

Welcome to PING! PING is your modern collaboration solution for anywhere, anytime, any device communication via voice, video, messaging and more. Included in this Guide you'll find how to quickly install and integrate PING for communication across all your devices. Clients for Windows, MacOS, Chrome browser, iOS, and Android are available.

## 1 Getting Started

There are multiple ways to access PING.



### PING Desktop Application

Access the client download software for Windows, Mac or Linux from our Resources Page: <https://clearspancloud.com/software-and-applications/>



### PING Mobile Application

From your phone's browser, <https://clearspancloud.com/software-and-applications/>



### Chrome Browser

Open Chrome and go directly to: <https://uc.clearspanuc.com> to log in. No download required. (PING has been certified with Google Chrome. Other common browsers work but have not been certified.)

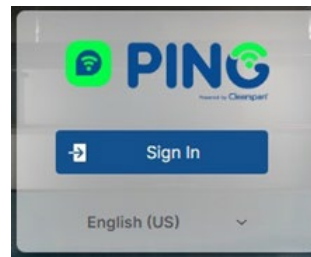
## 2 Activate Your Service

To activate your PING service, your initial login must be completed via a PING Desktop Application or via a Chrome Browser as listed above. **Do not attempt PING service activation via a PING Mobile application.**

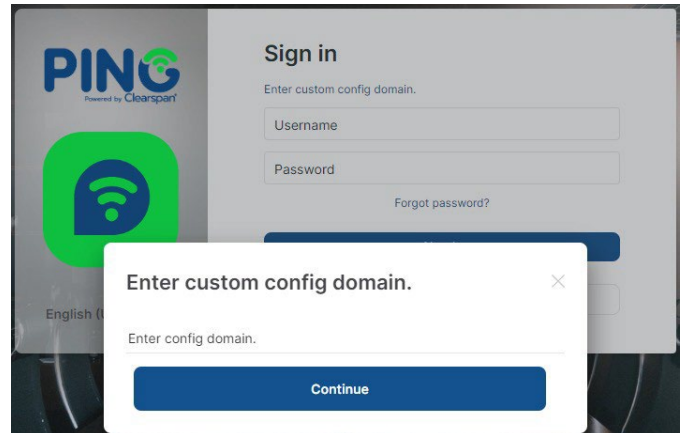
PING is a highly secure, end-to-end encrypted service. Carefully follow the activation steps below to ensure proper set up and security. The setup process for the desktop and browser versions are the same. Simply open the desktop client or click on the browser URL to display the sign in page to get started.

*(Note: Running PING on both a desktop client and a Chrome browser on the same computer is **NOT** recommended as it may cause conflicts.)*

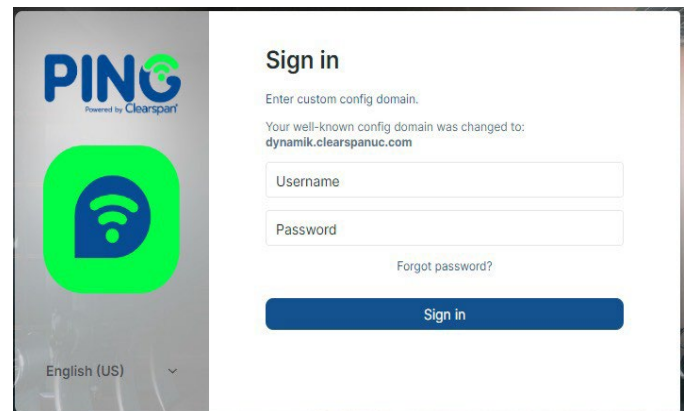
STEP 1: Click **Sign In**.



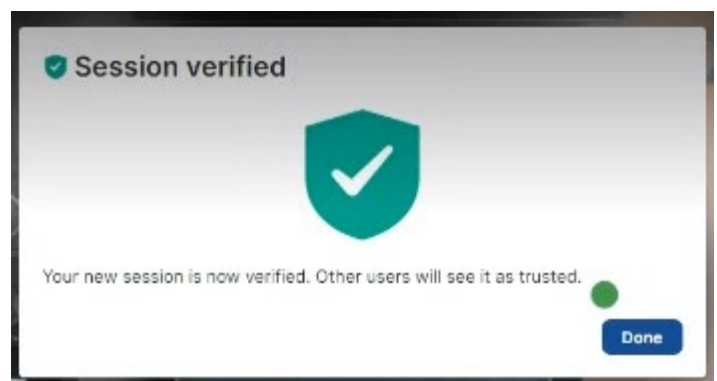
STEP 2: Enter the custom config domain provided for your company's account. Click **Continue**.



STEP 3: Enter your **Username** and the temporary password that was provided to you. Click **Sign In**.



STEP 4: Congrats! You have just verified your first PING session. Click **Done**



### Step 5: Set a Security Phrase

- Read the prompts and then click **ACCEPT**.
- Enter a **security phrase** that you will remember. You will need this phrase if you login to a new or different computer. A security phrase can be free form text such as a favorite song lyric or phrase that is unique but easy to remember. The system will guide you through setting an appropriate security phrase.
- Enter a **security phrase hint** that will help you remember your security phrase and hit **Continue**.
- You will be prompted to re-enter the security phrase, please re-enter and confirm.

**Set a Security Phrase**

**CRITICAL STEP:** SET A SECURITY PHRASE

**IMPORTANT NOTICE:** This service is highly secure and encrypted end to end. Please set up a Security Phrase that you will NOT forget or lose to safeguard your data. Your Security Phrase must be complex enough to NOT be easily guessed.

**USEFUL TIPS:**

- Use a few words, avoid common phrases
- No need for symbols, digits, or uppercase letters
- Use a longer keyboard pattern with more turns

[Show more](#)

**ACCEPT**

Enter a security phrase only you know, as it's used to safeguard your data. To be secure, you shouldn't re-use your account password.

Enter a Security Phrase

Enter a Security Phrase hint that will help you remember your Security Phrase (optional)

**Continue**

### Step 6: Save your Security Key.

- It is recommended that you download and/or copy your security key and save it to a secure location.
- Click OK to continue.

**Save your Security Key**

Store your Security Key somewhere safe, like a password manager or a safe, as it's used to safeguard your encrypted data.

My Key Was Here

**Download** or **Copy**

**Continue**

- Enter your temporary password when prompted to complete Key set up. Click **Continue**.

**Setting up keys**

Confirm your identity by entering your account password below.

Password

**Continue**

### Step 6: Change your password.

- Create a new account password. The application will let you know the strength of your new password. Once complete, click **Change Password**.

**Settings**

**General**

**Account**

Please change your password since this is your first sign in

New Password

Confirm password

**Change Password**

✓ No, strong password



**Your PING service is now activated!**

## 3

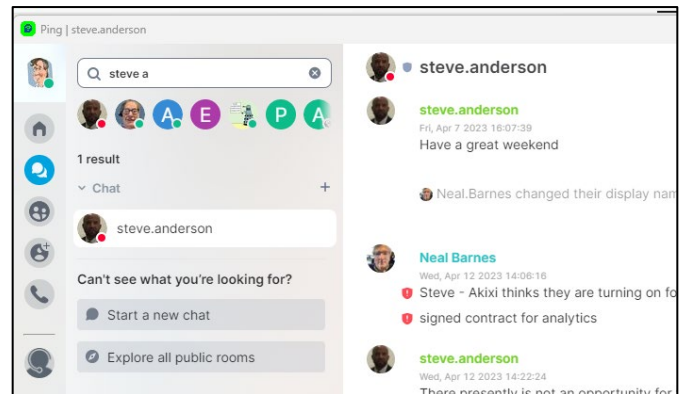
## PING Overview

Both the desktop app and browser have the same functionality. Hovering your cursor over each icon will display a tool tip identifying the function.



### Chat

Chat is secure one-to-one communication that retains the history of all activity. You can message, call and share images or files. To add a contact, click the “+” sign to the right of chat. This will bring up a dialog box where you can search for other users. Type your contact’s name to see a list of options.



### Teams

Teams is secure multi-party communication between groups of internal users that retains the history of all activity. To create a new Team, click the “+” sign next to the Team icon. Give the Team a name and make it public or private. Public teams are available for other internal users to search and join. Private teams are via invitation only. Invite others to the room after it has been created by clicking on the three dots next to the team name and select “Invite People.”



### Personal Conference Room

Personal Conference Room is secure on-demand meeting space for internal and external participants. Meetings can be scheduled with Outlook Calendar or Google Calendar Add-Ins (see below) or sharing the PCR link displayed in your personal conference room.

To start a meeting, click on the **Join Room** button.

While in a conference, there are several functions available. Hovering your cursor over an icon displays a tool tip denoting the icon’s function. From left to right, they are:

- Mute/Unmute your microphone
- Turn your video camera on or off
- Turn on/off screen sharing
- Turn on/off Tile View
- Chat
- Enable automatic tracking of the active speaker
- Show/Hide the participant list
- Select your background
- Enter/Exit Full Screen Mode
- End Call



A unique feature for both Team and Personal Conference Rooms is that multiple participants can share their screens simultaneously, greatly enhancing collaboration.



## Calls

Calls is a virtual instance of your office phone. You can easily make or receive calls from your PC or smart phone application. Search your call history for missed calls and quickly call them back by clicking on the handset icon. Click on the Settings tab to manage your call preferences such as Do Not Disturb or Call Forwarding.

## 4

### Calendar Add-ins

#### Outlook/Google Integration

Schedule Personal Conference Rooms easily from Microsoft Outlook and Google Calendar by using the PING Calendar Add In. Installation instructions are found [here](#).

## 5

### User Menu



The User Menu is accessed by clicking on your personal avatar. Here you will find Notification settings, Trouble Ticket creation, Security & Privacy settings and the Help & About menu.

Be sure to check out the PING Video Tutorials for even more information and helpful hints found [HERE](#).