Step-by-Step guide to enroll Multifactor Authentication (MFA)

Infineon Technologies AG

- restricted -

Overview

1. Background information
2. Initial enrollment (One time effort)
   a. Step 1: Chose your channel
   b. Step 2: Enroll your 2nd factor
      - Enroll PingID App
      - Enroll SMS
      - Enroll Voice
      - Enroll Authenticator
3. Daily usage of your 2nd factor
4. Change of settings if needed

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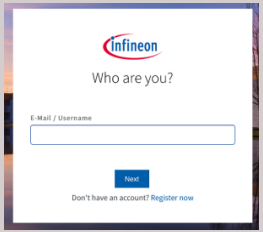
Overview

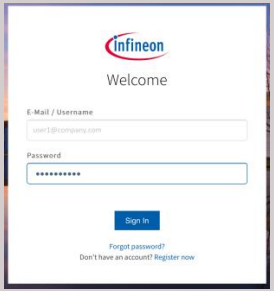
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What will change

1st Username Password → 2nd Multi-Factor-Challenge → 3rd





Until November 30th 2020

~~One Time Passwort per email~~

First time access of myICP or sec-iShare

Enroll PingID

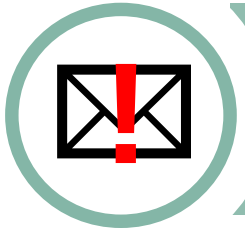
From November 30th onwords

PingID MFA

Access to **myICP** and **sec-iShare**

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Motivation



One-Time-Password (OTP) via email caused a lot of problems



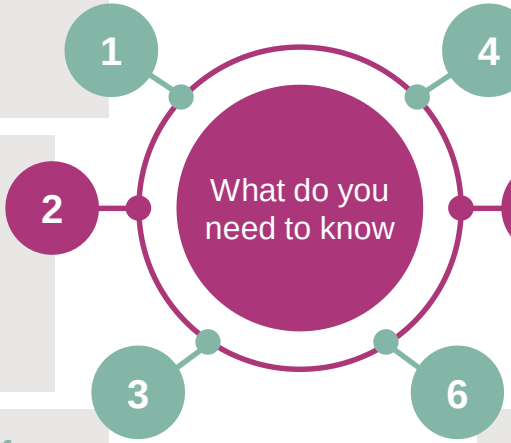
Enables simplified password-reset self-service



Modern Multi-Factor-Authentication solution with flexibility and improved user-experience

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There are six key infos about the new MFA solution



Enhanced user experience and security
when accessing restricted content

Seamless integration
in our central authentication service iAuth2.0 aka sso.infineon.com

Cloud-based solution
- "PingID"
- Vendor: "Ping Identity"

Enrollment process
triggered when you try to access an application/ service that requires additional authentication for the first time

Mobile Integration for best experience
Install "PingID" from App Store / Google Play Store ™

Initial enrollment
Use your computer and mobile phone for initial enrollment

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What channel fits?

I want to use my:	Smart-Phone	Cell-Phone	Wired Phone	Yubikey Token	Hardware Security Token (e.g. FIDO2)	Personal Computer (e.g. Windows OS)
PingID APP	●					
SMS	●	●*				
Voice	●	●	●			
Yubikey				●		
Security Key				●	●	
Authenticator	●					●**

* Provider needs to support SMS

** Installation of Authenticator Software is needed (e.g. 2 Factor Authenticator)

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The new PingID Multifactor Authentication solution lets you choose

- When you first login to the **myI**nfineon **C**ollaboration **P**latform (MyICP) or an Infineon Secure-iShare you will be directed to the new **PingID** system.

- It will help you to **choose your 2nd factor** to login, while the PingID Mobile App is the preferred way in terms of security and usability. However you can also choose alternative channels.





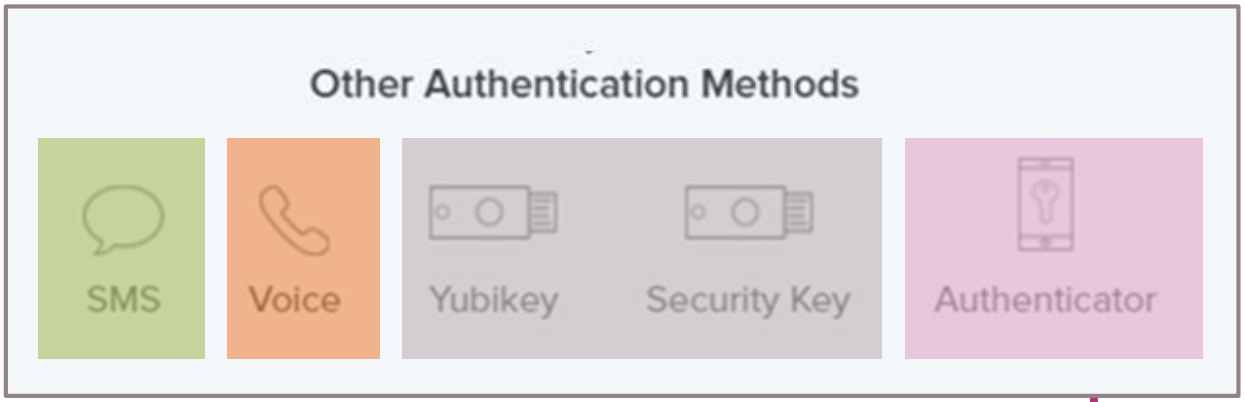
PingID Mobile App (preferred)

Alternative channels

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Alternative Channels

→ Click on the icon of the alternative channel you have chosen to directly jump to the instructions or go to next slides to enroll the PingID App



Sends an OTP* via SMS

Calls you and tells you the OTP*

Use your existing security hardware

Enroll in your existing Authenticator APP such as

- Google Authenticator (Smartphone)
- Twilio Authy (Smartphone)
- 2 Factor Authenticator (Windows 10)
- Authenticator (Plugin for common Browsers)

*OTP = One-time password

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Enroll PingID App

1. QR code is presented on your computer



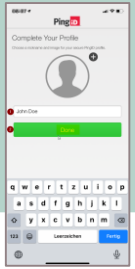
2. Scan the code from the PingID app on your phone



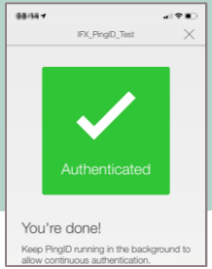
3. Wait until the authentication is finished on your computer



4. Save the profile on your phone



5. Success screen is shown



6. Confirmation e-mail is sent



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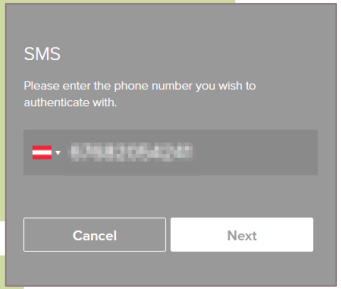
Enroll SMS as 2nd factor

1. Choose device type

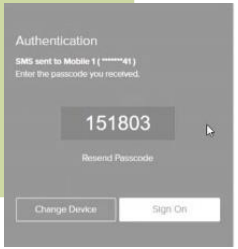
„SMS“



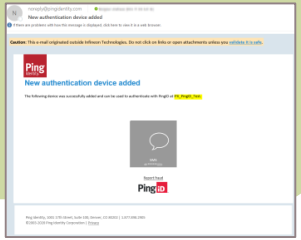
2. Enter your phone number



3. Enter the verification code which is sent to your phone



4. Confirmation e-mail is sent



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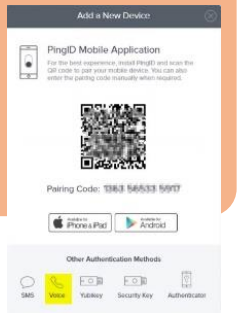
4 Change of settings if needed

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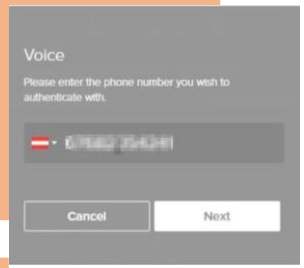
Enroll Voice

5. Choose device type

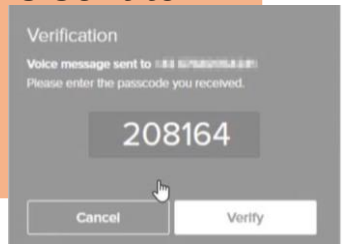
„Voice“



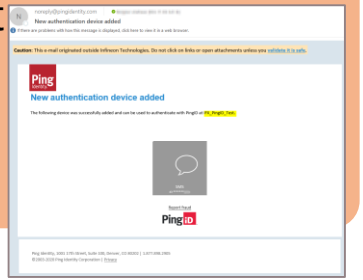
2. Enter your phone number



3. Enter the verification code which is sent to your phone



4. Confirmation e-mail is sent



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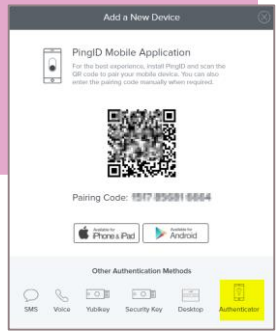
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Enroll Authenticator

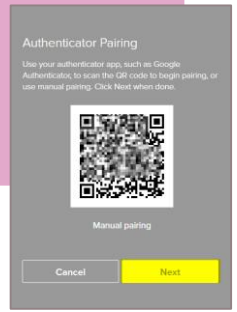
Pre-requisite: existence of an Authenticator App* that supports the RFC6238 standard (e.g. Google Authenticator, 2 Factor Authenticator for Windows)

Attention: Ping ID Desktop App is not suitable!

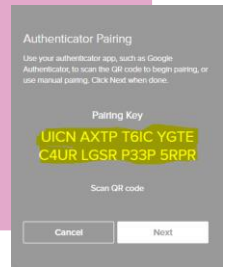
1. Choose device type „Authenticator“



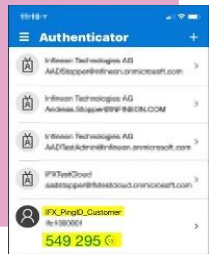
2. Chose Authenticator App photo the QR or



3. If needed chose „Manual pairing“ to get a readable code



4. Use given information to enroll in your Authenticator APP*



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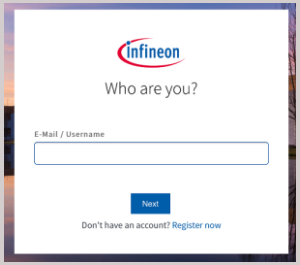
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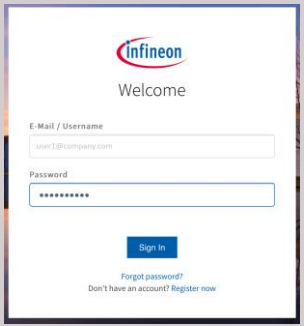
Daily log-on journey

1st Username Password

2nd Multi-Factor-Challenge depending on your chosen channel

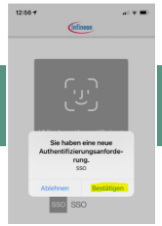
3rd





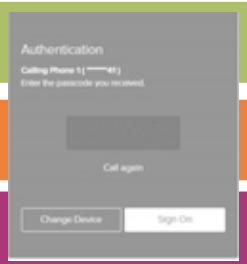
PingID App





SMS

Receive SMS



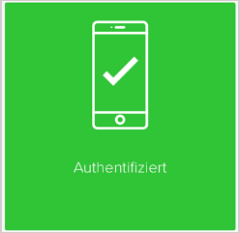
Voice

Pick Phone



Authenticator

Open Authenticator



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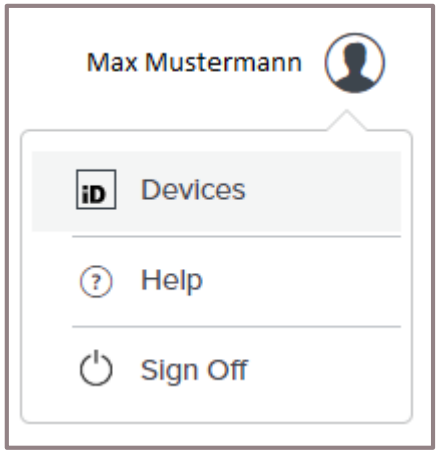
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Change of device, phone-number or channel

Following changes can be done at any time:

- Add channel (device)
- Remove channel (device)
- Change Phone-number (SMS, Voice)

<< here >>



https://desktop.pingone.eu/cd-2079176003.infineon

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FAQs

FAQs



Which devices can be enrolled?

- PingID App (recommended)
- SMS
- Voice call
- Fido2/UDF devices
- OATH Token to be integrated in alternate authenticator apps (e.g. Microsoft/Google authenticator)



Why is one-time-password (OTP) via Mail not allowed?

- E-Mail is reserved for password reset functionality



Whom can I contact in case of problems?

- Please contact the Infineon Support Center

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