

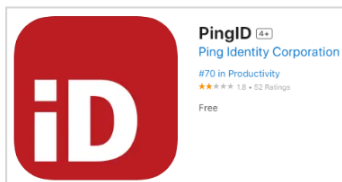
PingID (mobile) and First-Time Login

12 easy steps to set up multi-factor authentication and First-Time Login

Use this quick reference to register for multi-factor authentication using your mobile device and establishing your First-Time login credentials.

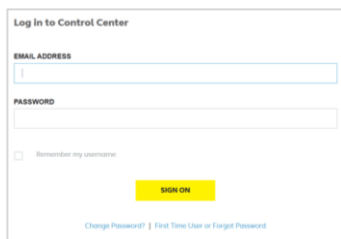
1 Download PingID app

Download the **PingID app** from your smartphone's app store.



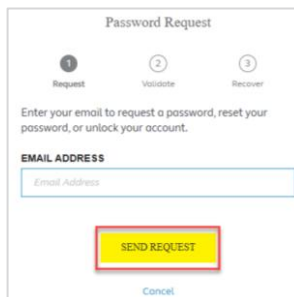
2 Access the Employer Portal

Sign in to the Employer Portal at digital.alight.com/controlcenter and click **First Time User or Forgot Password** at the bottom of the screen.



3 Enter your email

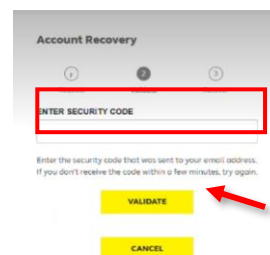
Enter the email address used to establish your access, then click **Send Request**.



Clicking **Send Request** will trigger an email to be sent to help you establish your access. Open that email and follow the instructions.

4 Validate your account

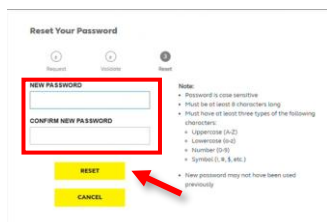
The email you receive will have a security code. Enter that code and click **Validate**.



Pro tip: check your spam folder if the email is not found in your inbox.

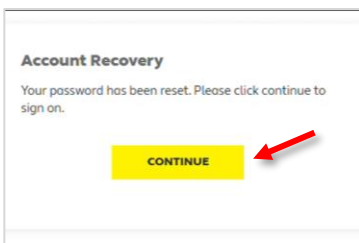
5 Create a new password

Create a new password and confirm it in the text boxes shown, then click **Reset**.



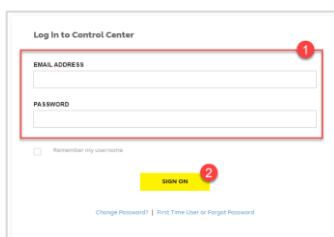
6 Recover your account

You will see a pop-up confirming the password has been reset, click **Continue**.



7 Log in to the Employer Portal

Navigate to digital.alight.com/controlcenter
Enter your email and new password (1) and click **Sign On** (2)



Pro tip: click the box for "Remember my username"

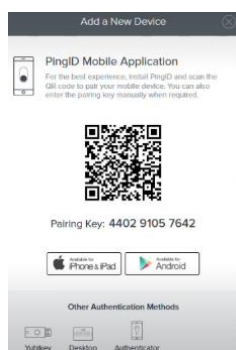
8 Start the PingID process

You will be taken to the PingID Welcome page. Click **Start**.



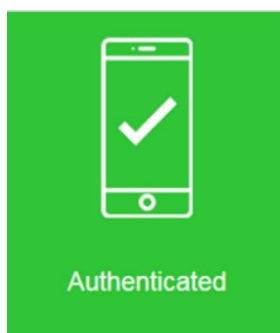
9 Pairing your device

Open the PingID app on your phone and scan the QR code shown on your computer screen.



10 Authenticated

When you see the green Authenticated message, setup is complete.

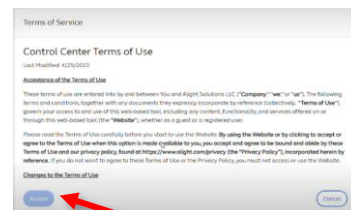


11 Signing In After Setup

- 1 Go to the Employer Portal and enter your email address and new password.
- 2 Approve the PingID prompt on your mobile device.
- 3 After authentication, you will be redirected to the Employer Portal.

12 Terms of Service

Scroll and read through the Control Center Terms of Use, then click **Accept**.



Once you accept you will be sent to the Employer Portal homepage.

Locked out or need a manual password reset? Contact the Client Technology Center at 1-800-861-8700 for additional help.