



Access to Shell applications from outside the network: First time user



SHELL IDENTITY MANAGEMENT AUTHENTICATION AND AUTHORIZATION (SIMAAS)

WHAT IS SHELL IDENTITY MANAGEMENT AUTHENTICATION AND AUTHORIZATION SERVICE?

Shell Identity Management Authentication & Authorization Service (SIMAAS) uses a product called Ping Identity to allow authorized persons to access Shell technology from outside the Shell network.

PURPOSE OF THIS GUIDE

The purpose of this guide is to provide the steps for New User Registration and Device Pairing with PingID Multi Factor Authentication (MFA), as well as first time authentication using the PingID app.

This process should take five minutes or less.

PRE-REQUISITE

To register your account, use the specific user name and app URL in the invitation email which you've received from an Application Support Team.

EQUIPMENT NEEDED

To access the PingID application, it is recommended to use the PingID app on an Android or iOS mobile device. The mobile device will need to be capable of internet or data connectivity and installing and running applications.

Note: Your mobile device information is for your consumption only and is not collected or stored.

PingID MFA New User Identity Registration & Device Pairing

1. You will receive an invitation email with your username and instructions to register your identity, download the PingID app and pair a mobile device.

Note: Your username is the email address you receive the invitation email to.



To access your Shell application, you need to authenticate using PingID MFA (known as SIMAAS within Shell). PingID MFA confirms and authenticates the strength of your log-in credentials to provide access to your Shell application.

PingID MFA Mobile Users

Before you start; you must have the application: **PingID** installed on your mobile device. This application can be downloaded for free from these stores:



Mon 6/11/2018 1:52 PM

From: <Application Name@shell.com>

Subject: Invitation to activate for Shell application access; PingID MFA

To: abc@xyz.com



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2. Complete the registration before you download the PingID application on your mobile device. Click the application URL provided in the email to launch the Select Authentication System page.
3. In the SELECT AUTHENTICATION SYSTEM drop down, choose PingID MFA then click Submit.

Select Authentication System

Please select an authentication system

SmartCard ✓

PingID MFA

Submit

4. The Sign On screen display. Click First time users, click here.

USERNAME/EMAIL ADDRESS

PASSWORD

☐ REMEMBER MY USERNAME

Sign On

[Change Password?](#) | [Reset Password?](#)

[First time users, Click here](#)

5. Enter the user name provided in the invitation email and click **Send Request**. **Note:** Shell internal employees user name is their Shell email id. External/TPA use the email which is registered with Shell.

Enter your username/email address to setup your initial password

USERNAME/EMAIL ADDRESS

Username/Email Address

Send Request



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- An email will be sent to you from shell-relay@simeiosolutions.com with instructions to create a password. Note: The URL in the Password Creation email is valid for 30 minutes from the time request has been submitted.

Password Setup

You should receive an email shortly with information on how to recover your account. If you do not receive an email within a few minutes, please try again. You may now close this window.

- Open your email and click the link.

Hello [redacted]

To Create or reset your password, please click the following URL:
<https://sso.shell.com/ext/pwdreset/Resume?a=3E4D3E18FB978BAA738D048B26A3DB36586789786BEA2A8EA4E30F32433B>
This link will expire in 30 minutes. If Link has expired, request a new Reset Password
If you didn't make this request, please contact your administrator.

Best Regards,
SIMAAS Admin.

- Enter and confirm a new password, then click the Reset button.

NEW PASSWORD

.....

CONFIRM NEW PASSWORD

.....

Reset

Note: Your password must be at least 8 characters long, include an upper case and lower case letter, one number and one special character.

- If successful, you will see the Password Setup Complete screen and receive email confirmation from shell-relay@simeiosolutions.com

Password Setup

Your password has been reset. Please use your new password to sign on again.

Hello [redacted]

Your password has been Created or reset. You can now use your new password to sign on. If you didn't make this request, please contact your administrator.

Best Regards,
SIMAAS Admin.

- Return to the invitation email and click the application URL and login using your activated username and password.



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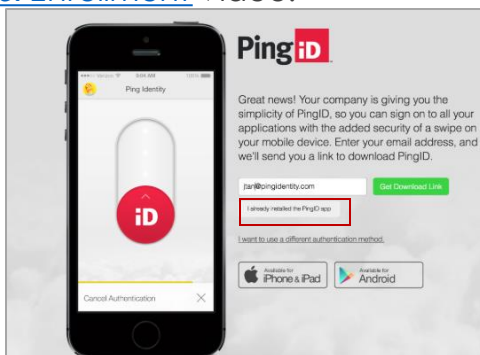
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Installing PingID and Pairing Your Device

To complete the registration process and access your application using PingID, a device must be paired. To do this, the PingID application must be downloaded to your iPhone or Android mobile device. Follow the steps below or watch this [PingID Registration & Enrollment](#) video.

11. Install the PingID

application on your mobile device from the App Store or Google Play.

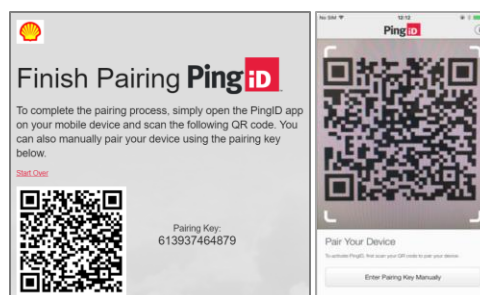


12. On the PingID Registration page on your browser, click

I already installed the PingID app

13. The pairing key and QR code will display on your web browser.

14. Open the PingID app on your mobile device, point device at the QR code on the browser to scan it. If you're unable to scan the QR code with your mobile device, tap **Enter Pairing Key Manually** option and enter the pairing key as

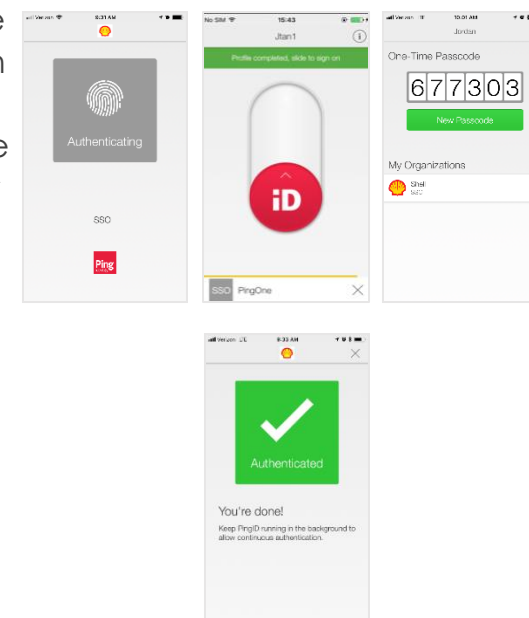


Note: You will get this QR code and pairing key at registration time only, once your device has been paired you will not get this again.

15. To complete your PingID profile, enter a nickname and tap **Done**.



16. A facial or fingerprint recognition, swipe, or one time password (OTP) authentication request is generated immediately. If you're using the OTP option, input it in the Enter Passcode field in the browser and press **Enter**. Note: Authentication must be completed to finish the pairing process.



17. A green checkmark screen appears and your browser will be redirected to the Shell application you are accessing. Note: You'll

WHERE DO I GO FOR HELP?

- For help please contact the [Shell IT Help Desk](#) or your Application Support Team.
- profile.