

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

Infineon Technologies AG

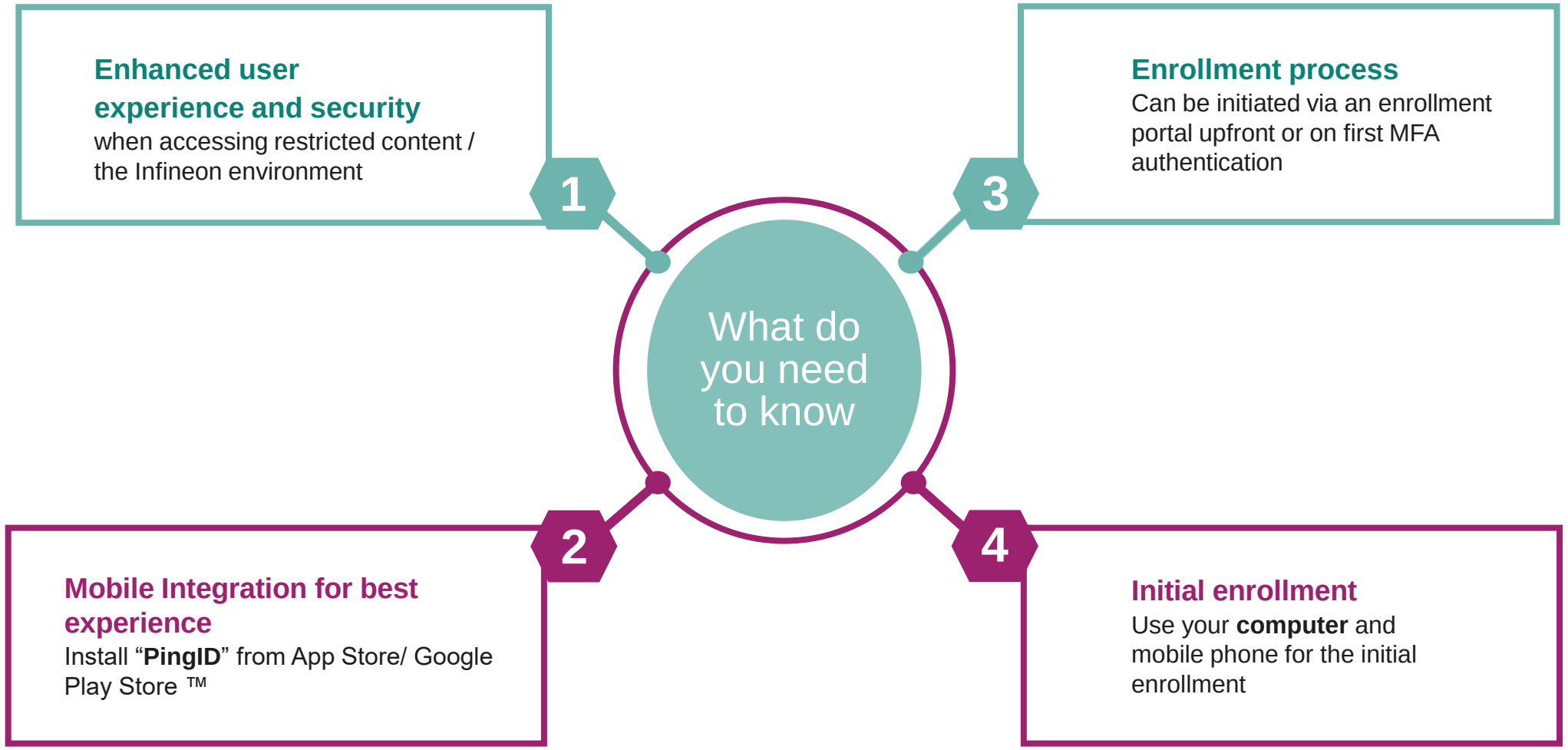
restricted

Overview

1. Background information
2. Choose your factor(s)
3. PingID initial enrollment
4. Alternative authentication factor(s)
5. Daily usage
6. Change settings
7. FAQ

Copyright © Infineon Technologies AG 2025. All rights reserved.

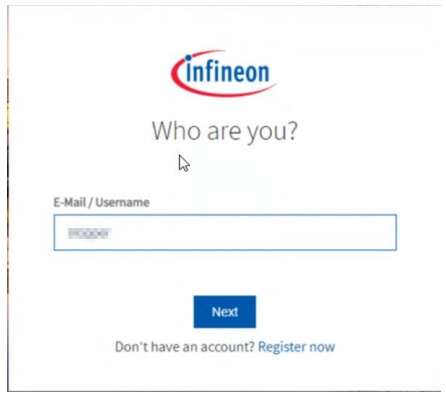
Key infos about the new MFA solution

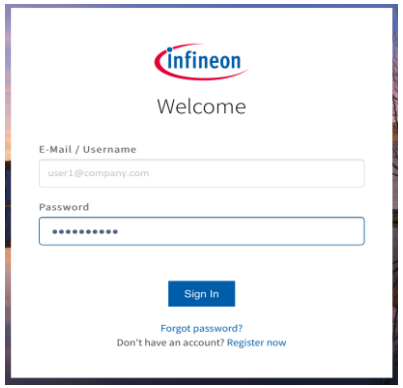


Copyright © Infineon Technologies AG 2025. All rights reserved.

What will change

1st Username Identification → 2nd Multi-Factor-Challange → 3rd





One time enrollment of one or more factors beginning with March 2022

Enroll PingID

For any futher access

Just use PingID MFA

Access to applications from Infineon & private device

Copyright © Infineon Technologies AG 2025. All rights reserved.

What will change on iAccess portal

1st Username Identification → 2nd Multi-Factor-Challange → 3rd



For any futher access

Just use PingID MFA

Access to applications from your device(s)

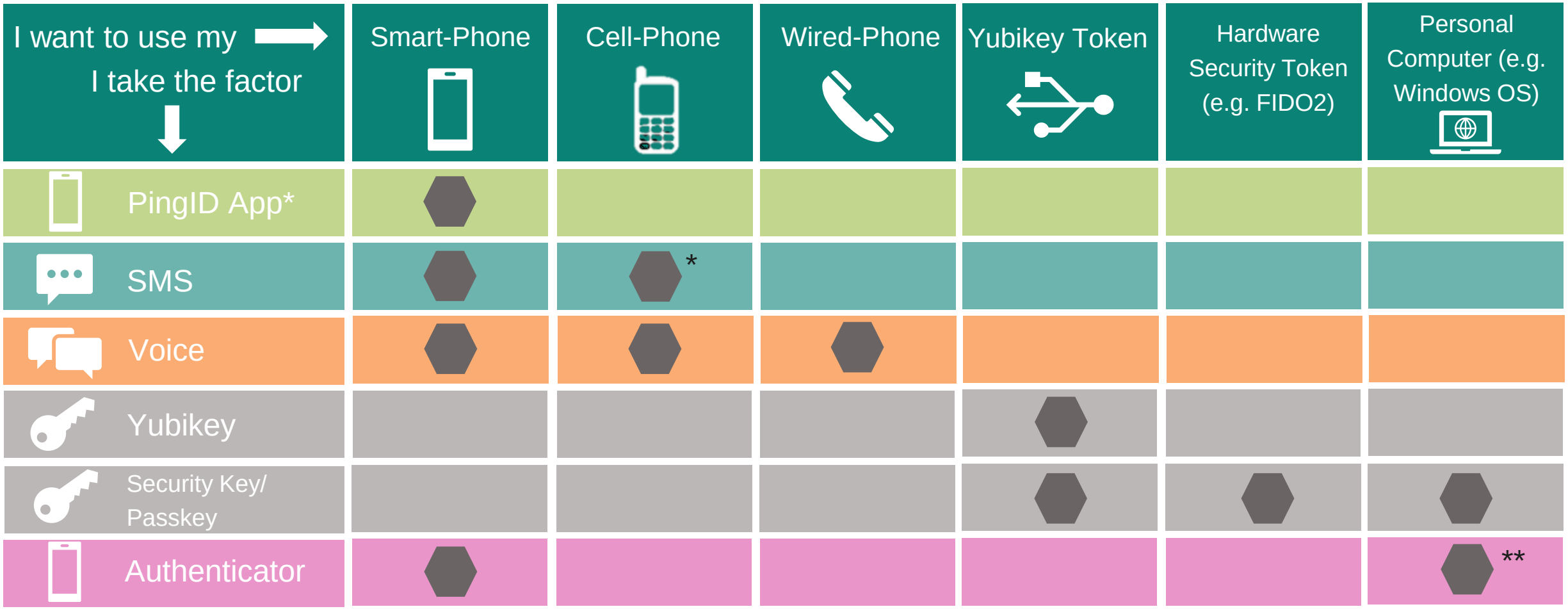
Copyright © Infineon Technologies AG 2025. All rights reserved.

Overview

1. Background information
2. Choose your factor(s)
3. PingID initial enrollment
4. Alternative authentication factor(s)
5. Daily usage
6. Change settings
7. FAQ

Copyright © Infineon Technologies AG 2025. All rights reserved.

What factor fits?



* Provider needs to support this

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

Copyright © Infineon Technologies AG 2025. All rights reserved.

Overview

1. Background information
2. Choose your factor(s)
3. PingID initial enrollment
4. Alternative authentication factor(s)
5. Daily usage
6. Change settings
7. FAQ

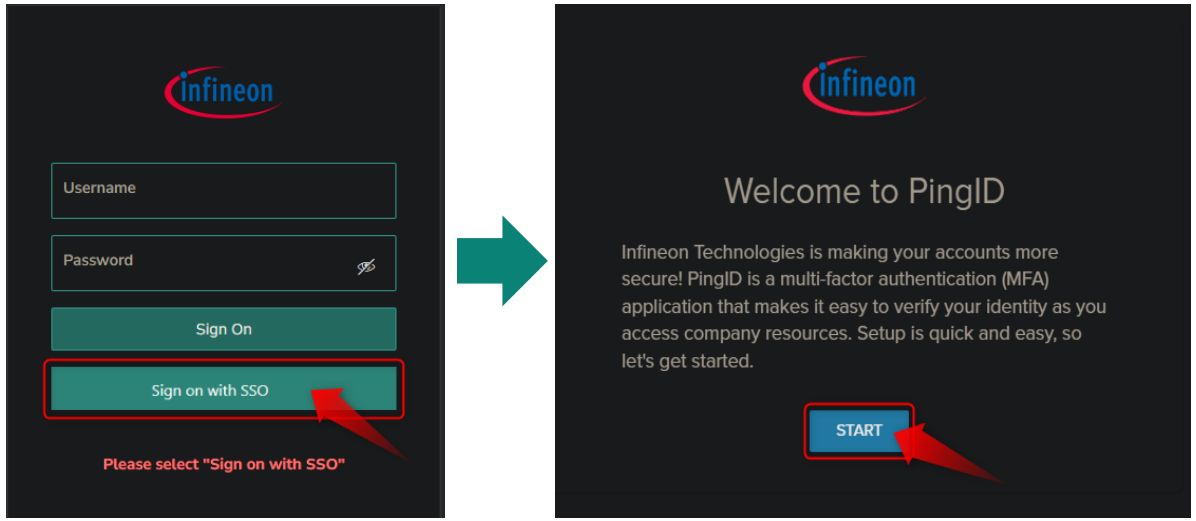
PingID mobile app

Copyright © Infineon Technologies AG 2025. All rights reserved.

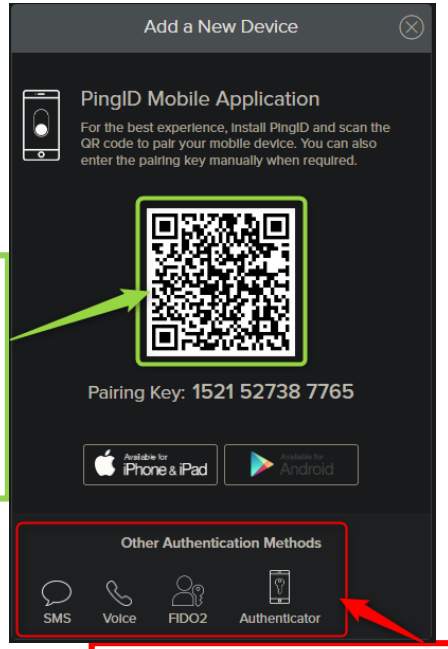
Initial PingID Multifactor Authentication enrollment

1. Login to the PingID Self Service Portal

2. On the login-screen select „Sign on with SSO“ and you will be redirected to the first-time-enrollment screen, here click „Start“



3. Now you will be prompted a QR-Code which you can scan with your PingID-App (preferred) or you can choose an other method* (for options and setup please look here)



QR-Code to enroll with the PingID-App (preferred)

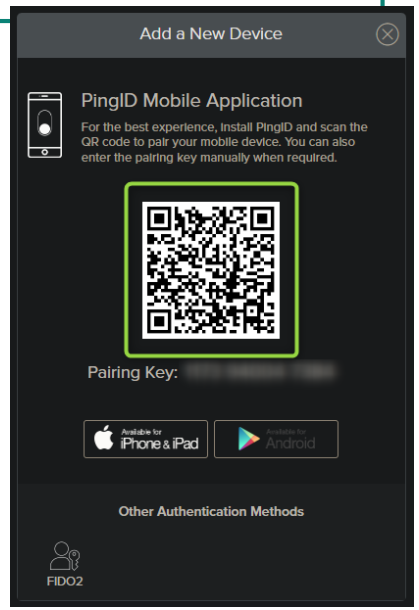
Select other authentication method: SMS, Voice, FIDO2 or Authenticator App

* You can enroll up to 10 methods/devices

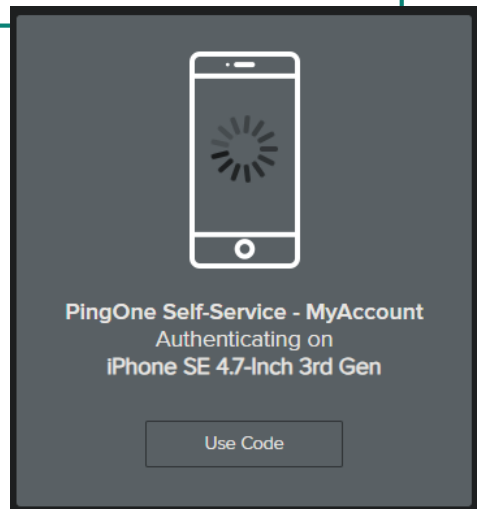
Copyright © Infineon Technologies AG 2025. All rights reserved.

Initial enrollment PingID App

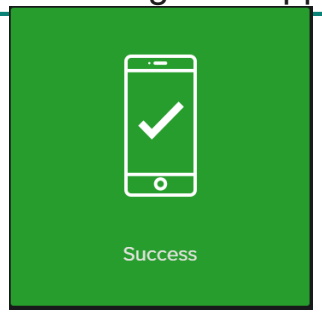
1. Open the PingID-App on your mobile device and scan the QR-Code shown on the screen



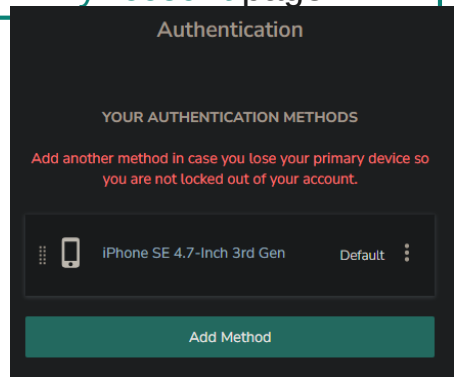
2. Confirm authentication on your phone with TouchID or FaceID



3. „Success“ message will appear



4. You will be redirected to your PingID Self-Service – MyAccount page



Copyright © Infineon Technologies AG 2025. All rights reserved.

Overview

1. Background information
2. Choose your factor(s)
3. PingID initial enrollment
4. Alternative authentication factor(s)
5. Daily usage
6. Change settings
7. FAQ

SMS

Voice

FIDO2

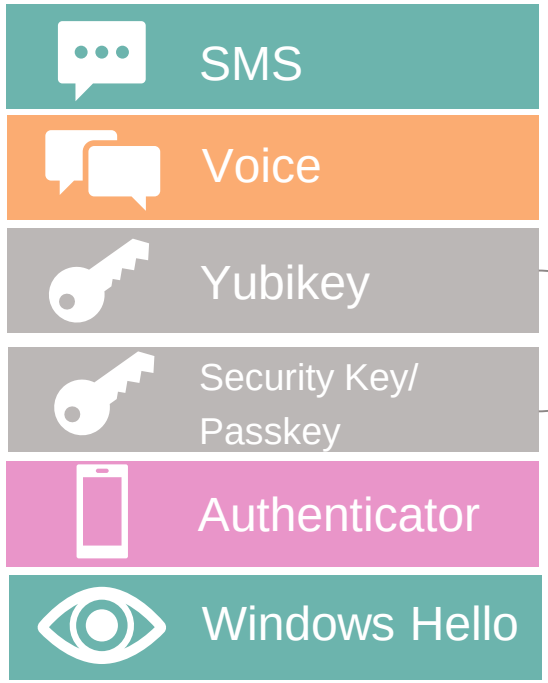
Authenticator

Windows Hello

Copyright © Infineon Technologies AG 2025. All rights reserved.

Alternative Factors for MFA

Click on the icon of the alternative factor you have choosen to directly jump to the instructions



Sends an OTP* via SMS, for instructions please click here

Calls you and tells you an OTP*, for instructions please click here

Uses your existing security hardware, for instructions please click here

For instructions to enroll SMS, for instructions please click here

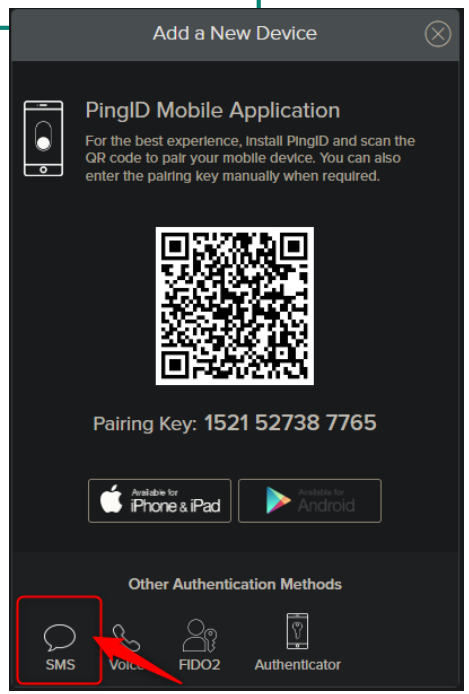
Uses your Windows Hello method, for instructions please click here

*OTP = One-time passcode

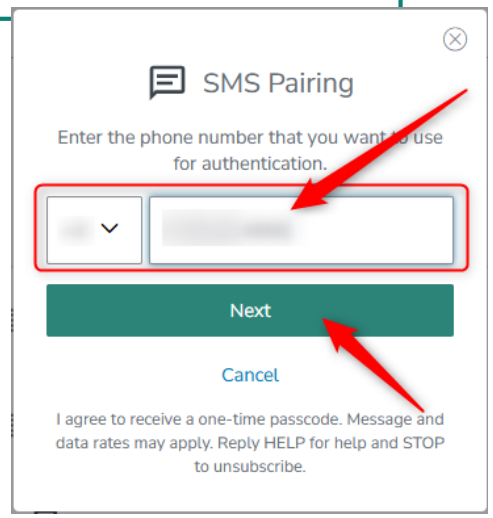
Copyright © Infineon Technologies AG 2025. All rights reserved.

Enroll SMS for MFA

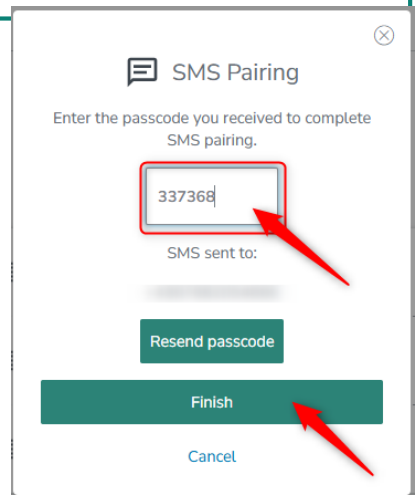
1. Choose method SMS



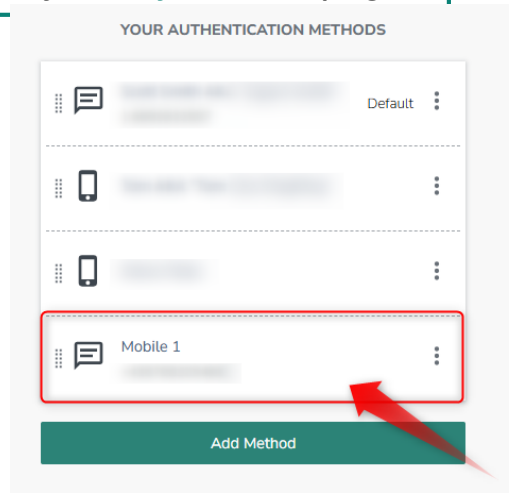
2. Enter country code and your phone number and click “Next”



3. Enter the verification code which is sent to your phone and click “Finish”



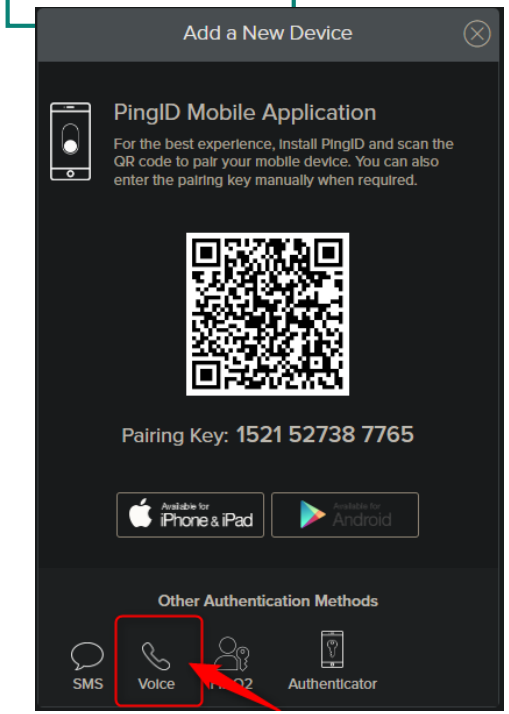
4. The new authentication method is now visible on your MyAccount page



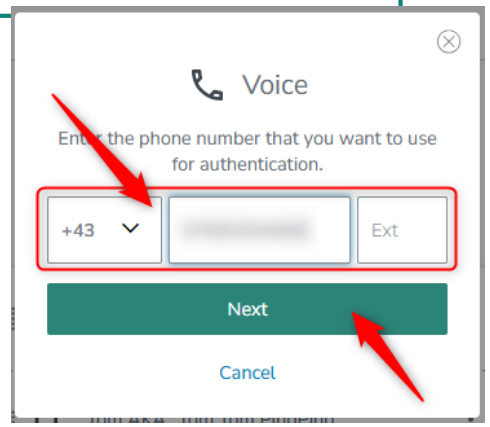
Copyright © Infineon Technologies AG 2025. All rights reserved.

Enroll Voice for MFA

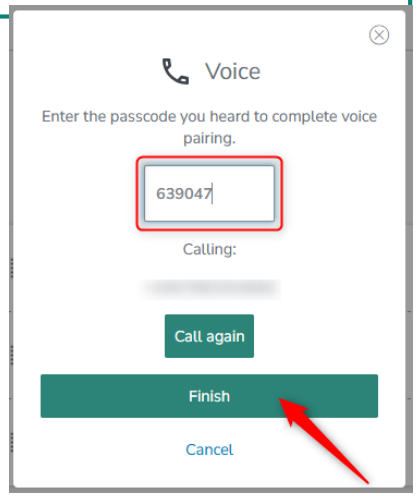
1. Choose method Voice



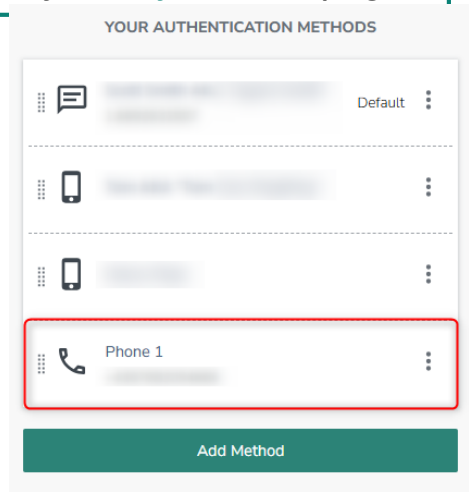
2. Enter country code and your phone number and click “Next”



3. Enter the verification code which is sent to your phone and click “Finish”



4. The new authentication method is now visible on your MyAccount page



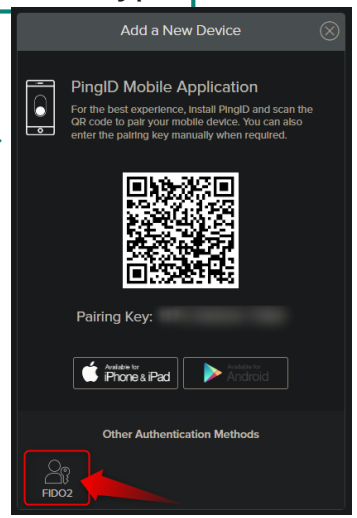
Copyright © Infineon Technologies AG 2025. All rights reserved.

Enroll FIDO2 hardware token for MFA

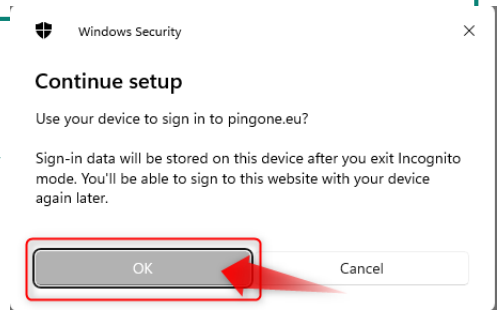
1. Connect the security key to your notebook



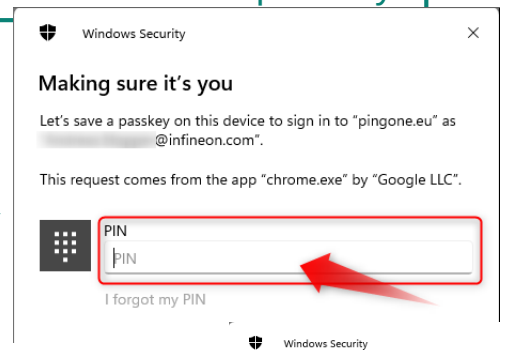
2. Choose FIDO2 as device type

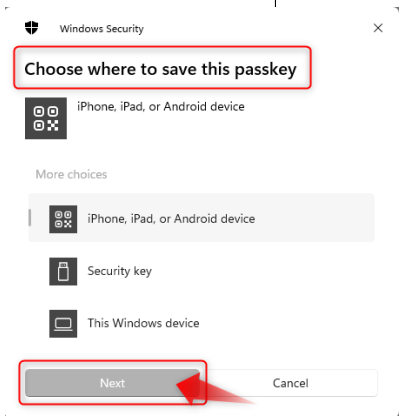


3. Start the pairing process by clicking „OK“



4. Create a PIN and choose where to save the passkey



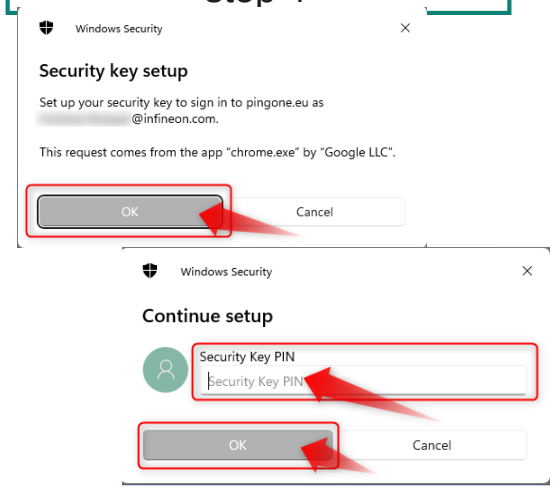


Please continue on the next slide

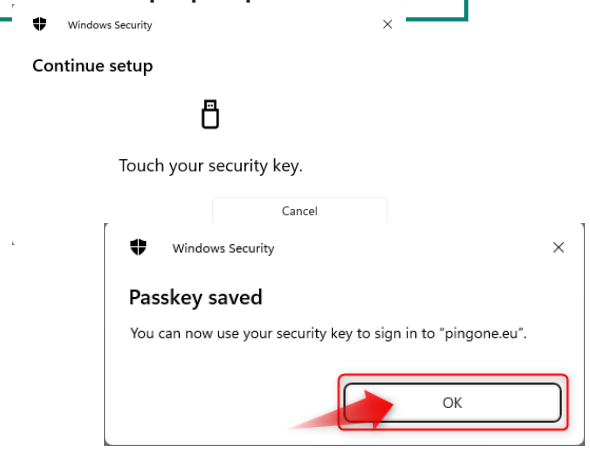
Copyright © Infineon Technologies AG 2025. All rights reserved.

Enroll FIDO2 hardware token for MFA

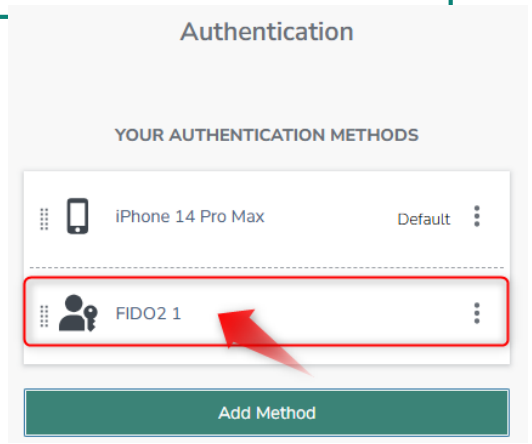
5. Click „OK“ and confirm in the next pop-up with your PIN you have created in step 4



6. Touch your FIDO2 key and click „OK“ on the next pop-up.



6. Your new authentication method should be now visible on your MyAccount page

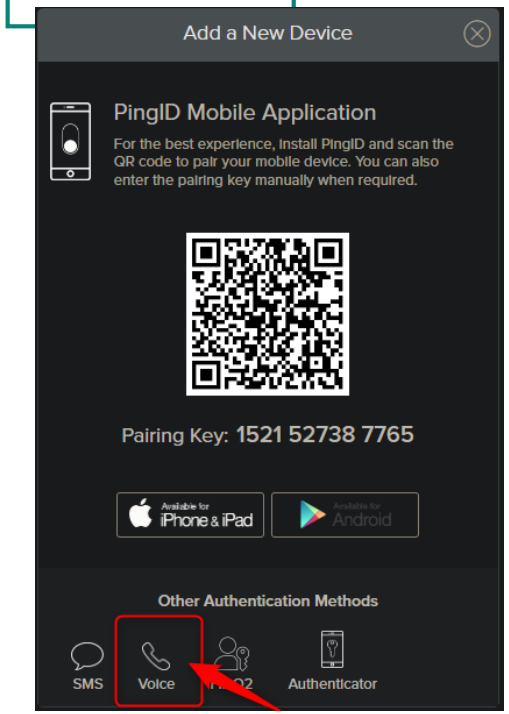


Copyright © Infineon Technologies AG 2025. All rights reserved.

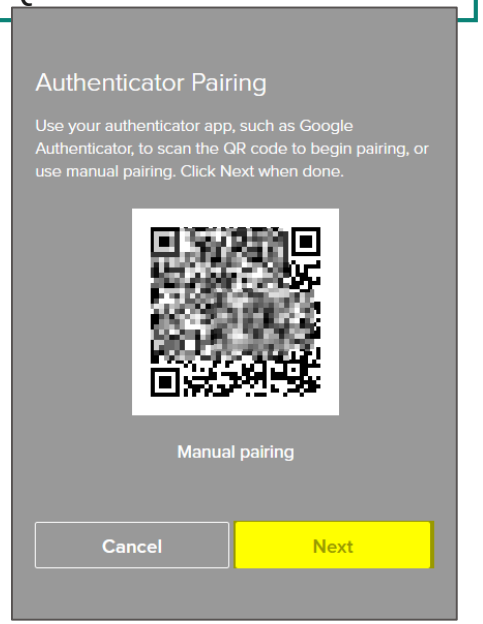
Enroll Authenticator for MFA

Pre-reqisite: existence of an Authanticator App* that supports RFC6238 standard (e.g. Google Authenticator, 2 Factor Authenticator for Windows)
Attention: PingID Desktop App is **not** suitable!

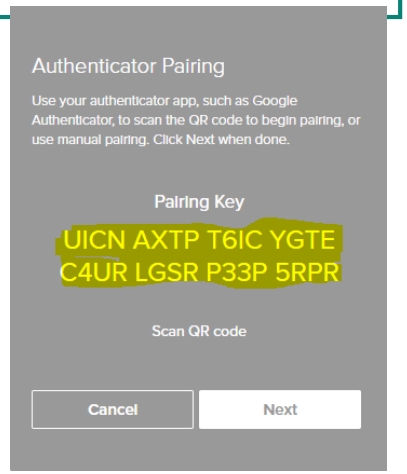
1. Choose method Voice



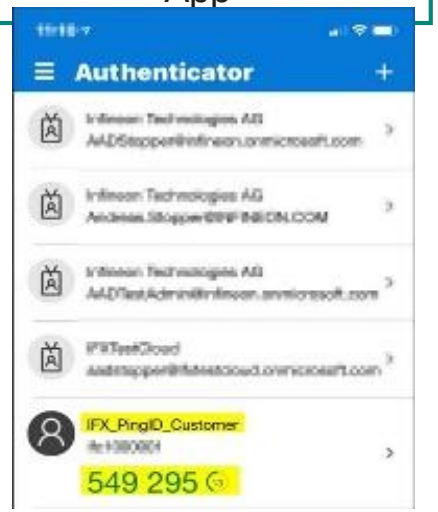
2. Choose your Authenticator App on your phone, scan the QR-Code and click "Next"



3. If needed choose "Manual pairing" to get a readable code



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

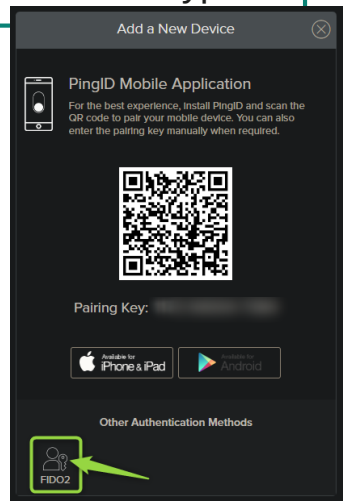


Copyright © Infineon Technologies AG 2025. All rights reserved.

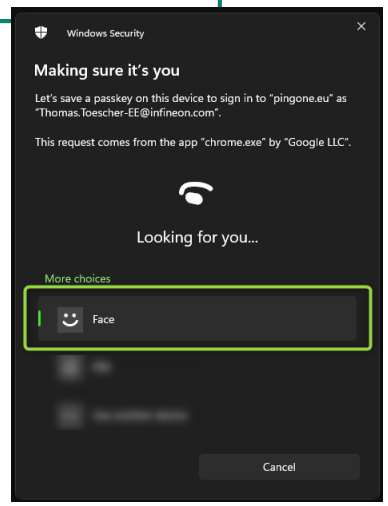
Enroll FIDO2 Windows Hello for MFA

Important: To use this option for MFA, you need to setup Windows Hello as login option on your notebook !!!

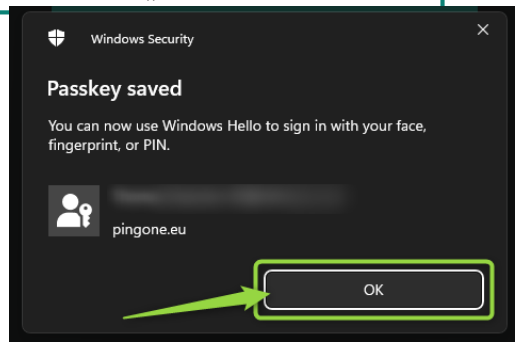
1. Choose FIDO2 as device type



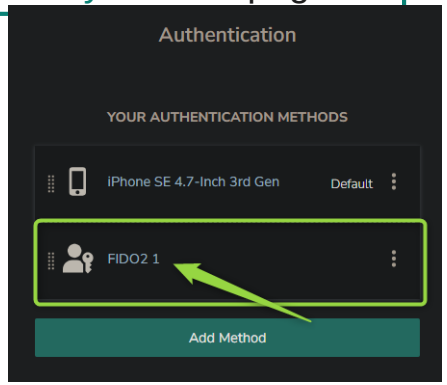
2. Select „Face“ and look in your notebooks camera



3. Follow the instructions on the screen, to finish the enrolment click „OK“



4. The new authentication method is now visible on your MyAccount page



Important: It is recommended to rename this authentication method to seperate it from other FIDO2 variants

Copyright © Infineon Technologies AG 2025. All rights reserved.

Overview

1. Background information
2. Choose your factor(s)
3. PingID initial enrollment
4. Alternative authentication factor(s)
5. **Daily usage**
6. Change settings
7. FAQ

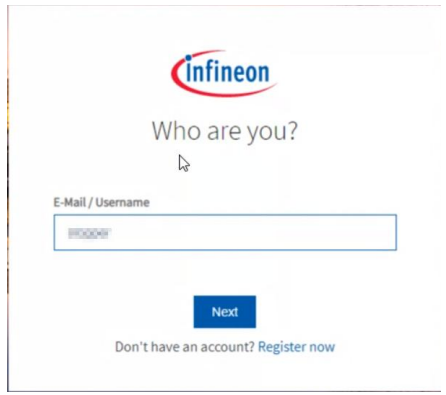
Copyright © Infineon Technologies AG 2025. All rights reserved.

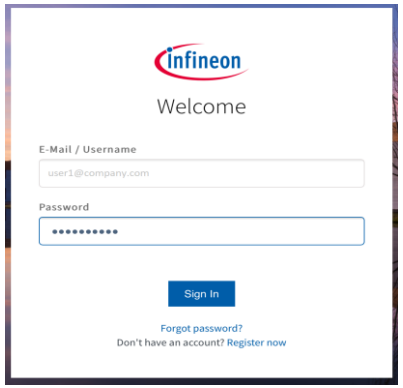
Daily usage

Username Identification

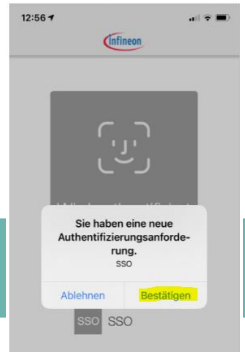
Multi-Factor-Challange

3rd



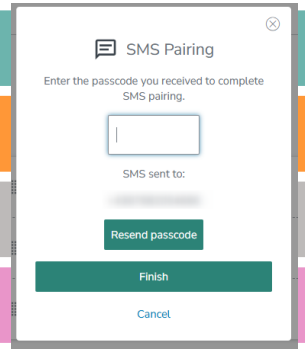


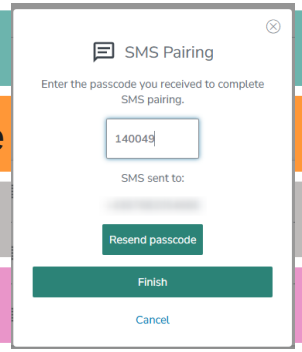
PingID App



SMS

Receive SMS





Voice

Pick up your phone

FIDO2

Touch hardware token or use Windows Hello

Authenticator

Open Authenticator App



Copyright © Infineon Technologies AG 2025. All rights reserved.

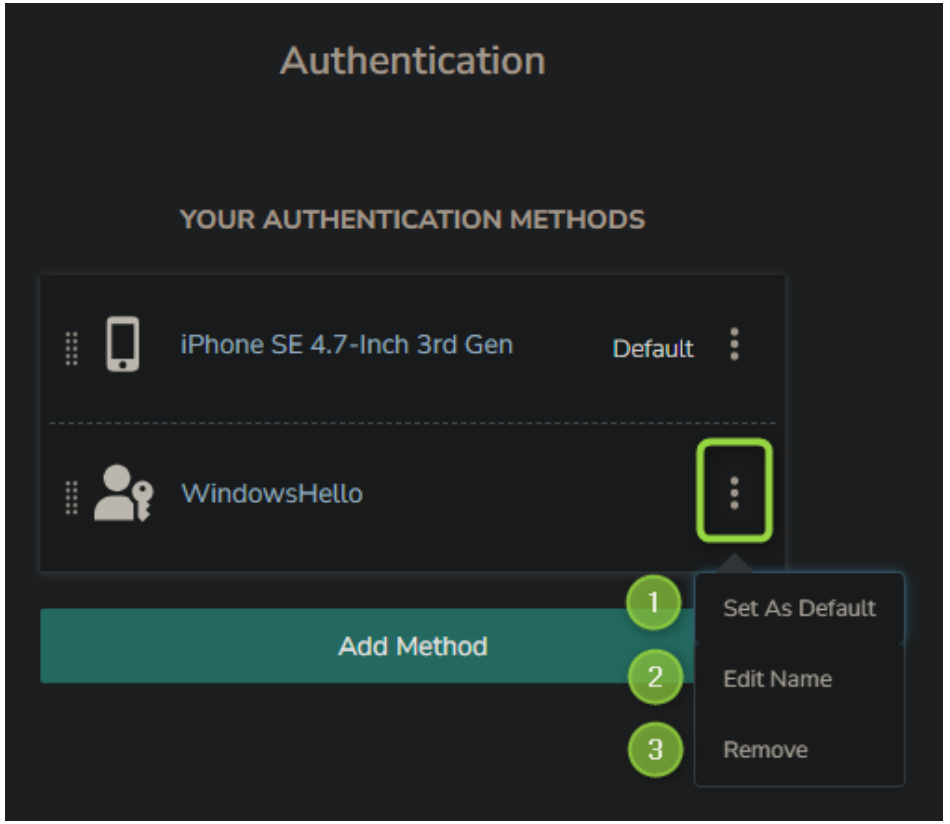
Overview

1. Background information
2. Choose your factor(s)
3. PingID initial enrollment
4. Alternative authentication factor(s)
5. Daily usage
6. Change settings
7. FAQ

Copyright © Infineon Technologies AG 2025. All rights reserved.

Change device or factor

1. Login to the PingID Self Service Portal to see your connected authentication methods



2. By clicking on ⋮ following changes can be done at any time:
    1. Set a method as default
    2. Edit the name of the selected method
    3. Remove the selected method

Copyright © Infineon Technologies AG 2025. All rights reserved.

Overview

1. Background information
2. Choose your factor(s)
3. PingID initial enrollment
4. Alternative authentication factor(s)
5. Daily usage
6. Change settings
7. FAQ

Copyright © Infineon Technologies AG 2025. All rights reserved.

FAQ´s



Which devices can be enrolled?

- PingID App (recommended)
- SMS
- Voice call
- FIDO2 devices/methods
- 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



Who can I contact in case of problems?

- Please contact the Infineon Service Desk
- for Asia/Pacific call +606 251 8999
  for Europe call +49 89 234 88888
  for North America call +1 888 4362 611

Copyright © Infineon Technologies AG 2025. All rights reserved.


Infineon