KAISER PERMANENTE.

TECHNOLOGY RISK OFFICE

A new version of PingID Mobile App is available now

Summary
A new version of PingID mobile app for iOS and Android devices is available. PingID is part of the authentication process used to verify your identity and is available as a mobile or desktop application. This update is only available for the mobile app.

Benefits
The new version of the PingID mobile app provides better security and user experience through:

- Additional contextual information for a more secure login, such as:
    - Approximate location* of the device initiating the login process.
    - Web browser and device type used to log into the application.
    - Displaying the name of the application.
- A visually appealing modern user interface promotes a more intuitive login experience.

Note: The approximate device location may vary from your physical location due to internal IP address assignments.
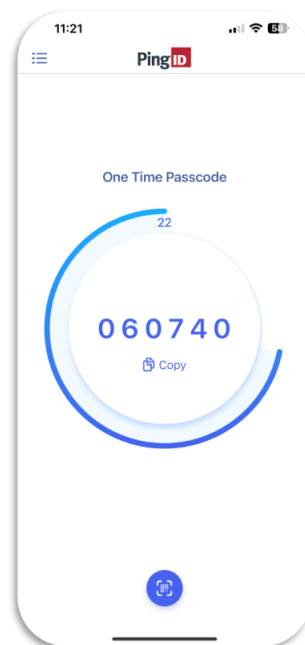
What is impacted?
The PingID mobile app on all KP users' iOS and Android devices will update to a new version with an enhanced user experience and security features.
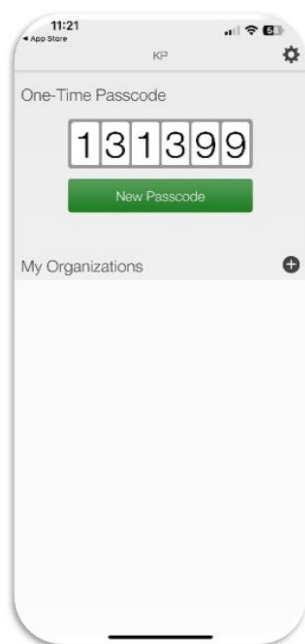
Current Version	New Version

One Time Passcode (OTP): New time-based OTPs will refresh every 30 seconds to increase security and efficiency for all user authentications.
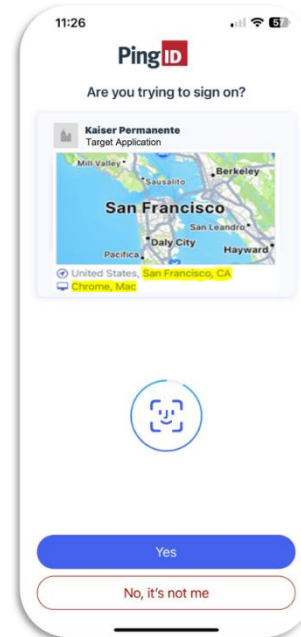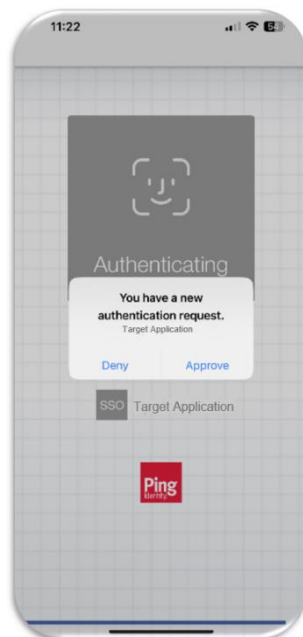
Current Version	New Version

Push Notification: Includes additional information about the login request, including a map showing the physical location of the device making the authentication request, the device type, browser type, and target application.

On Lock Screen
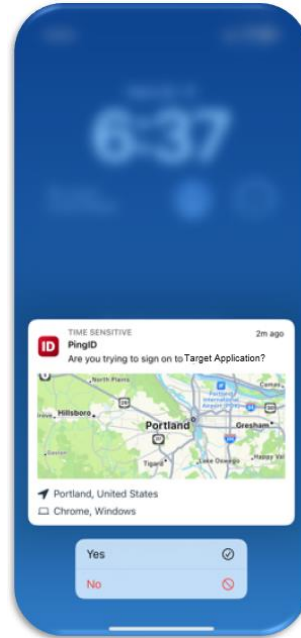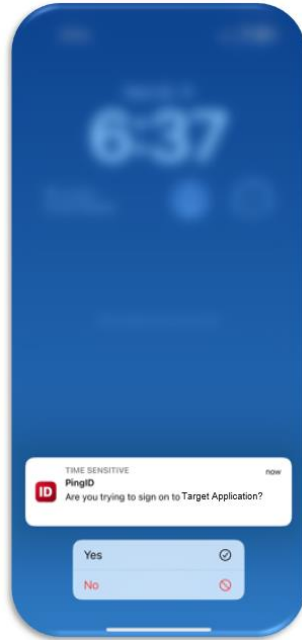
PingID Mobile App

What you need to do?

The PingID vendor has released a new version of the PingID mobile app in the Apple App Store/Google Play Store. The app will update according to the Apple App Store/Google Play Store policy and device settings, like any other app on the user's phone:

- If your mobile device is configured for automatic app updates, the PingID mobile app will update automatically when the new version is available.
- If your mobile device is not configured for automatic app updates, you must manually update the PingID mobile app on your device.
- The update is strongly recommended, but if you choose not to update the app, the existing PingID mobile app version will continue to work.

What resources are available for customer support?

Refer to this [FAQs](#) (Frequently Asked Questions) for more information. Once your PingID mobile app is updated and if you experience any issues using the new version, please contact the KP Service Desk.

Audience

PingID mobile app users using KP-managed or personal mobile (iOS and Android) devices.