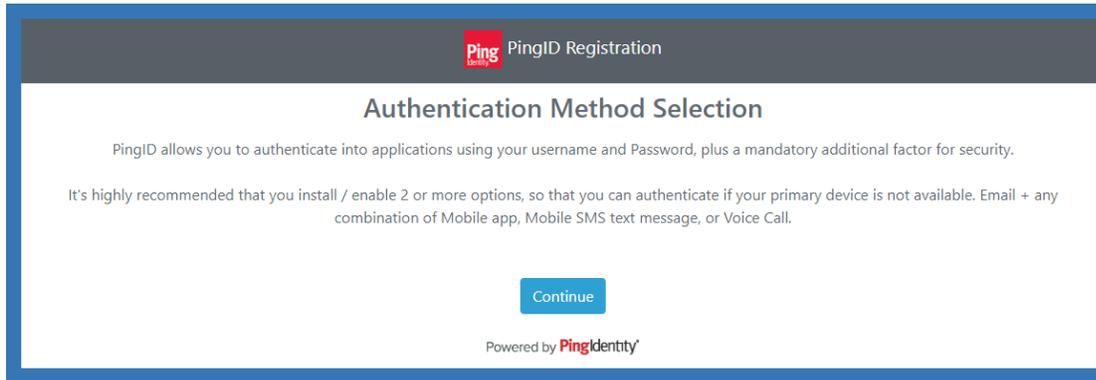


Multi-factor Authentication

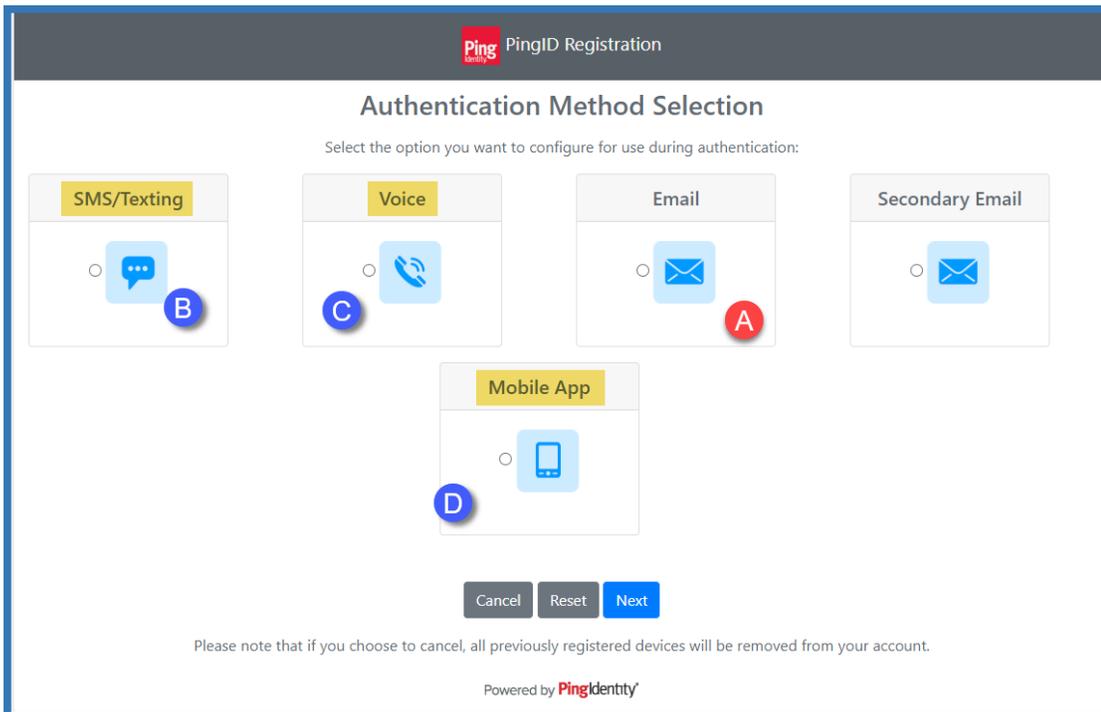
The BCBSLA tool for multi-factor authentication (MFA) is PingID. On your first login to the new Broker Portal, you will be shown the PingID registration process. It is **strongly** recommended that two options for account recovery are installed. The best option is to combine email and any of the following three: SMS text message, voice call, or the PingID application.

1. Select Continue



Select Two Authentication Methods

2. Select Email and then one of SMS/Texting, Voice or Mobile App.



Using Text Message (SMS) or Email

3. You will be prompted to enter phone number and select next.

PingID Registration

Authentication Method Selection

Select the option you want to configure for use during authentication:

A SMS/Texting

Voice

Email

Secondary Email

Mobile App

Enter or verify the number below before continuing: **B**

Please note that if you choose to cancel, all previously registered devices will be removed from your account.

Powered by PingIdentity

4. You will receive a texted Registration Code from Ping to enter on the following screen.
 - A. Enter the code in Box A and select "Next".

PingID Registration

Registration Code from SMS/Text Message

SMS delivers a text message to a mobile phone with a 6 digit authentication code as part of the log in process. Register a mobile device as an additional option in case your other device is not available.

Please enter the registration code that was received via SMS.

Click the 'Next' button only once.

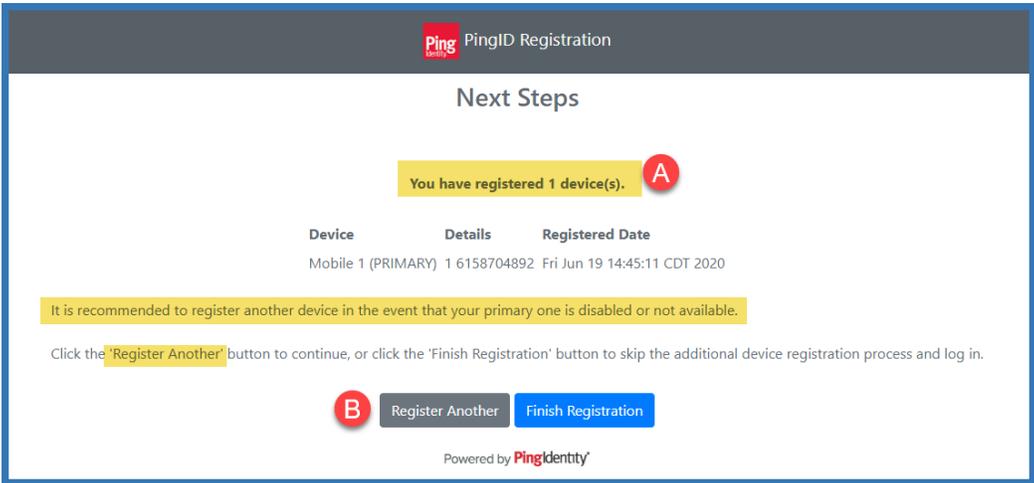
A

B

Please note that if you choose to cancel, all previously registered devices will be removed from your account.

Powered by PingIdentity

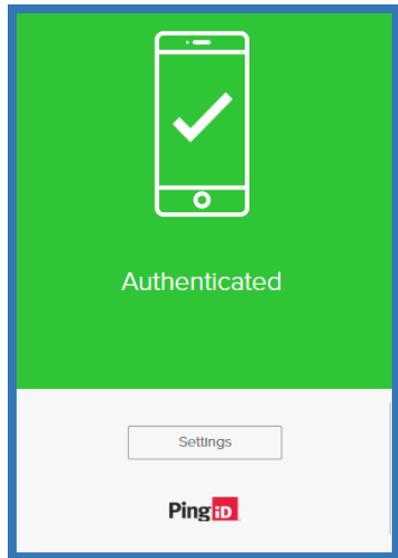
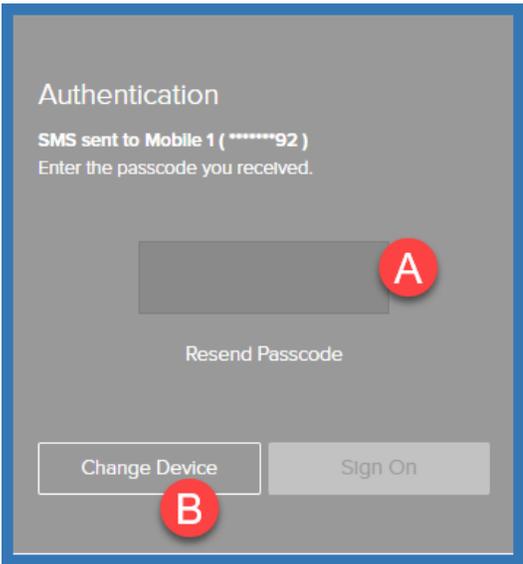
5. After registration is complete for the first device, you will be prompted to register a second device (B).



6. When a second device is registered, you will be able to choose the authenticating device by selecting “Change Device” (B) below.

7. Once the device for authentication has been chosen, the SMS message will be sent you will be prompted for the passcode (A).

8. Enter the code and select “Sign on”.



Success! You will now be directed to the portal.

Using the PingID App

9. If using the PingID app option, you must first download and open the PingID app from their App Store. You will be required to pair your device by scanning the QR code or entering the "Pairing Key".

 PingID Registration

Mobile App Setup

Most users should already have the PingID App installed. If it isn't, install it from the App Store. PingID is also available in the App Store and on Google Play. If you have a non-employee account, click on the appropriate icon below to install PingID on non-managed and 3rd party devices.

To complete the pairing, start the PingID app on your mobile device, complete one of the follow:

- Scan the QR code shown on the screen by framing it within the scanning window of the application
- Click the button on your mobile device that allows you to manually enter the 10 digit pairing code shown on the screen.

Pairing Key: 112739721810











Please note that if you choose to cancel, all previously registered devices will be removed from your account.

Powered by 

10. Once the application is installed you will need to accept the "Terms of Service".

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: 2579 9428 1940



Other Authentication Methods


SMS


Voice

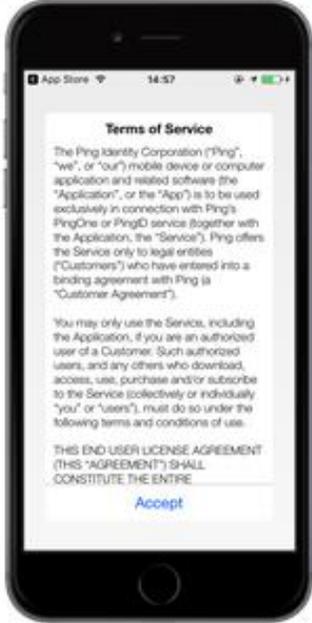

Email


Authenticator

a. From the registration window, click **Start**.



You'll see the **Add a New Device** window, showing the QR code.



Terms of Service

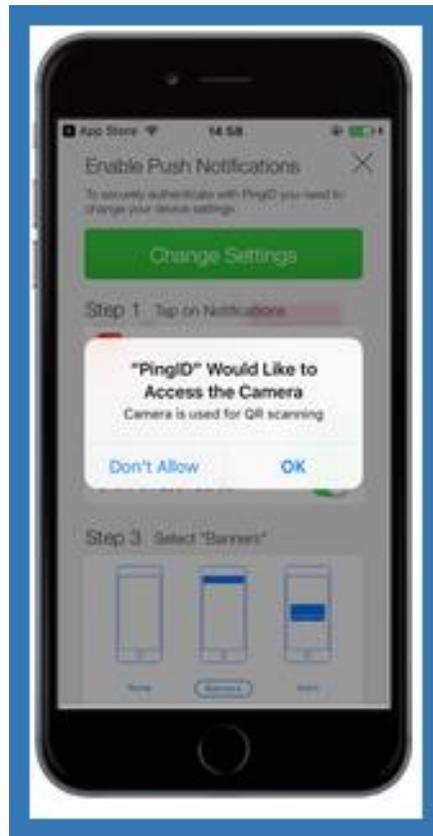
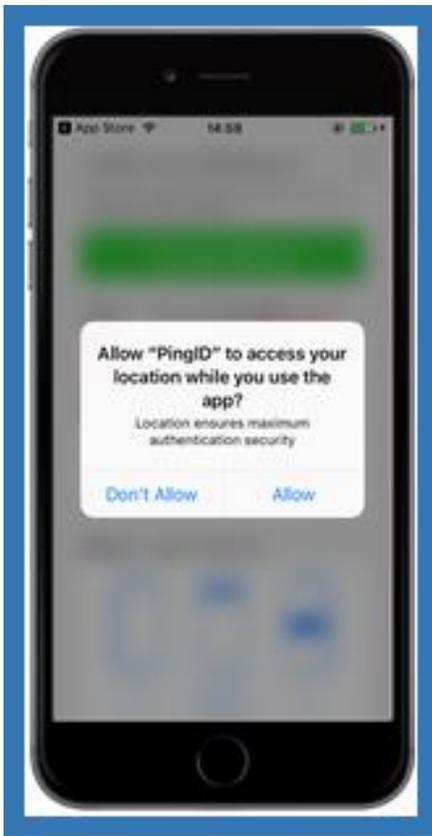
The Ping Identity Corporation ("Ping", "we", or "our") mobile device or computer application and related software (the "Application", or the "App") is to be used exclusively in connection with Ping's PingOne or PingID service (together with the Application, the "Service"). Ping offers the Service only to legal entities ("Customers") who have entered into a binding agreement with Ping (a "Customer Agreement").

You may only use the Service, including the Application, if you are an authorized user of a Customer. Such authorized users, and any others who download, access, use, purchase and/or subscribe to the Service (collectively or individually "you" or "users"), must do so under the following terms and conditions of use.

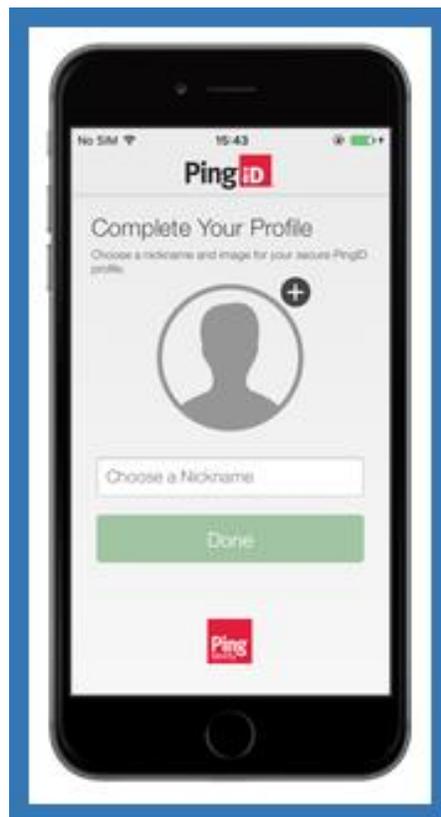
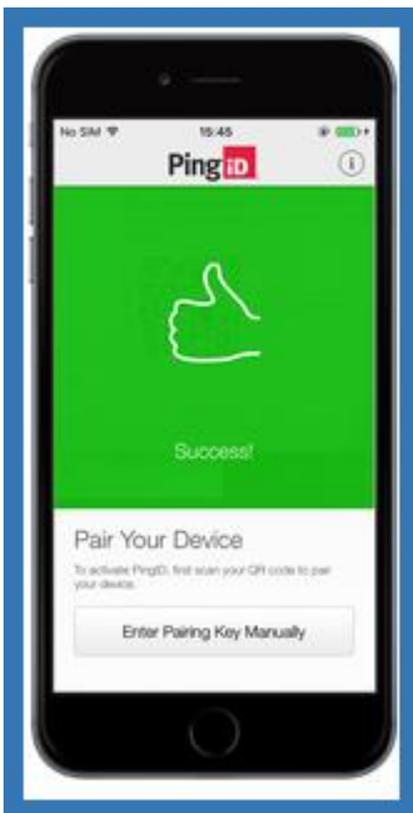
THIS END USER LICENSE AGREEMENT (THIS "AGREEMENT") SHALL CONSTITUTE THE ENTIRE

Accept

11. You will need to allow Location and Camera Access, so that you can pair your device using the QQ feature.



12. To finish pairing, you will need to complete the profile, and get your first One-Time Passcode for logging into the portal through PingID application.



Once you have entered the code, you can close the app and return to the PC to being working with the portal.

