# Cybersecurity:
# 2-Step Authentication

We implemented a cybersecurity safeguard known as "multi-factor authentication" or "2-Step." This safeguard is for all accounts that have access to sensitive health information. 2-step authentication is one of the most effective security measures we can take to protect our member's data from unauthorized access or compromise.

There are different types of 2-step authentication, each of which provides a different level of protection with some trade-off in ease of use. Simplified Benefits Administrators will be using options that security experts consider to be the most secure.

We offer providers 2-step authentication via a mobile application (PingID). Instructions for getting started begin below.

You can also contact the Help Desk at **801-442-7979, option 2**, 5:30 a.m. to 5:30 p.m. MST.

## Mobile 2-Step Application

Mobile 2-step applications (e.g., PingID) are simple to use and work the best with our system. To allow access, these applications require an individual to have a passcode (passcode, FaceID, FingerID, or swipe) to set up on their mobile device. The following instructions are for PingID for use on your mobile device.

**Step 1:** Log In to One Intermountain.

Providers typically use PingID for their 2-step authentication process.

The following pages illustrate how easy it is to set up PingID.

## Step 2: Download PingID App and Pair Device

This screen will open next. Click "Start," which takes you to the app store for your device (Apple or Android).

Find/download the free PingID app. When prompted for permissions, choose "Accept" to allow the app to work as designed.
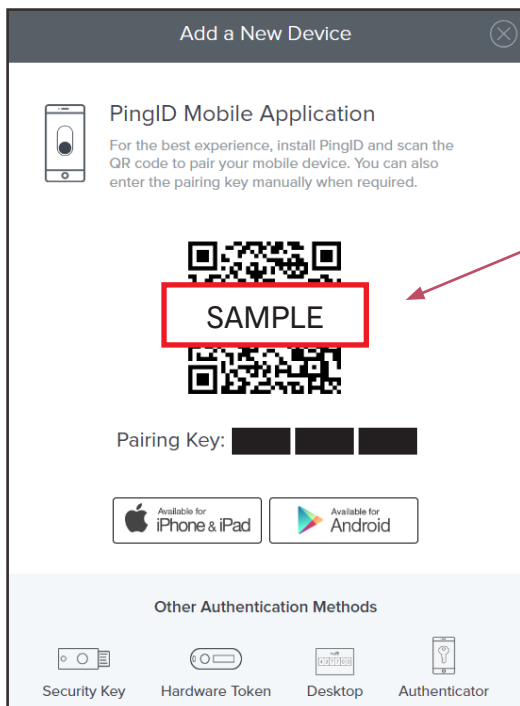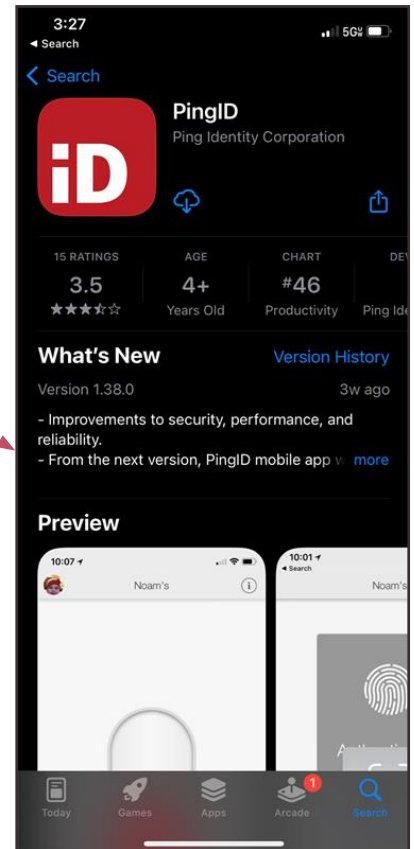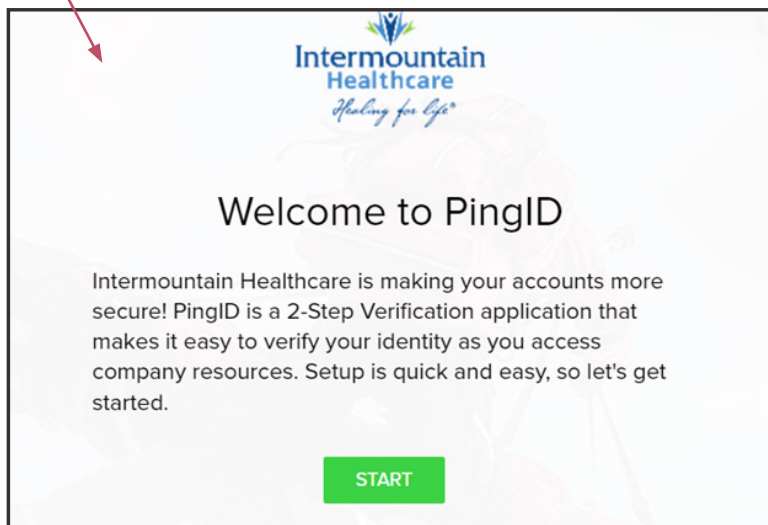


When the PingID app asks to "Pair," hold your device camera to the QR code. This will automatically pair the device to the account.

**OR**, you can click pair manually on your mobile device by typing in the pairing code on the computer screen under the QR code.
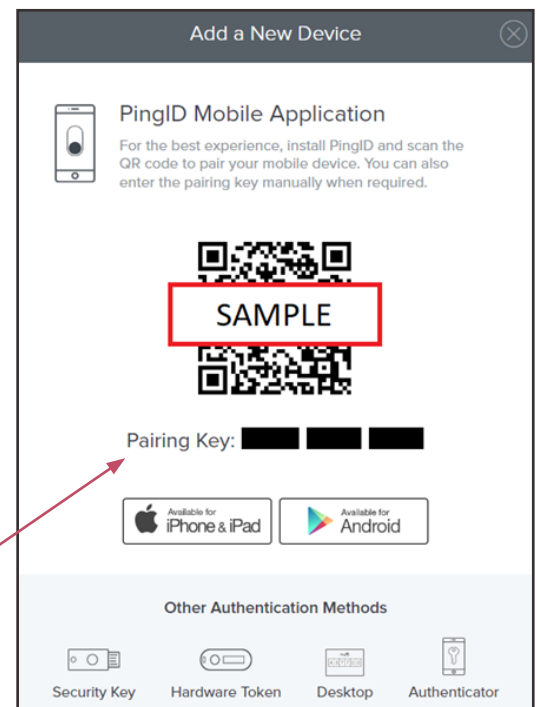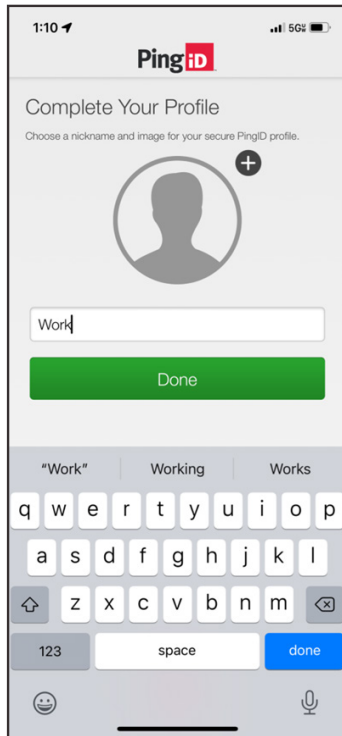
## Step 3: Complete Authentication
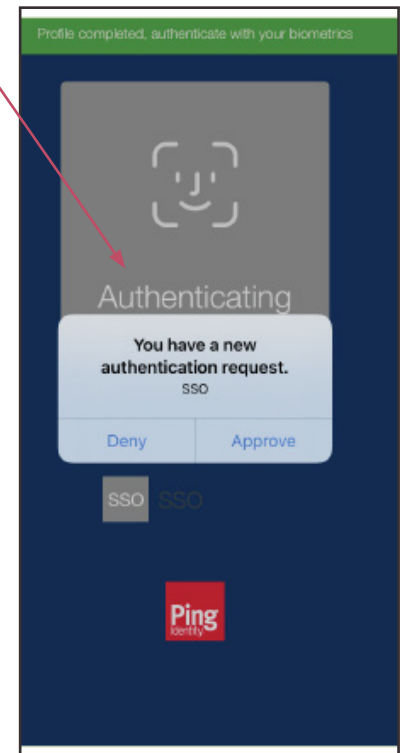
Once paired, PingID will prompt you to complete your profile. Choose a nickname and image for your secure PingID profile here.

Depending on your device settings, you may see one of two screens next: The one on the left is for push notifications. Swipe up on the slider to enable. The one on the right is for facial recognition.

Once approved, you should see a green checkmark, and you will be directed to the system you are trying to access.