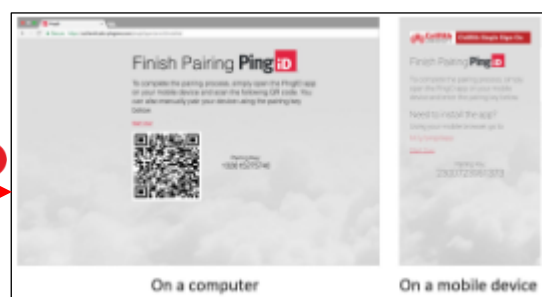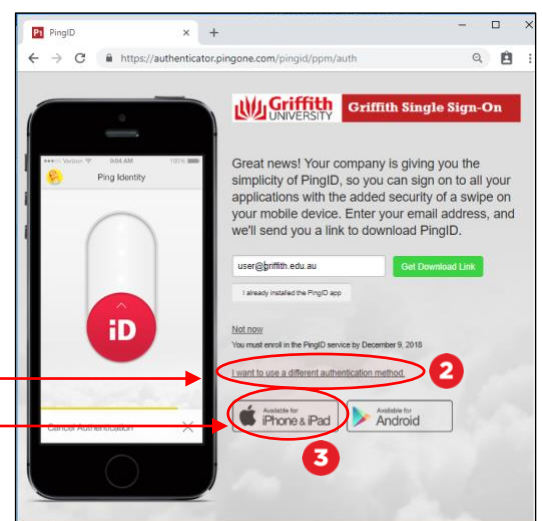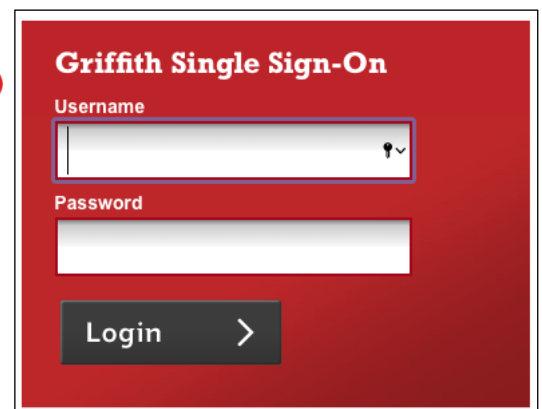# How to…

Install PingID for Multi-Factor Authentication on an iOS Device

Introduction

Multi-factor authentication (MFA) is a way to ensure our accounts are highly-secured with multiple layers of security. PingID is the tool Griffith uses to enable MFA. This guide will show you how to install PingID on an iOS device (iPad or iPhone).

Step 1: Install the PingID app on your device

1 Login to the staff portal through a browser on your computer using your Griffith credentials.

2 At the PingID registration screen, select **I want to use a different authentication method**.

3 Download the **PingID app** using one of the following options on your iOS device:
- Through the Apple App Store
- Select the link **Available for iPhone and iPad** on the **PingID registration screen**
- Enter your email address at the **PingID registration screen** to receive a link to download the app.

4 Go back to the PingID registration screen (as at **step 1.2**) and select **I already installed the PingID app**. Examples of the pairing or QR code will appear dependent on your browser.
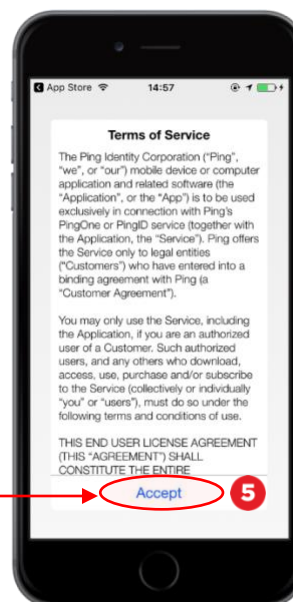
5 Once the PingID app is installed, open it on your device. The first time you do this you will be asked to accept the terms of service. Select **Accept**.

6 Allow notifications, location and camera access for PingID. Tap **understand** and accept all **PingID permission requests** when prompted. Select **Allow** then **OK**.

7 From the **PingID app** on your device, point your device at the **QR code** on your browser on your computer to scan it.

8 If you are unable to scan the QR code, select **Enter the Pairing Key Manually** shown on the registration page.

If the pairing is successful a green success mark will appear, and the **Complete Your Profile screen** will open automatically.

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Step 2: Complete your PingID profile

1 Enter a nickname for your profile and select **Done**.

2 The PingID app screen will show the one-time passcode number and your organisation name in the organisation list.

3 An authentication request is generated immediately. To complete the pairing process, follow the authenticate method on your device (swipe, touch to use your fingerprint or use FaceID, depending on your settings).

4 A green checkmark confirming authentication will appear. Close this screen and your device will open the required resource page.

5 You will receive an email from PingID letting you know a new authentication device has been added to your account.

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