

New verification process: self-service

Carlos Burgos

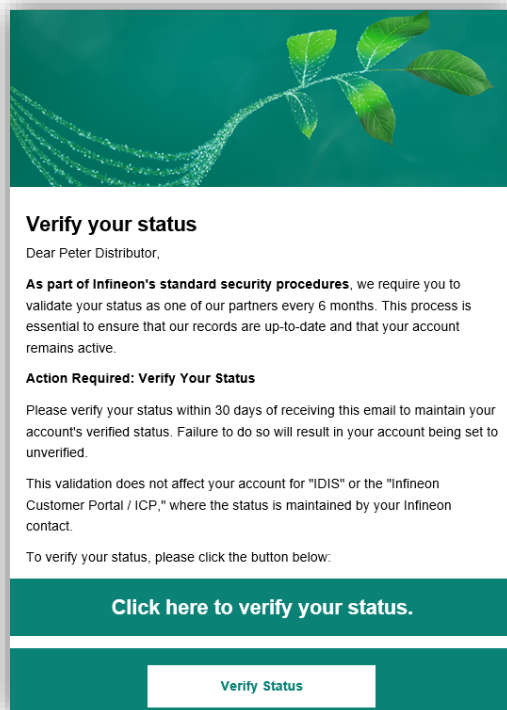


New verification process: self-service

Release note: Since February 20th 2025, Promoted users and Distribution partners have a way to enable back their account via self service in Ping. Once they have been set as inactive for not validating their email address, they will have the capability of verifying their account again. Before, users would get disabled and they would need to contact support center to get enabled again. New process described as follows:

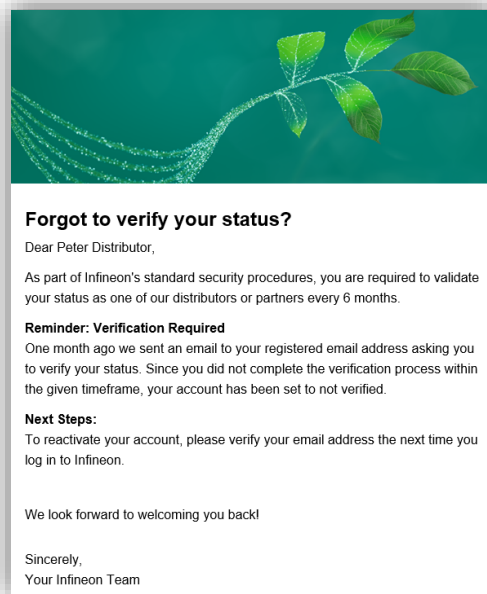
1

User receives email requesting account verification every 6 months



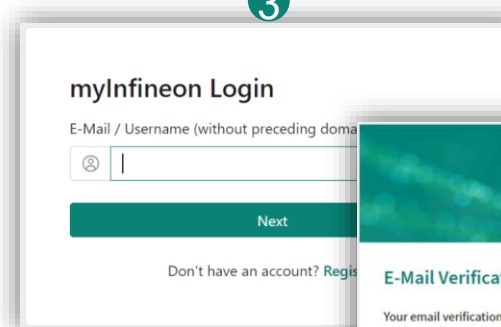
2

If not verified, user receives email reminder after 1 month

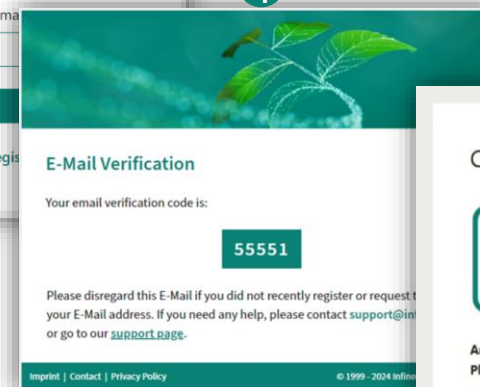


The verification page appears after a successful login. The email with the code gets sent automatically when entering the page.

3



4



5

