

Register for Multi-factor Authentication

Multi-factor Authentication (MFA) is required to securely access iLinkBlue, our online self-service tool for providers.

NOTE:

Follow the steps of this guide to register for MFA.



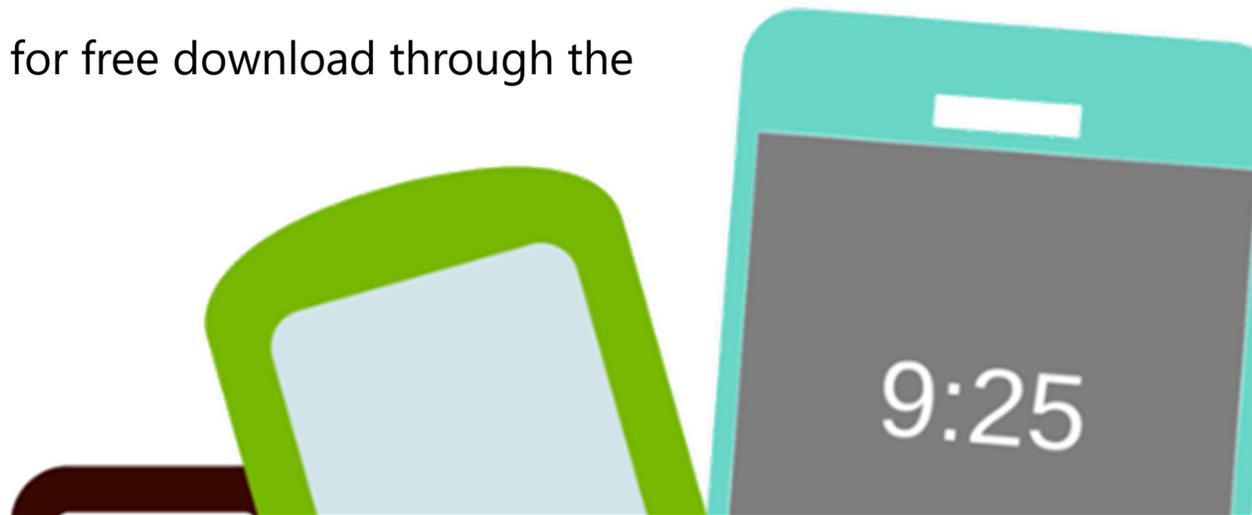
Multi-factor Authentication Required for iLinkBlue Access

MFA is a security feature that delivers a unique identifier via email, text and other formats. MFA is required as part of the iLinkBlue logon process.

To set up MFA, you must register a device with PingID.



Note: The PingID app is available for free download through the app store on your mobile device.



Register for Multi-factor Authentication

1.

Username

Password

Log In

[Forgot/Reset Password](#)

[Need help logging in?](#)

[iLinkBlue User Guide](#)

For assistance call (800) 716-2299 option 3 or email EDIServices@bcbsla.com.

- Access the iLinkBlue “Log in” page (www.bcbsla.com/ilinkblue).
- Enter your iLinkBlue username and password.
- Click the “Log In” button. If you have not registered for MFA, you will be shown the PingID registration process.
- Click the “Continue” button. This will redirect you to complete the authentication process through PingID.

Ping Identity PingID Registration

Authentication Method Selection

PingID allows you to authenticate into applications using your username and Password, plus a mandatory additional factor for security.

It's highly recommended that you install / enable 2 or more options, so that you can authenticate if your primary device is not available. Email + any combination of Mobile app, Mobile SMS text message, or Voice Call.

Continue

Powered by PingIdentity

Register for Multi-factor Authentication

2.

PingID Registration

Authentication Method Selection

Select the option you want to configure for use during authentication:

- SMS/Texting (B)
- Voice (C)
- Email (A)
- Secondary Email
- Mobile App (D)

Cancel Reset Next

Please note that if you choose to cancel, all previously registered devices will be removed from your account.

Powered by PingIdentity

- The PingID screen includes multiple options for receiving an authentication passcode.
- We recommend registering two or more device options for account recovery.

The best option is to select Email (A) plus at least one of the following three methods:

- SMS text message (B)
- Voice call (C)
- PingID mobile app (D)

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3.

Ping Identity PingID Registration

Authentication Method Selection

Select the option you want to configure for use during authentication:

SMS/Texting **Voice** **Email** **Secondary Email**

Mobile App

Enter or verify the number below before continuing: **B**

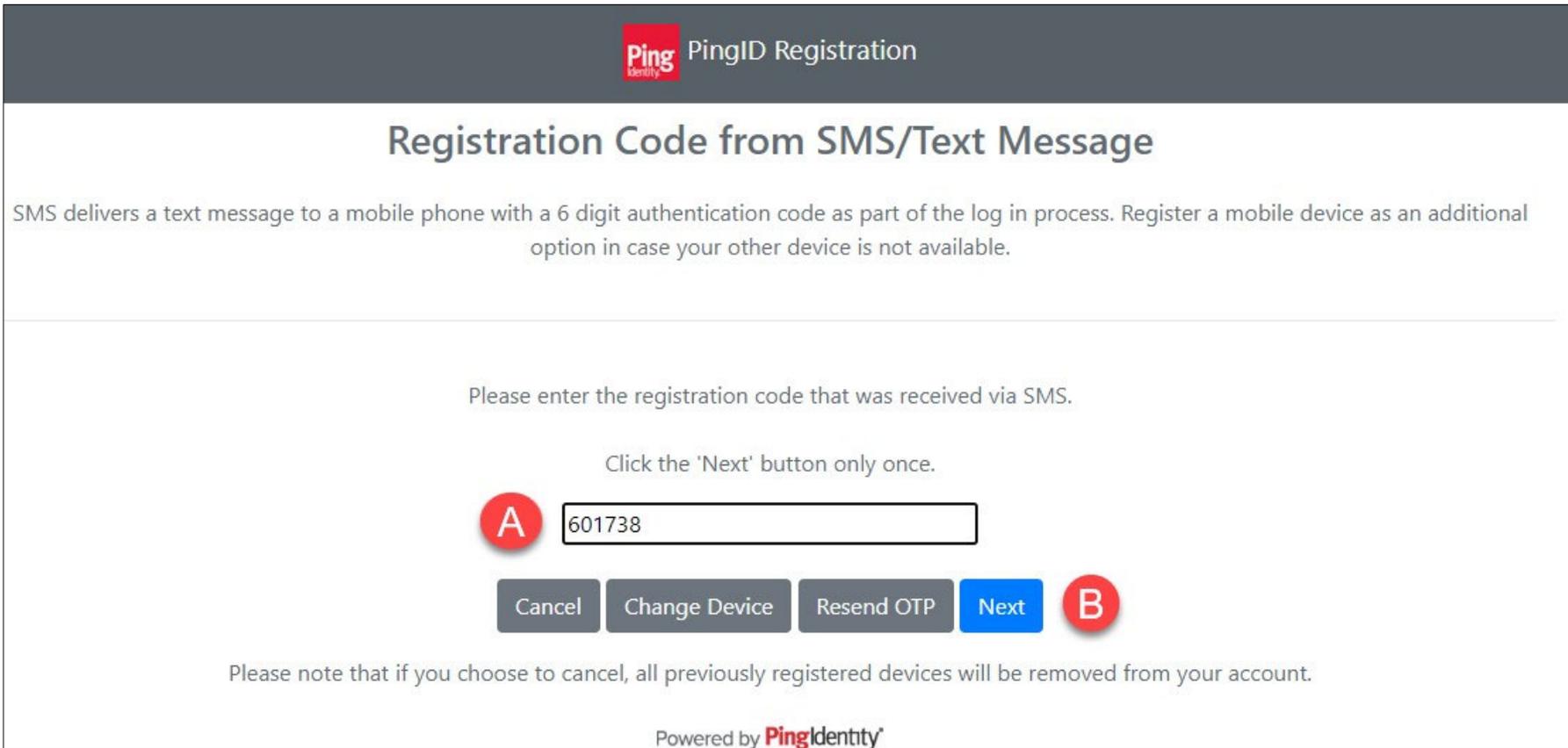
Please note that if you choose to cancel, all previously registered devices will be removed from your account.

Powered by **Ping**Identity

- The above example selects the “SMS/Texting” option (A). An SMS is a short message service sent as a text message.
- Enter the mobile phone number you wish to receive the SMS Text message (B) and click “Next.”

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4.



The screenshot shows the PingID Registration interface. At the top, there is a dark header with the PingID logo and the text "PingID Registration". Below the header, the main heading is "Registration Code from SMS/Text Message". A paragraph explains that SMS delivers a text message with a 6-digit authentication code. The user is prompted to enter the code received via SMS. A text input field contains the code "601738", with a red circle labeled "A" next to it. Below the input field are four buttons: "Cancel", "Change Device", "Resend OTP", and "Next". The "Next" button is highlighted in blue and has a red circle labeled "B" next to it. A note at the bottom states that canceling will remove previously registered devices. The footer says "Powered by PingIdentity".

PingID Registration

Registration Code from SMS/Text Message

SMS delivers a text message to a mobile phone with a 6 digit authentication code as part of the log in process. Register a mobile device as an additional option in case your other device is not available.

Please enter the registration code that was received via SMS.

Click the 'Next' button only once.

A

B

Please note that if you choose to cancel, all previously registered devices will be removed from your account.

Powered by PingIdentity

- You will receive an SMS text message with a code.
- Enter the six-digit registration code into the PingID screen on your computer.
- Click the "Next" button (B) to authenticate your mobile device.

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5.

PingID Registration

Next Steps

You have registered 1 device(s). **A**

Device	Details	Registered Date
Mobile 1 (PRIMARY)	1 6158704892	Fri Jun 19 14:45:11 CDT 2020

It is recommended to register another device in the event that your primary one is disabled or not available.

Click the **Register Another** button to continue, or click the 'Finish Registration' button to skip the additional device registration process and log in.

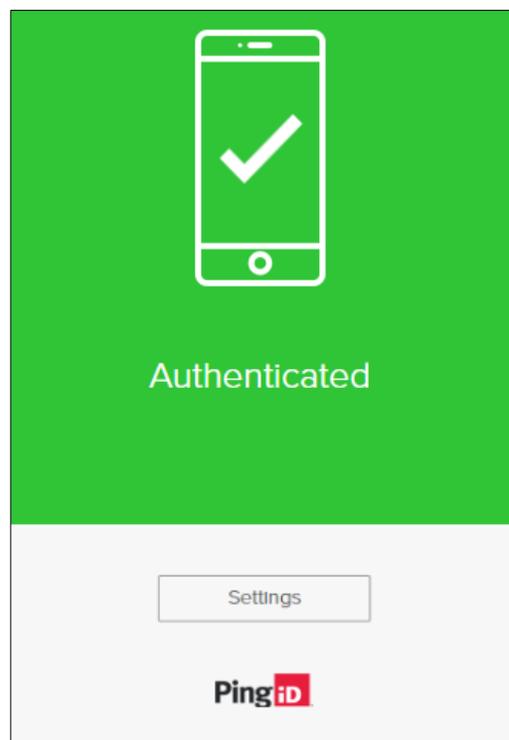
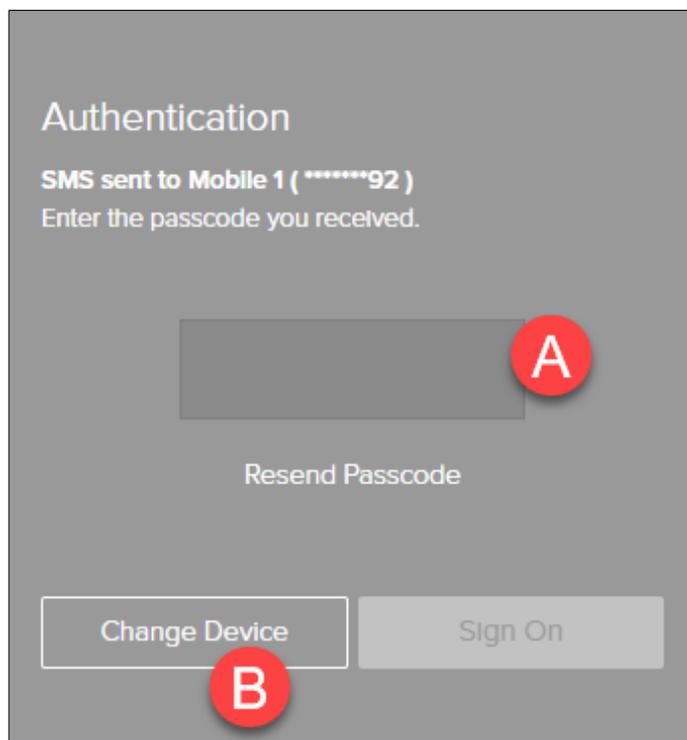
B Register Another Finish Registration

Powered by PingIdentity

- PingID will confirm you registered a device (A).
- After registering your first device, PingID will prompt you to register a second device.
- Click the "Register Another" button (B) to add another device option.

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6.



- After registering a second device, you can choose between the authenticating device options when you log into iLinkBlue. Click the "Change Device" button (B) to select a different device option to receive a passcode.
- PingID will send the selected device a passcode and prompt you to enter the passcode (A) on your computer.
- Enter the code and select "Sign On."
- The code authenticates you to complete the iLinkBlue login process.

Using the PingID Mobile App

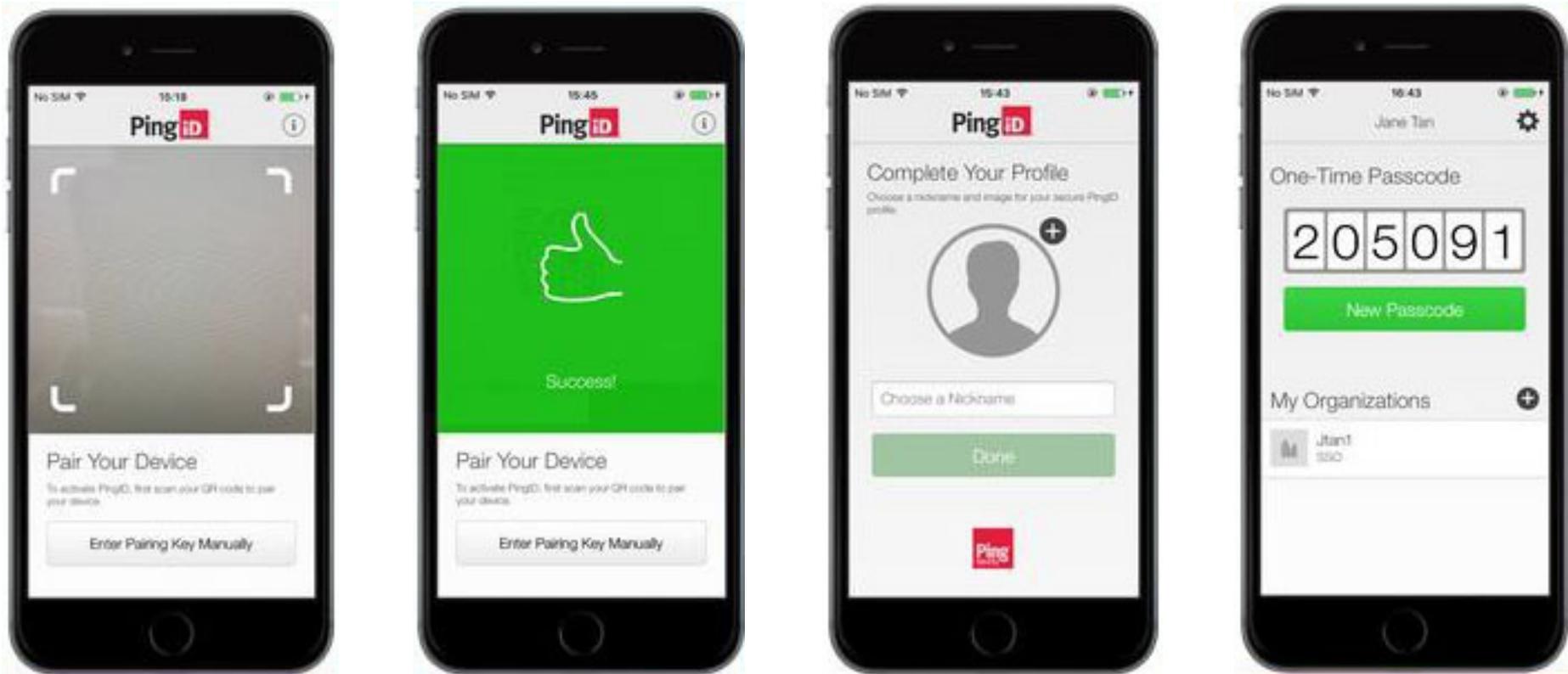
7.

The screenshot shows the 'PingID Registration' interface for 'Mobile App Setup'. At the top, it says 'PingID Registration' with the Ping Identity logo. Below that, the title 'Mobile App Setup' is centered. A paragraph of text explains that most users have the app installed, but if not, they should install it from the App Store or Google Play. It also mentions that for non-employee accounts, users can install the app on non-managed and 3rd party devices. A sub-heading states: 'To complete the pairing, start the PingID app on your mobile device, complete one of the follow:'. There are two bullet points: 'Scan the QR code shown on the screen by framing it within the scanning window of the application' and 'Click the button on your mobile device that allows you to manually enter the 10 digit pairing code shown on the screen.' Below the second bullet point, the 'Pairing Key: 112739721810' is displayed. To the right of the text is a QR code labeled with a red circle 'B'. Below the QR code and text are two buttons: 'Available for iPhone & iPad' (labeled with a red circle 'A') and 'Available for Android'. Below these buttons are two more buttons: 'Cancel' and 'Change Device'. At the bottom, a note states: 'Please note that if you choose to cancel, all previously registered devices will be removed from your account.' The footer says 'Powered by PingIdentity'.

- If you select the PingID mobile app option for MFA verification, you must download the free app.
- Visit the applicable app store for your mobile device (A).
- Once downloaded, open the app on your mobile device.
- Pair the mobile app on your device by scanning the QR code (B) or entering the "Pairing Key" code (C).

Using the PingID Mobile App

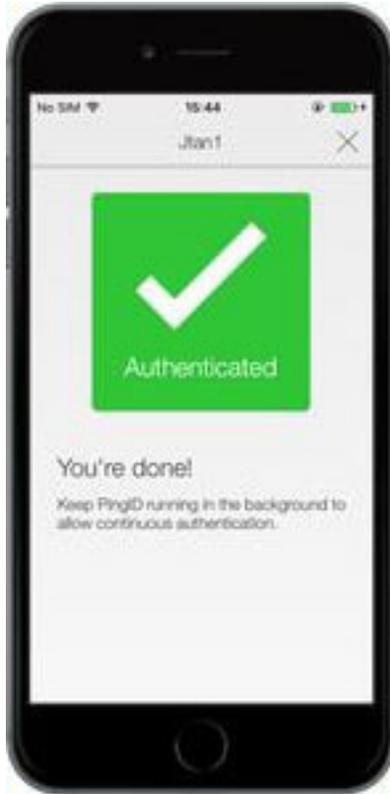
8.



- After scanning the QR code or entering the pairing key code, you will receive a “Success!” message.
- To finish pairing, complete the PingID profile setup on your mobile device.
- You will receive a one-time passcode on the mobile app.

Using the PingID Mobile App

9.



- Enter the passcode into the PingID screen on your computer.
- The one-time passcode verification authenticates you. The following window will appear on your PingID mobile app.
- You can close the app on your phone and return to logging into iLinkBlue on your computer.