



Enrolling in Two-Step Verification

Who is this information for

This document should be used by all users to enroll in Two-Step Verification, as well as check their current Two-Step Verification methods, add new Verification methods, and make changes to their existing setup (such as changing which method is set as primary).

What you need to know

Two-Step Verification (also known as MFA or Multi-Factor Authentication) is a layer of security that allows us to better protect Walgreens and our team members from risk, and to better align your user experience accessing applications from anywhere, whether you are in the office or working remotely. Two-Step Verification also enables you to use the Forgot Password option in MyPassport when needed.

While there are currently multiple verification method types available, users should focus on utilizing the phish-resistant verification methods. Phish-resistant verification methods provide stronger security than legacy verification methods. These methods ensure that authentication credentials cannot be easily stolen through phishing scams, and they prevent users from accidentally entering credentials on fake websites.

- The phish-resistant verification methods that should be enrolled and utilized as primary methods are:
 - **PingID Mobile App**, which sends push notifications to your mobile device for authentication
 - **Passkey**, which utilizes the native passkey technology on your iPhone, iPad, or Android device
 - **Biometric Authentication**, which utilizes Windows Hello or Mac Touch ID for authentication
- The legacy verification methods that should only be used as secondary methods in emergency situations and will be removed soon are:
 - **Text Message**, which sends a one-time passcode via SMS to your mobile device to be used for authentication
 - **Phone Call**, which provides a one-time passcode via phone call to be used for authentication

What you need to do

Select the appropriate link from the table below based on the action that you would like to complete:

Enrolling in Two-Step Verification or adding a new verification method:
<ul style="list-style-type: none">• PingID Mobile App for iPhone (recommended)• PingID Mobile App for Android (recommended)• Passkey for iPhone, iPad, or Android device (recommended)• Biometric Authentication for Windows (recommended)• Biometric Authentication for Mac (recommended)• Text Message (only for emergencies; will be removed soon)• Phone Call (only for emergencies; will be removed soon)
Viewing/Editing your current verification methods:
<ul style="list-style-type: none">• Changing Your Primary Verification Method• Renaming a Verification Method• Removing a Verification Method

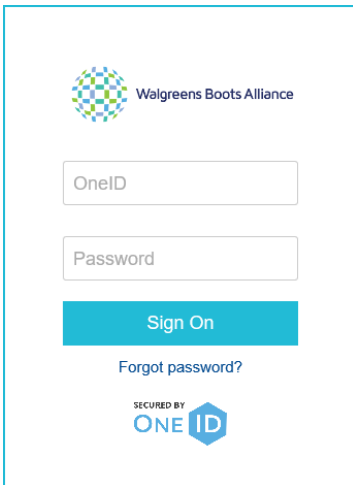
PingID Mobile App for iPhone

Download the PingID Mobile App on Your iPhone

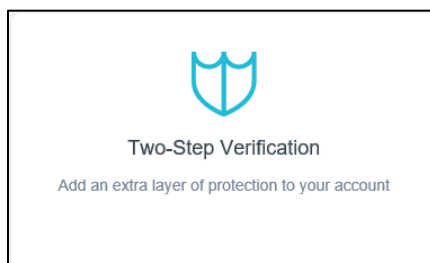
- If you do not already have the PingID Mobile app, instructions for downloading apps on an iPhone can be found [here](#).
 - **NOTE:** Prior to following these instructions, please download the PingID Mobile App on your iPhone. Once you have the app downloaded, the below instructions will walk you through creating a QR code on your computer and scanning it with your iPhone.

Generate QR Code on Your Computer

- On your computer, navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**

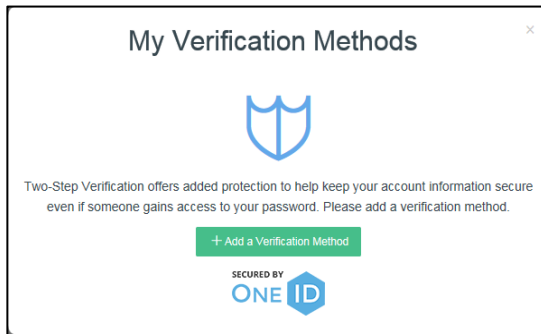


- Click the **Two-Step Verification** tile

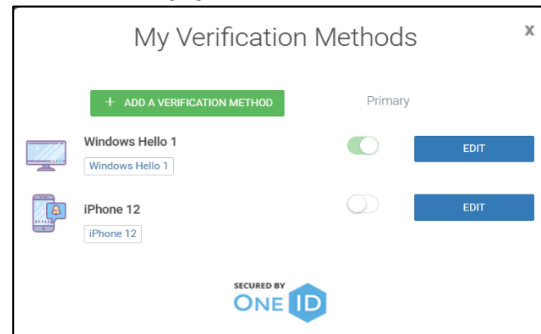


- Depending on whether you have verification methods already enrolled, you will see one of the following screens:

No Verification Methods



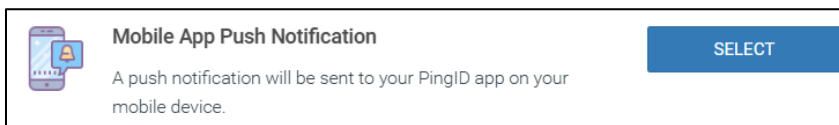
At least (1) Verification Method



- To enroll or add another Verification Method, click **Add a Verification Method**



- Click **Select** for the **Mobile App Push Notification** option

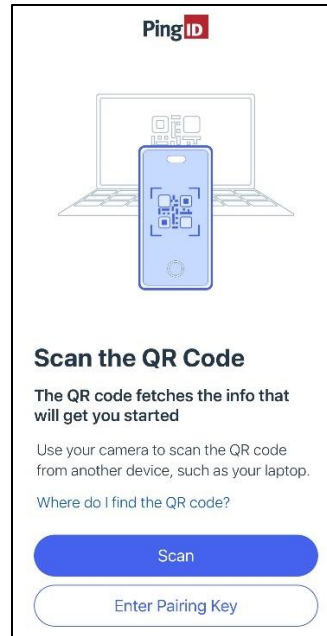
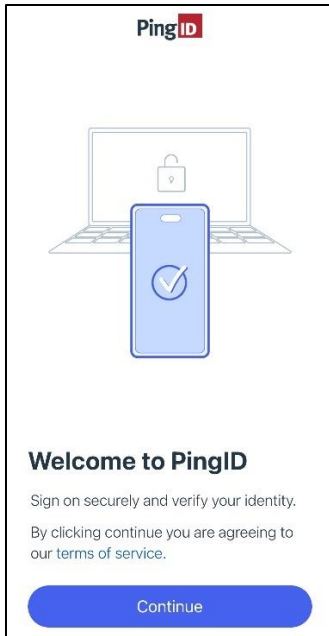


- You will be provided a QR Code that you will scan after following the instructions below

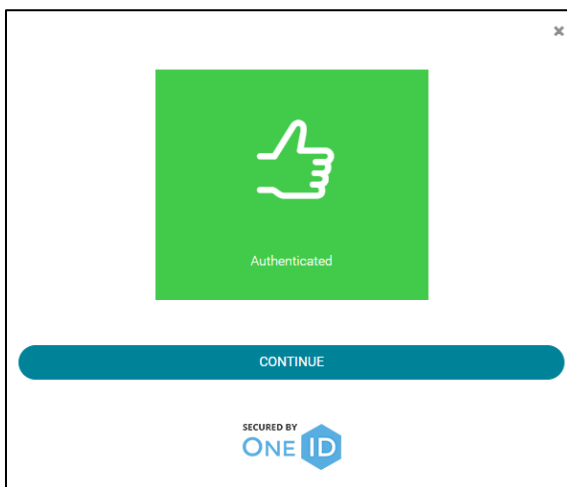


Pair Your iPhone by Scanning QR Code

- On your iPhone, open the PingID app
- On the **Welcome to PingID** screen, click **Continue**
- On the **Scan the QR Code** screen, click **Scan**



- When the app activates your iPhone's camera, scan the QR code that is on your computer
 - You may be prompted to allow the app to use your iPhone's camera
- When your iPhone changes to the PingID home screen and your computer changes to the below authenticated screen, you have successfully paired your device with the PingID app and you are now enrolled with the PingID Mobile App verification method



- In the **Authenticated** pop-up box, click **Continue**
 - This will bring you back to the **My Verification Methods** screen. It is recommended that you enroll at least two (2) phish-resistant verification methods. To enroll in another method or make changes to your existing methods, return to the [What You Need To Do](#) section at the top of this document.

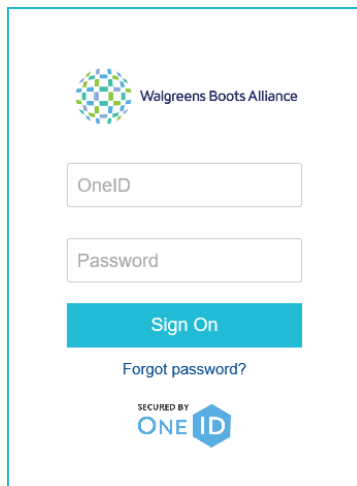
PingID Mobile App for Android

Download the PingID Mobile App on Your iPhone

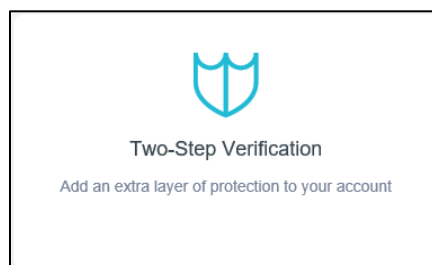
- If you do not already have the PingID Mobile app, instructions for downloading apps on Android devices can be found [here](#).
 - **NOTE:** Prior to following these instructions, please download the PingID Mobile App on your Android device. Once you have the app downloaded, the below instructions will walk you through creating a QR code on your computer and scanning it with your Android device.

Generate QR Code on Your Computer

- On your computer, navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**

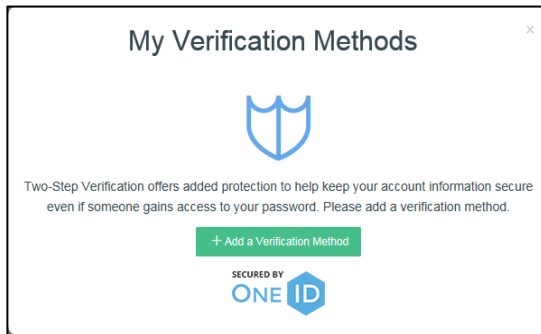


- Click the **Two-Step Verification** tile

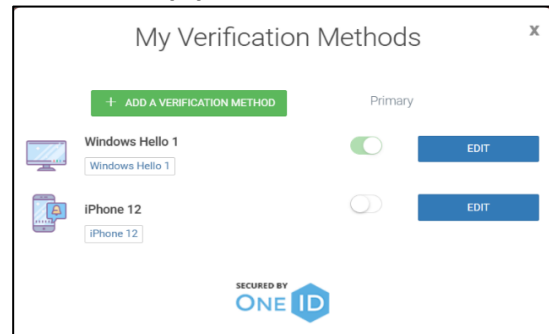


- Depending on whether you have verification methods already enrolled, you will see one of the following screens:

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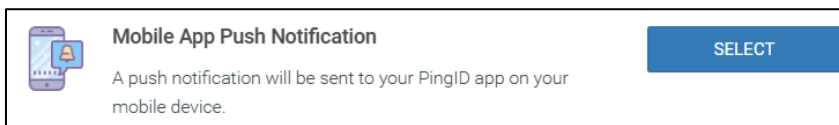
At least (1) Verification Method



- To enroll or add another Verification Method, click **Add a Verification Method**



- Click **Select** for the **Mobile App Push Notification** option

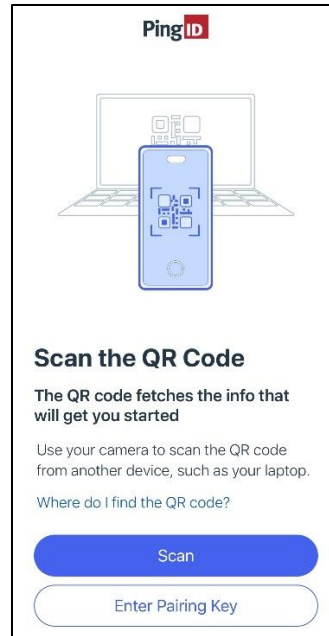
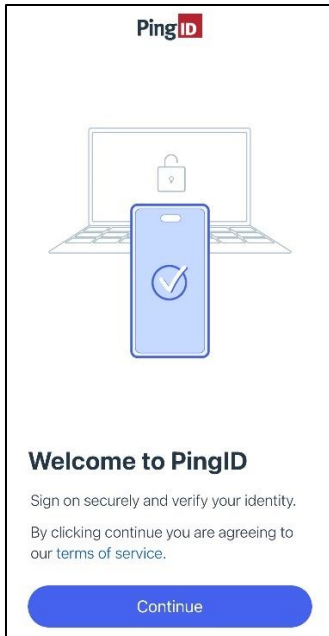


- You will be provided a QR Code that you will scan after following the instructions below

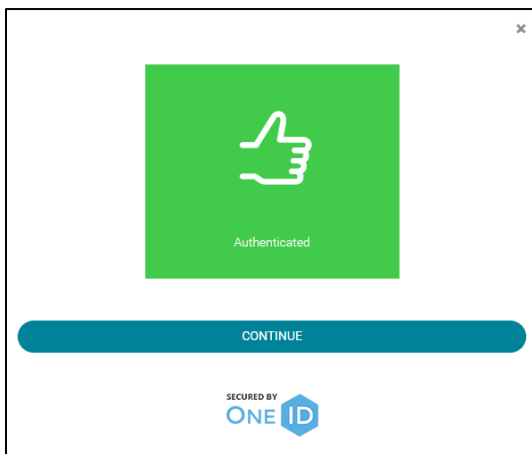


Pair Your Android Device by Scanning QR Code

- On your Android device, open the PingID app
- On the **Welcome to PingID** screen, click **Continue**
- On the **Scan the QR Code** screen, click **Scan**



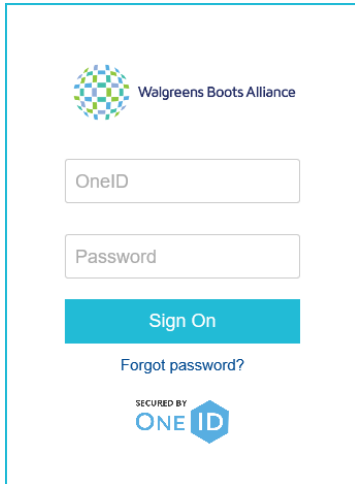
- When the app activates your Android device's camera, scan the QR code that is on your computer
 - You may be prompted to allow the app to use your Android device's camera
- When your Android device changes to the PingID home screen and your computer changes to the below authenticated screen, you have successfully paired your device with the PingID app and you are now enrolled with the PingID Mobile App verification method



- In the **Authenticated** pop-up box, click **Continue**
 - This will bring you back to the **My Verification Methods** screen. It is recommended that you enroll at least two (2) phish-resistant verification methods. To enroll in another method or make changes to your existing methods, return to the [What You Need To Do](#) section at the top of this document.

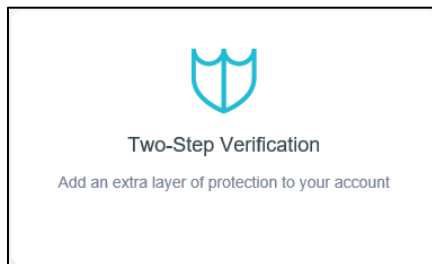
Paskey for iPhone, iPad, or Android Device

- Navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**



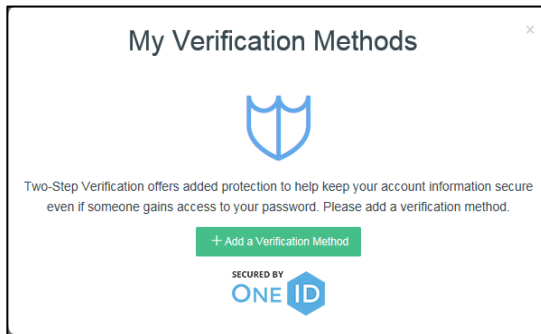
The image shows a login screen for Walgreens Boots Alliance. At the top is the logo, which consists of a green and blue checkered circle followed by the text "Walgreens Boots Alliance". Below the logo are two input fields: the first is labeled "OneID" and the second is labeled "Password". Below these fields is a blue button with the text "Sign On". Under the button is a link that says "Forgot password?". At the bottom of the screen is a logo that says "SECURED BY ONE ID", where "ONE ID" is in a blue hexagon.

- Click the **Two-Step Verification** tile

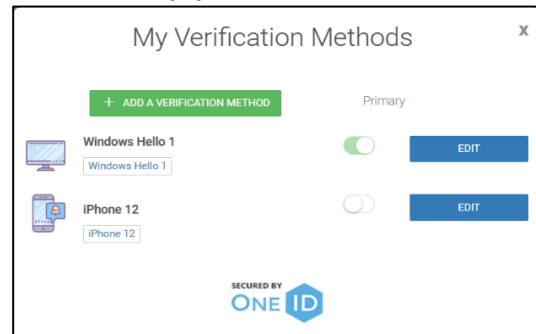


- Depending on whether you have verification methods already enrolled, you will see one of the following screens:

No Verification Methods



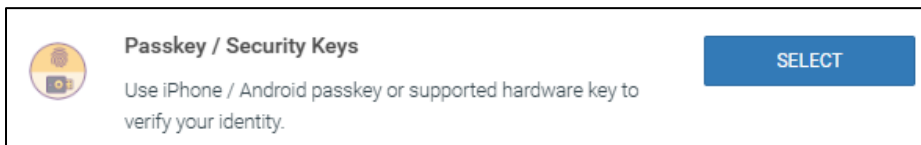
At least (1) Verification Method



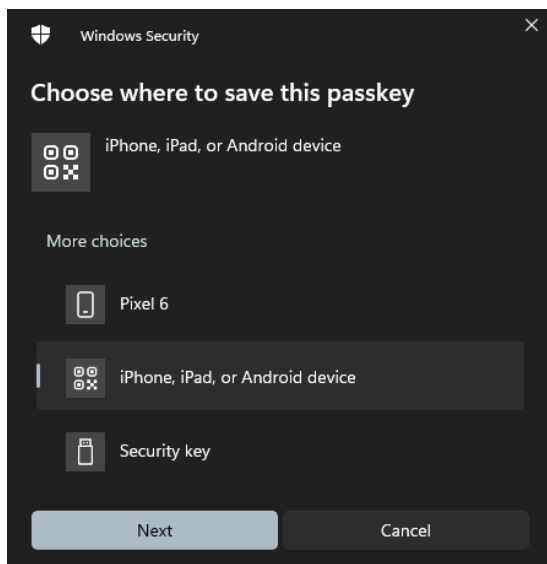
- To enroll or add another Verification Method, click **Add a Verification Method**



- Click **Select** for the **Paskey/Security Keys** option



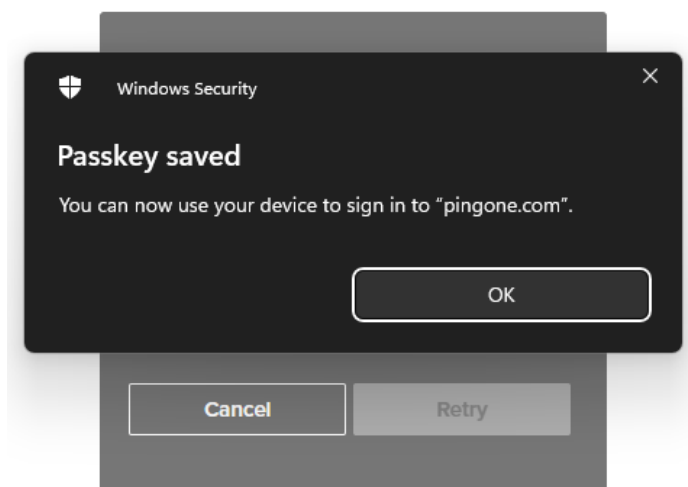
- In the **Choose where to save this passkey** pop-up box, select the **iPhone, iPad, or Android device** option and click **Next**



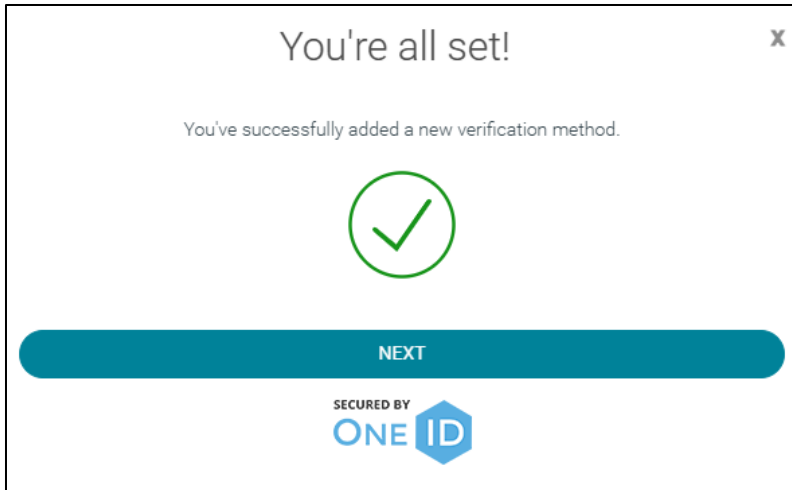
- In the **iPhone, iPad, or Android device** pop-up box, scan the QR code provided using your mobile device/tablet's camera



- Follow any on screen prompts from your mobile device/tablet
- In the **Passkey saved** pop-up box, click **OK**



- In the **You're all set!** pop-up box, click **Next**



- This will bring you back to the **My Verification Methods** screen. It is recommended that you enroll at least two (2) phish-resistant verification methods. To enroll in another method or make changes to your existing methods, return to the [What You Need To Do](#) section at the top of this document.

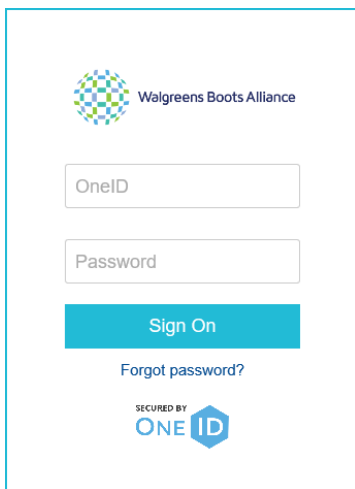
Biometric Authentication for Windows

Set up Windows Hello Sign-in Options

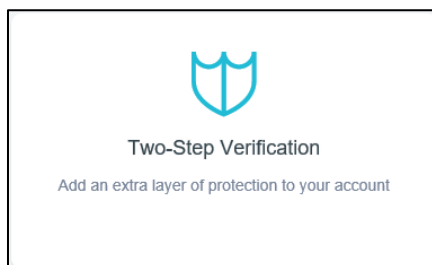
- If you have not already done so, you can find the instructions for Windows Hello [here](#).
 - **NOTE:** You must set up Windows Hello sign-in options on your Windows device prior to continuing or you will not be able to use this verification method.

Enroll in Biometric Authentication

- Navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**

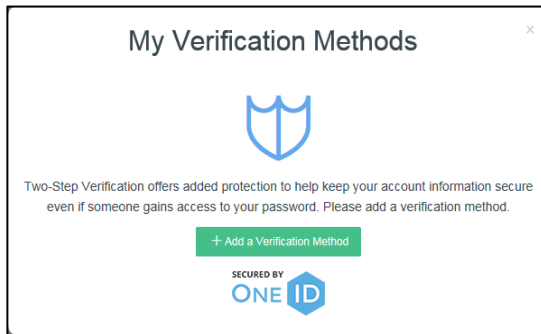
A screenshot of the Walgreens Boots Alliance login page. At the top is the Walgreens Boots Alliance logo. Below it are two input fields: 'OneID' and 'Password'. A blue 'Sign On' button is positioned below the password field. Under the button is a link that says 'Forgot password?'. At the bottom, it says 'SECURED BY' followed by the 'ONE ID' logo.

- Click the **Two-Step Verification** tile

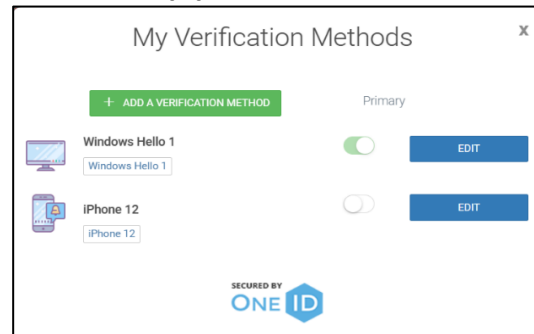


- Depending on whether you have verification methods already enrolled, you will see one of the following screens:

No Verification Methods



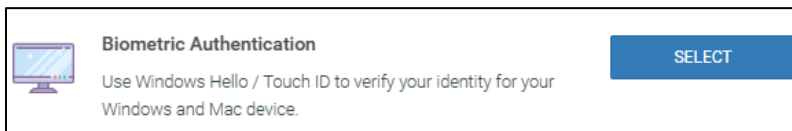
At least (1) Verification Method



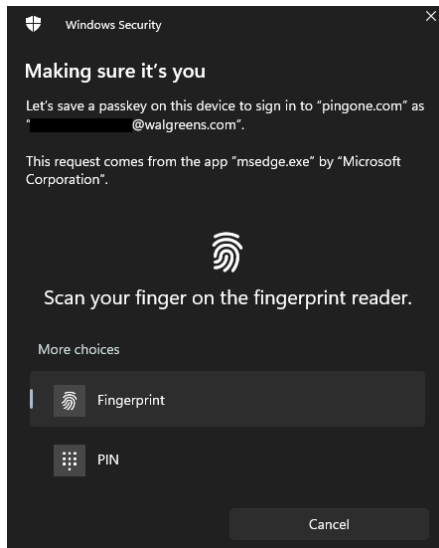
- To enroll or add another Verification Method, click **Add a Verification Method**



- Click **Select** for the **Biometric Authentication** option



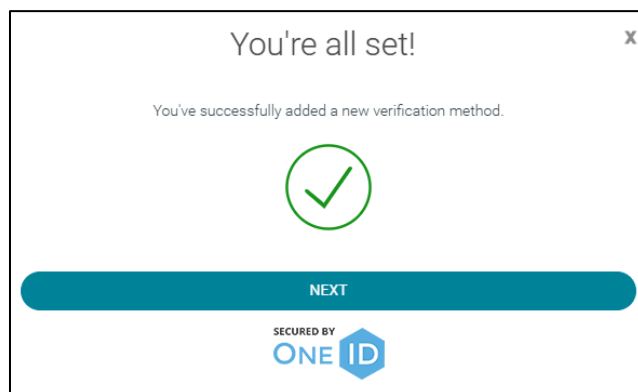
- If the **Select** button appears, but you did not follow the instructions at the top of this section for setting up Windows Hello first, you will receive an error indicating that you must set up Windows Hello first.
 - If the option is grayed out and indicates “Not Supported”, your device does not have Windows Hello capabilities.
- In the **Making sure it's you** pop-up box, follow the instructions on screen to verify your identity
 - You will have the option to verify your identity whichever sign-in options you set up in Windows Hello. It will default to your most recently used option, but you can click **More choices** to select a different option if preferred.



- In the **Passkey saved** pop-up box, click **OK**



- In the **You're all set!** pop-up box, click **Next**



- This will bring you back to the **My Verification Methods** screen. It is recommended that you enroll at least two (2) phish-resistant verification methods. To enroll in another method or make changes to your existing methods, return to the [What You Need To Do](#) section at the top of this document.

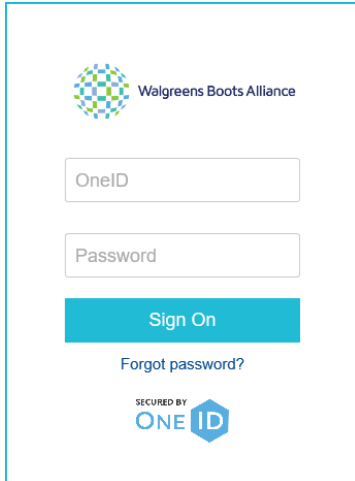
Biometric Authentication for Mac

Set up iCloud Keychain and Mac Touch ID

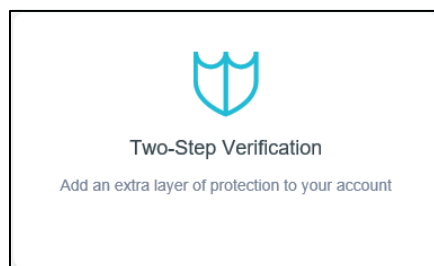
- If you have not already done so, you can find the instructions for iCloud Keychain [here](#) and the instructions for Mac Touch ID [here](#).
 - **NOTE:** You must set up iCloud Keychain and Mac Touch ID on your Mac prior to continuing or you will not be able to use this verification method.

Enroll in Biometric Authentication

- Navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**

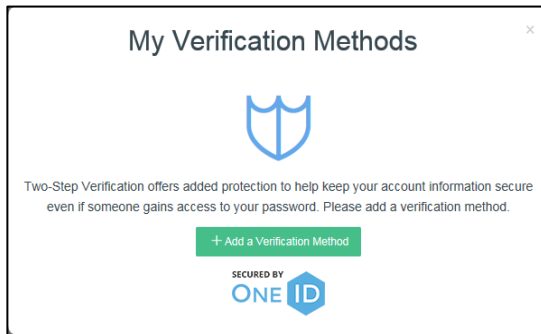
A screenshot of the Walgreens Boots Alliance login page. At the top is the Walgreens Boots Alliance logo. Below it are two input fields: 'OneID' and 'Password'. A blue 'Sign On' button is positioned below the password field. Under the button is a link that says 'Forgot password?'. At the bottom, it says 'SECURED BY' followed by the 'ONE ID' logo.

- Click the **Two-Step Verification** tile

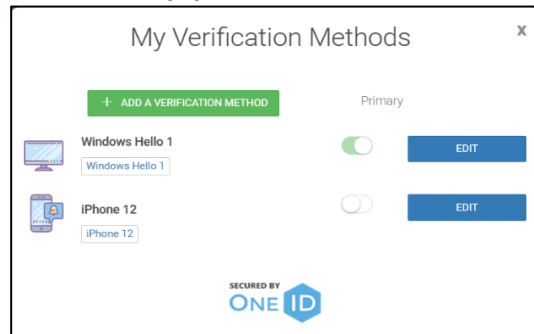


- Depending on whether you have verification methods already enrolled, you will see one of the following screens:

No Verification Methods



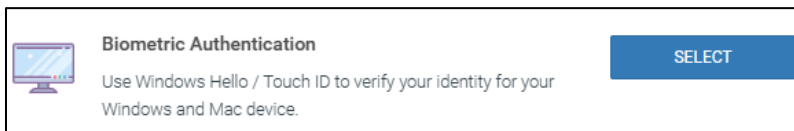
At least (1) Verification Method



- To enroll or add another Verification Method, click **Add a Verification Method**

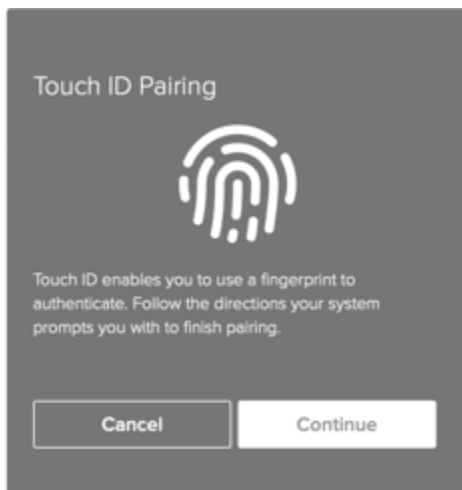


- Click **Select** for the **Biometric Authentication** option



- If the option is grayed out and indicates "Not Supported", your device does not have Mac Touch ID capabilities.

- In the **Touch ID Pairing** pop-up box, click **Continue**



- In the **Sign In** pop-up box, use Touch ID to verify your identity

 Sign In

Cancel



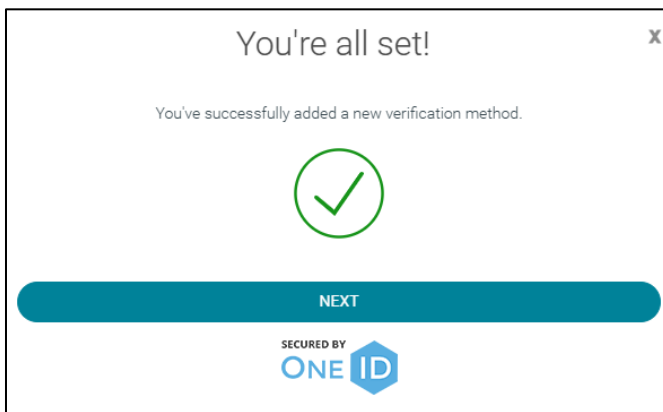
Use Touch ID to sign in?

A passkey for "LYLE.LULICH@WALGREENS.COM" will be saved in iCloud Keychain and available on all your devices.



Continue with Touch ID

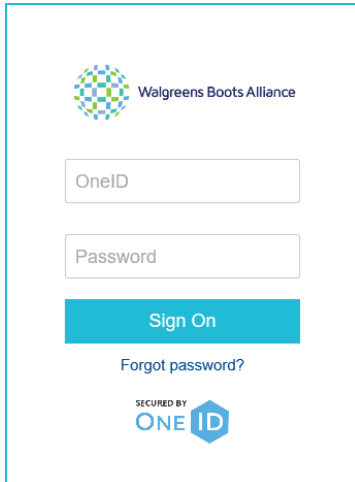
- In the **You're all set!** pop-up box, click **Next**



- This will bring you back to the **My Verification Methods** screen. It is recommended that you enroll at least two (2) phish-resistant verification methods. To enroll in another method or make changes to your existing methods, return to the [What You Need To Do](#) section at the top of this document.

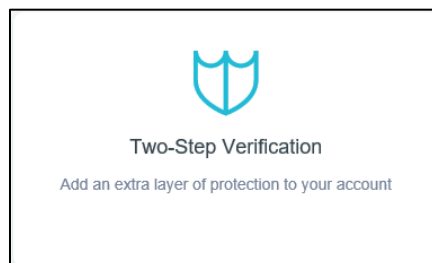
Text Message

- Navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**



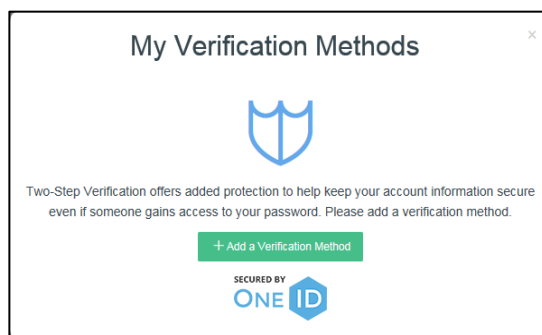
The login screen for Walgreens Boots Alliance. It features the company logo at the top, followed by input fields for 'OneID' and 'Password'. A blue 'Sign On' button is positioned below the password field. A link for 'Forgot password?' is located under the button. At the bottom, it says 'SECURED BY ONE ID' with the OneID logo.

- Click the **Two-Step Verification** tile

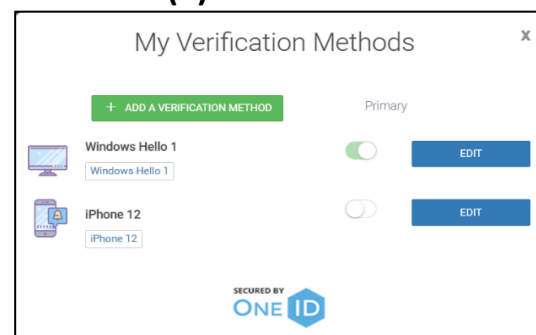


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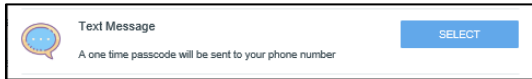
At least (1) Verification Method



- To enroll or add another Verification Method, click **Add a Verification Method**



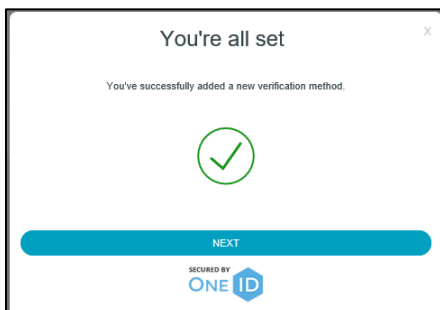
- Click **Select** for the **Text Message** option



- Enter your mobile phone number and click **Next**

- Enter the one time passcode that you receive via text message and click **Next**

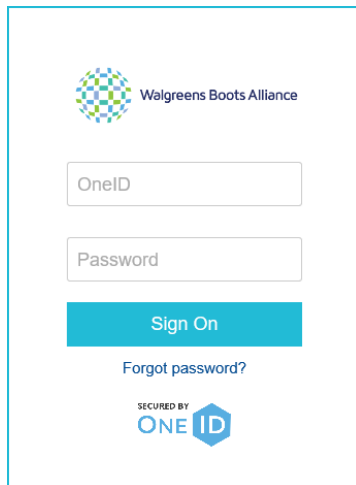
- In the confirmation pop-up box, click **Next**



- This will bring you back to the **My Verification Methods** screen. **Remember, this method is not phish-resistant, will be removed soon, and should currently only be used in emergencies.** It is recommended that you enroll at least two (2) phish-resistant verification methods. To enroll in another method or make changes to your existing methods, return to the [What You Need To Do](#) section at the top of this document.

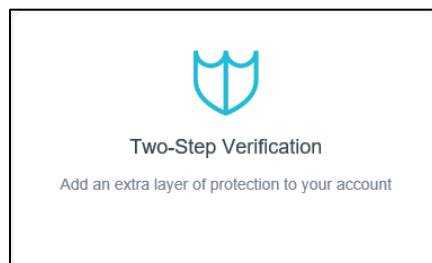
Phone Call

- Navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**



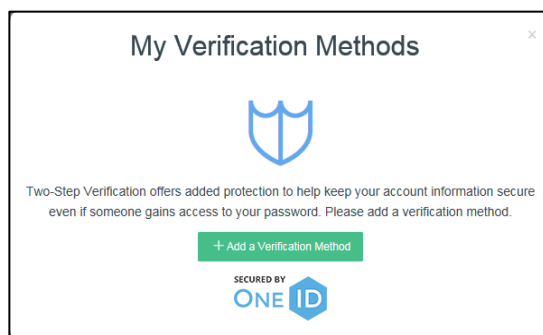
The login screen for Walgreens Boots Alliance. It features the company logo at the top, followed by input fields for 'OneID' and 'Password'. Below these is a blue 'Sign On' button. A link for 'Forgot password?' is positioned below the button. At the bottom, it says 'SECURED BY ONE ID' with the OneID logo.

- Click the **Two-Step Verification** tile

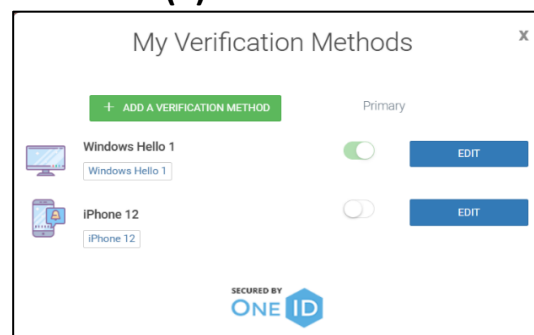


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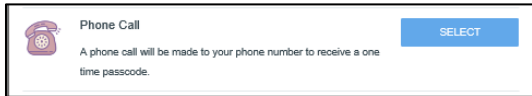
At least (1) Verification Method



- To enroll or add another Verification Method, click **Add a Verification Method**



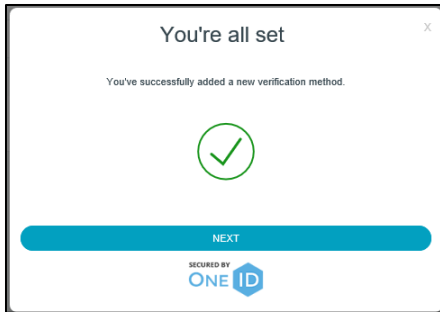
- Click **Select** for the **Phone Call** option



- Enter your phone number and click **Next**

- Enter the one time passcode you receive via phone call and click **Next**

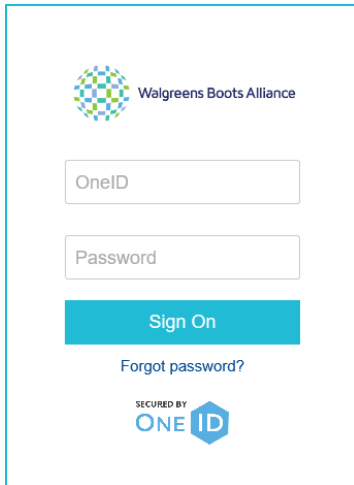
- In the confirmation pop-up box, click **Next**



- This will bring you back to the **My Verification Methods** screen. **Remember, this method is not phish-resistant, will be removed soon, and should currently only be used in emergencies.** It is recommended that you enroll at least two (2) phish-resistant verification methods. To enroll in another method or make changes to your existing methods, return to the [What You Need To Do](#) section at the top of this document.

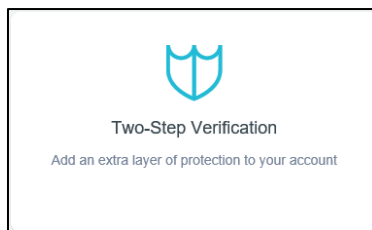
Changing Your Primary Verification Method

- Navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**

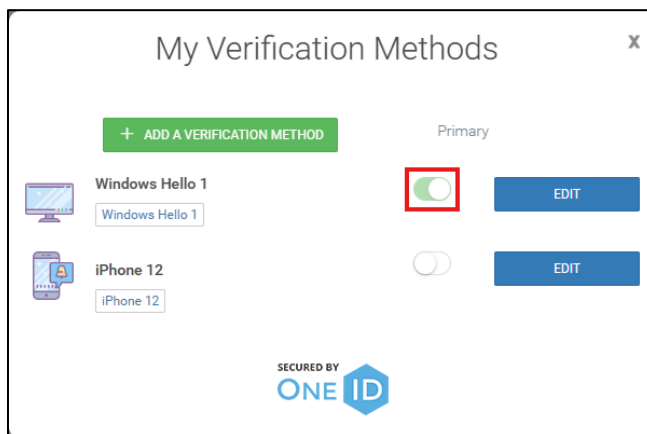


The login screen for Walgreens Boots Alliance. It features the company logo at the top, followed by input fields for 'OneID' and 'Password'. A blue 'Sign On' button is centered below the fields. A link for 'Forgot password?' is located below the button. At the bottom, it says 'SECURED BY ONE ID' with a logo.

- Click the **Two-Step Verification** tile



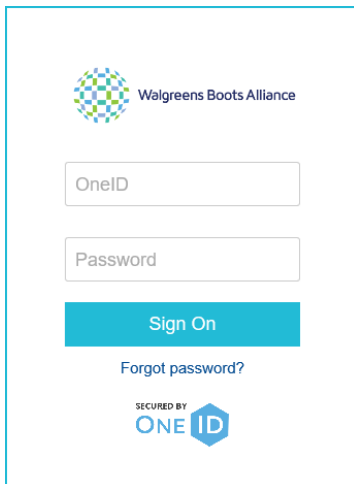
- In the **My Verification Methods** pop-up box, click **Primary** slider next to the verification method that you would like to be primary



- Your primary verification method is the method that will first be attempted when you are prompted for Two-Step Verification
- The verification method where slider is toggled to the right with a green background is your primary
- If you would like to perform any other actions with your verification methods, return to the [What You Need To Do](#) section at the top of this document.

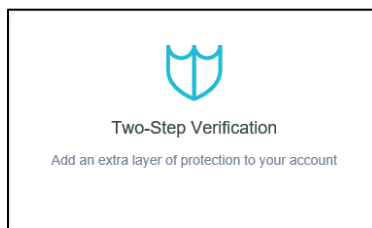
Renaming a Verification Method

- Navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**

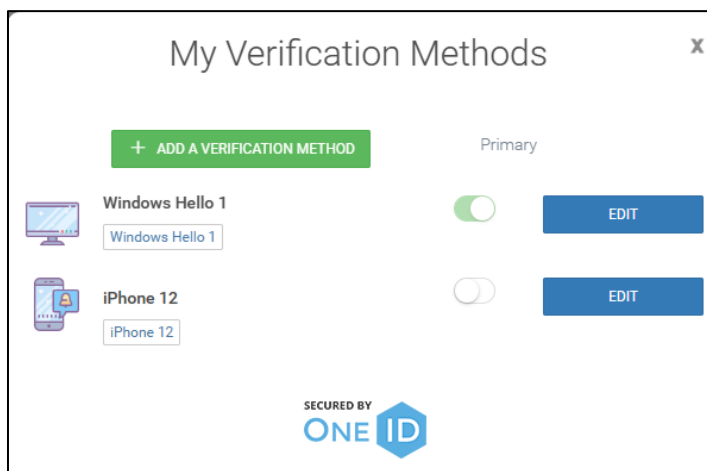


The login screen for Walgreens Boots Alliance. It features the logo at the top, followed by input fields for 'OneID' and 'Password'. A blue 'Sign On' button is centered below the fields. A link for 'Forgot password?' is located just below the button. At the bottom, it says 'SECURED BY ONE ID' with a blue hexagonal icon.

- Click the **Two-Step Verification** tile

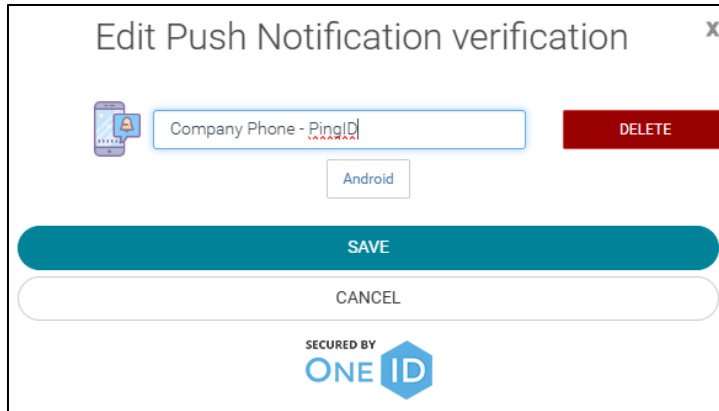


- In the **My Verification Methods** pop-up box, click **Edit** next to the verification method you want to rename



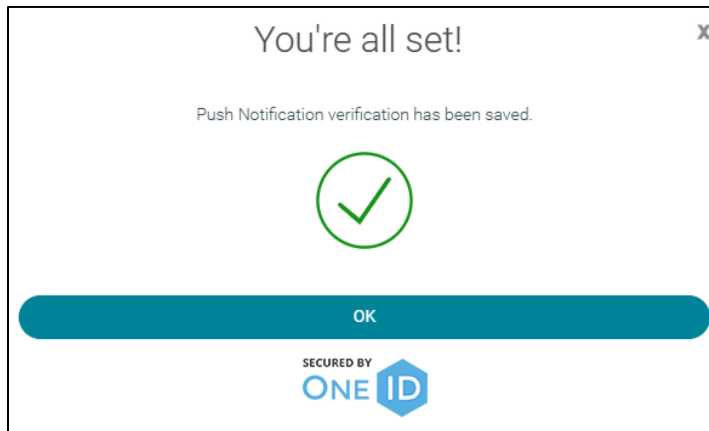
The 'My Verification Methods' pop-up box. It has a title bar with a close button (X). Below the title is a green button that says '+ ADD A VERIFICATION METHOD'. To the right of this button is the word 'Primary'. There are two verification methods listed: 'Windows Hello 1' and 'iPhone 12'. Each method has a small icon, a text box with the method name, a toggle switch, and a blue 'EDIT' button. The 'Windows Hello 1' toggle is turned on (green), while the 'iPhone 12' toggle is turned off (grey). At the bottom, it says 'SECURED BY ONE ID' with a blue hexagonal icon.

- In the **Edit verification** pop-up box, enter the new name of your verification method in the designated field and click **Save**



The screenshot shows a pop-up window titled "Edit Push Notification verification" with a close button (X) in the top right corner. On the left, there is a small icon of a smartphone. Next to it is a text input field containing "Company Phone - PingID". To the right of the input field is a red button labeled "DELETE". Below the input field is a small button labeled "Android". At the bottom of the pop-up, there are two large buttons: a teal "SAVE" button and a white "CANCEL" button. At the very bottom, it says "SECURED BY ONE ID" with the One ID logo.

- In the **You're all set!** pop-up box, click **OK**

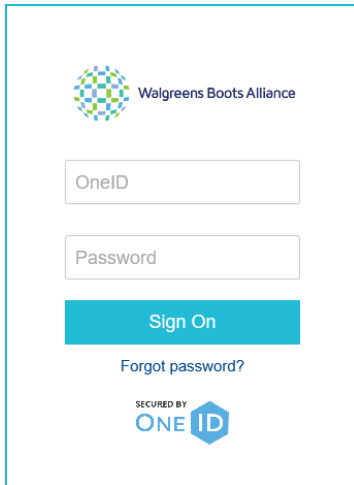


The screenshot shows a pop-up window titled "You're all set!" with a close button (X) in the top right corner. Below the title, it says "Push Notification verification has been saved." In the center, there is a large green circular icon with a white checkmark. At the bottom of the pop-up, there is a large teal button labeled "OK". At the very bottom, it says "SECURED BY ONE ID" with the One ID logo.

- If you would like to perform any other actions with your verification methods, return to the [What You Need To Do](#) section at the top of this document.

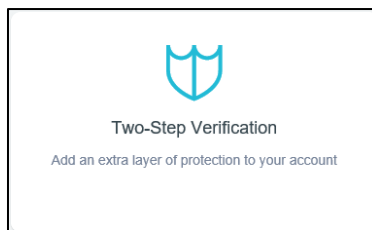
Removing a Verification Method

- Navigate to <https://mypassport.walgreens.com>
- Enter your OneID and Password
- Click **Sign On**

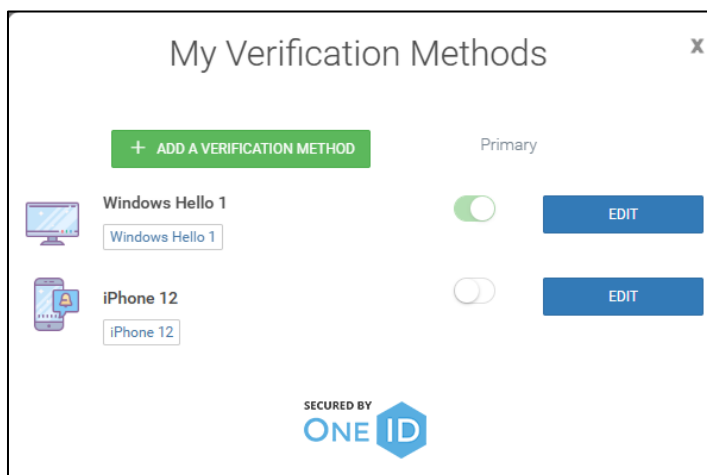


The login screen for Walgreens Boots Alliance. It features the company logo at the top, followed by input fields for 'OneID' and 'Password'. A blue 'Sign On' button is positioned below the password field. A link for 'Forgot password?' is located under the button. At the bottom, it says 'SECURED BY ONE ID' with a logo.

- Click the **Two-Step Verification** tile

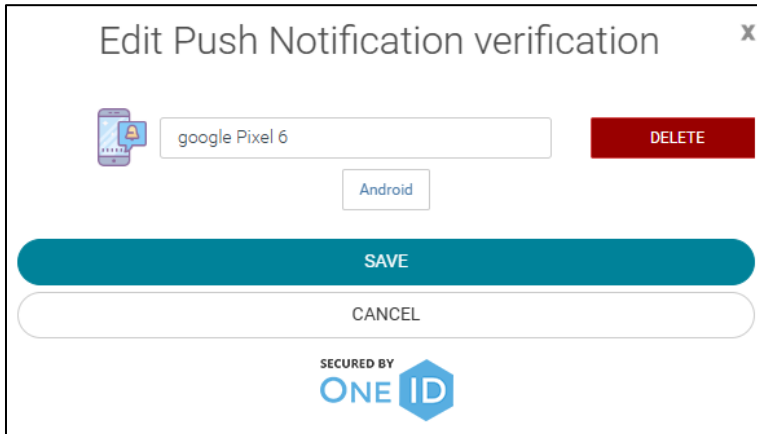


- In the **My Verification Methods** pop-up box, click **Edit** next to the verification method you want to remove

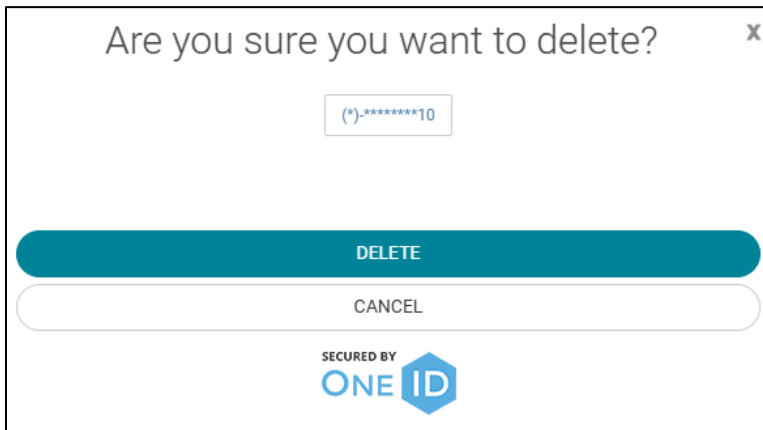


The 'My Verification Methods' pop-up box. It has a title bar with a close button (X). Below the title is a green button labeled '+ ADD A VERIFICATION METHOD'. To the right, there is a 'Primary' label and a toggle switch. Below this, there are two verification methods listed: 'Windows Hello 1' and 'iPhone 12'. Each method has a small icon, a label, a toggle switch, and an 'EDIT' button. At the bottom, it says 'SECURED BY ONE ID' with a logo.

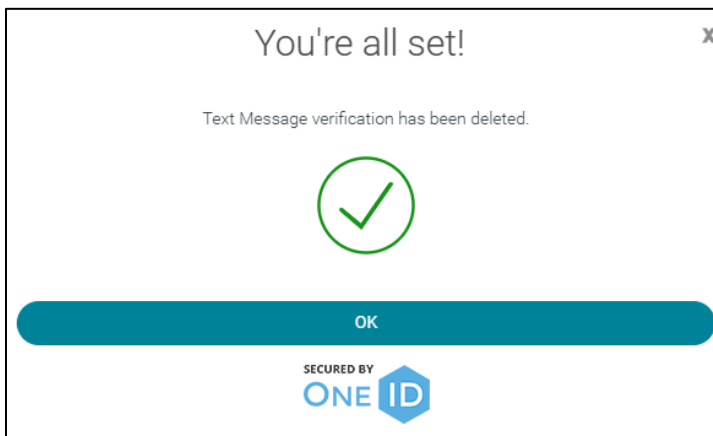
- In the **Edit verification** pop-up box, click **Delete**



- In the **Are you sure you want to delete** pop-up box, click **Delete**



- In the **You're all set!** pop-up box, click **OK**



- If you would like to perform any other actions with your verification methods, return to the [What You Need To Do](#) section at the top of this document.