

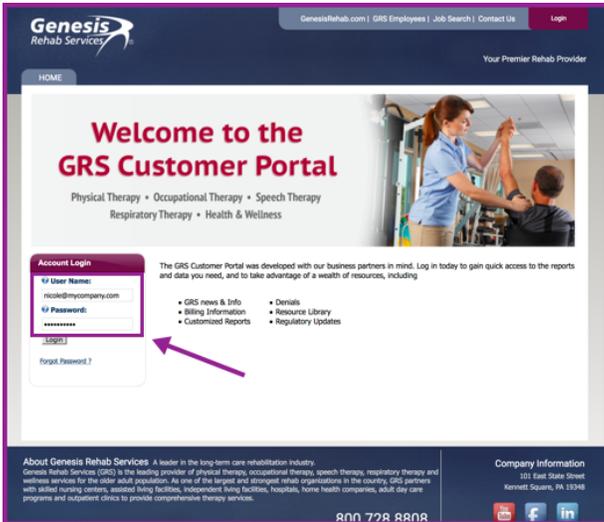


## Enrolling in the PingID Service to Enable Two-Factor Authentication through SMS, Email or a Desktop App (Customer Portal)

In order to provide added security to the patient and customer information stored in our systems, Genesis is implementing multi-factor authentication (also known as two-step verification). Enrollment in the “PingID Service” begins on January 15, 2018 and must be completed according to the instructions below. Enrolling in this service the first time will allow users to more easily verify his/her identity when logging on to the GRS Customer Portal.

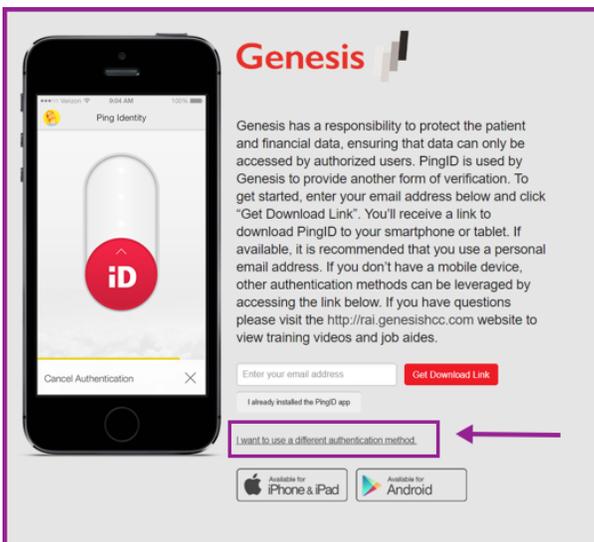
### Step 1:

Navigate to <https://my.genesisrehab.com/> from any web browser and login with your assigned username (your company email address) and password. This will launch the PingID enrollment screen.



### Step 2:

Click on the **I want to use a different authentication method** hyperlink to continue.



**Step 3:**

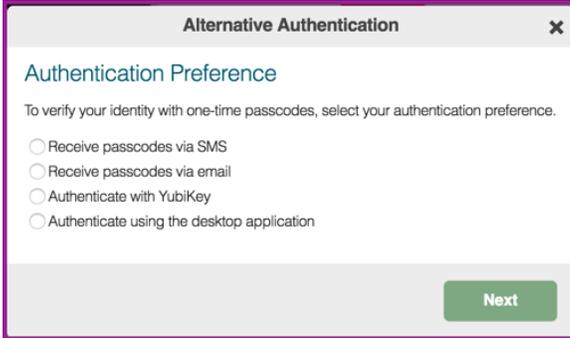
Select the preferred authentication method and follow the on-screen prompts. They are:

**Receive passcodes via SMS:** This will send a text message to your mobile phone number, each time you login.

**Receive passcodes via email:** This will send an email with the code to the preferred email address you indicate, each time you login.

**Authenticate with YubiKey:** Does not apply

**Authenticate using the desktop application:** This will prompt you through downloading a Windows or Mac application that will allow you to authenticate each time you login.



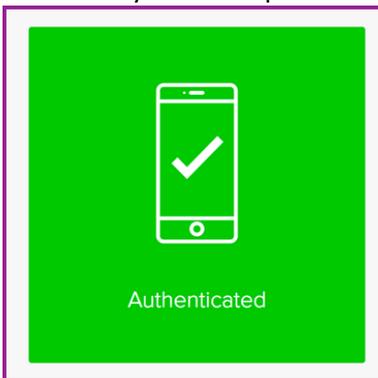
**Step 4:**

Once you complete the process and receive the code, enter it in the designated area and click on **Verify**. *\*Note: In the example below, the passcode was sent to a mobile number and then entered in the field.*



**Step 5:**

If you entered the appropriate code, you will receive a confirmation that authentication is completed. The system will now allow you to complete the login process.



*\*Note: After completing this enrollment process, each time you attempt to login to <https://my.genesisrehab.com/>, you will receive a code through the requested method (SMS text, Email or via the Desktop application). Use the new code you receive each time to authenticate.*