



OneID Portal Registration

USER
MANUAL

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VERSION

1.0

Table of Contents

1. Overview	2
1.1 Benefits:	2
1.2 Process Overview	2
1.3 Supported Platforms:	2
2. Pair Your Device/User Registration Steps	2
3. In Case User Has Forgot His/Her Paired Device	8
4. In Case User Has Lost His/Her Paired Device.....	8
5. Changing Registered Device on OneID	9
6. Adding New Device for MFA Authentication.....	10

1. Overview

This document will serve as the user guide to be followed for registering/pairing new device with PingID app for authentication to access DEWA applications.

1.1 Benefits:

- Single login for all the applications
- Additional layer of security (Multi-Factor Authentication)
- Seamless access which increases productivity
- Eliminates password-based attacks
- Enhances user experience
- Centralizes identity logs

1.2 Process Overview

- DEWA employees will use their existing credentials to login into the portal. This will enable single sign-on for the user
- DEWA employees are required to register their phone for Multi-Factor Authentication (MFA)
- DEWA employees can customize the portal (landing page) as required

1.3 Supported Platforms:

- Mobile Phone/tablet with Android version 4+
- Mobile Phone/IPAD with IOS version 7+

2. Pair Your Device/User Registration Steps

(For non-smart phone users, please contact service desk at 045151555 for assistance with registration)

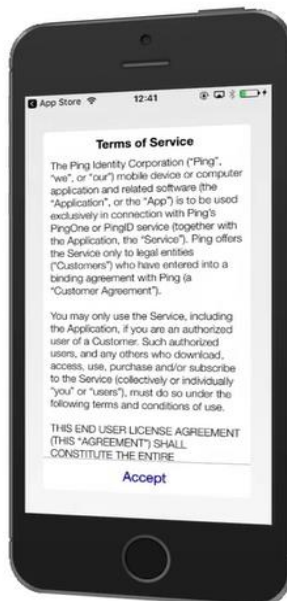
Please follow the steps below on your Mobile device/tablet:

1. You need to Install PingID application on your mobile/tablet.

Go to Apple Store/Play Store on your device and search for '**PingID**' and tap '**Install/Get**'

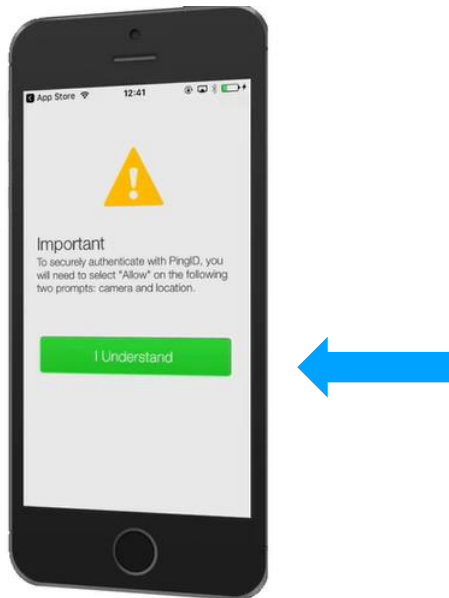


2. Once the PingID Application is downloaded on your device. Tap '**Open**'
3. **Accept** the terms of service.



← Accept

4. Tap 'I Understand'



5. Tap 'Allow' for all popups shown on screen

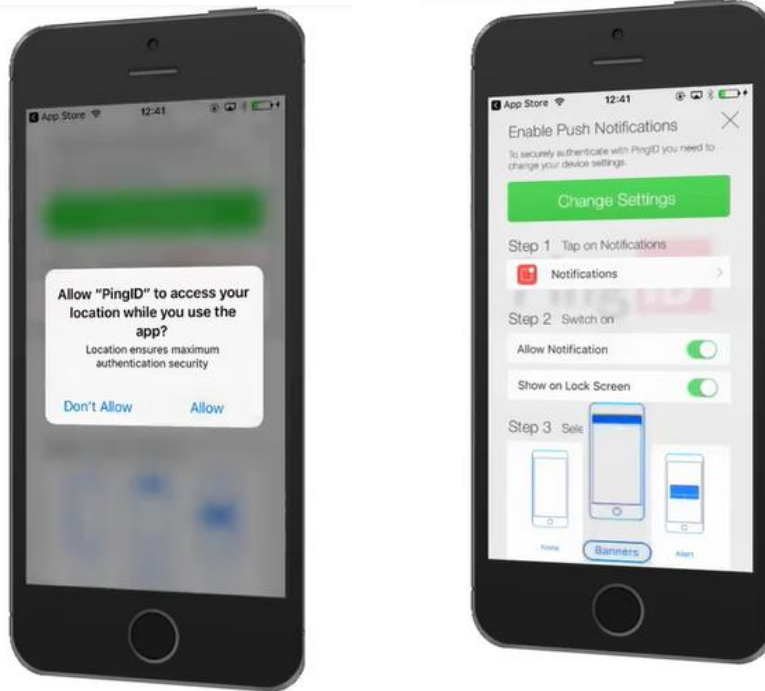
PingID would like to send you Notifications - ALLOW

PingID would like to Access the Camera - ALLOW

Also Select "**Banners**"

(Note: This gives necessary permissions for PingID to send push notifications.)

(It may vary in Android devices)



6. Now for pairing your device, hit the OneID application URL provided by the IAM team on your machine's web browser, enter your DEWA username and password in the OneID Login Page.

<https://oneid.dewa.gov.ae>

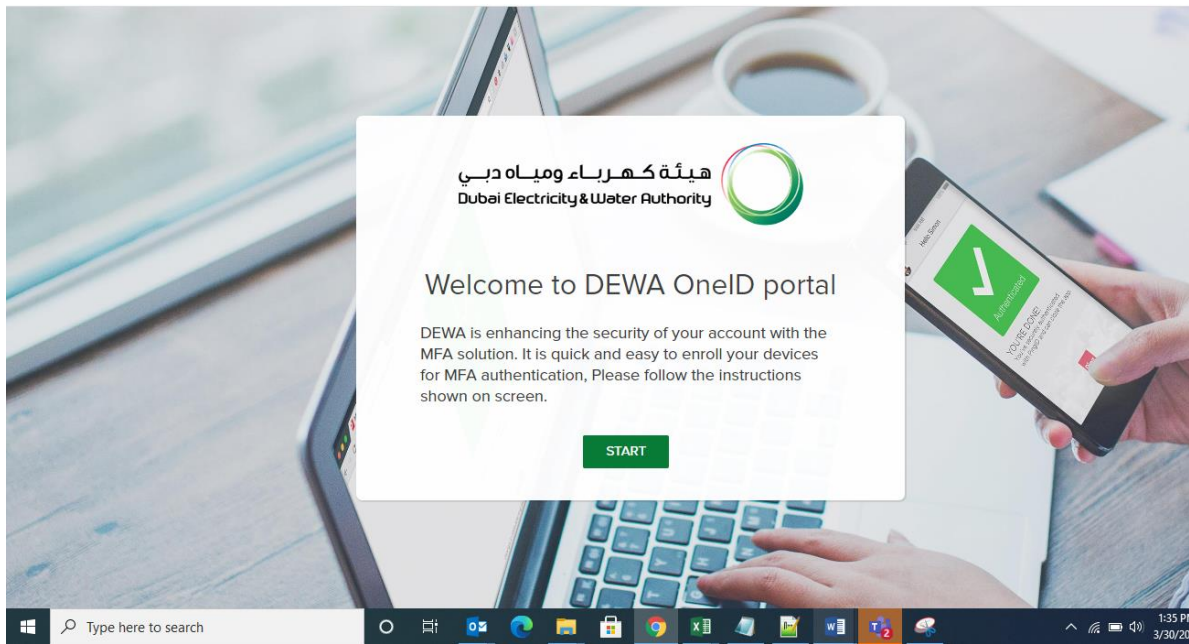


OneID Portal

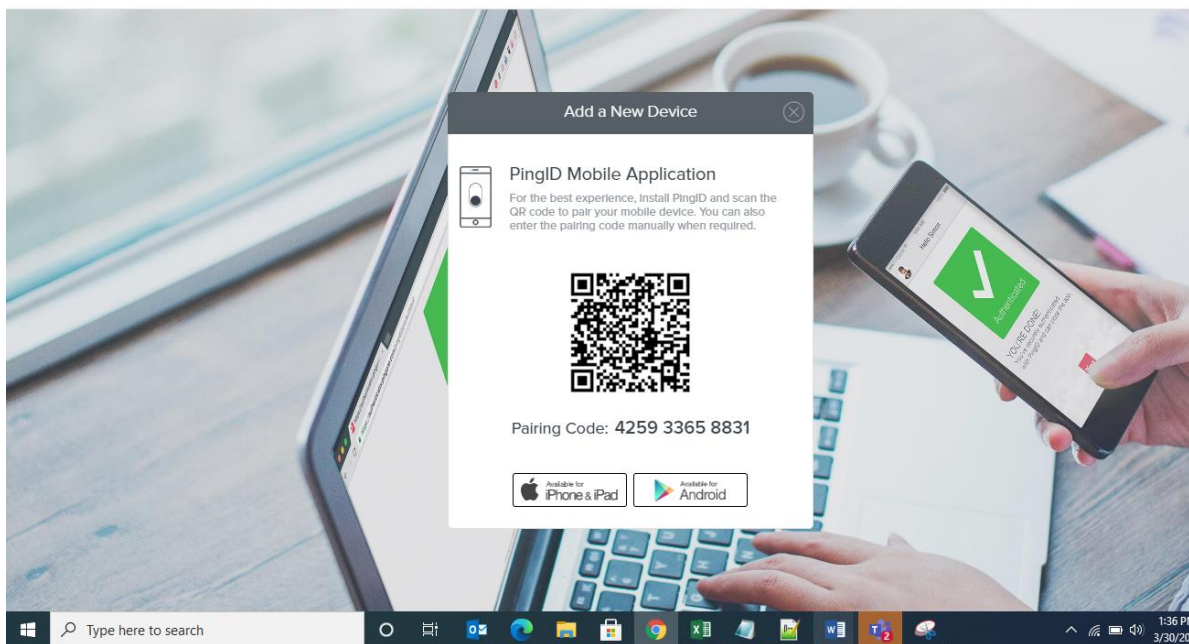
One secure Login for all your DEWA applications. OneID Portal offers single sign-on service to access your applications seamlessly- all in one place and from any device!

If you need urgent assistance, please contact Help desk at 045151555

7. Once successfully authenticated using DEWA username and password, the enrollment screen will appear, click **START**.



8. The “QR code” will appear and the “Pairing Key” required to pair your device with your account.

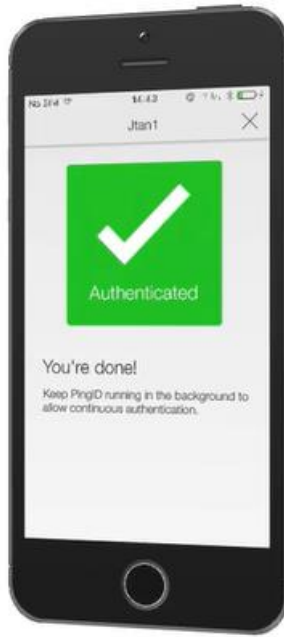


9. Open the PingID application on your mobile device, and it will open the scanner automatically for the first time.
10. Point the mobile's camera on the QR code and scan the QR code or enter the Pairing Key manually.
11. Once the pairing is completed successfully. Set your profile page by entering your nick name. then click “Done”.

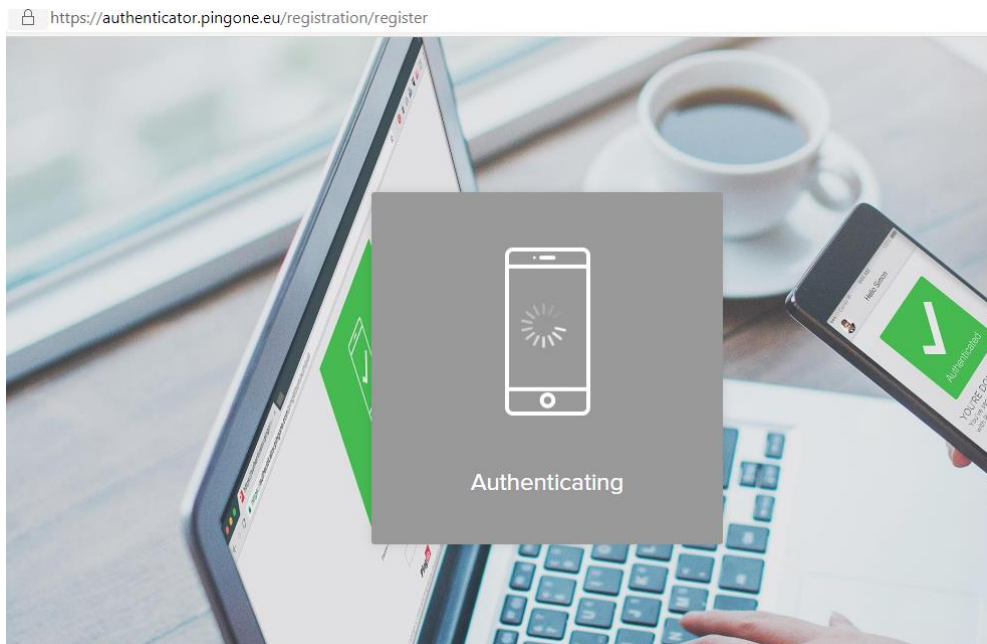


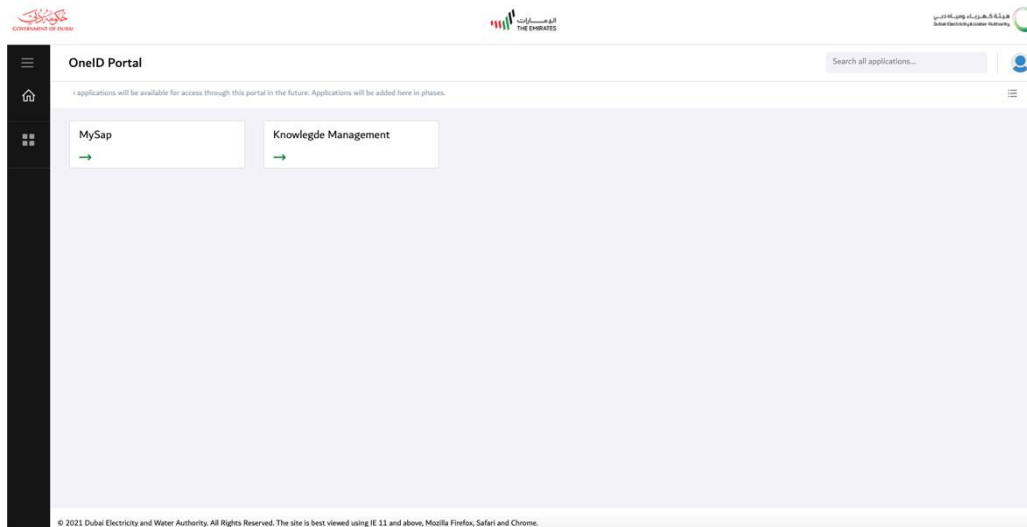
12. Finally, you will be prompted to authenticate for the first time (By swipe/Fingerprint).





13. Once you are authenticated, pairing is completed





14. Next time when you access/login to your application, you can authenticate using the PingID Mobile Application.

3. In Case User Has Forgot His/Her Paired Device

1. User needs to raise a Khadamatech ticket for his forgot device.
2. In case user does not have access to Khadamatech, he/she can reach out to the department coordinator who can raise the request on user's behalf.
3. The request needs to be approved by the user's in line Manager.
4. Once, the request is approved by the manager, Service Desk Team shall bypass the MFA authentication for the particular user for 24 hours.
5. During this duration, user shall be able to access the application without being prompted for authentication to his/her mobile device.

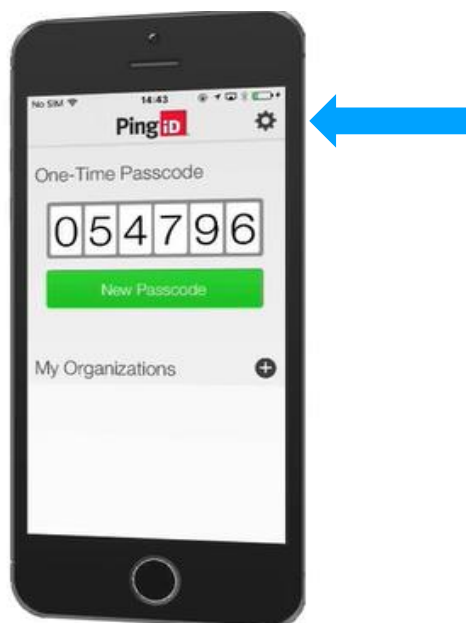
4. In Case User Has Lost His/Her Paired Device

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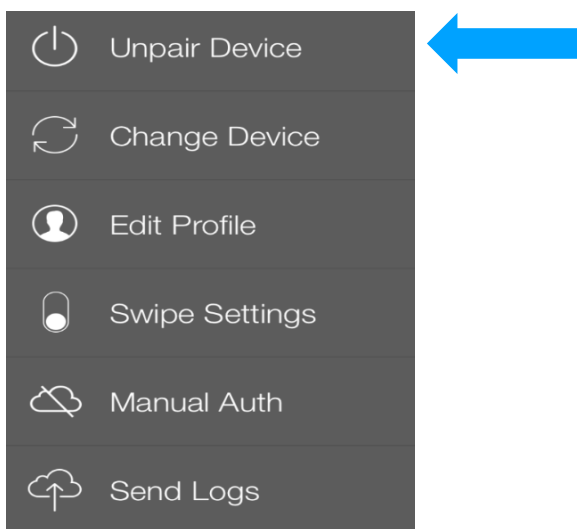
4. Once, the request is approved by the manager, Service Desk Team shall bypass the MFA authentication for the particular user for 24 hours.
5. During this duration, user shall be able to access the application without being prompted for authentication to his/her mobile device.

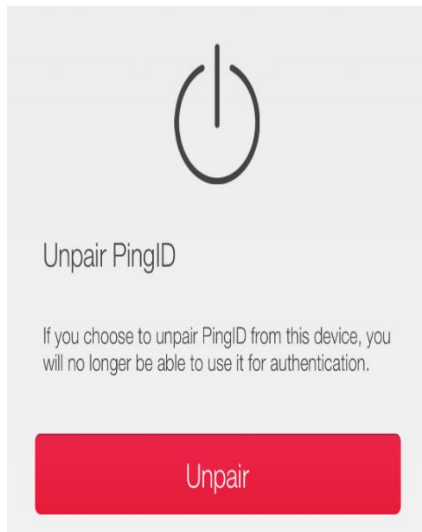
5. Changing Registered Device on OneID

1. Open the PingID application.
2. Click on the settings icon on the top right corner.



3. Click on the **'unpair device'** option.



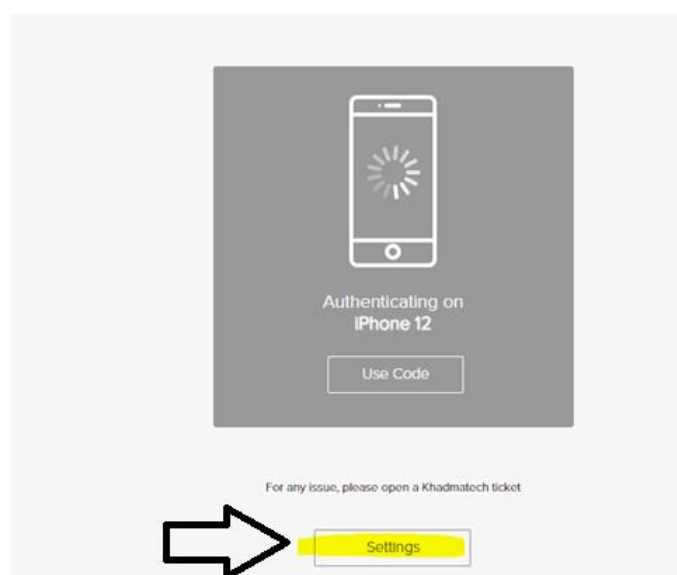


4. Go to OneID portal and register with your new device. Follow the steps of section 6.

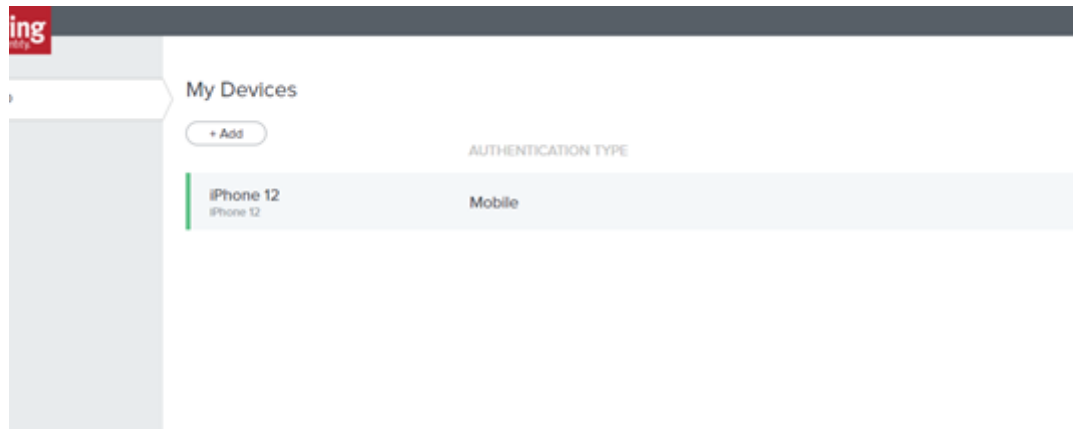
6. Adding New Device for MFA Authentication

Please follow the below steps:

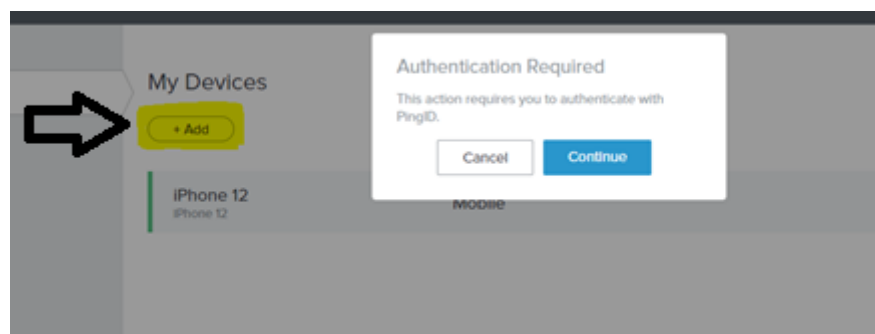
1. Hit the application URL or the Middleware URL: <https://oneid.dewa.gov.ae/>
2. Enter your Username and Password on the Login Page.
3. On the MFA authentication screen, click on Settings at the bottom.



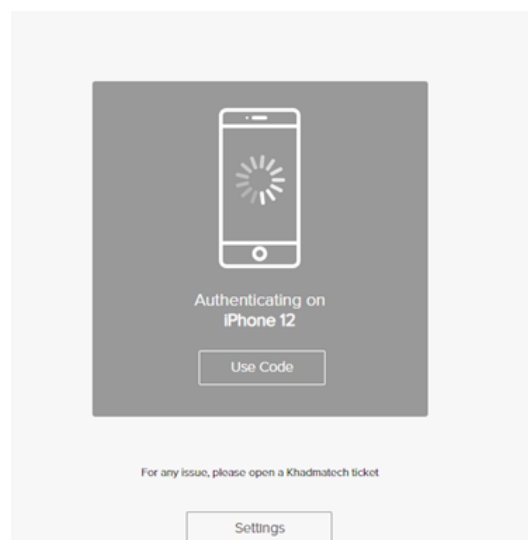
4. You shall be redirected to your devices page:



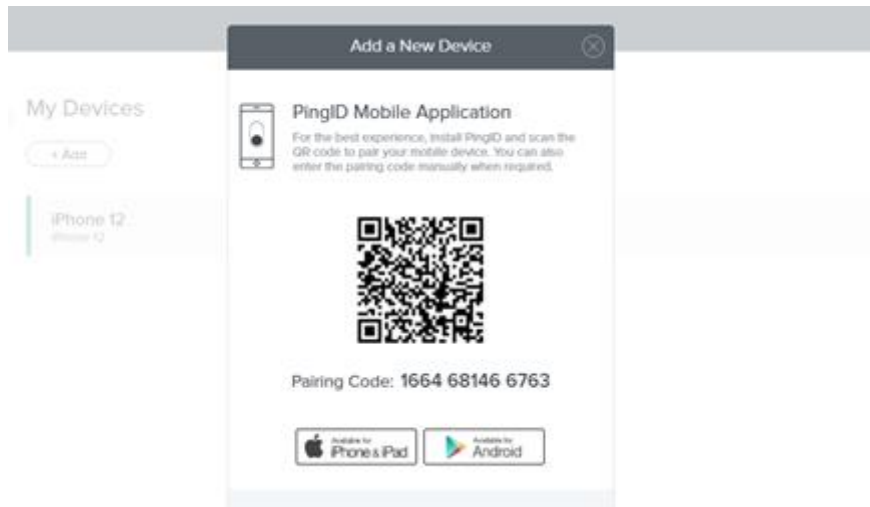
5. Click on Add. You would be needing your old (earlier registered device) to authenticate. Only then you can add the new device.



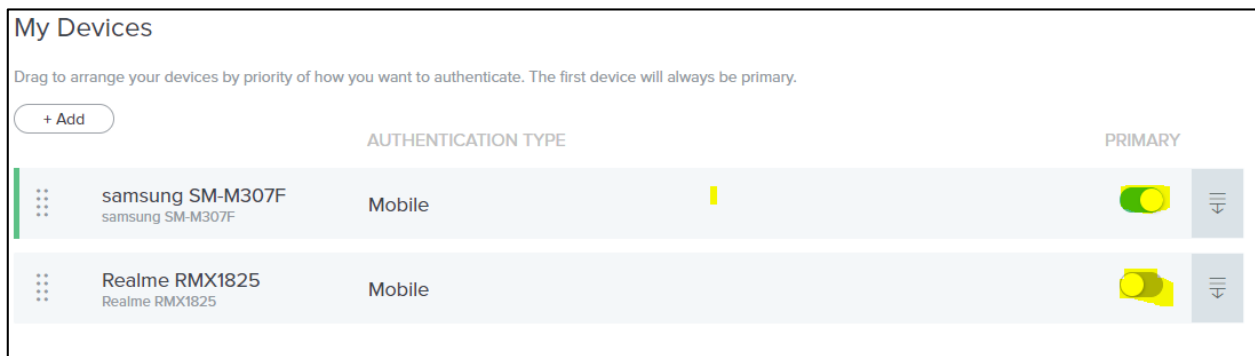
6. Click on Continue. You will be asked to authenticate on your existing old device.



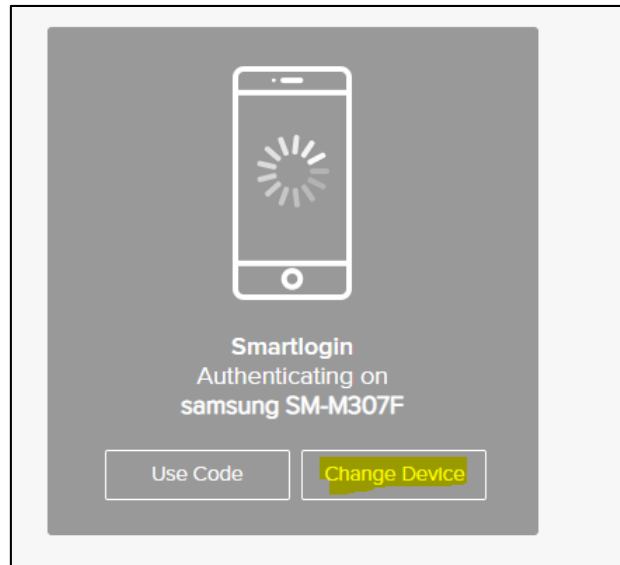
7. Now again click on Add.



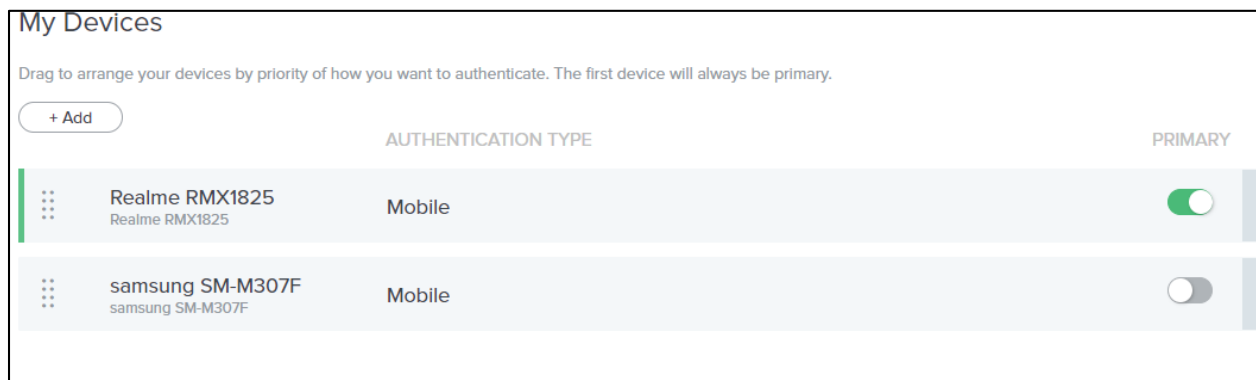
8. You can now install PingID app on the new additional device and scan the QR code using the new device.
9. Both Devices now would be visible as shown below.



10. Now user can change it to Primary or secondary by enabling or disabling as shown above.
11. Once user make request to change primary device to secondary then user has to approve request on primary device and then primary device can be changed to secondary as shown below.



12. Once request is approved then we could see device is changed from Primary to secondary.



- ❖ For OneID Portal feedback, please email to: oneid@dewa.gov.ae
- ❖ For any assistance on OneID Portal, please open a Khadamatech request or contact service desk at 045151555.