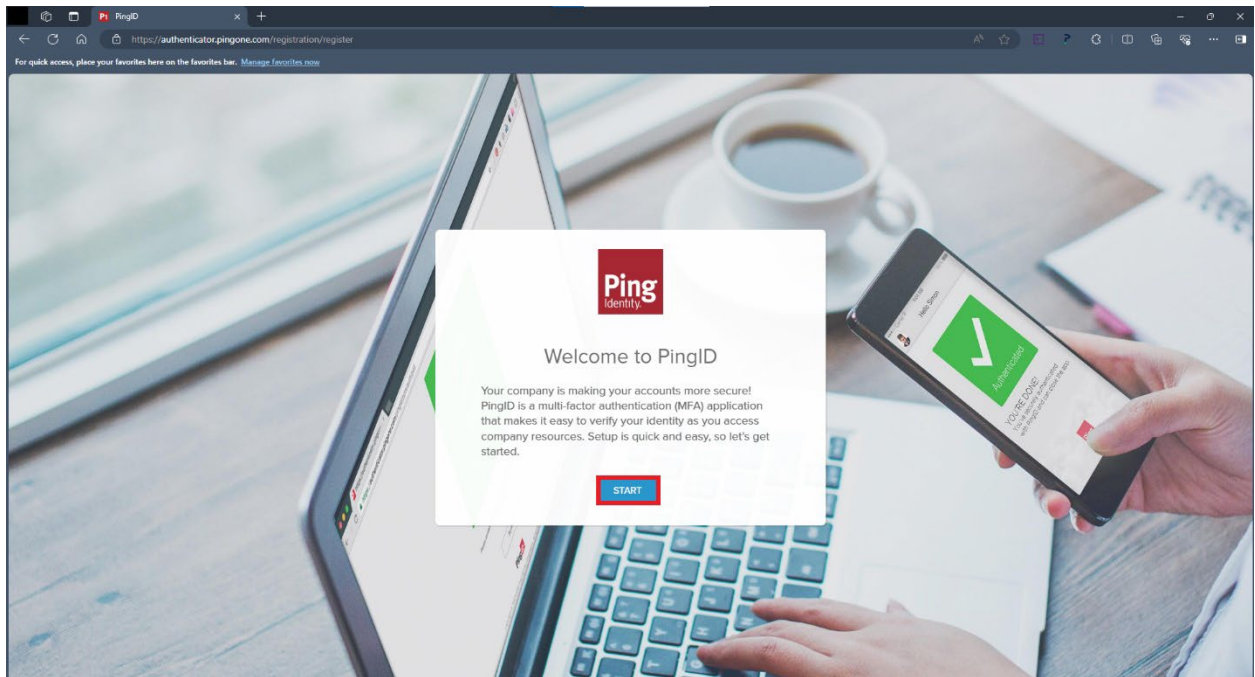
11. As previously mentioned, the PingID mobile app should be displaying the "Scan the QR Code" screen as illustrated in Step 7, select the 'Scan' option*. The PingID app will use your mobile device's camera to scan the QR code currently displaying on the computer as mentioned in the previous step; once scanned, the PingID app will update and display a "One Time Passcode". After a few moments, you should receive a Push Notification via the app, select 'Yes'; now the app should display an "Authenticated" message:
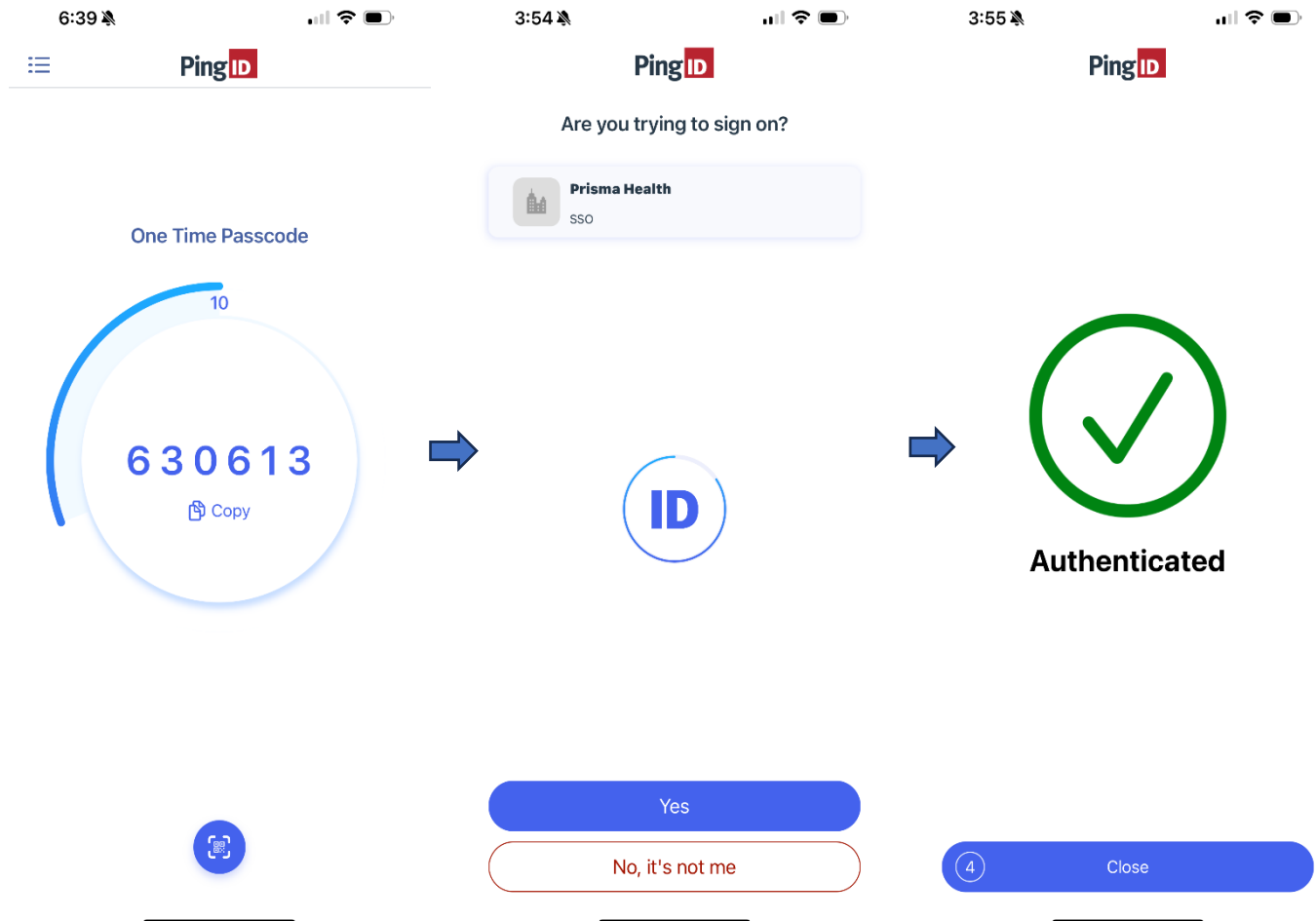
12. Refer back to the computer, you should notice an "Authenticating" message displaying as you navigate through the previous step via the PingID mobile app. Once the "Authenticated" message is received via the PingID app, the computer screen should display a "Success" message. You have successfully completed the PingID pairing process, congratulations:
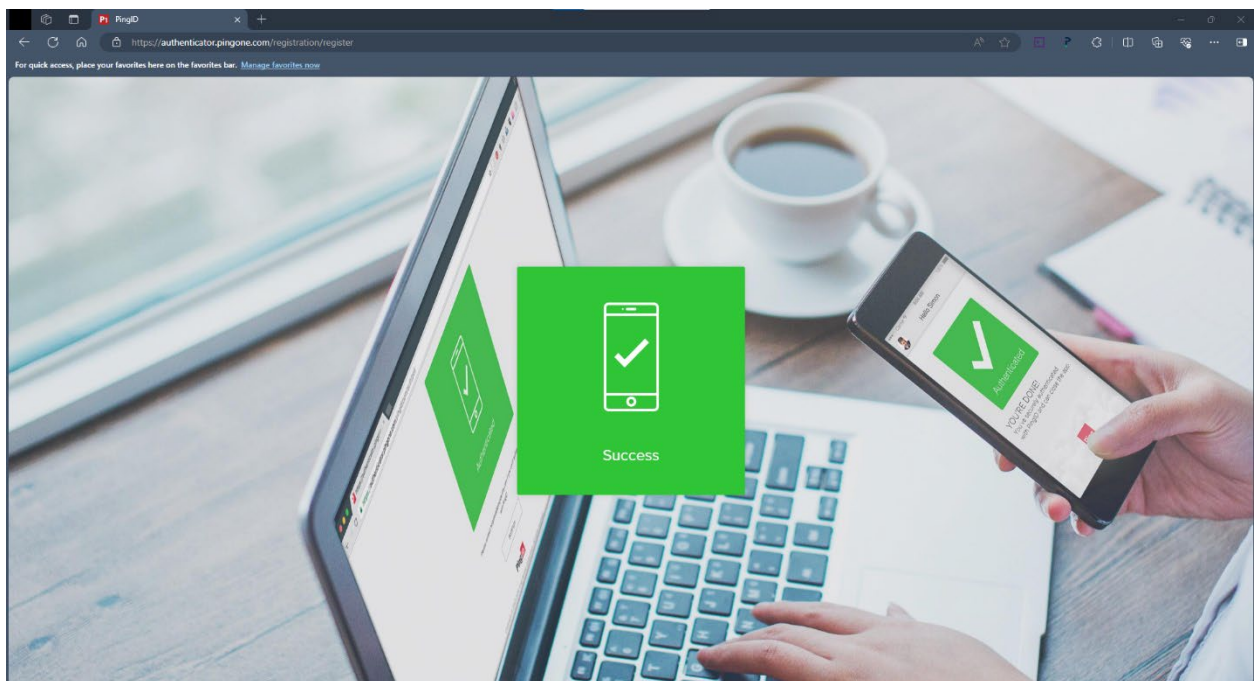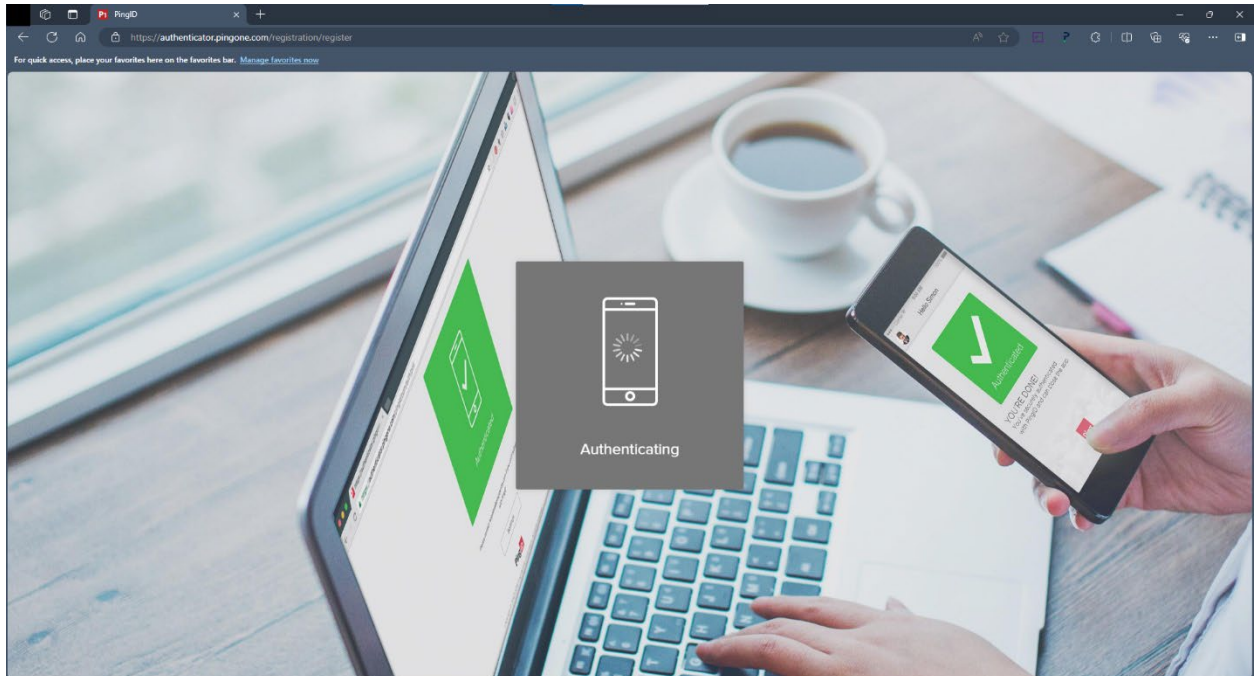
Needs to Know Section

❖ As you proceed through Step 8, you will be prompted to scan your government issues ID card and capture a selfie; the prompts may include embedded messages, follow these prompts carefully. Be sure to capture the ID card on a dark surface and in good lighting, do not use the flash on the camera; the ID capture process should occur automatically without any buttons being pressed. Capture the selfie by following the prompts, using good lighting and without use of the flash; for best results, take selfie without hats, glasses, or headsets in photo. If you receive an error message stating there was an issue scanning the document, follow the prompts to restart the process. There is a 15-minute timer to capture the requested information, if the timer expires, you will need to refresh the "Verification Required" page via the computer screen to proceed anew.

❖ As you proceed through Step 11, you are prompted to Scan the QR Code or enter the pairing key manually; if you so prefer, you may type the pairing key displaying on the computer screen within the PingID mobile app.

❖ If you receive any other error messages outside of the ones mentioned within this document and are unable to proceed, please contact the Service Center.

❖ The Service Center is available 24/7 for issues related to the PingID pairing process as illustrated above, they can be reached via phone (864-455-8000), chat (https://chat.prismahealth.org/), or online ticket (https://prismahealth.service-now.com/sp?id=sc_cat_item&sys_id=dfad28f01bcba8102e45da49b04bcb4c).