How to Manage PingID Devices

Document Overview

PingID provides two-factor authentication (2FA) when you sign in to Arlo systems with your Arlo credentials. **PingID is not used for password resets or account unlocks** — those are handled directly through Okta (see the Arlo IT Self-Service Portal: Forgot Password? and Manage Okta Account). This guide covers managing your PingID devices: adding a new device and removing one you no longer use.

> **Not sure this is the right guide?**
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> Locked out, forgot your password, or need to unlock your account? Go to the **Arlo IT Self-Service Portal** and use **Forgot Password?** or **Manage Okta Account** instead — PingID only manages your 2FA devices, it can't reset a password or unlock an account.

Adding a PingID Device

Add a device the first time you set up PingID, or add a backup device so you're never without a way to complete 2FA if your primary device is lost, replaced, or out of battery.

1. Open the Arlo IT Self-Service Portal and click **Manage PingID Devices** (or go directly to the PingID device page).
2. Sign in with your Arlo credentials.
3. On the **My Devices** page, click **+ Add**.
4. Choose a device type: the PingID mobile app (iOS/Android) or the PingID desktop app.
5. **Mobile app:** scan the QR code with the PingID app, or enter the pairing code shown on screen manually.
6. **Desktop app:** copy the pairing key shown on screen and paste it into the PingID desktop app, then click **Pair**.
7. Your new device now appears under My Devices and can be used to complete two-factor authentication.

Removing a PingID Device

Remove a device you no longer use — for example, an old phone or a laptop you've retired — to keep your account's device list accurate and secure.

1. Open the Arlo IT Self-Service Portal and click **Manage PingID Devices**, then sign in with your Arlo credentials.
2. On the **My Devices** page, find the device you want to remove.
3. Select the device, then choose **Remove** (shown as a trash or “X” icon depending on the device type).
4. Confirm the removal when prompted.

> **Before you remove your last device**
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> Add the replacement device first, then remove the old one. If you remove your only registered device before adding a new one, you'll be unable to complete 2FA and will need to contact IT Support (helpme@arlo.com) to regain access.