How to…

*Set up Multi-Factor Authentication (MFA) on your iOS device*

Introduction

Griffith has introduced MFA to ensure the security of your information by adding an additional layer of authentication to your Single Sign-On. PingID is the MFA tool used by Griffith. This guide shows how to install and setup MFA on your IOS device using option 1 – your computer, or option 2 – your iOS device.

Option 1 - Set up MFA on your iOS device using your computer

Note: performing a **backup and restore** does not automatically pair your device with your MFA account. To install the PingID App on a new phone follow these steps:

**1**   Download and install the **PingID** app from the **Apple Store**.
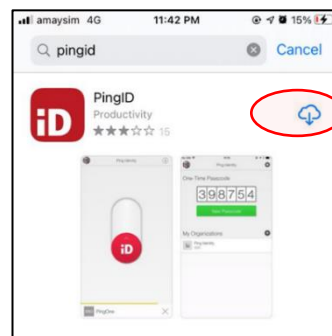
2   *If you are already logged into a Griffith App or myGriffith using your browser, you will need to log out and log back in, starting the process from a new browser window.*

On your computer, login to **MyGriffith** at https://my.griffith.edu.au using your Griffith credentials.
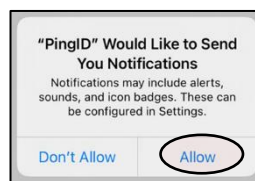
3   Select **Start** at the **Welcome to Multi-Factor Authentication** window and the **Add a New Device** Window will appear.
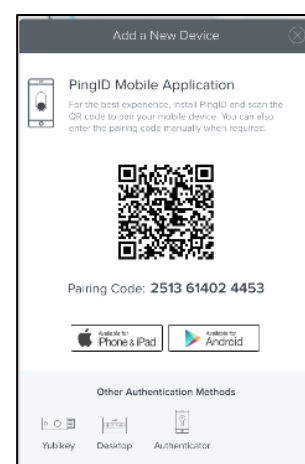
4   On your IOS device Open the PingID App.
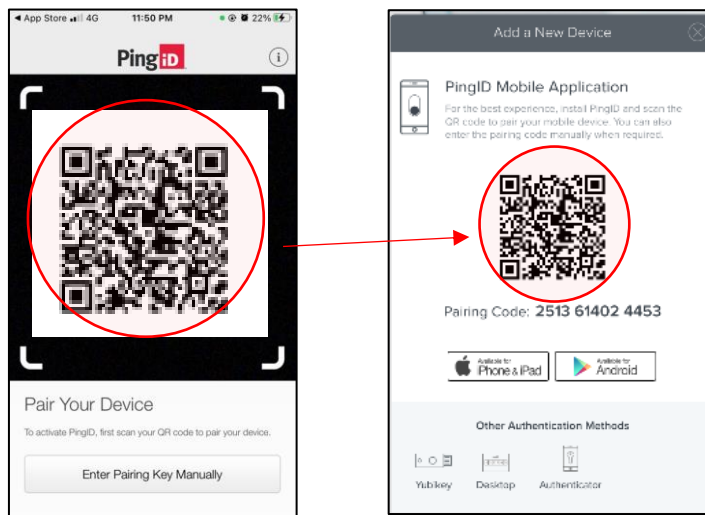The first time you do this you will be asked to accept the **Terms of Service** > select **Accept**.

5 You may need to **Allow** PingID to use device resources.

"PingID" Would Like to Send You Notifications
Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.
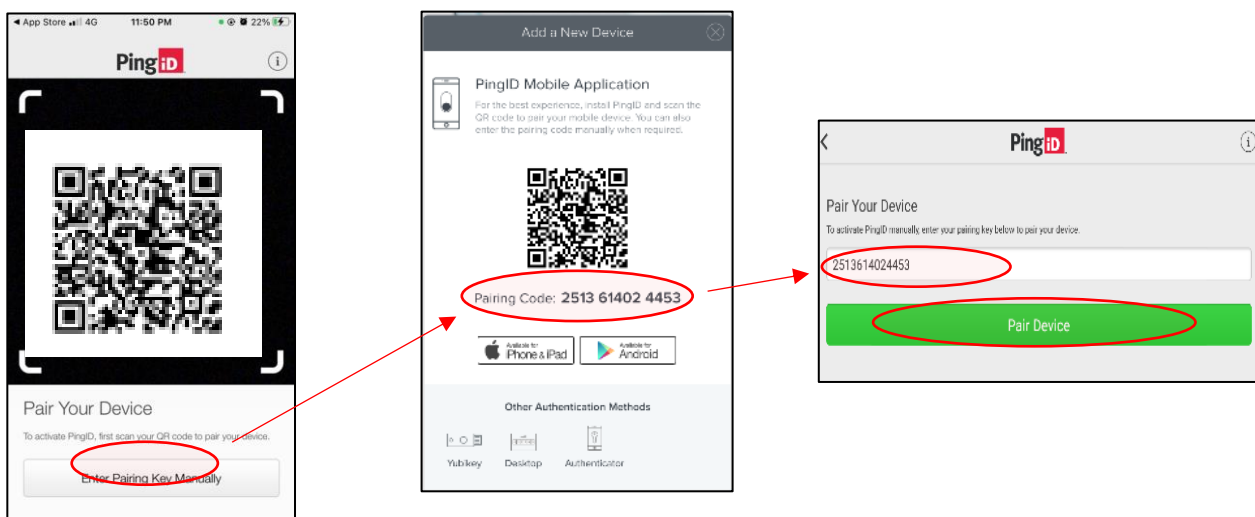Don't Allow | Allow

6 On the IOS device **either**:

A. Scan the QR code from the **Add a New Device** window on the computer

B. Or, Select **Enter Pairing Key Manually** > Enter the Pairing Code from the **Add a New Device** window on the computer > select **Pair Device**

7 Complete the setup by entering a profile name > select **Done**.

> **NOTE: Do not uninstall the PingID App!**
> To use MFA you need to use the PingID App each time you authenticate with MFA to access a Griffith App.
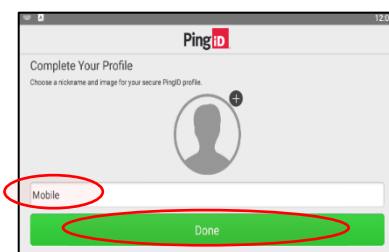
Option 2 - Set up MFA on your iOS device using your iOS Device

Note: performing a **backup and restore** does not automatically pair your device with your MFA account. To install the PingID App on a new phone follow these steps:

1 *If you are already logged into a Griffith App or myGriffith on your iOS devic,e you will need to log out and log back in.*
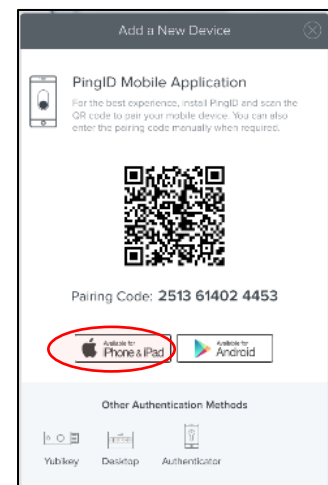
On your iOS device, login to **MyGriffith** at https://my.griffith.edu.au using your Griffith credentials.
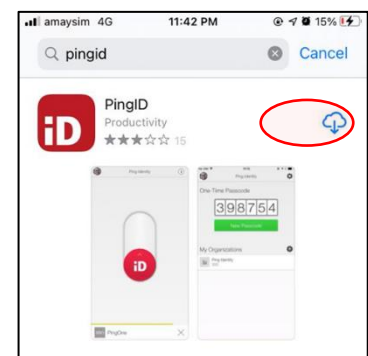

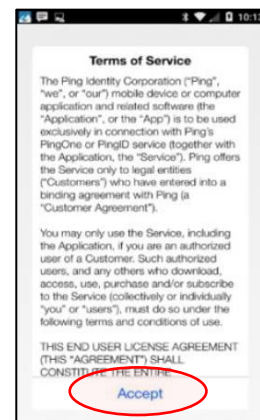**2** Select **Start** at the **Welcome to Multi-Factor Authentication** window.

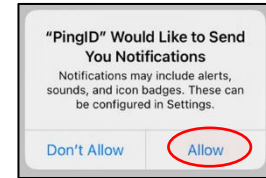**3** Select **Available for iPhone & iPad** from the **Add a New Device** Window.

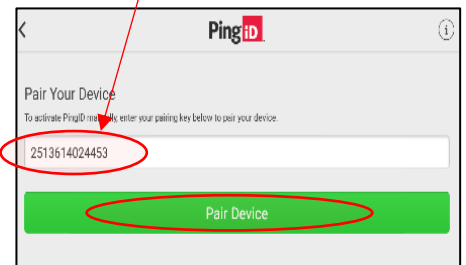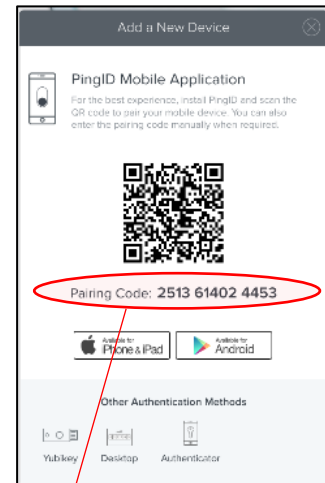**4** Install the **PingID** app from the **Apple Store**.

5 On your IOS device, open the PingID App.
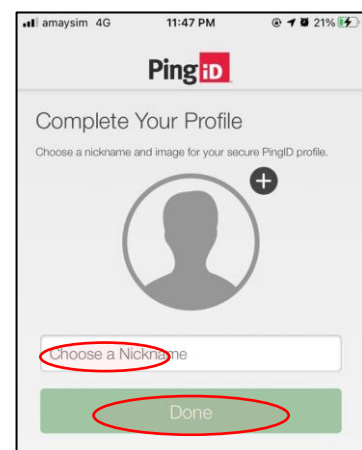The first time you do this you will be asked to accept the **Terms of Service** > select **Accept**.

6 You may need to **Allow** PingID to use device resources.

7 Copy Pairing Code from **Add a New Device** in your web browser and paste into the PingID App, select **Pair Device**.

8 Complete the setup by entering a profile name, select **Done**.

Next step - set up MFA on a second device

For those times when you cannot access your primary device.
How to guides are available on the MFA for students web page www.griffith.edu.au/student-computing/mfa

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