OneID Portal Guide

USER MANUAL

ISSUE DATE	REVISION DATE	VERSION
11th April 2021	23rd November 2026	4.0

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1. Overview

This user manual provides guidance on using OneID as a secure and seamless approach to access DEWA applications through PingID application. The purpose of this document is to assist end users in setting up, managing, and maintaining their PingID application to access DEWA systems through supported devices, ensuring a secure and smooth authentication experience.

1.1 Benefits:

- Unified login portal for DEWA applications
- Additional layer of security through Multi-Factor Authentication (MFA)
- Enable seamless access to DEWA applications with a single login through Single Sign-On (SSO)

1.2 Supported Platforms:

To access DEWA applications through OneID, the following are the supported platforms to install PingID application:

- iPhones with iOS 15.0 or later
- iPads with iPadOS 15.0 or later
- Mobile phones and tablets with Android version 9 or later

**__Note:__ For non-smart phone users, please contact service desk at 045151555/OneID@dewa.gov.ae for assistance with registration*

1.3 PingID Mobile Application Upgrade

Ensure to upgrade PingID application in your device to the latest version. Upgrading applications/systems is essential to assure the following:

- Maintaining security and data privacy
- Introducing new application features and functionalities
- Optimizing the application performance
- Ensuring compatibility with other applications

2. User Registration & Device Pairing

This section covers the registration process of PingID and device unpairing, as an initial setup. Follow the steps below to complete the process:

1. Install PingID application from your device app store such as: Play Store/Apple Store (Figure 1). Once PingID application is installed, review the terms of service and tap **"Continue"** (Figure 2).



Figure 1: *PingID application icon*

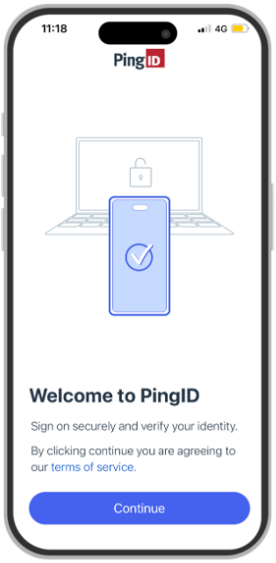

Figure 2: *PingID welcome prompt*

2. You will be prompted to enable notifications on your device. PingID uses notifications to alert you when authentication is required. Tap **"Enable"**, then select **"Allow"** to receive these alerts (Figure 3).

   Note: *If you choose* ***"Don't Allow"****, you won't receive notifications and will need to open the PingID app manually to approve authentication requests.*

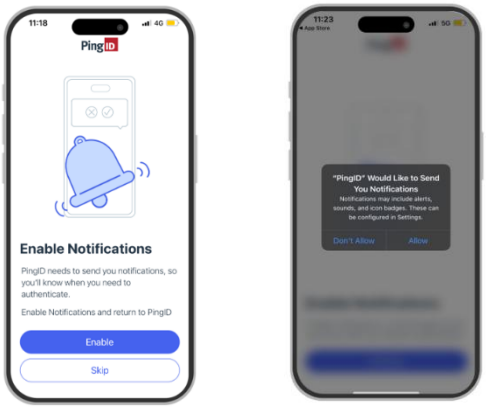

Figure 3: *Notifications permission prompt in PingID application*

3. For registering and pairing your device, login to OneID portal (https://oneid.dewa.gov.ae) and enter your DEWA credentials (Username & Password). New joiners are required to change their password after initial login. If this is not your first login, you can skip ahead to step no. 5. During your initial login, you will be prompted to change your password. Please click on **"Please click here to change password"** to proceed (Figure 4).

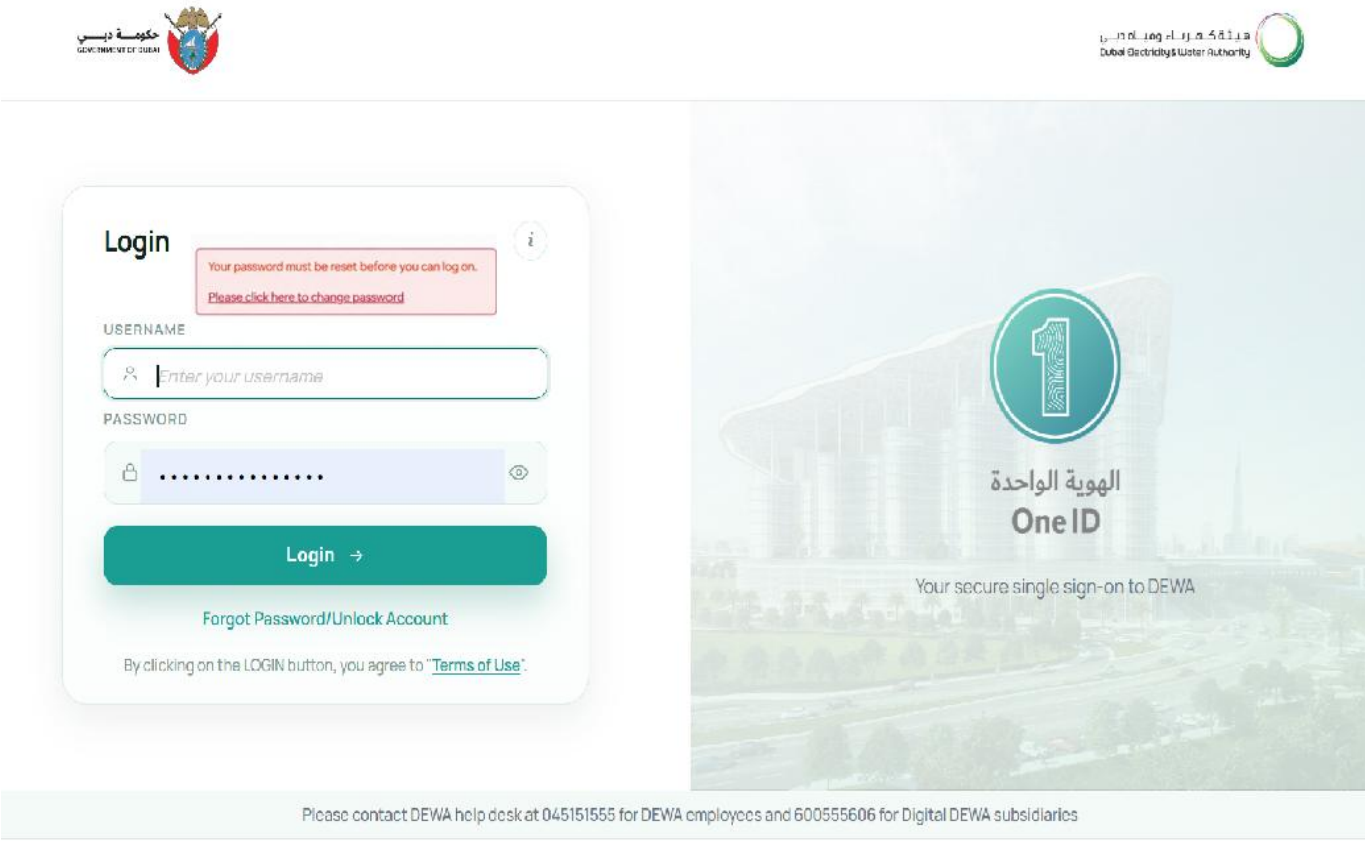

Figure 4: *OneID portal password reset prompt*

4. On the next screen, enter your username and current password, then click **"Submit".** Then create your new password and click **"Submit"** to successfully set your new password (Figure 5).

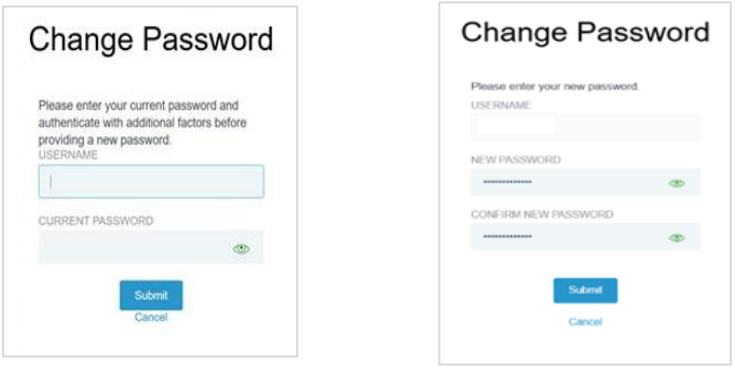

Figure 5: *Current & new password Prompt*

5. Once authenticated using DEWA credentials, the enrollment screen will appear. Click on **"START".**

6. Open PingID application on your mobile device, tap on **"Scan"** (Figure 6) and then scan the displayed QR code visible on your screen (Figure 7).



Figure 6: *QR code prompt in PingID application*



Figure 7: *QR code display on user's screen for device pairing*

7. Allow PingID to access your camera to scan the QR code (Figure 8). If scanning isn't possible, tap **"Enter Pairing Key"** on your device and enter the displayed code. Then, authenticate using Face ID or fingerprint and tap **"Yes"** (Figure 9).

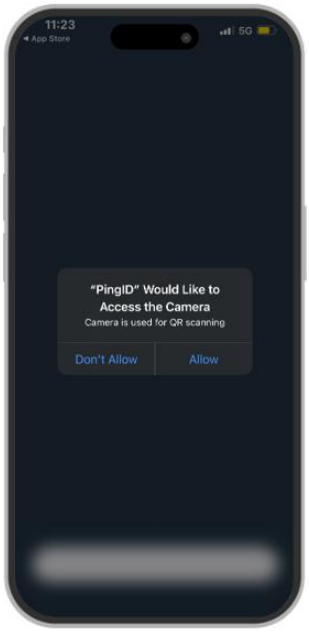

Figure 8: *Camera access permission prompt in PingID application*



Figure 9: *Authentication prompt in PingID application*

8. Once you are authenticated, the pairing is completed, and you will be able to access OneID portal page (Figure 10).

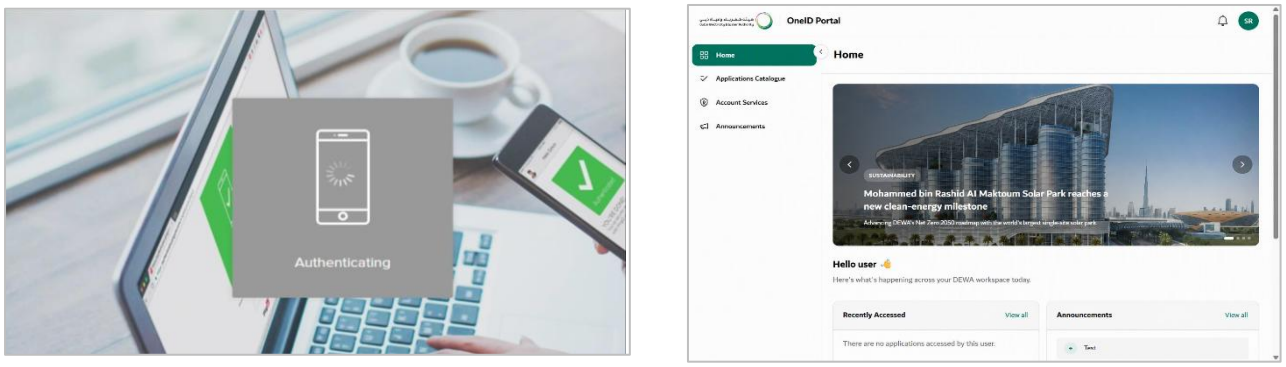

Figure 10: *OneID portal interface*

3. Forgotten Registered Device

In case your registered device is forgotten, submit a Khadamatech request under **"Request Support for Portals & Applications",** then select **"Identity and Access Management" – "Forgot MFA Device/Bypass MFA"** option**.**

Note: *In case the user does not have access to Khadamatech, he/she can reach out to the department coordinator to raise the request on the user's behalf or contact oneid@dewa.gov.ae to provide further support.*

4. Lost Registered Device

In case your registered device is lost or formatted, submit a Khadamatech request under **"Request Support for Portals & Applications",** then select **"Identity and Access Management" – "Request to Unpair Device(s)"** option for device unpairing and then you can register your new device through OneID Portal (refer to section 2).

Note: *In case the user does not have access to Khadamatech, he/she can reach out to the department coordinator to raise the request on the user's behalf or contact oneid@dewa.gov.ae to provide further support.*

5. Changing Registered Device on OneID

This section explains how to update your registered device when switching to a new phone. Users can either unpair and re-register or use the **Change Device** option in PingID application.

1. **Unpair and Re-register:** Unpair the old device from the PingID application, then complete the registration process on the new device (refer to section 5.1).

2. **Use the "Change Device" option:** Select "Change Device" within the PingID application to directly pair your new device (refer to section 5.2).

5.1 Unpairing and Re-registering:

1. Open PingID application, press on the top left corner icon (list icon) to open the menu, then tap on "**Unpair Device**" option and on the next screen press "**Unpair Device**" (Figure 11).

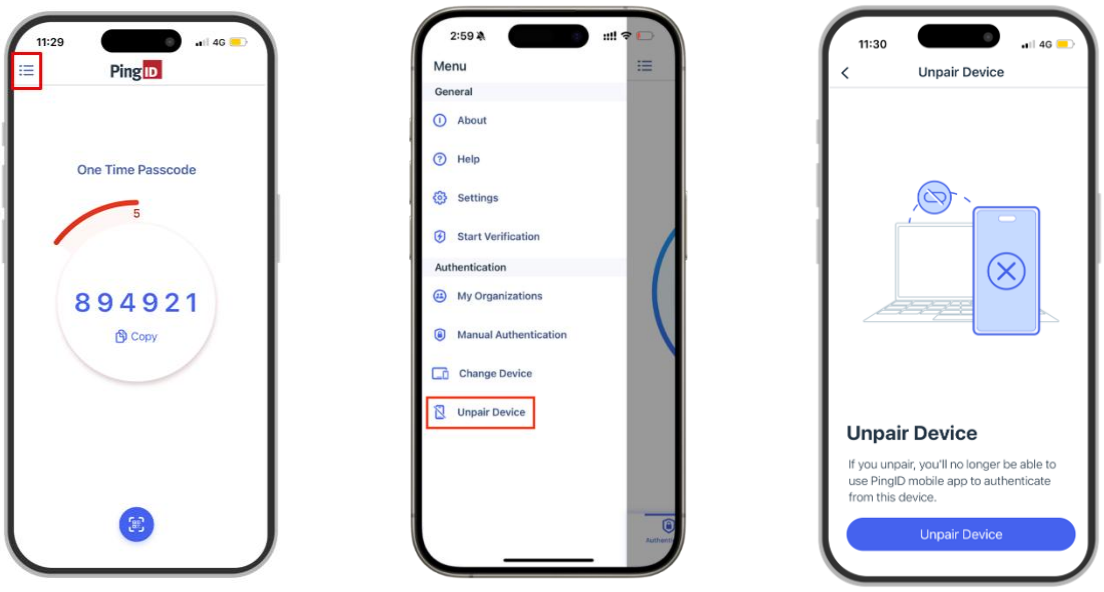

Figure 11: *Navigating to and confirming the "Unpair Device" option in the PingID application*

2. Then register your new device through OneID portal (refer to section 2).

5.2 Change Device Option:

1. On your new device, download and install PingID mobile application (refer to section 2).

2. On your current (old) device, open PingID application, tap the **menu icon**, and select **"Change Device"** (Figure 12). Then tap **"Continue"** to display a QR code and a pairing key (security key) (Figure 13).

3. On your new device, open PingID application and scan the QR code shown on the old device or enter the pairing key manually. Once paired, your new device becomes the paired and active device, and the old device will be unpaired automatically.

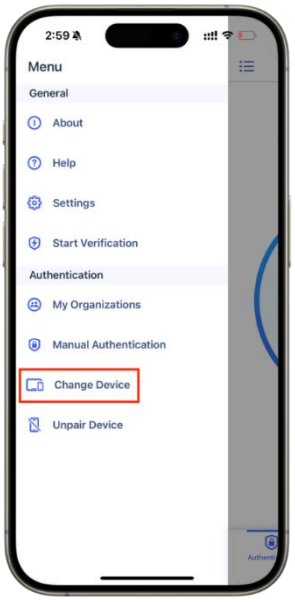

Figure 12: *Change device selection*



Figure 13: *QR code displayed on the old device to scan with the new device*

6. Add Additional Device(s)

This section explains how to add a secondary device to your registered device list. Follow the steps below to add an additional device:

1. Login to OneID portal (https://oneid.dewa.gov.ae) and enter your DEWA credentials (Username & Password).

   On the MFA authentication screen, tap on "**Settings**". On **"My Devices"** page, press on **"+ Add"** option (Figure 14).

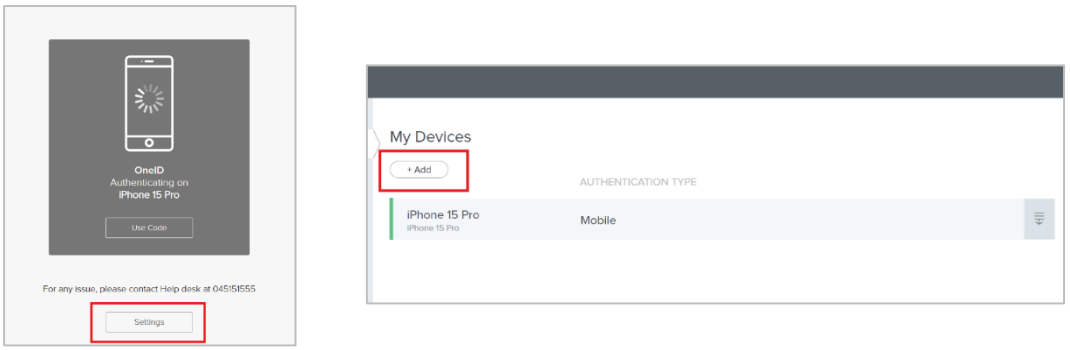

Figure 14: *Navigating to the "Add Device" option from OneID portal*

2. Tap on "**Continue**" then authenticate using the existing paired device (old device) (Figure 15).

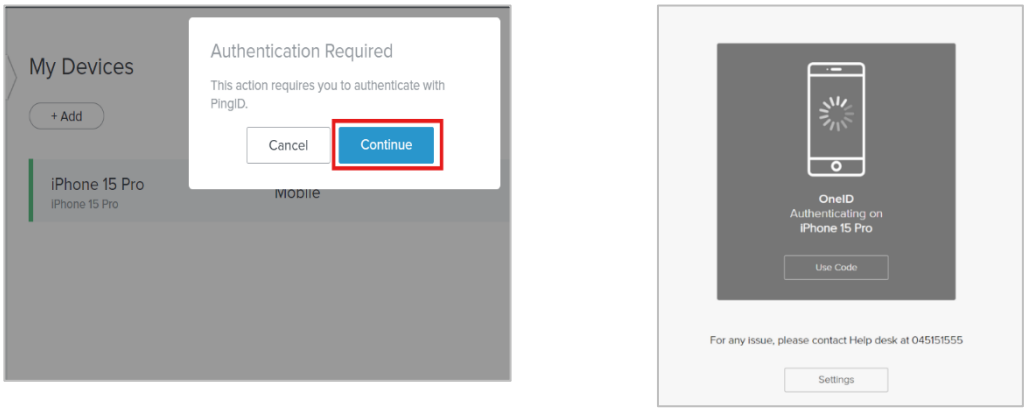

Figure 15: *Confirm and authenticate on the paired device*

3. Click "**+ Add**" to add your new device and scan the shown QR code on your new device (Figure 16).

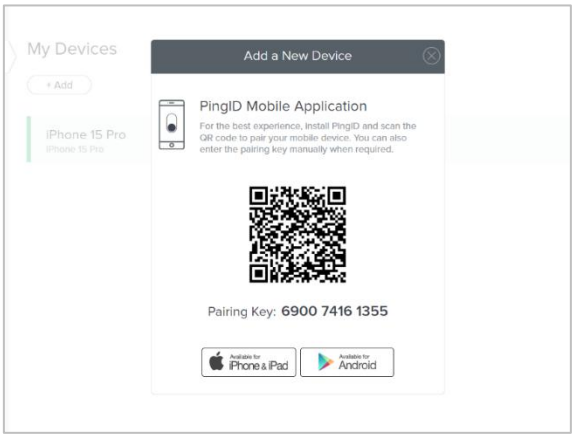

Figure 16: *QR code display*

6.1 Setting Primary Device

This section explains how to set or change your registered primary device as the primary device will receive the authentication notifications. Follow the steps to select a new primary device:

1. After adding an additional device (refer to section 6), both devices will appear in OneID portal. To change the primary device, turn on the primary icon on the required device (Figure 17). You must authenticate to change the current device (primary). Tap on **"Continue"** on the pop-up message (Figure 18). Once you authenticate, the device priority will change.

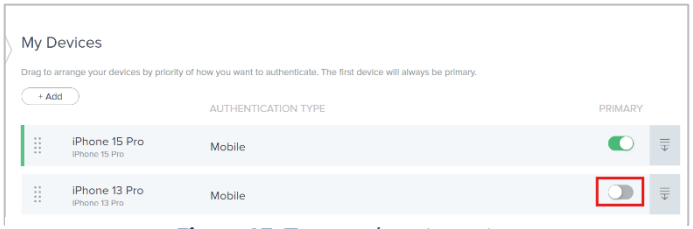

Figure 17: *Turn on the primary icon*

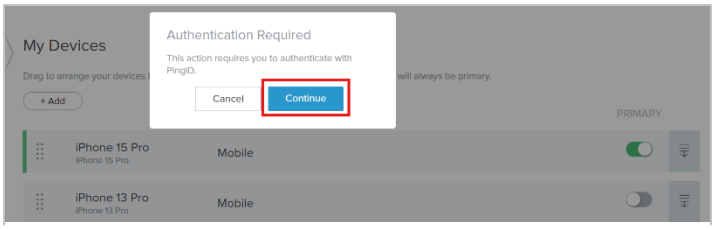

Figure 18: *Authentication request confirmation*

6.2 Switch Authentication Notification to Another Device

This section guides users on how to redirect the PingID authentication notifications to a different mobile device (previously registered), in case the primary device is not available with the user.

1. Login to OneID portal (https://oneid.dewa.gov.ae) and enter your DEWA credentials (Username & Password). On the MFA authentication screen, click "**Change Device**", select the device you would receive PingID notifications on and click on **"Sign On"** (Figure 19).
   Note: *Once the authentication is completed, the changed device will be set automatically as the primary device.*

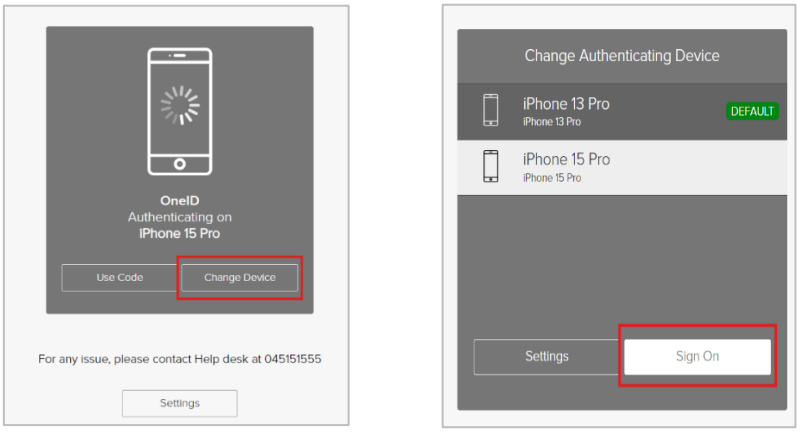

Figure 19: *Changing and selecting the new primary device*

7. Rename Registered Device

This section explains how to rename your PingID device to make it easier to identify, especially if you have multiple devices registered. The following are the steps to rename your device:

1. Login to OneID portal (https://oneid.dewa.gov.ae) and enter your credentials (Username and Password).

2. On the authentication page, click on "**Settings**" (Figure 20).

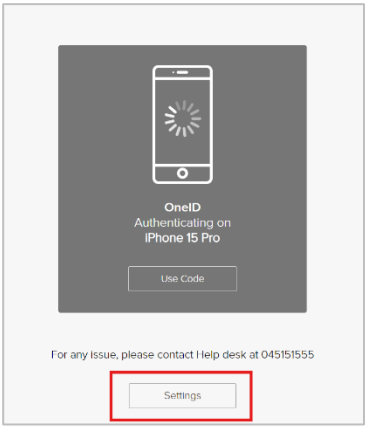

Figure 20: *MFA authentication prompt*

3. User will be prompted to **"My Devices"** page. Click the expand icon to expand the entry next to the device you want to rename. You will be prompted to authenticate with the primary authentication device (Figure 21).

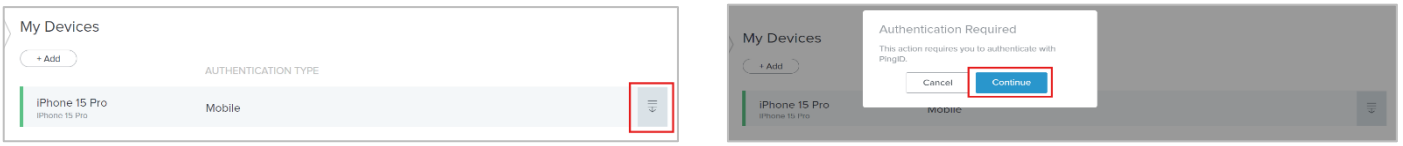

Figure 21: *Icon expansion and authentication request*

4. Click the name field to modify the current text and enter the new name, then click **"Save"** (Figure 22).

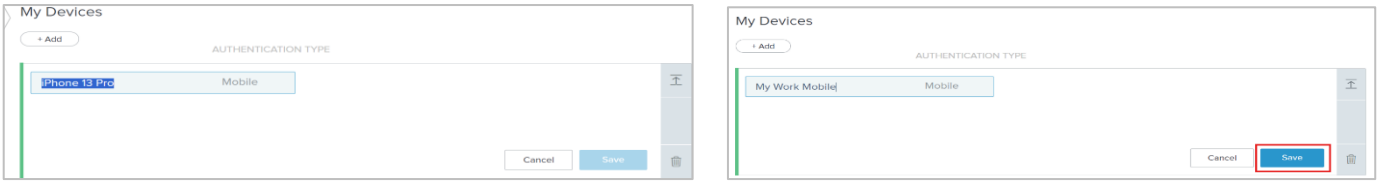

Figure 21: *Device rename prompt*

5. Next time when a user authenticates using PingID, the new device name will be displayed on the authentication page (Figure 23).

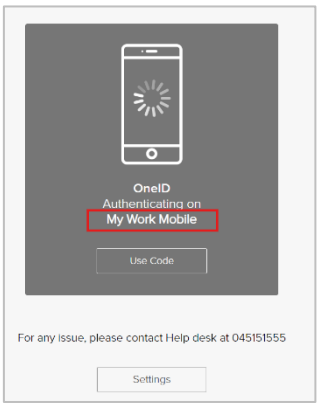

Figure 23: *New device name display*

8. Password Reset and Unlock Account

This section provides instructions to reset your password or unlock your account in case you forget your password, or your account is locked. Follow the steps below to restore your account access.

1. Login to OneID portal (https://oneid.dewa.gov.ae) then click on "**Forgot Password/Unlock Account**". Enter your username and click on "**Send Request**" (Figure 24).



Figure 24: *Navigating to account recovery prompt*

2. Open the PingID Mobile application on your device and enter the displayed One Time Passcode (OTP) on this screen to authenticate (Figure 25).

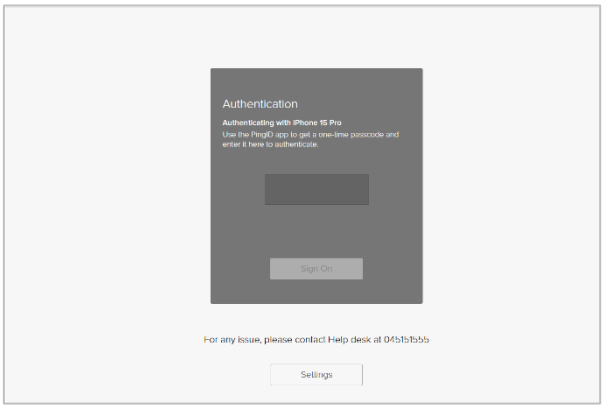

Figure 25: *One-Time Passcode (OTP) authentication prompt*

3. For unlocking the account, the following page will be displayed (Figure 26). Now you can login with your existing password (if you know your password), else you can reset your password by clicking "**Reset Password**" and following the below steps.

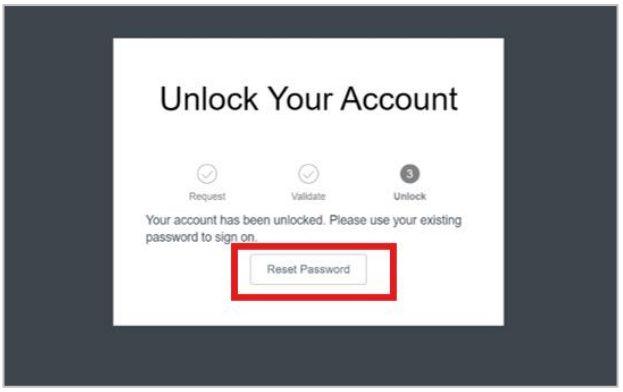

Figure 26: *Account unlock prompt*

4. For resetting the password, the following page will be displayed to enter your new password, click "**reset**" option and your password will be reset successfully (Figure 27).

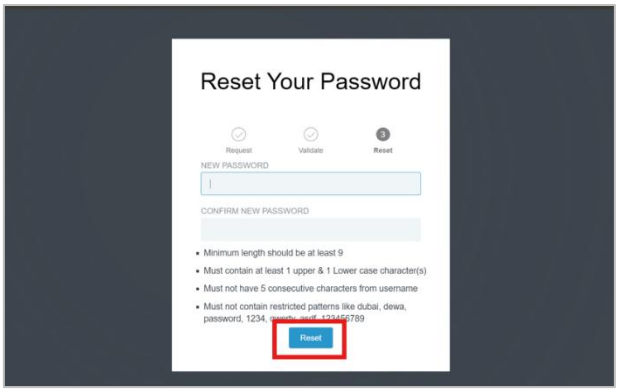

Figure 27: *Password reset prompt*

9. FAQs

- **Q1: How do I register my device with PingID?**
  - **A:** Download PingID application from your device's app store, open the application, and follow the prompts to scan the QR code or enter the pairing key provided during registration (refer to section 2).
- **Q2: Can I register more than one device with PingID?**
  - **A:** Yes, you can add multiple devices to your account (refer to section 6).
- **Q3: What should I do if I lose my registered device?**
  - **A:** Raise a request in Khadamatech portal to unpair your lost device and register the new one (refer to section 4).

- **Q4: What happens if I don't allow notifications on my phone?**
    - **A:** If you disable notifications, you won't receive automatic authentication notifications. Instead, you'll need to open PingID application manually each time to approve authentication requests.
- **Q5: Can I change the device registered with PingID?**
    - **A:** Yes, you can either unpair your old device and register a new one or use the "Change Device" option in the PingID application (refer to section 5).
- **Q6: What types of devices are supported by PingID?**
    - **A:** PingID is compatible with most smartphones (iOS 15+), Androids (9+) and tablets running iOS (iOS 14+) (refer to section 1.2).
- **Q7: What if I receive an MFA prompt that I did not initiate?**
    - **A:** Do not approve any random requests and ensure to change your password. For further support, contact Cyber Defense Center Team through is.cdc@dewa.gov.ae .
- **Q8: Can I use MFA without internet or cellular data?**
    - **A:** Yes, authenticator applications can generate offline time-based codes.

10. Contact Us

For any further assistance, you may use the following channels:

1. Khadamatech request through "Request Support for Portals & Applications", then select "Identity and Access Management"
2. Contact OneID Team through oneid@dewa.gov.ae
3. Contact service desk at 04-5151555