



Ping ID Reset

Self-Serve PingID Reset Instructions

Use these instructions to reset PingID if you need to set up on a new phone, desktop, or laptop. The steps below will walk you through verifying your identify, resetting your 2-step verification methods, and enrolling a new device.

1. Visit <https://account.intermountain.net/verify>

2. Click “Reset 2-Step Verification/New Phone Enrollment”

A screenshot of the InterMountain Health login page. At the top, it says 'Welcome'. Below this are four white buttons with rounded corners, each with an information icon (i) on the right. The buttons are: 'Activate Account', 'Forgotten Username', 'Reset Forgotten Password / Reset Expired Account', and 'Reset PingID 2-Step Verification / New Phone Enrollment'. The last button is circled in red. Below these buttons is a light blue box containing an information icon and text: 'To access applications protected by the standard InterMountain login, you will need your InterMountain Health Master Account username and password. This is the same username and password used for Intermountain.net, Human Resources, Workday, Kronos, and many other InterMountain applications.' At the bottom of the page is a purple button that says 'Sign On to MyAccount'.

3. Type in your username.

Reset PingID 2-Step Verification / New Phone Enrollment

① PingID MFA (Multi-Factor Authentication) is a security system that Intermountain requires all caregivers to use to verify their identity. You can reset your PingID 2-Step enrollment here if you are having trouble logging in or need to enroll a new phone.

Please Enter Email or Username

Email or Username

[Forgot Username](#)

Next

4. Click "Continue to ID Dataweb"

Please choose an authentication method:

Verify Using ID Dataweb

Continue to ID Dataweb

5. Follow instructions to enter personal information

Country *
United States

Email *
example@example.com

Address *
Please enter an address
[Enter address manually](#)

Mobile phone *
+1

Confirm Information

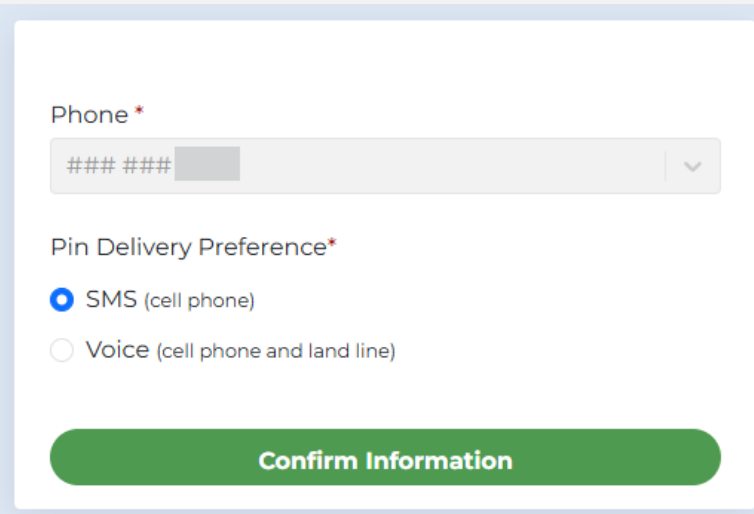
Full Name *
M*** J**

Mobile phone *
+1

Address *
Please enter an address
[Enter address manually](#)

Confirm Information

6. Send an SMS code to the cellphone number entered



Phone *

##

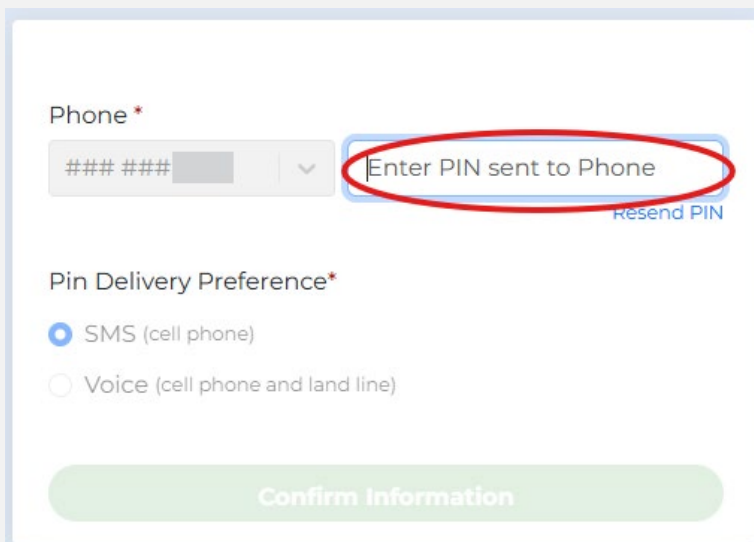
Pin Delivery Preference*

☒ SMS (cell phone)

☐ Voice (cell phone and land line)

Confirm Information

7. Enter the PIN



Phone *

##

Enter PIN sent to Phone

Resend PIN

Pin Delivery Preference*

☒ SMS (cell phone)

☐ Voice (cell phone and land line)

Confirm Information

8. On the next page, click "Reset 2-Step Methods"

Reset PingID 2-Step Verification

Are you sure you want to reset your PingID 2-Step verification options? This action will reset any existing PingID 2-Step verification options, you will need to re-enroll in PingID 2-Step Verification.

Reset

9. Click “PingID Mobile App” to set up a new phone. To set up a desktop/laptop, click “Another Device”.

Reset PingID 2-Step Verification

Please choose one of the available options to enroll in PingID 2-Step Verification at this time:

PingID Mobile App

Another Device

10. After clicking “PingID Mobile App”, a new QR code and Pairing Key will appear to authenticate and set up a new mobile device.

PingID 2-Step Authentication Enroll

PingID Mobile Application

For the best experience, install PingID and scan the QR Code to pair your mobile device. You can also enter the pairing key manually when required.



Pairing Key:



11. If the desktop/laptop version is desired, log into the Select Health Portal, and a banner “Welcome to PingID” will appear. Click “Start” and follow the instructions to download, install, and set up PingID on a desktop/laptop device.