



Two-factor Authentication with PingID User Guide

This guide provides general instruction for state staff to set up an account with PingID to enable two-factor authentication. PingID is a cloud-based two-factor authentication solution that creates secure access to applications through easy authentication options. If PingID for two-factor authentication is already required for access to an application or system, you will be prompted as part of the log in process of that application to set up an account.

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Section 1: How does PingID work?

Two-factor authentication adds a second step to your basic login procedure to make your account more secure. It is an additional step after entering a username and password. The second factor will be in the form of a passcode issued to you by PingID.

To receive your passcode from PingID you will need to identify how you would like to receive your code:

- by SMS text
- voice call
- via the PingID mobile app
- token

You can choose to receive the passcode on your personal or state-issued cell phone, personal landline, or work landline. You can also choose to download the PingID mobile app on your state or personal cell phone to receive your passcode. Use this guide to get started.

Section 2: Using the PingID website to set up your passcode preference

Step 1

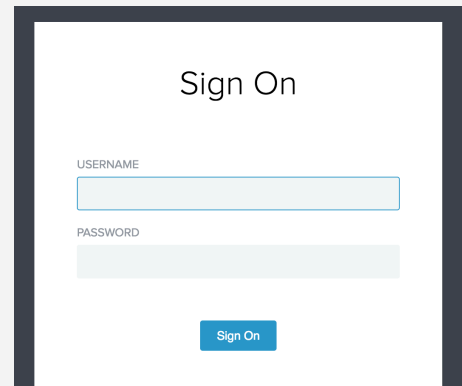
Go to
<https://desktop.pingone.com/state.co.us>.

Type your network username (UPN), followed by @(agency).state.co.us (UPN) at the end, then enter your network password to sign on.

Example:

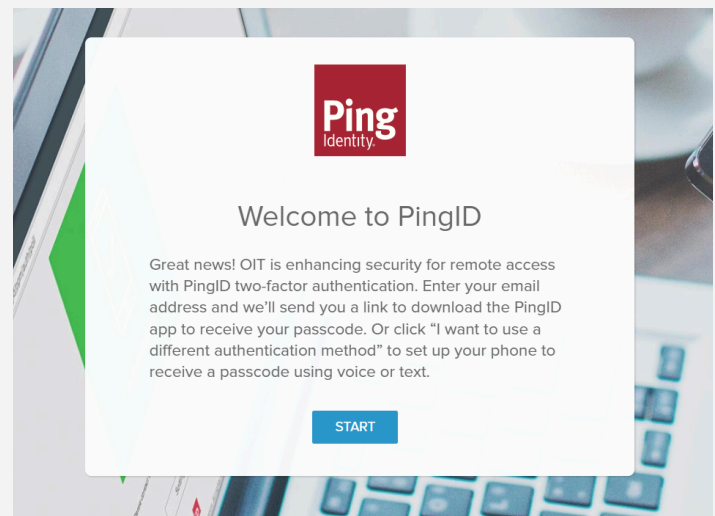
gardnerg@dot.state.co.us

(To get more information about how to use a UPN, read the [UPN User Guide](#)).

A screenshot of the PingID 'Sign On' page. The page has a white background with a dark border. At the top, it says 'Sign On'. Below that, there are two input fields: 'USERNAME' and 'PASSWORD'. A blue 'Sign On' button is at the bottom.

Step 2

Once logged in, you will see a welcome screen (pictured) with a prompt to start the setup process. Select start.



Step 3

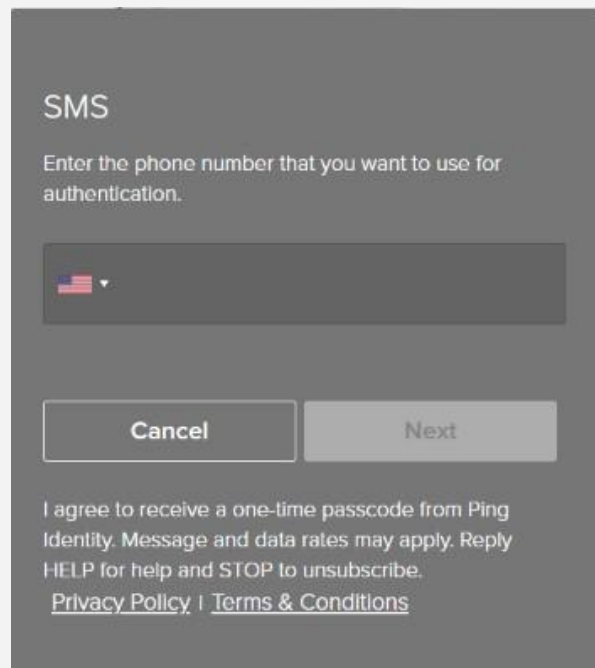
After you click **Start**, you'll see a screen like the one pictured. You can choose to download the PingID app (using the appropriate button for your OS, or by scanning the QR code). If you do, follow the steps above to receive your passcode through the app. Or click any of the other listed authentication methods at the bottom of the screen to set up your phone to receive the passcode via SMS (text) or voice.

Note: You may also see choices to use a hardware token, security key, or Yubikey. The use of a hardware token, security key or Yubikey requires approval from your agency.



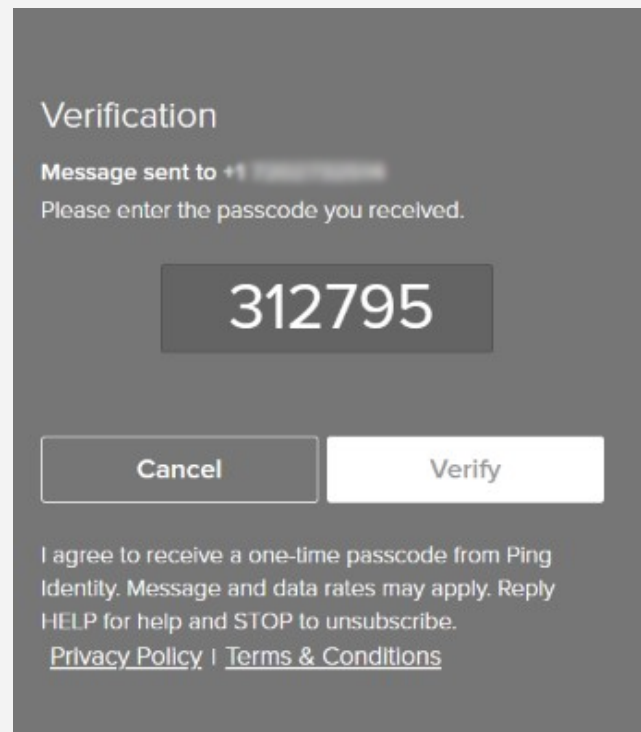
Step 4

Choose your authentication preference, click **Next** and follow the prompts to enter your phone number to complete the action.



Step 5

Enter the passcode that you receive into the field on your computer screen and click “Verify”. The next screen will indicate that your authentication has been successful.



Verification

Message sent to +1 (303) 733-1111
Please enter the passcode you received.

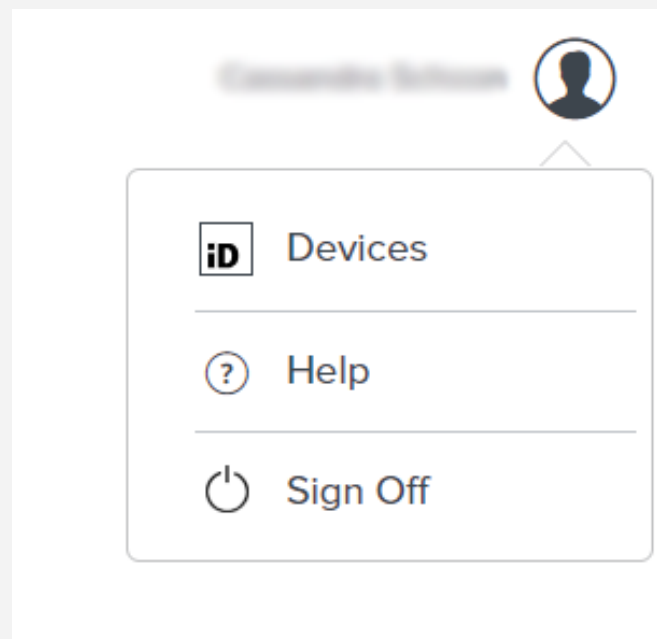
312795

Cancel Verify

I agree to receive a one-time passcode from Ping Identity. Message and data rates may apply. Reply HELP for help and STOP to unsubscribe.
[Privacy Policy](#) | [Terms & Conditions](#)

Step 6

Once you are validated and have access to PingID, click on the profile icon in the upper right-hand side of the screen and select **Devices** from the drop-down menu to manage your devices.



Connecticut State



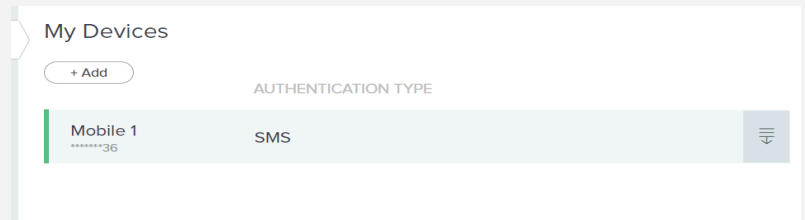
 **Devices**

 **Help**

 **Sign Off**

Step 7

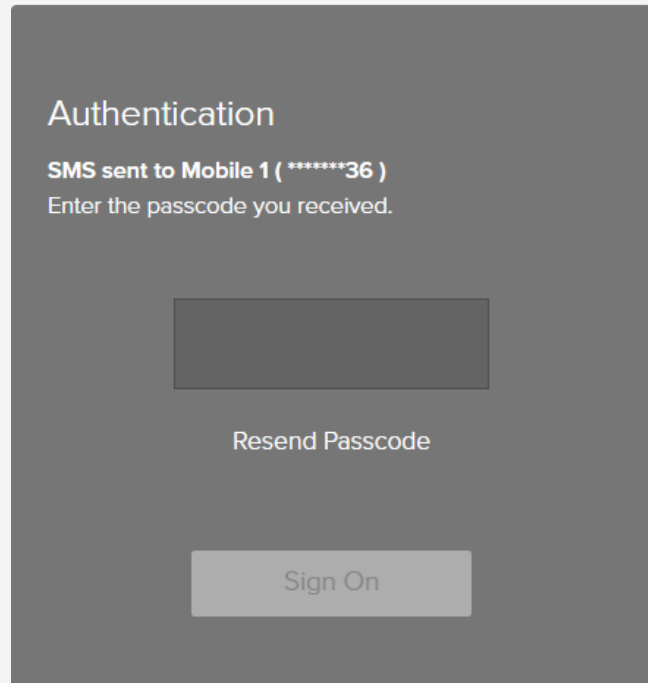
The My Devices page will open. Click the three lines/down arrow icon at the far right to manage your settings. You will be prompted to authenticate using the selected verification method. Click Continue.



Step 8

Enter the passcode for the method of authentication that you have chosen.

Click **Verify**.



Congratulations! You are now ready to use PingID for two-factor authentication every time you use the State of Colorado's remote access solution or any other application requiring two-factor authentication from PingID.

Section 3: Add or change the way you receive your code

Step 1

If you would like to add or change the way you receive your passcode, you can do so at <https://desktop.pingone.com/state.co.us/Selection?cmd=devicesRequest>.

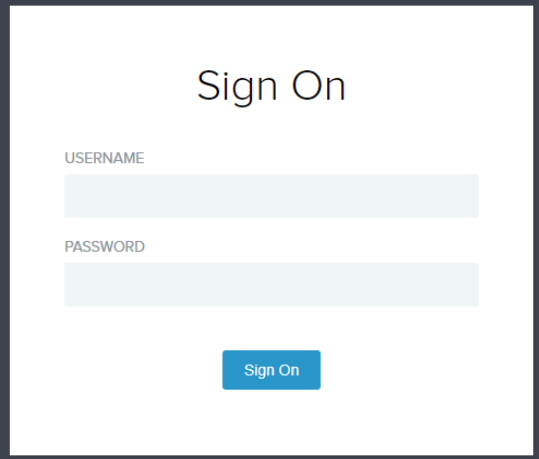
Type your network username (UPN), followed by @(agency).state.co.us (UPN) at the end, then enter your network password to sign on.

Example:

gardnerg@dot.state.co.us

(To get more information about how to use a UPN, read the [UPN User Guide](#)).

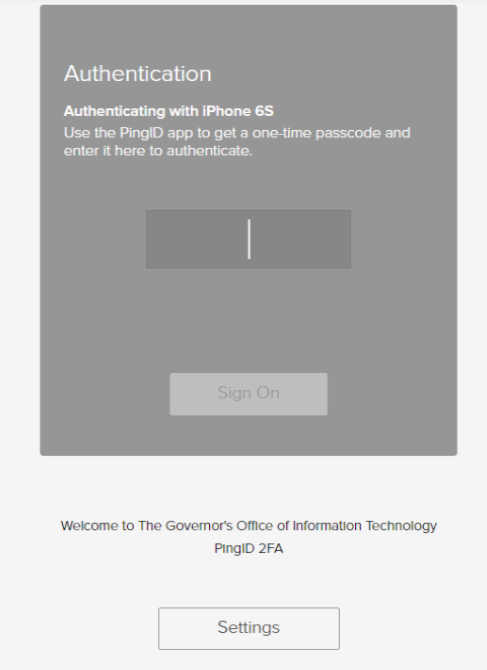
Click **Sign On**.

A screenshot of a 'Sign On' web form. At the top, the text 'Sign On' is centered. Below it, there are two input fields: the first is labeled 'USERNAME' and the second is labeled 'PASSWORD'. Both fields are empty. Below the password field is a blue button with the text 'Sign On' in white.

Step 2

Enter the passcode sent to you through your current device.

If your current device is not available to you, call the OIT Service Desk at 303.239.4357 (HELP).

A screenshot of an 'Authentication' screen. The title 'Authentication' is at the top. Below it, the text reads 'Authenticating with iPhone 6S' and 'Use the PingID app to get a one-time passcode and enter it here to authenticate.' In the center, there is a large input field with a vertical line cursor. Below this field is a grey button labeled 'Sign On'. At the bottom of the screen, there is a footer that says 'Welcome to The Governor's Office of Information Technology' and 'PingID 2FA'. Below the footer is a button labeled 'Settings'.

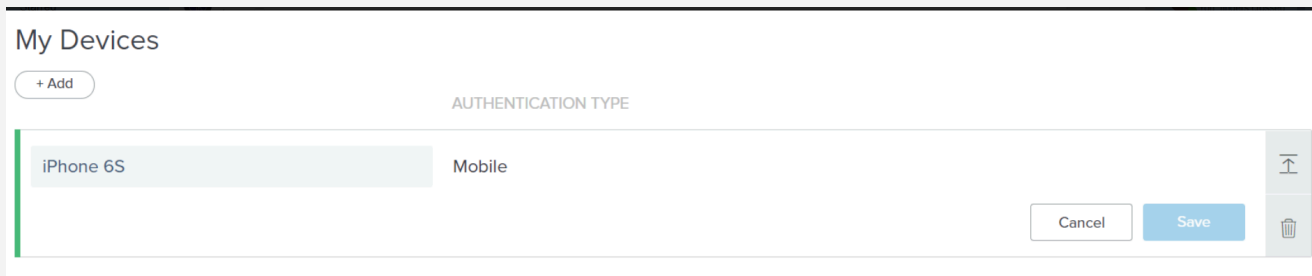
Step 3

You will see a list of all the current devices and methods currently assigned to you.

You may add another method or device by the clicking **+Add** button.

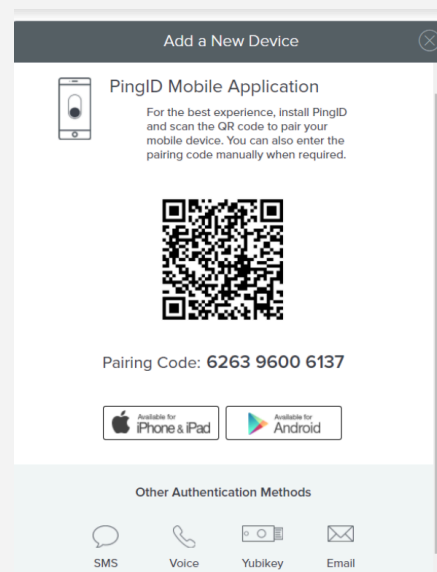
Remove a device by clicking on the device to select it, and clicking the **Trash Can** icon on the right hand side of the screen.

Click **Save** when you are finished.



Step 2

After selecting to add a new device, a window will pop up prompting you through the steps to register the new device.



Step 3

Once your new device is verified, you can choose which authentication type you prefer to use by clicking the slider button for that authentication type. The authentication type with the green “on” slider button will be your primary authentication method.

AUTHENTICATION TYPE	PRIMARY
Voice	☐
SMS	☒

Section 4: Need help?

If you are not able to set up your PingID account using the instructions provided here, or if you are not able to access an application requiring two-factor authentication from PingID, contact the OIT Service Desk at 303.239.4357 (HELP).