How to set up PingID remotely

What is PingID?

PingID is a multi-factor authentication (MFA) application that AER staff use from their smart phones to verify their login credentials when accessing AER resources from outside of the office.

What you need to use PingID

1. A smartphone that is secured with a screen lock (passcode, swipe, or fingerprint).
   How to turn on screen lock on an Apple iphone
   How to turn on screen lock on an Android phone
2. A smartphone that has the minimum OS version, noted below:

iPhone: https://apps.apple.com/us/app/pingid/id891247102

How do I check?

Android: https://play.google.com/store/apps/details?id=prod.com.pingidentity.pingid&hl=en_CA&gl=US
How do I check?

How to install PingID on a smartphone

Apple iPhone

Open the Apple App Store

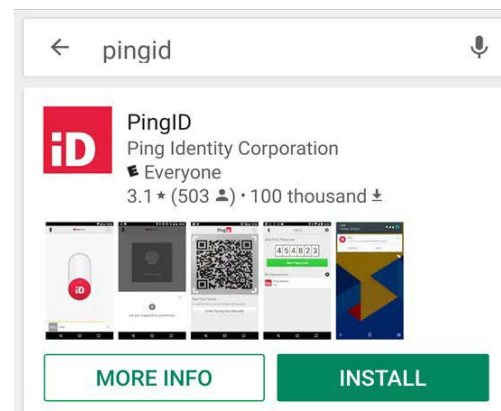Search "pingid" and install the app

Android

Open the Google Play Store

Search "pingid" and install the app

PingID may request access to features such as your camera, or notifications. Accept or allow the prompts to continue.

Pairing the PingID app to your AER account

If you're at this step on the PingID app, please call the IT Service Desk to issue you a pairing key over the phone. Mention that you're working remotely and need a pairing key to set up your PingID app.
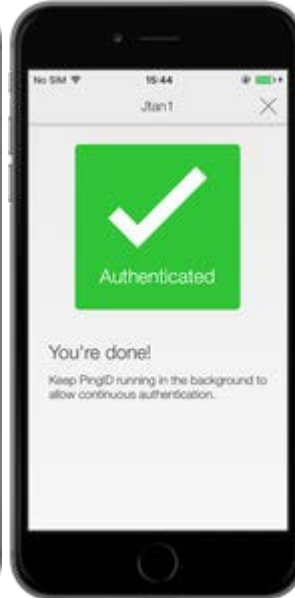
AER Service Desk
403-297-3744
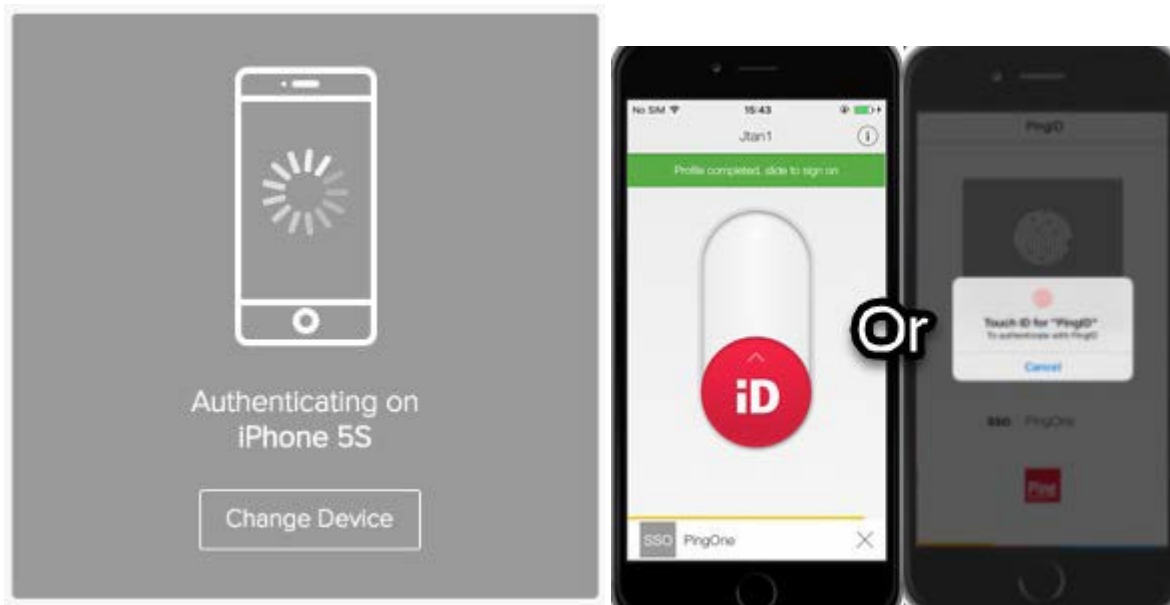Monday - Friday, 7:00 a.m. - 5:00 p.m. MST

Enter your name when prompted to complete your profile, then confirm your authentication.

FAQs

Q: When do I use PingID?

A: Anytime you log into an AER resource from outside the office. You will be prompted to verify your login credentials with PingID after entering your email and password.

The email login is waiting for you to verify on the phone

Q: Can I add PingID to a second device?

A: Yes. Navigate to https://desktop.pingone.com/aerdock. Click your profile in the top right corner and select **Devices**.

Click the **+ Add** button. You will be prompted to authenticate this action on the first device you registered with PingID. Then scan or enter the pairing key shown on your second device.

Q: Can I use PingID on my tablet?

A: Yes. The instructions to install PingID are the same when using a tablet.

Q: I don't have a smartphone, or my smartphone isn't compatible.

A: Please call the AER Service Desk (403-297-3744) to find a suitable alternative.