This guide provides PEAKPro users instruction on how to register with PingID for multi-factor authentication — an important step for cybersecurity. This authentication is required for anyone logging in to PEAKPro. After entering your username and password, a passcode is needed to log in. That passcode is provided by PingID.

Along with your username and password, you will be prompted to enter a passcode every time you log in from a new device, or every 30 days when logging in from the same device. There are two options for registering and authenticating through PingID.

If you need help registering your device with PingID, or receiving your passcode, contact PEAK Technical Support at 1-800-250-7741.

For all authenticating options, open PEAKPro on your computer and enter your username and password. Please see the options that follow for steps to authenticate.

For all options, once authenticated, the PEAKPro inbox page will automatically display.
Option A—Register with PingID Mobile App by Smartphone

Step 1—PingID App

If the PingID app is already installed, click on “I already installed the app.”

Or, to install the PingID app, enter an email that is accessible by phone and click Get Download Link.

Open the PingID email on your phone, click the link, and then follow the steps to install the app.

Step 2—Pairing

Once the app is installed, Finish Pairing PingID should display on your computer screen.

Scan the QR code with your phone, or

Select Enter Pairing Key Manually, and enter the Pairing Key by selecting the corresponding numbers from the numbers field, and then click Pair Device.
Step 3—Profile

On your phone, enter a nickname for your account and click Done.

To complete your profile:
- Swipe up on the button that displays, or
- Use your fingerprint, if enabled

Step 4—Authenticate

A one-time passcode then displays.

To complete authenticating, enter the passcode into the field that displays on your computer.

A final confirmation displays for a moment and then automatically navigates to the PEAKPro account holder inbox.
Option B—Register Using Different Authentication Method

Step 1—Use Different Method

Select the link that states, *I want to use a different authentication method.*

Step 2—Set Preference

**Option a—Via SMS (text message)**

To receive a passcode via SMS, enter the phone number to which the code should be sent and click *Next.*

Retrieve the passcode from your phone and enter the passcode provided into the passcode field.

Click *Verify.*

You may click *Edit* to correct or provide a new phone number, or *Resend Passcode* to receive a new passcode.
Step 2 — Set Preference

**Option b—Via Voice Call**

To receive a passcode via voice call, enter the phone number on which you would like to receive the call and click *Next*.

A call will be placed to the number indicated and a voice message will provide the passcode.

Enter the passcode into the field and click *Verify*.

You may click *Edit* to correct or provide a new phone number, or *Resend Passcode* to receive a new passcode.

A final confirmation displays for a moment and then automatically navigates to the PEAKPro account holder inbox.
Once registered with PingID, you will be prompted to provide a new passcode every 30 days in order to log in to PEAKPro. When this happens, you will be prompted to choose the device on which to receive your passcode.

You may sign on to receive a new passcode to a registered device, or select Settings to edit information or authenticate a new device.

Selecting Settings will take you to the PingID My Devices page. From here, you may add, delete, or change preferences for receiving your passcode.

Important: You must first authenticate using an already registered device before you can edit other device registration preferences.
Once authenticated on the existing device, you can authenticate the new device using the QR code/pairing number via the PingID app, or by text message or a voice call by clicking on the associated icon.