

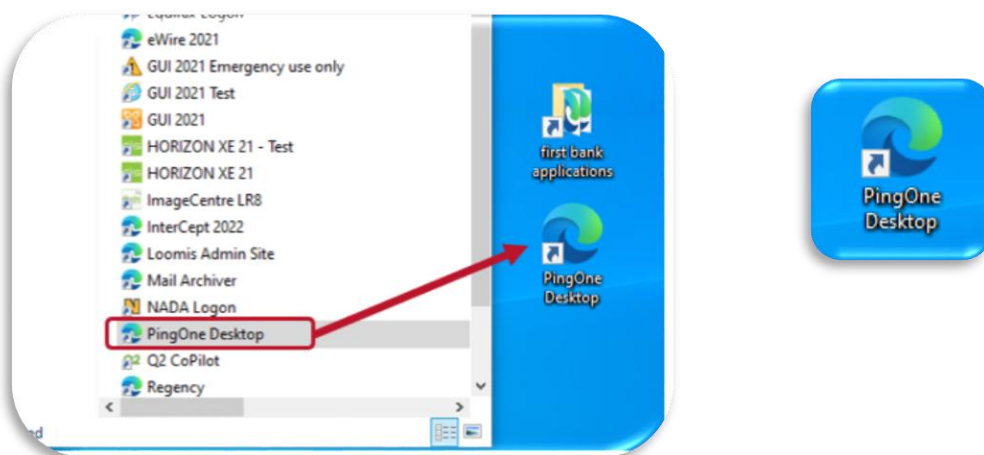
First Bank has implemented PingOne Desktop. PingOne Desktop provides employees with a convenient and easy way to sign on to frequently used applications through single sign-on (SSO). This user guide provides initial set-up instructions for commonly used applications within PingOne Desktop. Once you have completed the initial set-up for applications within PingOne Desktop, you will no longer need to enter a username and password when launching the application from PingOne Desktop.

### Add PingOne Desktop to your desktop

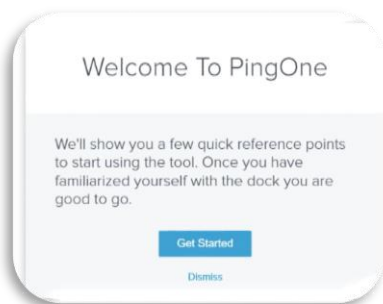
- Locate and open the First Bank Applications folder on your desktop



- Drag and drop the PingOne Desktop link from the First Bank Applications folder

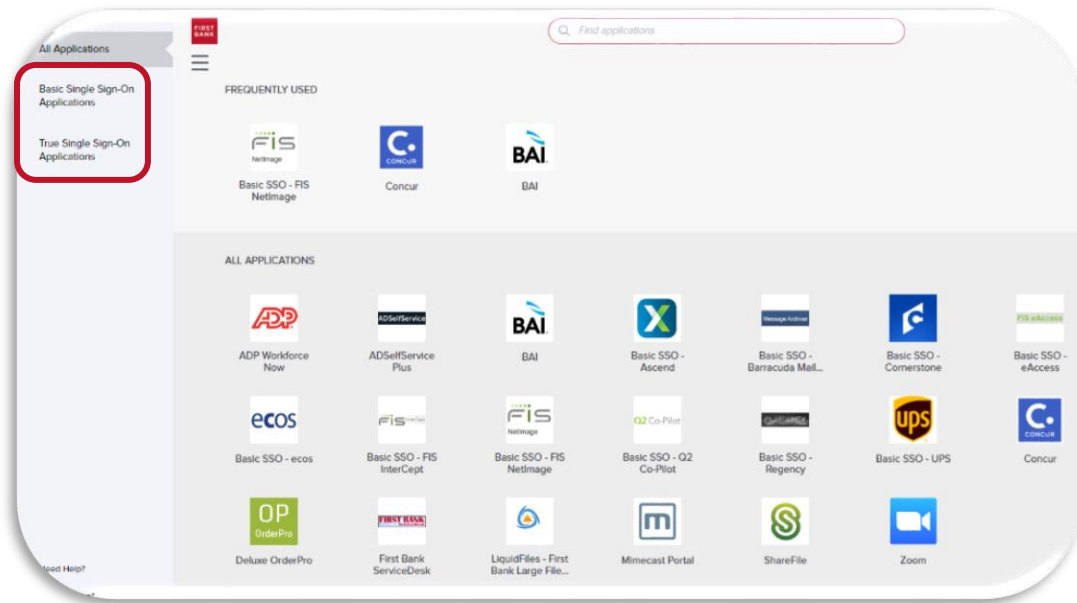


- Open PingOne Desktop by double clicking the PingOne Desktop link you just dropped on your desktop
  - The “Welcome to PingOne” box will display. Initial users will select “Get Started” to review quick reference points.



### Applications

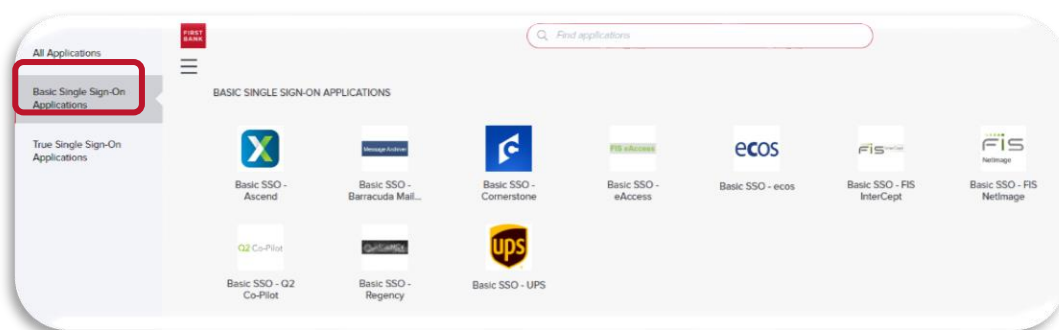
Applications will display on the PingOne dashboard based on your role. Applications are categorized as either Basic Single Sign-On or True Single Sign-On.



**True Single Sign-On Applications:** All applications under this category allow you to access the application without entering credentials (username and password). The application verifies you based on your Windows account attributes.

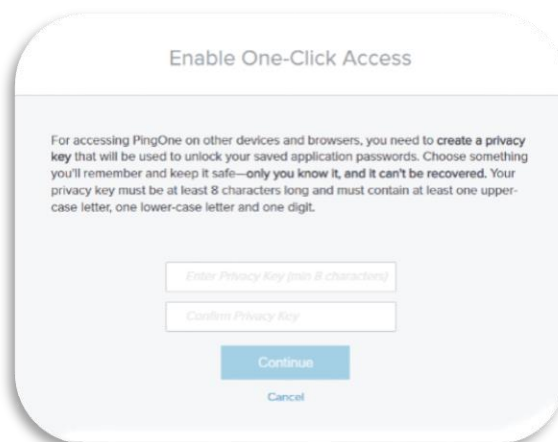
**Basic Single Sign-On Applications:** The Basic Single Sign-On option allows a single sign-on option for applications that do not offer *True Single Sign-On*. To establish single sign-on for the applications listed under Basic SSO you will need to complete the following:

- Make sure you know your username and password for all applications listed under Basic SSO. If you do not know your username and/or password for any of the applications listed under Basic Single Sign-On please contact the [IT Service Desk](#) for assistance.

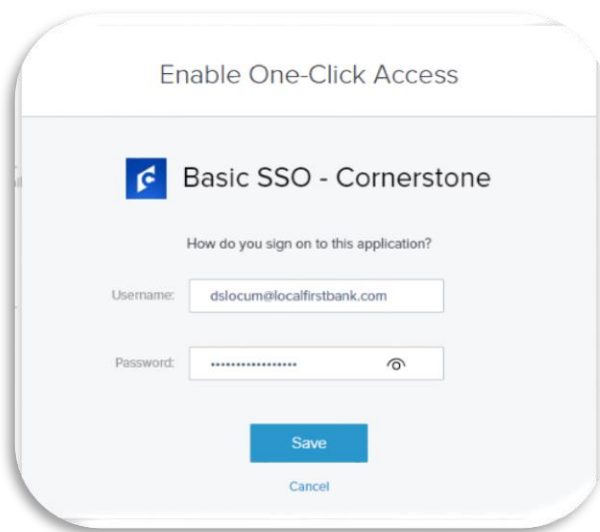


- If you have a DigitalPersona fingerprint scanner, make sure to unplug it from your computer. Basic SSO will not work with if the fingerprint scanner is plugged in.
- Click one of the applications listed under Basic SSO.
  - The “Enable One-Click Access” box will pop-up. You must establish a Privacy Key. The Privacy Key will allow you to edit your stored passwords. The Privacy Key must be kept safe and memorized as there is no recovery process. The Privacy Key must be no less than 8 characters. (First Bank strongly recommends using at least 10 – 15 characters including a combination of uppercase letters, lowercase letters, numbers, and special characters.)

**Note: You must wait 5 minutes after creating a Privacy Key before proceeding to the next step.**



- You are ready to set-up SSO for the applications listed under Basic Single Sign-On.
  1. Click on one of the applications listed under Basic SSO.
    - a. Make sure you have your username and password for the application.
  2. The “Enable One-Click Access” box will pop-up with the name of the application. Enter the current username and password for the application and select Save.



3. Please allow up to 5 minutes for PingOne to authenticate your credentials and sign on to the application.
  - a. If you are logged on to the application successfully, your credentials have been stored in PingOne Desktop. Anytime you need to access the application simply open PingOne Desktop and click the icon for the application and you will automatically be logged on.
  - b. If your username or password are incorrect, the application logon screen will display an error. Make sure you have the correct username and password. You will need to edit the credentials for the application by following the instructions under Basic Single Sign-On Applications – Password Expiration.
4. Complete steps 1 – 3 to “Enable One-Click Access” for all applications that you have credentials for under Basic SSO.

**Note:** To setup the FIS InterCept application, enter **465** in the Third Field.



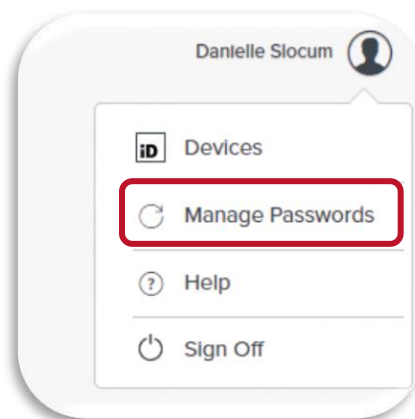
## Basic Single Sign-On Applications – Password Expiration

- When an application requires you to change your password, you will be directed to the applications' reset password screen.
- Follow the password requirements to update your password.
- Once your password has been successfully updated in the application, you will need to update the password in PingOne.

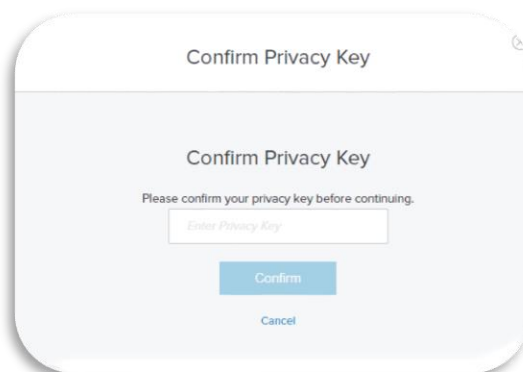
1. Open PingOne Desktop



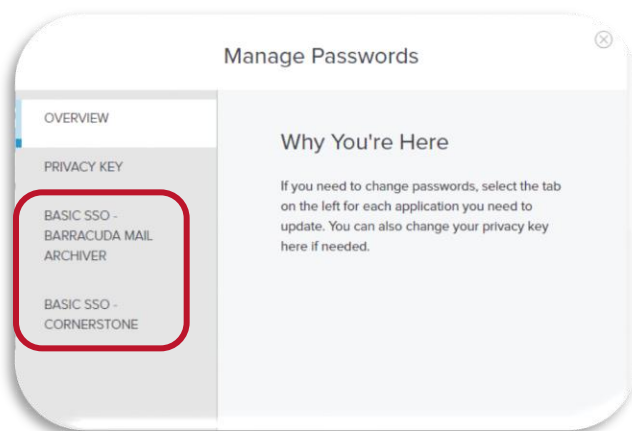
2. Click your profile located on the top right corner of the PingOne screen and select Manage Passwords.



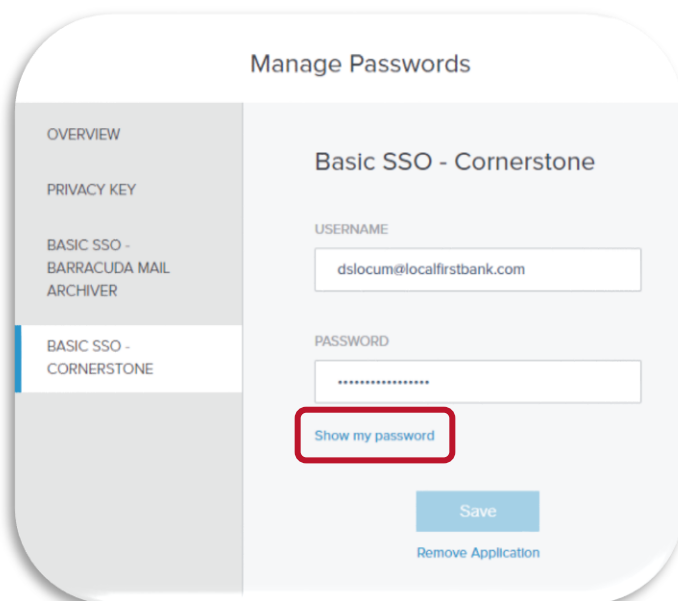
3. You will be prompted to enter your Privacy Key.



- The Manage Passwords screen will display. From the list of Basic SSO applications on the left, select the application that needs to be updated.



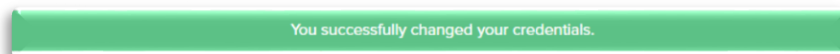
- The application username and masked password will be displayed. To view the current password select Show my password.



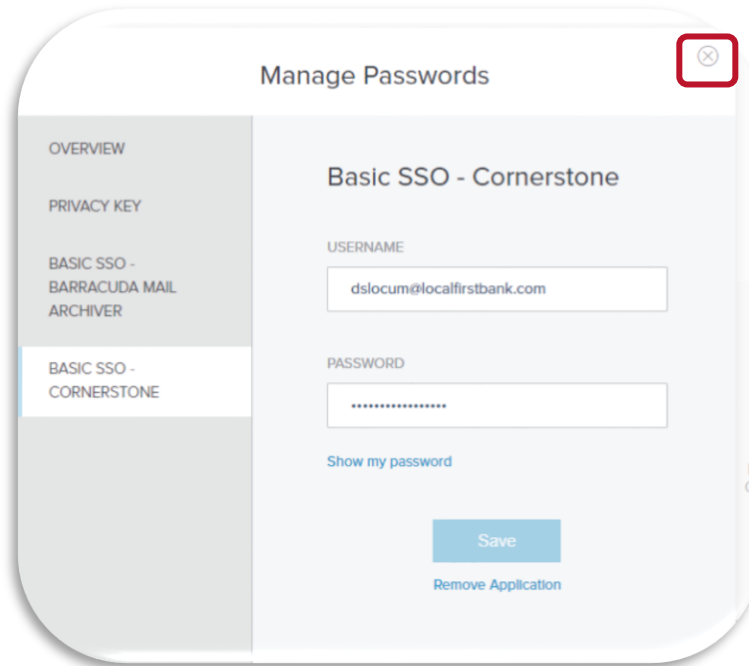
- Update the password and select Save. A green banner will display across the top of the screen to let you know that you have successfully changed your credentials.

**Note: If you entered the wrong username when setting up Basic SSO you will update your username here and select Save.**

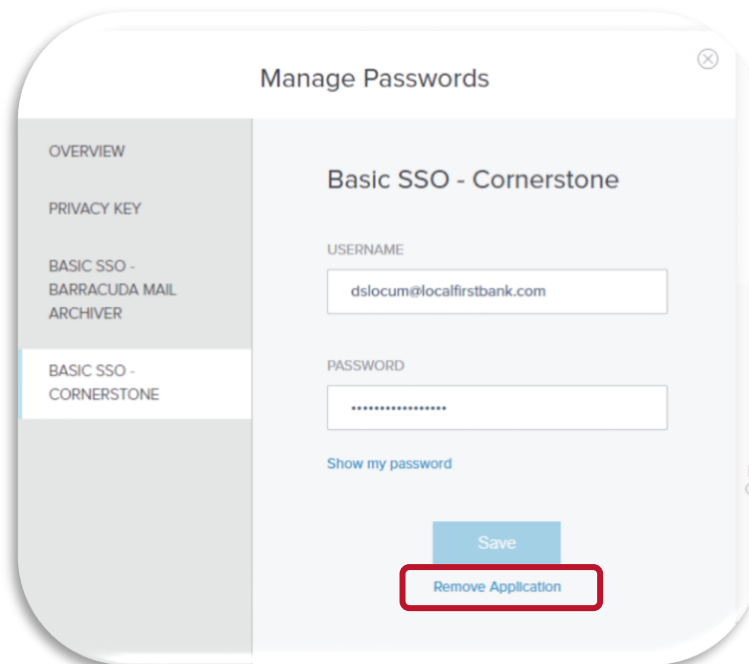
**Allow 5 minutes for your new password to be saved in PingOne.**



7. If no additional edits need to be made, select the “X” in the top right corner to close the Manage Passwords menu.



8. If you wish to completely reset or remove your username and password details for an application, select Remove Application.  
**Allow 5 minutes for complete reset.**



## PingOne Troubleshooting

If you experience issues with signing on to any application, Sign Off of PingOne. PingOne desktop will reset and automatically sign back in. If the sign-in issue persists please contact the [IT ServiceDesk](#).

