



Registering Geisinger Account

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The screenshot shows a web browser window with the address bar displaying <https://myaccount.geisinger.org>. The page features the Geisinger logo at the top center. Below the logo, there are three main service tiles: 'Password Reset' (highlighted with a red box), 'Contact Information', and 'Enroll in PingID'. Each tile includes a red circular icon with a white symbol (a question mark, an information 'i', and the Ping Identity logo respectively). The 'Password Reset' tile also contains the text 'Forgotten or temporary password? Click here to reset it.' At the bottom of the page, there are links for 'User Guide', 'Frequently Asked Questions', and 'Enrollment Video', along with a note 'Don't have a mobile device?'. The footer of the page states '© 2019 Geisinger Health'.

MyAccount Self-Service x +

<https://myaccount.geisinger.org>

Geisinger

Password Reset
Forgotten or temporary password?
Click here to reset it.

Contact Information
Update your information to use new self-service features, including forgotten password reset.

Enroll in PingID
Setup your mobile device for remote access to Geisinger.

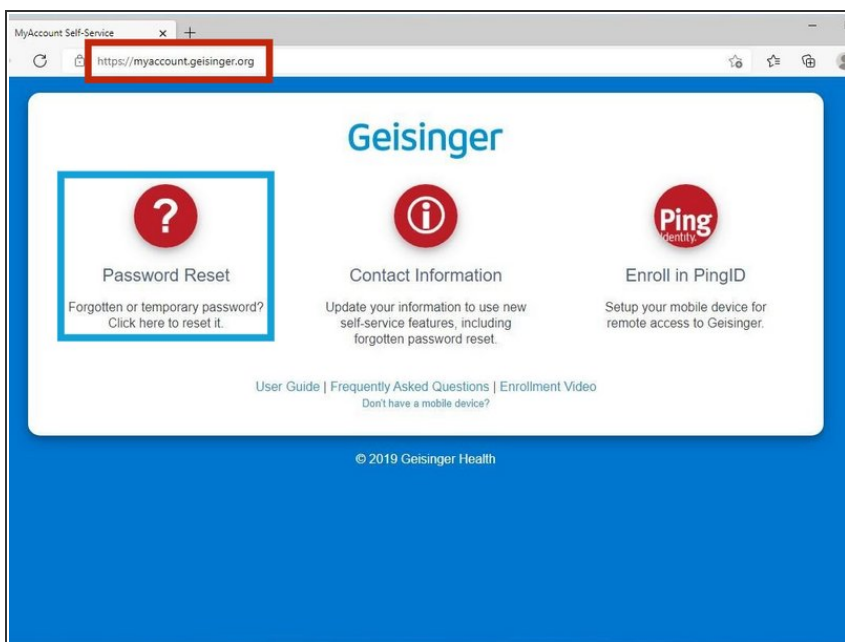
[User Guide](#) | [Frequently Asked Questions](#) | [Enrollment Video](#)
[Don't have a mobile device?](#)

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INTRODUCTION

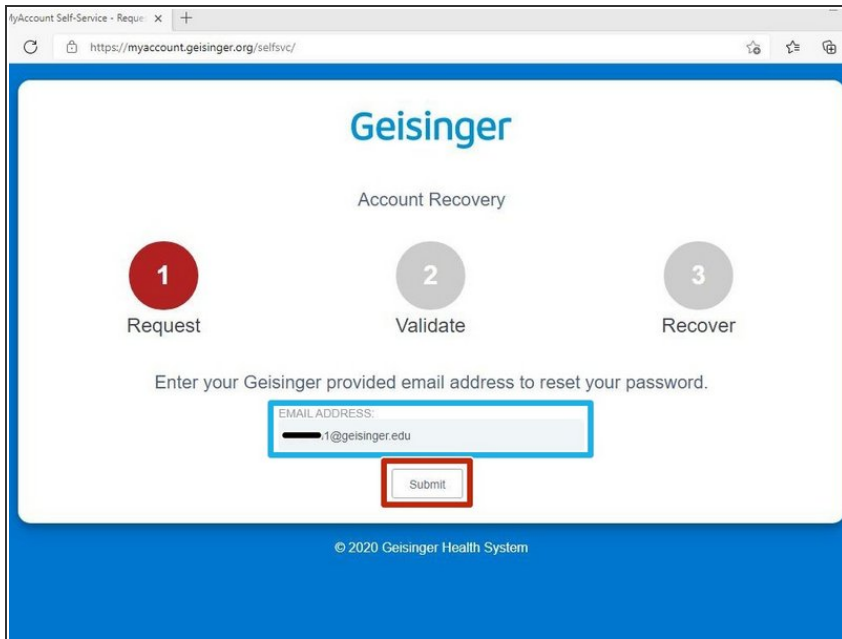
You must register with Geisinger before you can access their applications, and your working environment. This guide will take you through registering your account and setting up the PingID application on your smartphone.

Step 1 — Registering Geisinger Account



- Go to <https://myaccount.geisinger.org>
- Click **Password Reset**

Step 2

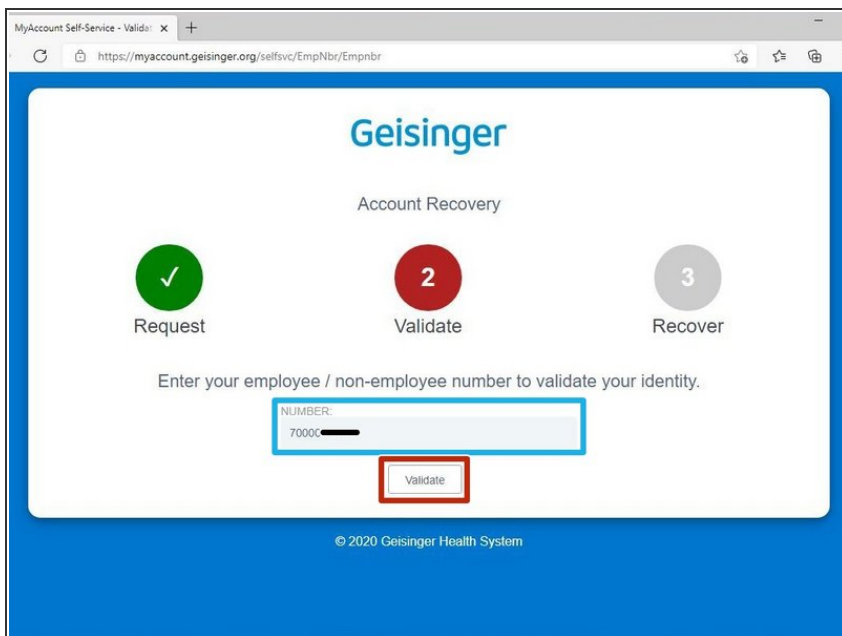


 Your Geisinger Email Address is provided to you in the **Registering Geisinger Account** email you received from your hiring manager.

● Enter your **Geisinger Email Address**

● Click **Submit**

Step 3

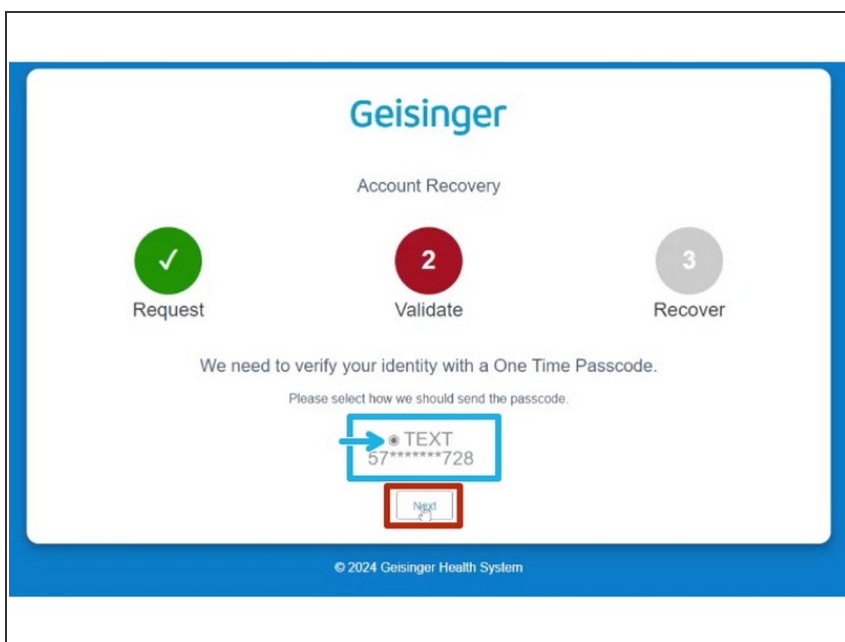


 Your **Employee / Non-Employee Number** will be provided to you by your hiring manager and should be

include in an email thread forwarded to you. **It usually starts with 7000 - then 4 more numbers.**

- Enter your **Employee / Non-Employee Number**
- Click **Submit**
- ① **If you do not know your Employee / non-Employee Number, ask your hiring manager.**

Step 4



Geisinger

Account Recovery

Request Validate Recover

We need to verify your identity with a One Time Passcode.

Please select how we should send the passcode.

→ TEXT 57*****728

Next

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- ① *A One Time Passcode will be sent to your mobile phone.*
- Select **Text**
- Click **Next**

Step 5

Geisinger

Account Recovery

✓

Request

2

Validate

3

Recover

Please enter the One Time Passcode that you received via the selected method on the previous screen.

ONE TIME PASSWORD

705529

Next

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- Enter the **One Time Passcode**
- Click **Next**

Step 6

Geisinger

Account Recovery

✓

Request

✓

Validate

3

Recover

Reset your password...

• Must not be the same as your User ID

• Must be at least 10 characters in length

• Must contain a mix of alpha and numeric characters in combination with a minimum of 1 special character, 1 alpha (1 upper case), and 1 numeric character

• Must not contain a dictionary word (ex. "password")

• Must not repeat previous passwords or use one that is substantially the same as the last one (ex. andrigh1 to andrigh11)

NEW PASSWORD

CONFIRM NEW PASSWORD

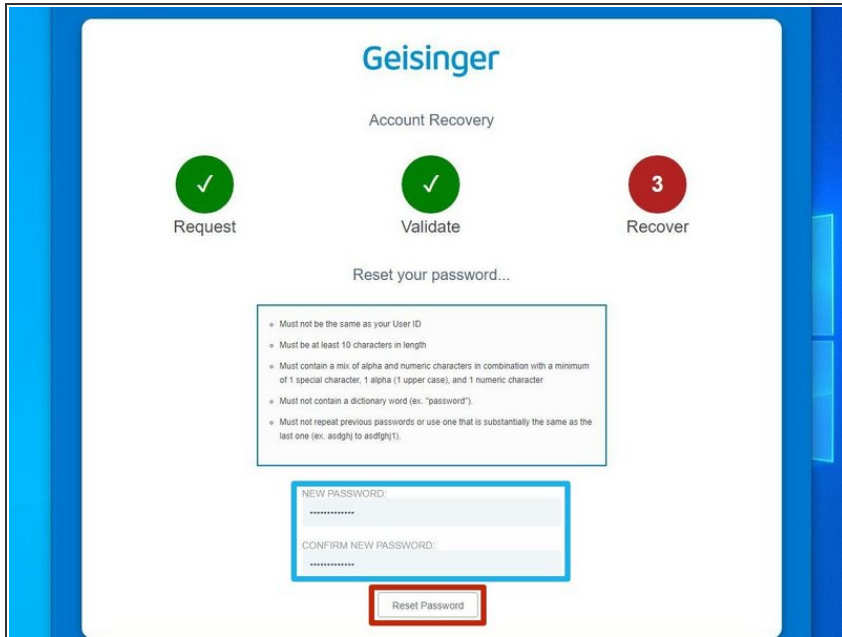
Reset Password

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- ⚠

Be sure to make a note of your New Geisinger Password.
- Enter your **New Password**
- Click **Reset Password**

Step 7



The screenshot shows the Geisinger Account Recovery page at Step 7, "Reset Password". At the top, the Geisinger logo is displayed. Below it, the text "Account Recovery" is centered. Three progress indicators are shown: "Request" (green circle with a checkmark), "Validate" (green circle with a checkmark), and "Recover" (red circle with the number 3). The main heading is "Reset your password...". A list of password requirements is provided: "Must not be the same as your User ID", "Must be at least 10 characters in length", "Must contain a mix of alpha and numeric characters in combination with a minimum of 1 special character, 1 alpha (1 upper case), and 1 numeric character", "Must not contain a dictionary word (ex. 'password')", and "Must not repeat previous passwords or use one that is substantially the same as the last one (ex. asdgh to asdgh1)". Below the requirements are two input fields: "NEW PASSWORD:" and "CONFIRM NEW PASSWORD:". A red box highlights the "Reset Password" button at the bottom.

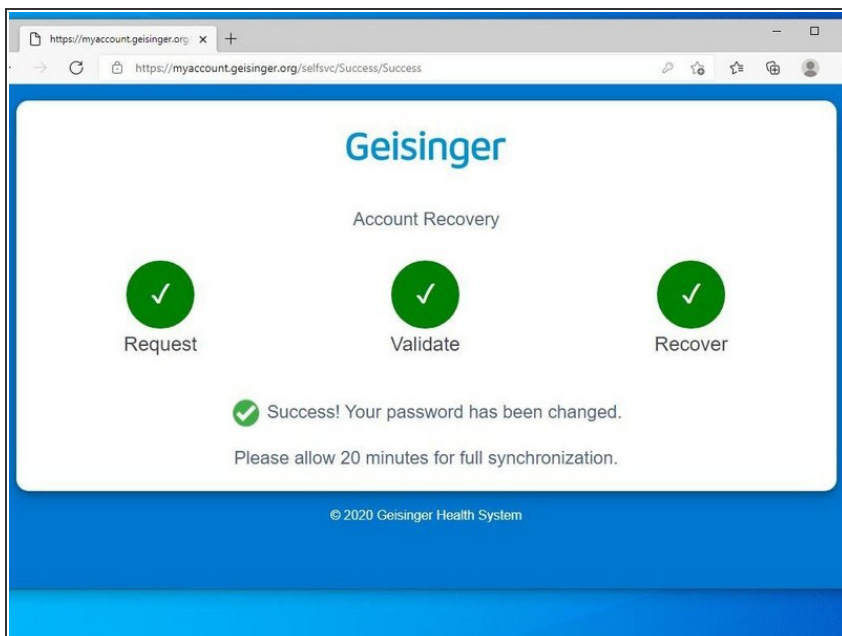
- Enter your **New Password** and **Confirm**

ⓘ *Example: T2FlexForce!*

- Click **Reset Password**

✦ **You will need your password in Step 12.**

Step 8



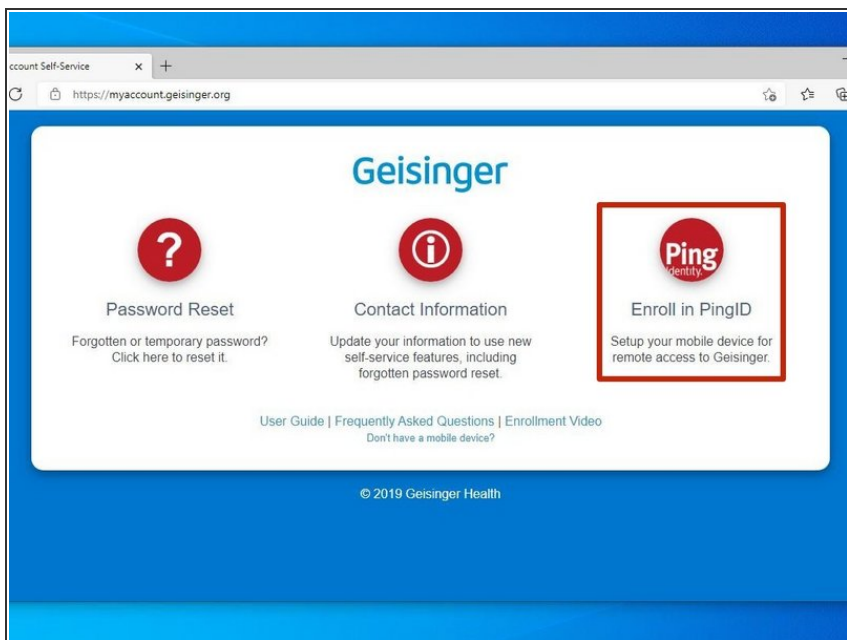
The screenshot shows the Geisinger Account Recovery page at Step 8, "Success". The progress indicators for "Request", "Validate", and "Recover" are all green circles with checkmarks. The main heading is "Success! Your password has been changed." Below this, it says "Please allow 20 minutes for full synchronization." At the bottom, the copyright notice "© 2020 Geisinger Health System" is displayed.

- ✦ **Once your password has been changed:**

⚠ **YOU DO NOT NEED TO WAIT 20 MINUTES.**

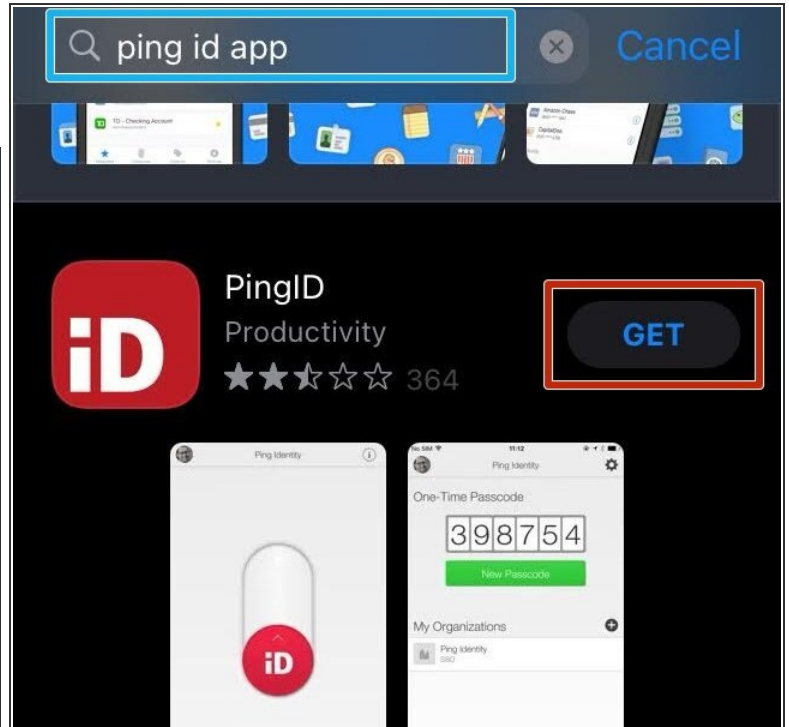
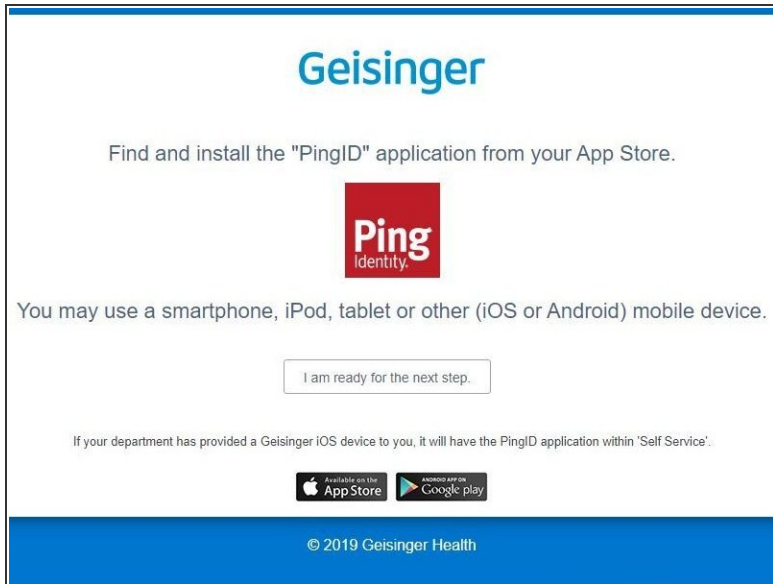
ⓘ *Proceed to Step 9.*

Step 9



- Go to <https://myaccount.geisinger.org>
- Click **Enroll in PingID**

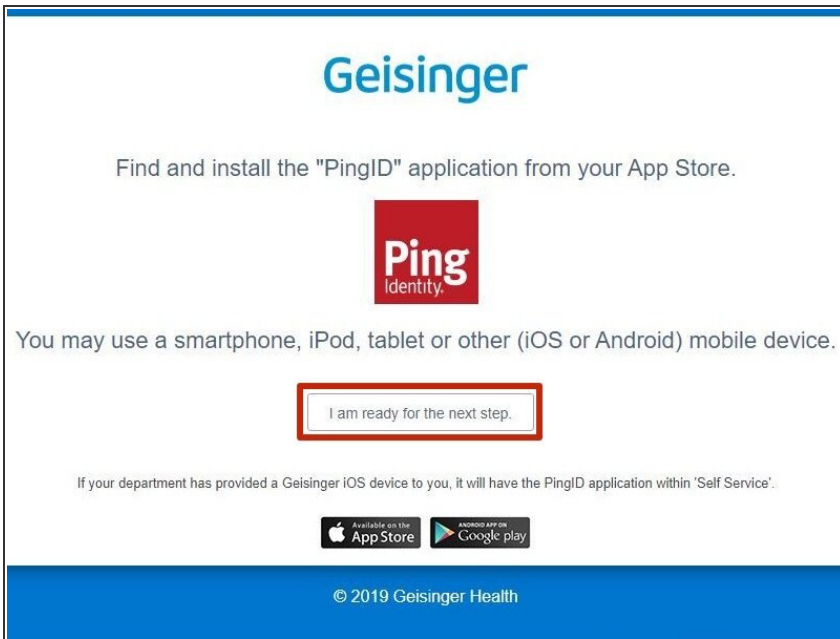
Step 10



⚠ Find and install the **PingID** application from your App Store.

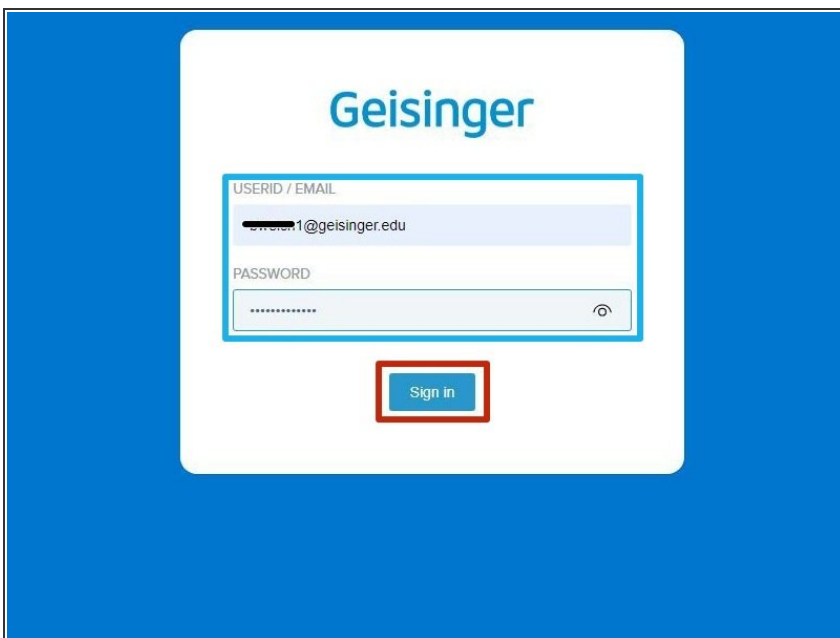
- Search the app store for the **Ping ID app**
- *For iOS:* Select **Get**
- *For Android:* Select **Install**

Step 11



- ✦ **Go back to your computer:**
- **Click I am ready for the next step**

Step 12



- **Enter your Geisinger Email and Password**
- ✦ **Your password was configured in Step 7.**
- **Click Sign In**

Step 13

s://login.geisinger.org/as/01dMx/resume/as/authorization.ping

PingID Registration

Identity Verification

Before enrolling in PingID, we need to verify your identity with a One Time Passcode:

SMS/Texting

1-562-88****6

Email

br****@t2flexforce.com

Reset **Next**

Powered by **PingIdentity**

- Select **SMS/Texting**
- Select **Next**

Step 14

PingID Registration

Registration Code from Email

An email with a 6 digit authentication code will be sent as part of the log in process. Register an email to receive a number (OTP) that is entered to complete the log in process.

Please enter the registration code that was received via email.

Click the 'Next' button only once.

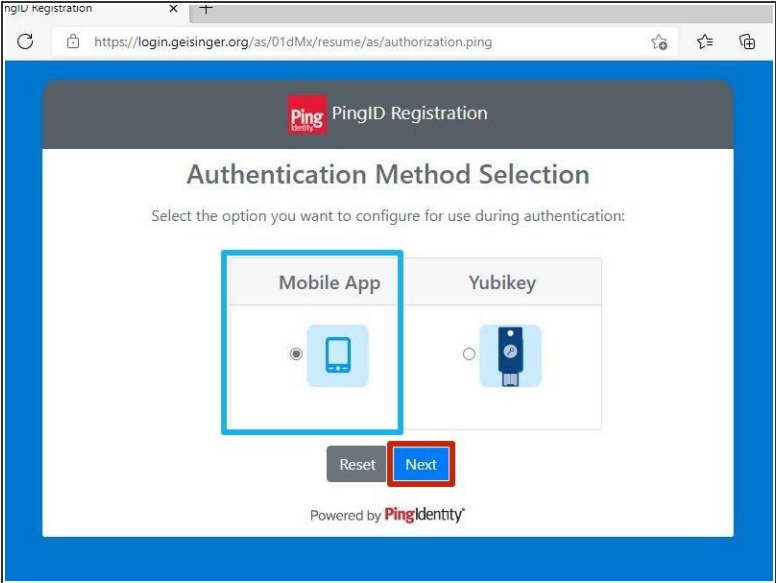
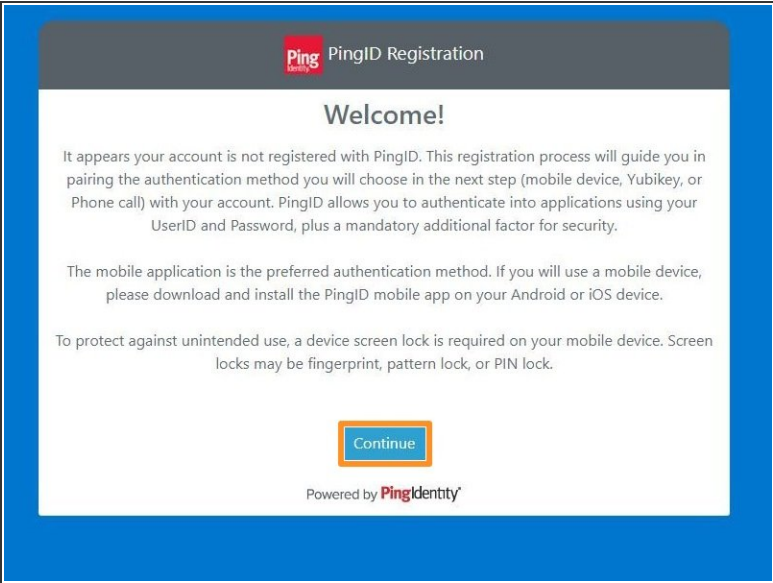
303914

Resend OTP **Next**

Powered by **PingIdentity**

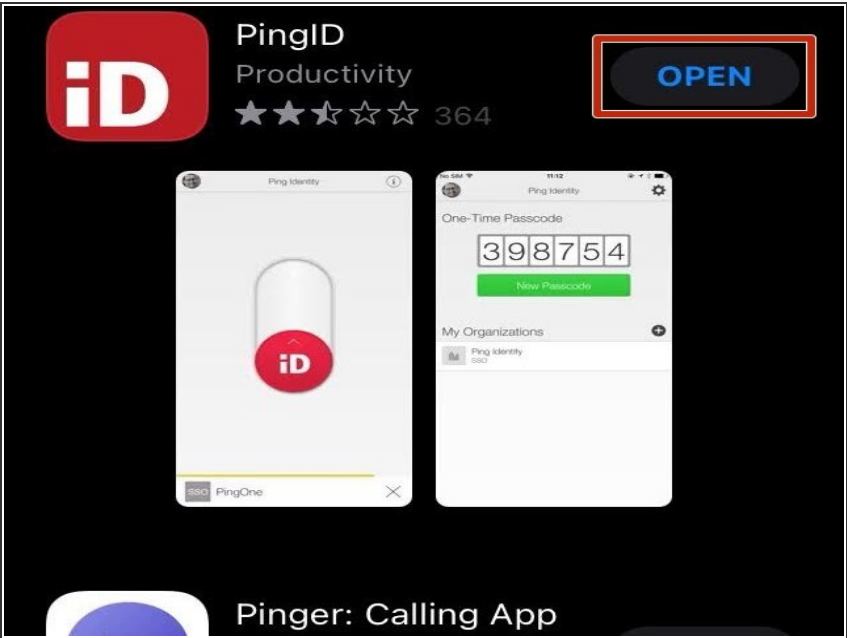
- ✦ **Check your mobile device for a 6 digit code from PingID"**
- Enter the **One-time Passcode**
- Click **Next**

Step 15



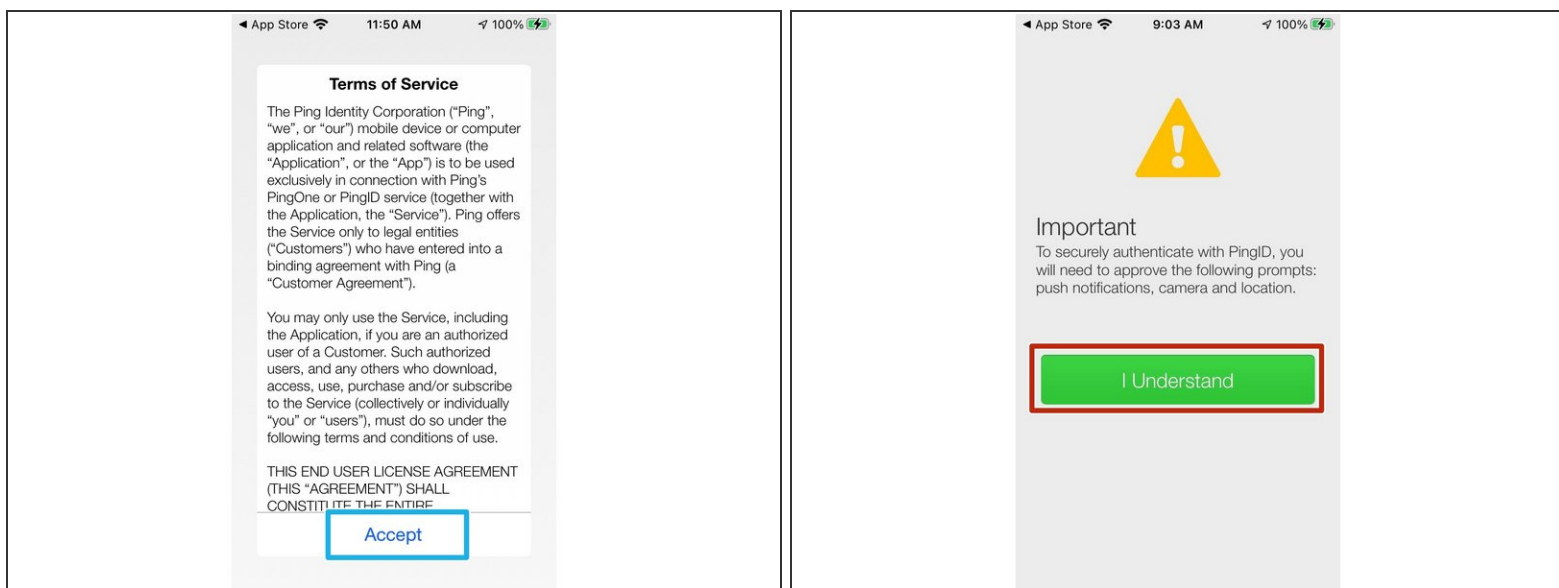
- Select **Continue**
- Select **Mobile App**
- Select **Next**

Step 16



- ☑ Go back to your mobile device:
- Open PingID

Step 17

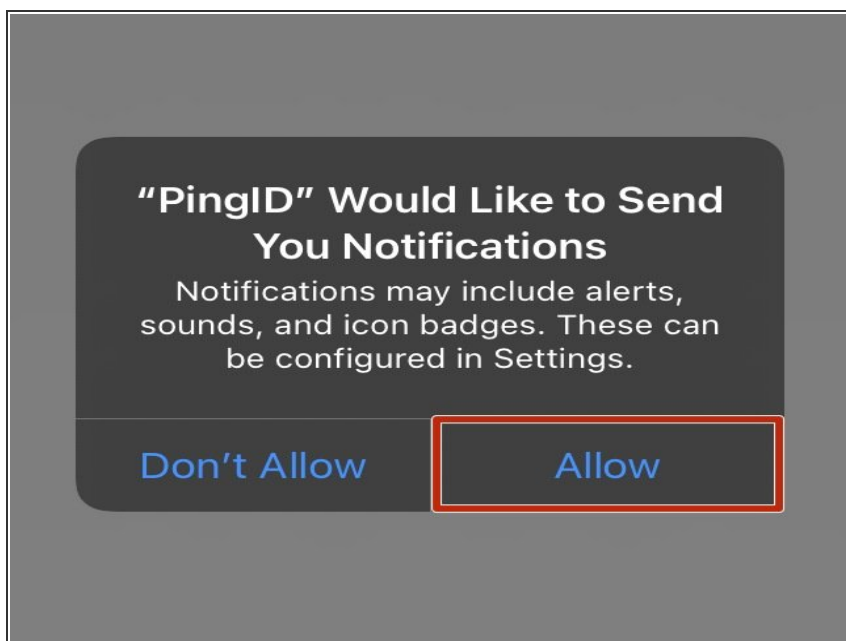


- **Accept the Terms of Service**

⚠ To securely authenticate with PingID, you will need to approve the following prompts: push notifications, camera and location.

- **Select I Understand**

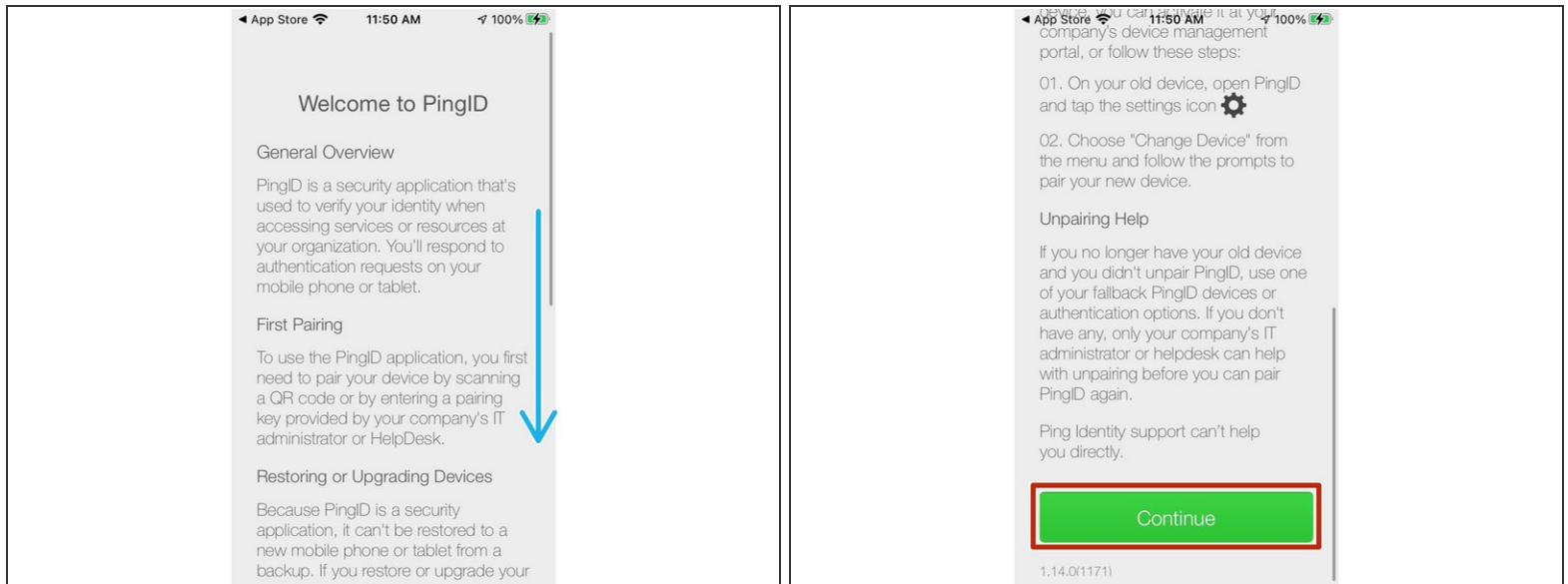
Step 18



✳ **PingID needs permission to send notifications:**

- **Select Allow**

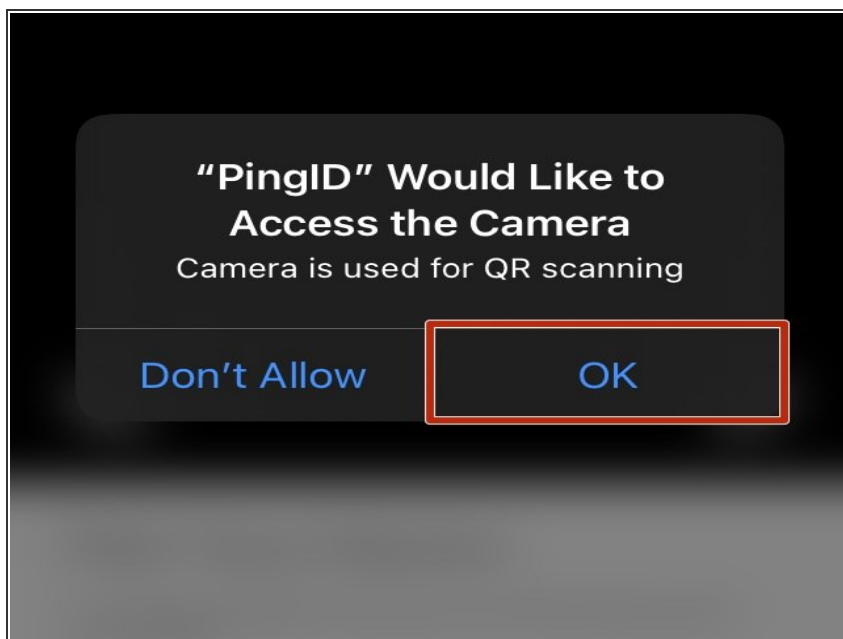
Step 19



★ Read through the **Welcome to PingID** document:

- Scroll through the document
- Select **Continue**

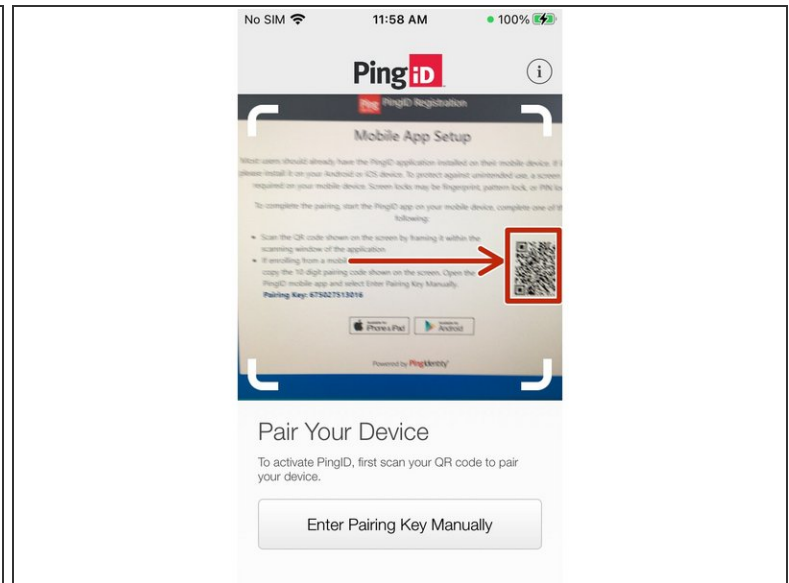
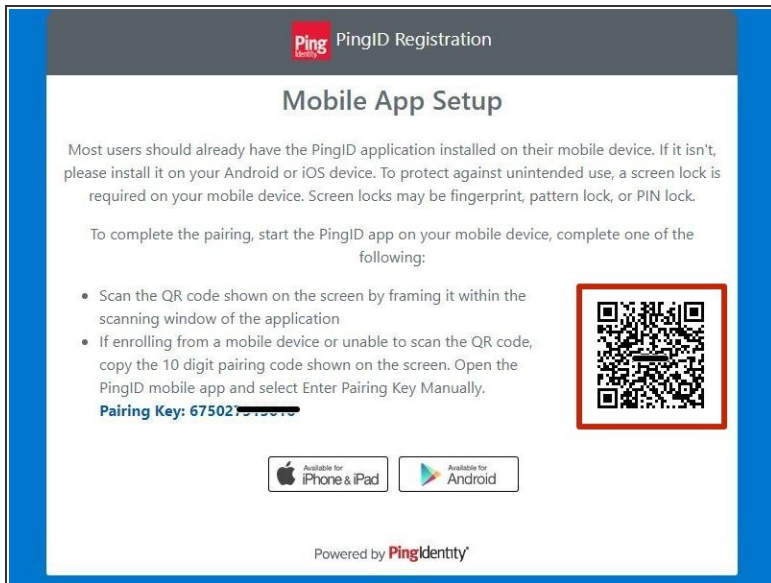
Step 20



★ PingID will request permission to use your camera:

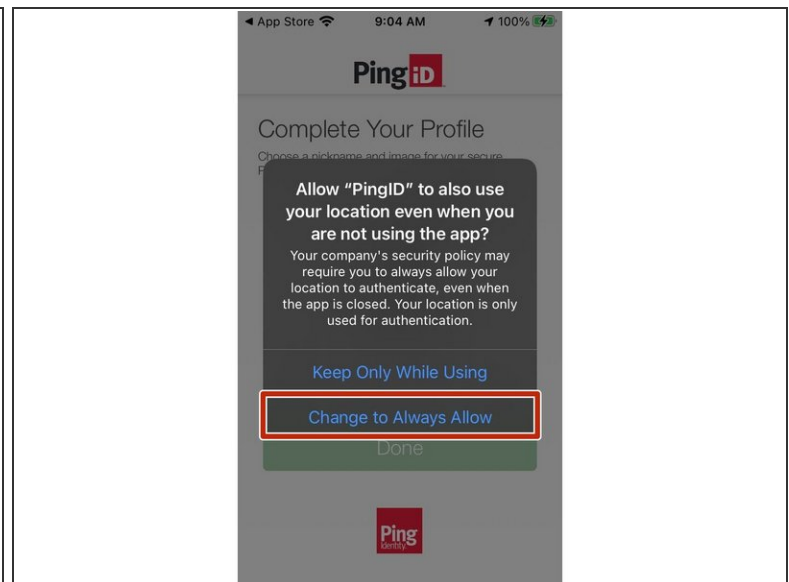
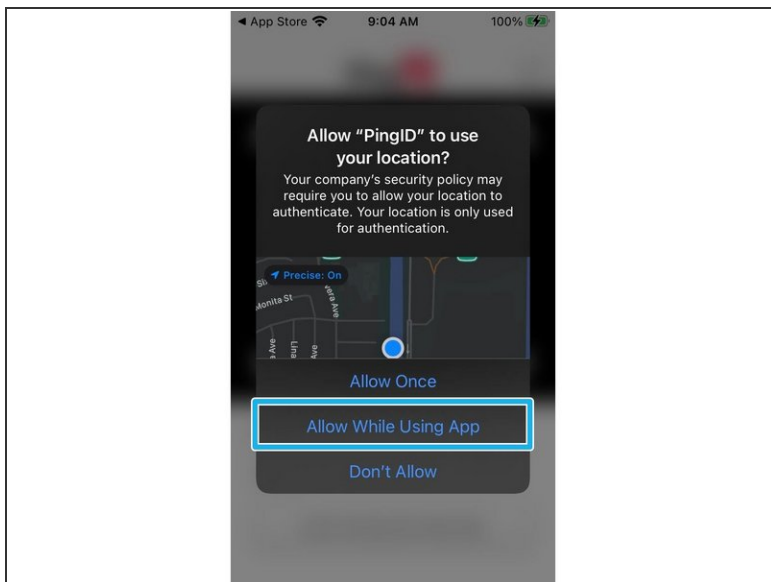
- Select **OK**

Step 21



- Scan the **QR Code** using the PingID app

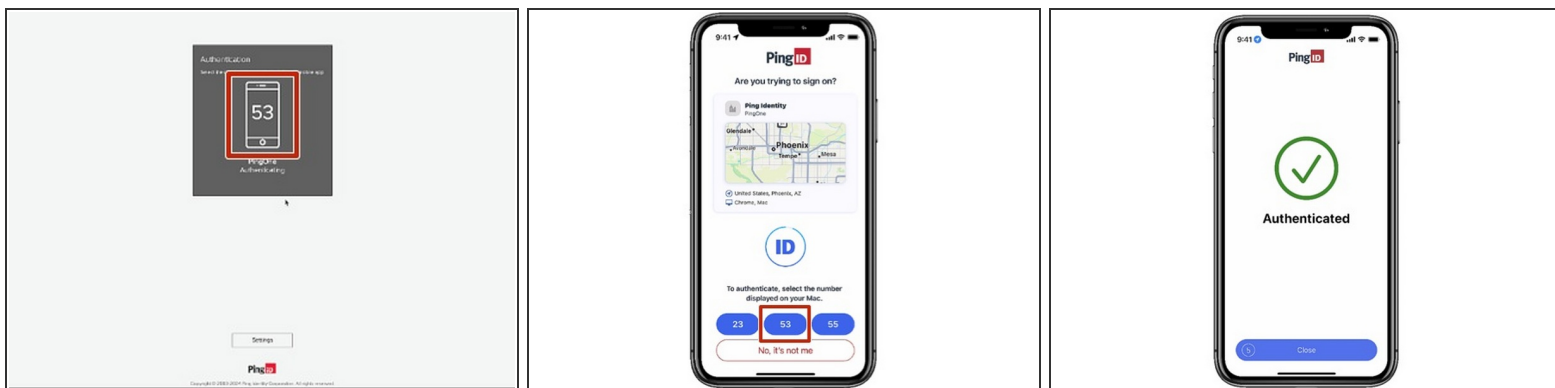
Step 22



- ☑ **PingID requires access to your location when the app is in use:**

- Select **Allow while Using App**
- Select **Change to Always Allow**

Step 23

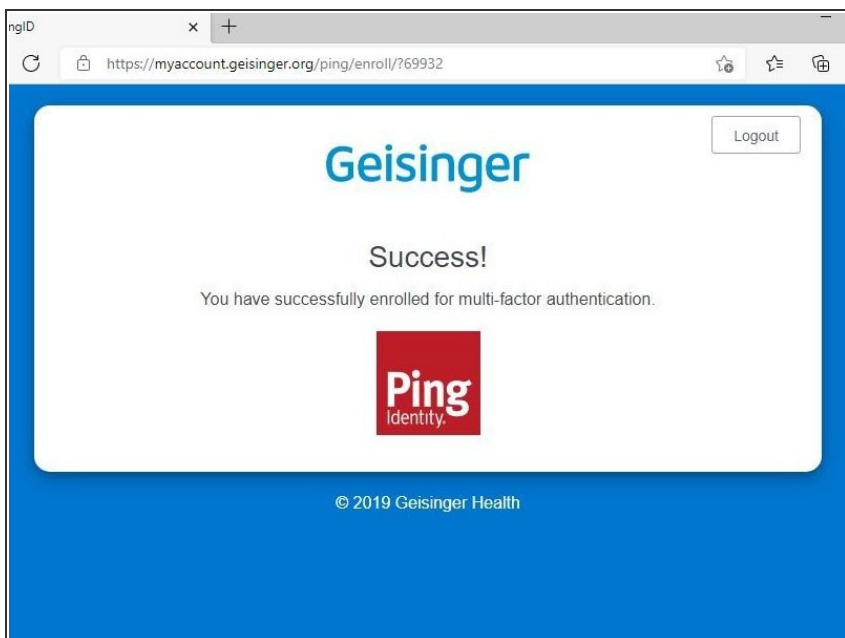


⚠ Your desktop will show a number for you to verify on your mobile device in the PingID app.

- Select the **Number displayed on your desktop**

- ① You will see an **Authenticated** message.

Step 24



- ① Your browser will say, **Success!**
You have successfully enrolled for multi-factor authentication.