

Do you have PingID set up?

Please use the buttons below

Yes



No



After you are connected remotely, find more Employee Tech Resources by typing <http://help> in your web browser.



FIFTH THIRD BANK

Are you using a Fifth Third Laptop?

Please use the buttons below

Yes



No



After you are connected remotely, find more Employee Tech Resources by typing <http://help> in your web browser.



<http://help>
Visit our IT help site

PingID Installation Guide

PING ID is the new way to authenticate your credentials used for mobile apps involving Fifth Third Data (ex. Microsoft Teams, Outlook, Workday, etc.) AppGate, and Citrix Remote Access.

Where you previously used your PIN+RSA Token to authenticate, you will now use the PingID mobile app.



Before you get started, make sure you have the following:

- The mobile device where you'll be installing the PingID app
- A Fifth Third Bank-owned device that is **connected to the Fifth Third Network** (like your 5/3 Laptop, Desktop, or Tablet)

Once approved, you can access AppGate (use with a Fifth Third device) or Citrix (use with a personal device).

Using AppGate



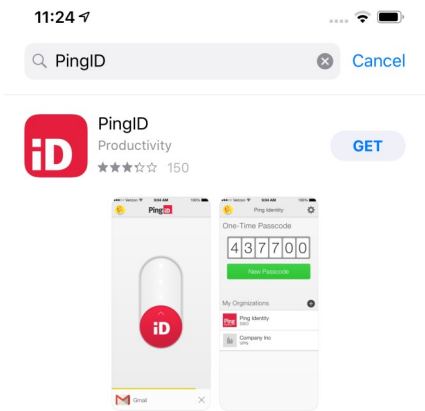
Using Citrix



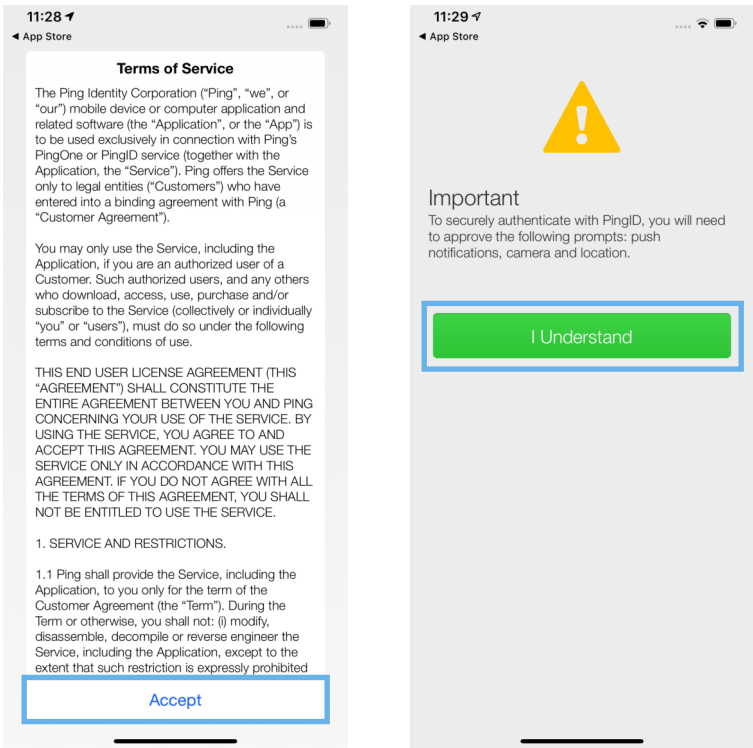
PingID Installation Guide

Setting Up the PingID App

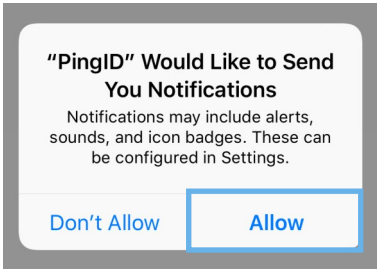
- On your mobile device, **download and launch the PingID mobile app** from your device's app store



- Accept** and **Confirm** the Terms of Service

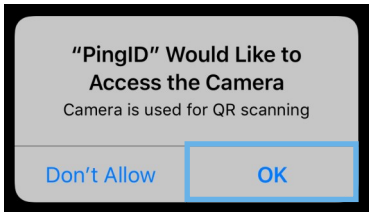


- Click **Allow** to allow the PING ID app to send notifications



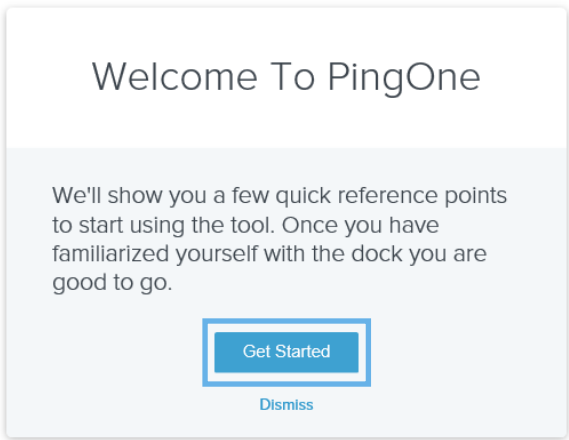
PingID Installation Guide

4. Click **OK** to allow the PingID app to access the Camera

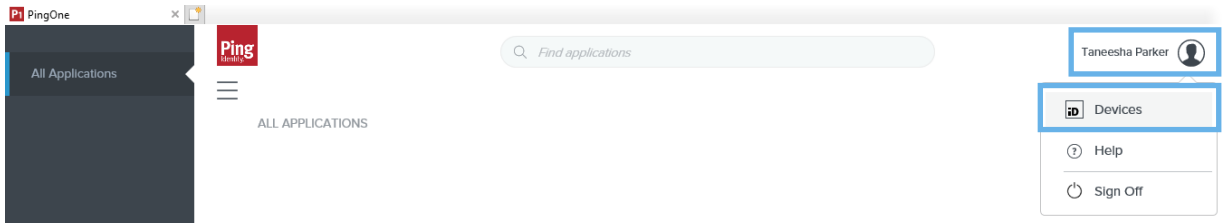


5. **ON YOUR FIFTH THIRD DEVICE:** Open this link
<https://desktop.pingone.com/fifththird/Selection?PING ID>
in your web browser

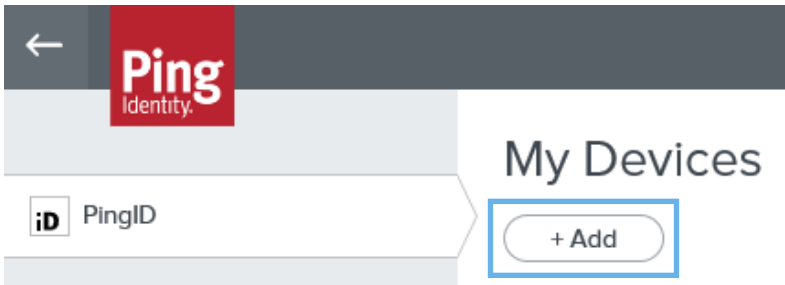
- When the site launches, click **Get Started**
- Cycle through the help tips if needed



6. Click **your name in top right > Devices**



7. On the My Devices page, click **Add**

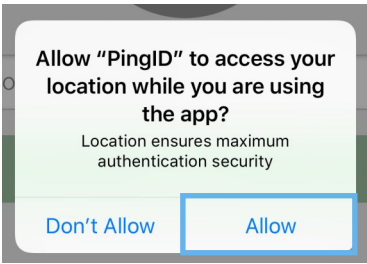


PingID Installation Guide

8. Using the camera on your mobile device, **scan the QR Code**

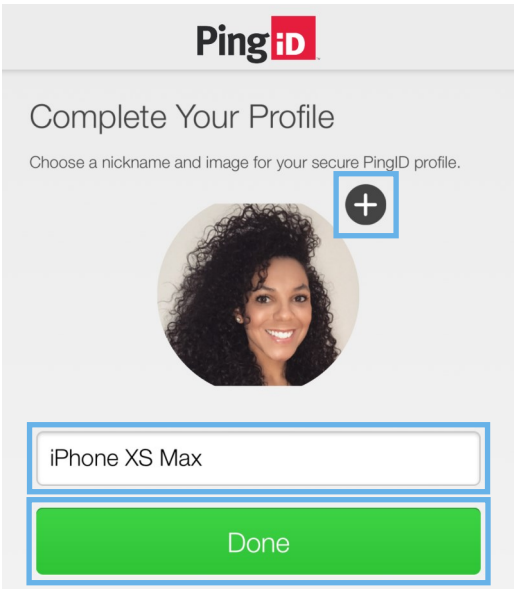


9. Click **Allow** to allow the PingID app to access your Location



10. Complete your profile by **adding a nickname for device**. Optionally, add a photo.

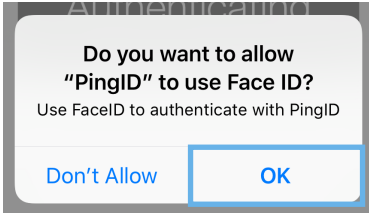
11. When complete, click **Done**



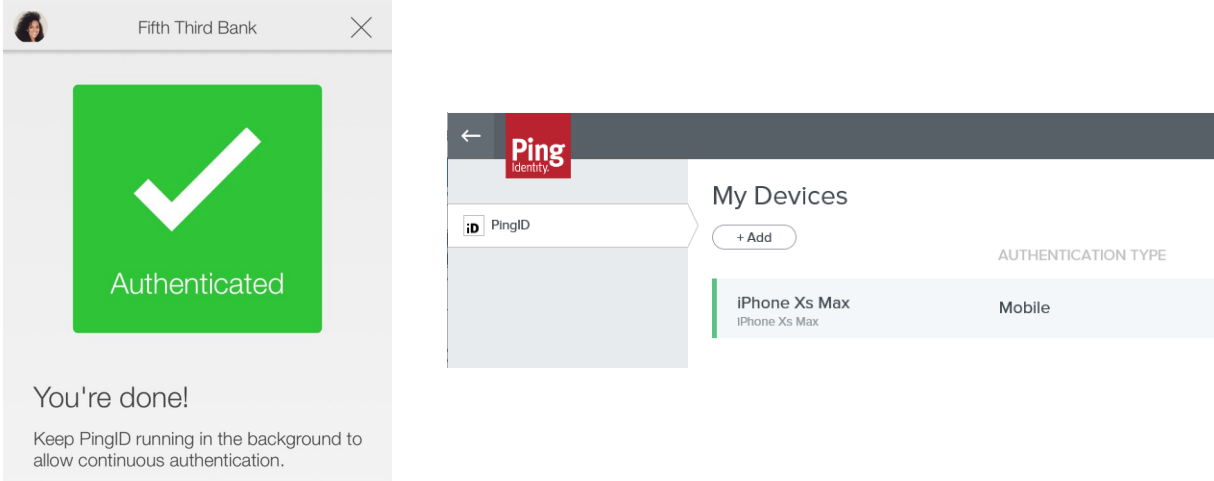
12. The site in your web browser will show Authenticating, this is expected

PingID Installation Guide

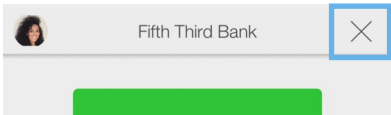
13. Click **Allow** to allow the PingID app to use Face/Touch ID (or other bio-metric)



14. When your Authentication is complete, the browser will update **My Devices**



15. Click the **X** in top right of mobile app to exit this screen

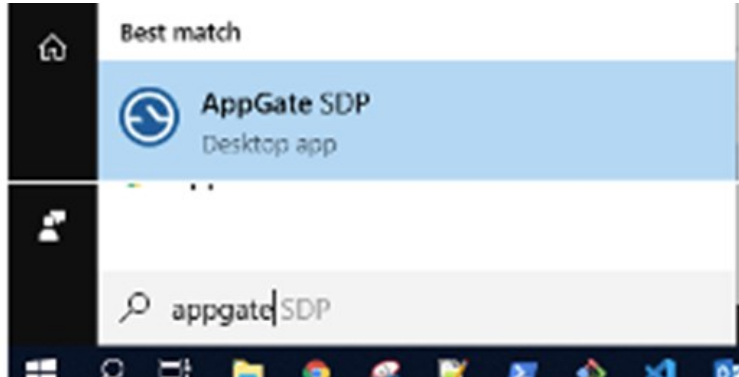


Success! PingID is now set up and you can use PingID to authenticate within Fifth Third mobile apps. **NOTE:** The one-time passcode is not required at this time.

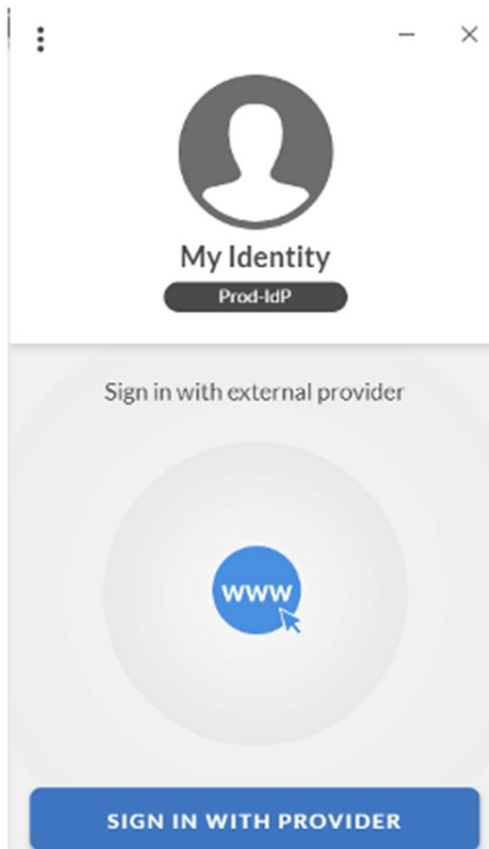
AppGate SDP Instructions

Logging in with AppGate SDP

1. Start the AppGate application by searching for "AppGate" in the menu bar in the bottom left of your screen and clicking on the application to launch it.



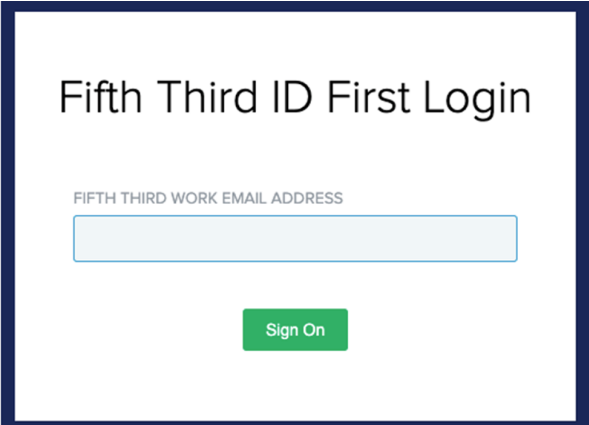
2. Once AppGate SDP opens, click the "SIGN IN WITH PROVIDER" button"



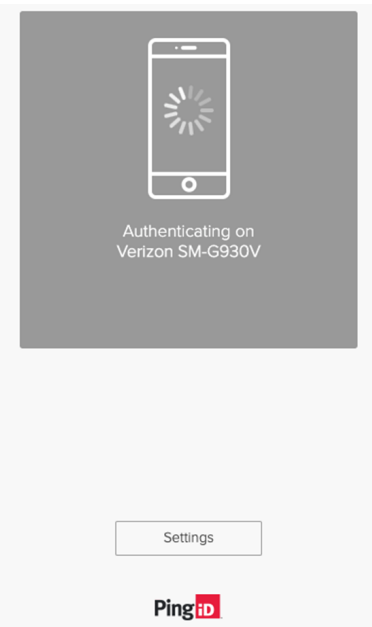
AppGate SDP Instructions

Logging in with AppGate SDP cont.

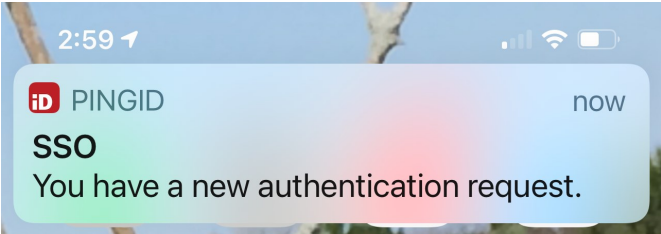
3. Your web browser should open to a b2e.sso.53.com domain. Enter your 53rd email in the appropriate location and select "Sign On"



4. You should be redirected to a authenticator.pingone.com domain and you should be prompted for verification via PING ID on your registered mobile device.



**The prompt on your mobile device will look like this. Select and verify with PING



Working Remote: Connecting through Citrix using a Personal Device

What is Citrix Workspace & who should use it?

Citrix Workspace, formerly Citrix Receiver, allows you to work remotely without having your Fifth Third machine. Citrix Workspace gives you instant access to all of your apps, files, and desktops from an easy-to-use, all-in-one interface. You can view your desktop through the Citrix Workspace client, which is available for various operating systems. **Note: If you have a Fifth Third provided laptop or tablet, you should use AppGate when working remote.**

If you use a Desktop at work, you should use Citrix whenever you are working remotely.

How to install Citrix Workspace app on your personal device:

- 1. On your personal device, click [here](#) to go to the Citrix Workspace app Download page.
- 2. Select the appropriate install you need based on your OS (Mac, iOS, Android, etc.)
- 3. Once the Citrix Workspace App has been installed, you can access **Remote Access** two ways. Let's walk through both:

How to connect to Citrix Workspace (Option 1– Web Browser)

- 1. Go to <https://SA.53.com>. If you've already navigated here, you can remain on the same home screen.
- 2. Fill in your **Network ID**, **Password**, and **PingiD Token**.
- 3. Check the **I accept the Fifth Third Legal Notice** box.
- 4. Click **Log On**.

Welcome to Fifth Third Remote Access

Network ID :

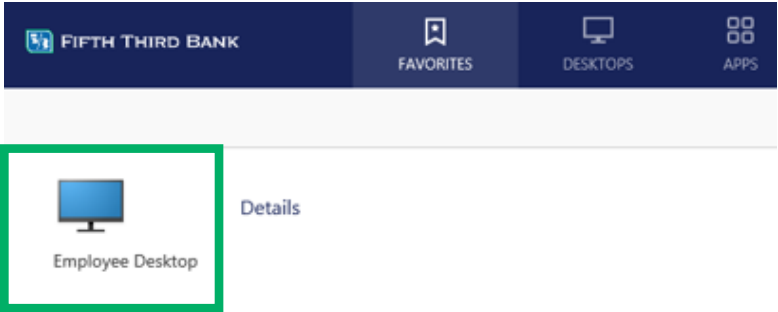
Network Password :

PING Token :

☐ I accept the Fifth Third Legal Notice

Log On

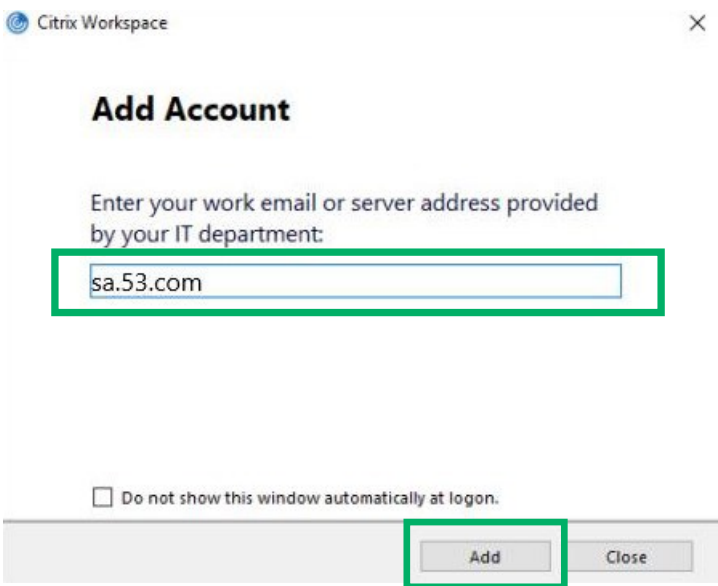
- 5. Click **Employee Desktop** to connect to your Desktop.



Working Remote: Connecting through Citrix using a Personal Device

How to connect to Citrix Workspace (Option 2– Citrix Workspace App)

- 1. The first time you log in, you will need to configure it by opening the **Citrix Workspace App** on your personal device.
- 2. You will be prompted to enter in your email address or the address provided by your administrator. Enter in **SA.53.com**.
- 3. Click **Add**.



- 4. Enter your **Network ID**, **Network Password**, and **PING ID Token**. Click **Log On**.

User name:

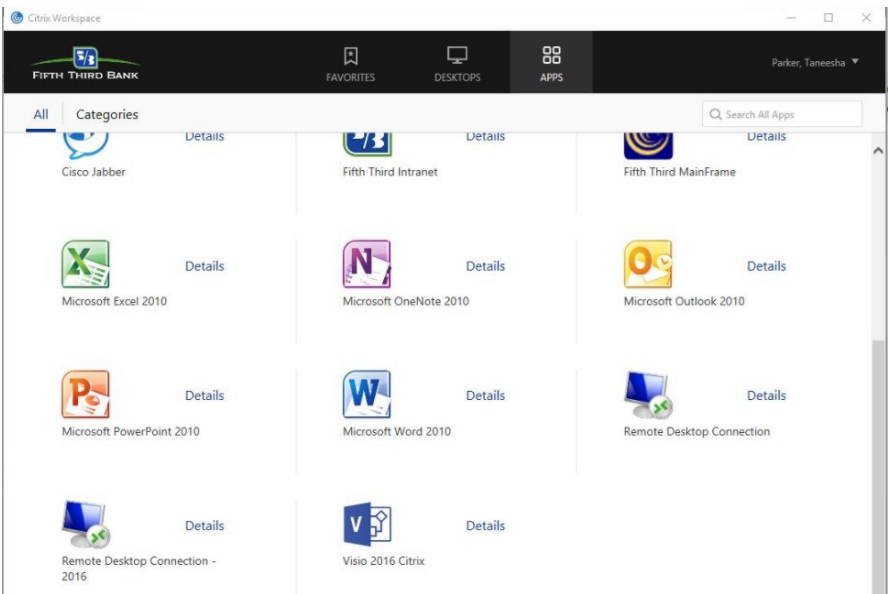
Password:

Passcode:

Log On

Cancel

- 5. Click **Employee or Contractor Desktop** to connect to your desktop. If you wish to use the Remote Desktop Connection, click **Apps > Remote Desktop Connection**.



Note: The Employee and Contractor Desktops are based on a standard Fifth Third PC. If you are using the Employee or Contractor Desktop, you will not find all of your applications installed.

After you are connected remotely, find more Employee Tech Resources by typing <http://help> in your web browser