



Kyndryl ID Self-Registration Guide for Customers

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Revision Date: 4/04/2025

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1 Purpose and Audience

This is an Operational Guide showing the self-registration process for customers whose company domain is not federated with Kyndryl ID. This guide is specifically how to sign up for a Kyndryl ID.

2 Document Control

2.1 Document Approvers

Document Approval is maintained by Kyndryl, Inc.

2.2 Document Revisions

| Revision number | Revision Date | Nature of Change |
|-----------------|------------------|---|
| 2.3 | April 4, 2025 | Added note to screenshot on p.11 regarding use of the same browser window |
| 2.2 | March 28,2025 | Updated expiration time of activation link to 5 minutes |
| 2.1 | January 16, 2025 | Updated screenshots for email verification/activation |

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| | | |
|-----|--------------------|--|
| 2.0 | January 15, 2025 | Added support information in section 3 |
| 1.9 | January 14, 2025 | Added steps to the setup of Okta Verify |
| 1.8 | January 13, 2025 | Removed SMS as an MFA option |
| 1.7 | June 22, 2023 | Updated copywrite and verbiage. |
| 1.6 | November 14, 2022 | Update screenshots for errors |
| 1.5 | September 21, 2022 | Update Screenshots and replaced @kyndryl.com to @company.com |
| 1.4 | August 31, 2022 | Replace K-ID with KYNDRYL-ID |
| 1.3 | August 29, 2022 | Added Your.Name@Kyndryl.com to screenshots and “Your” to email instead of personal information. |
| 1.2 | Aug 12, 2022 | Added in new country code screen shots in 1.0 version and other changes. |
| 1.1 | July 18, 2022 | Added boxes around some buttons, removed MFA, removed error messages and added new error message. |
| 1.0 | July 15, 2022 | Initial version |

3 Support

For any assistance with the registration of a Kyndryl ID or for issues with any of the instructions in this document, send an email to Kyndryl-ID@kyndryl.com for support.

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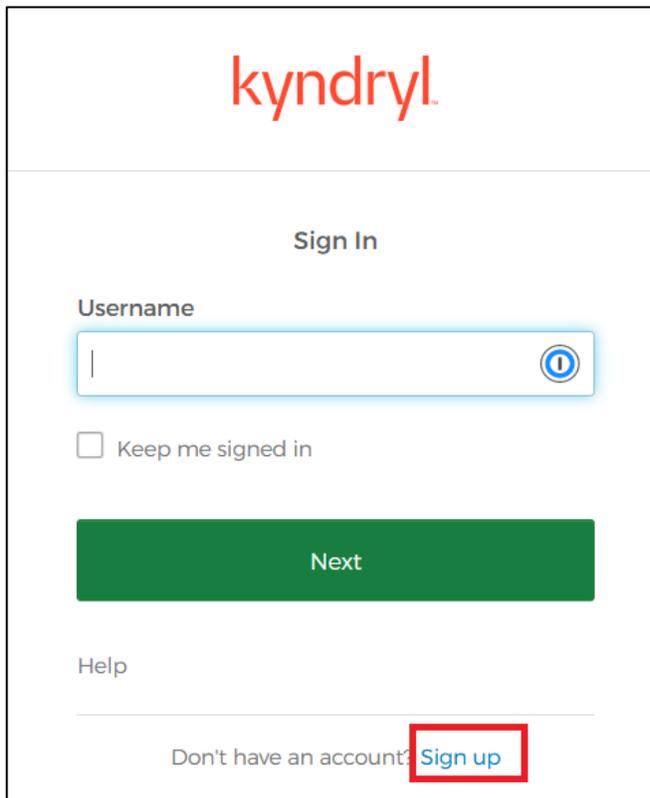
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4 Steps to register a Kyndryl ID

4.1 Navigate to Kyndryl ID

In a web browser window go to <https://login.kyndryl.com>. Then select Sign up.



The screenshot shows the Kyndryl login page. At the top is the Kyndryl logo. Below it is the heading "Sign In". There is a "Username" label above a text input field. To the right of the input field is a blue information icon. Below the input field is a checkbox labeled "Keep me signed in". A green "Next" button is positioned below the checkbox. At the bottom left, there is a "Help" link. At the bottom right, there is a link that says "Don't have an account? Sign up", where "Sign up" is highlighted with a red box.

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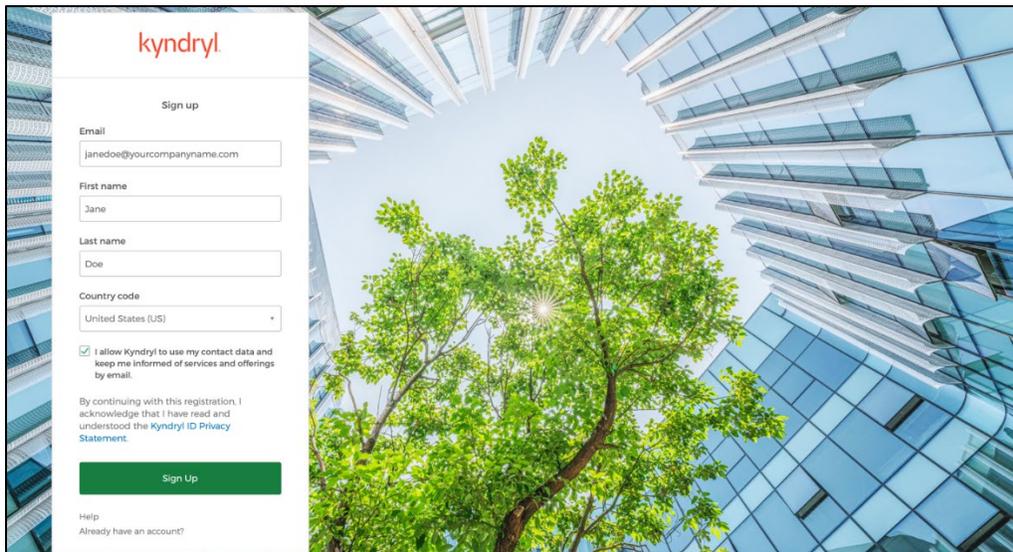
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4.2 Complete the registration form

Enter the form fields as described in the following table:

| Field name | Field description |
|---|--|
| Email | This is your email address; it will be the user id you will use to sign in to Kyndryl ID. |
| First name | Your first name. |
| Last name | Your last name. |
| Country code | Choose country from drop down menu. |
| I allow Kyndryl to use my contact data and keep me informed of services and offerings by email. | Check it if you allow Kyndryl to use your contact data and keep you informed of services and offerings by email. |



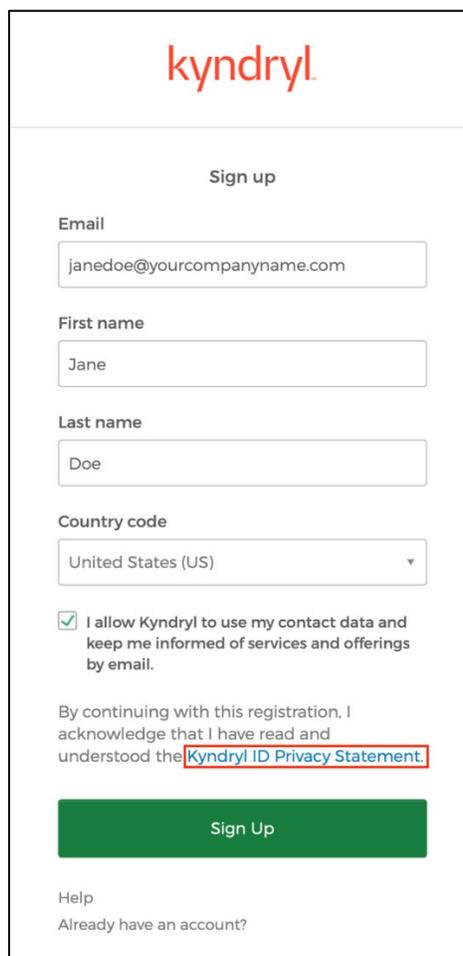
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4.3 Read the Kyndryl ID privacy policy

Click on the **Kyndryl ID Privacy Statement** link, a new browser tab will open. When you are done reviewing the privacy policy, navigate back to the browser window shown below.



The screenshot shows a sign-up form for Kyndryl. At the top, the Kyndryl logo is displayed in red. Below the logo, the text "Sign up" is centered. The form contains several input fields: "Email" with the value "janedoe@yourcompanyname.com", "First name" with the value "Jane", "Last name" with the value "Doe", and "Country code" with a dropdown menu showing "United States (US)". There is a checked checkbox with the text "I allow Kyndryl to use my contact data and keep me informed of services and offerings by email." Below this, a paragraph states: "By continuing with this registration, I acknowledge that I have read and understood the [Kyndryl ID Privacy Statement](#)." The link "Kyndryl ID Privacy Statement" is highlighted with a red box. At the bottom of the form, there is a green "Sign Up" button. Below the button, there are links for "Help" and "Already have an account?"

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4.4 Submit the registration form

Click on the green “Sign Up” button to submit the registration form.

kyndryl.

Sign up

Email
janedoe@yourcompanyname.com

First name
Jane

Last name
Doe

Country code
United States (US)

I allow Kyndryl to use my contact data and keep me informed of services and offerings by email.

By continuing with this registration, I acknowledge that I have read and understood the [Kyndryl ID Privacy Statement](#).

Sign Up

Help
Already have an account?

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4.5 Set up email

Click the “Set up” button under Email.

kyndryl.

Set up security methods

Your.Name@company.com

Security methods help protect your account by ensuring only you have access.

*Kyndryl ID strongly recommends multifactor authentication for enhanced security and is required for self service options.

Set up required

Email
Verify with a link or code sent to your email
Used for recovery

Password
Choose a password for your account
Used for access

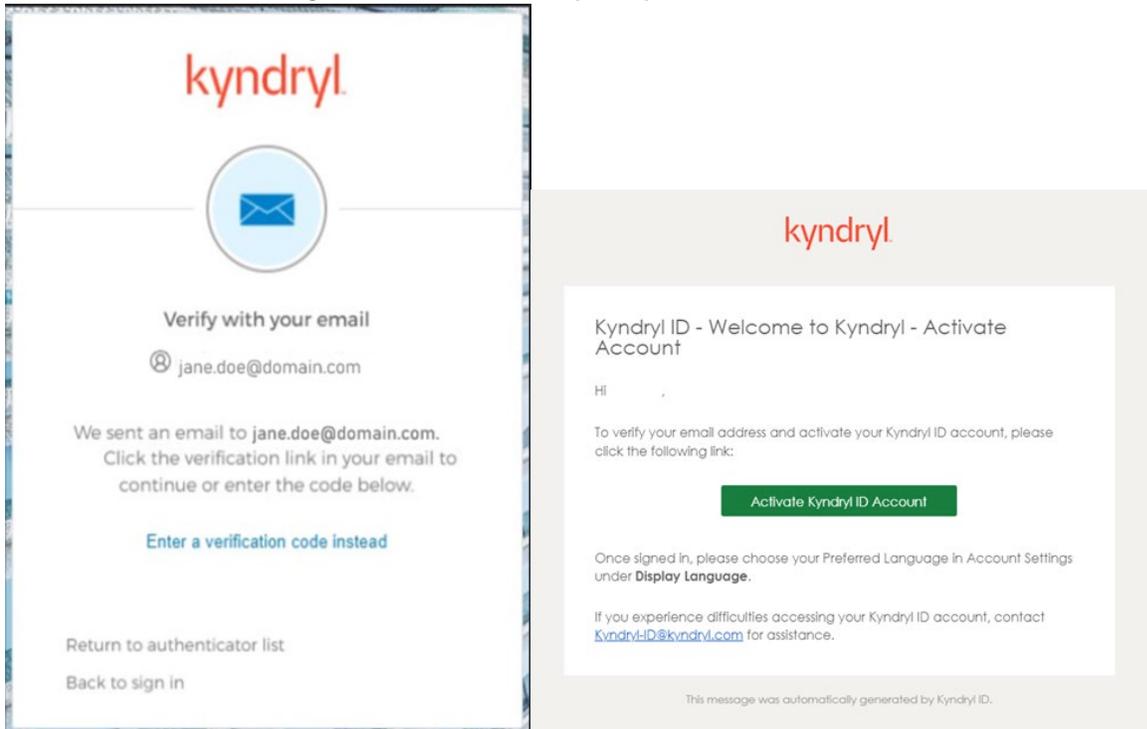
[Back to sign in](#)

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You must **immediately** check your inbox for the email verification/activation link email. Click on the green 'Activate Kyndryl ID Account' button.



The activation link in the email will expire in 5 MINUTES. If it expires before you are able to verify your email and activate your Kyndryl ID, you cannot continue with self-registration, and you will need to contact Kyndryl-ID@kyndryl.com for assistance with provisioning of your Kyndryl ID.

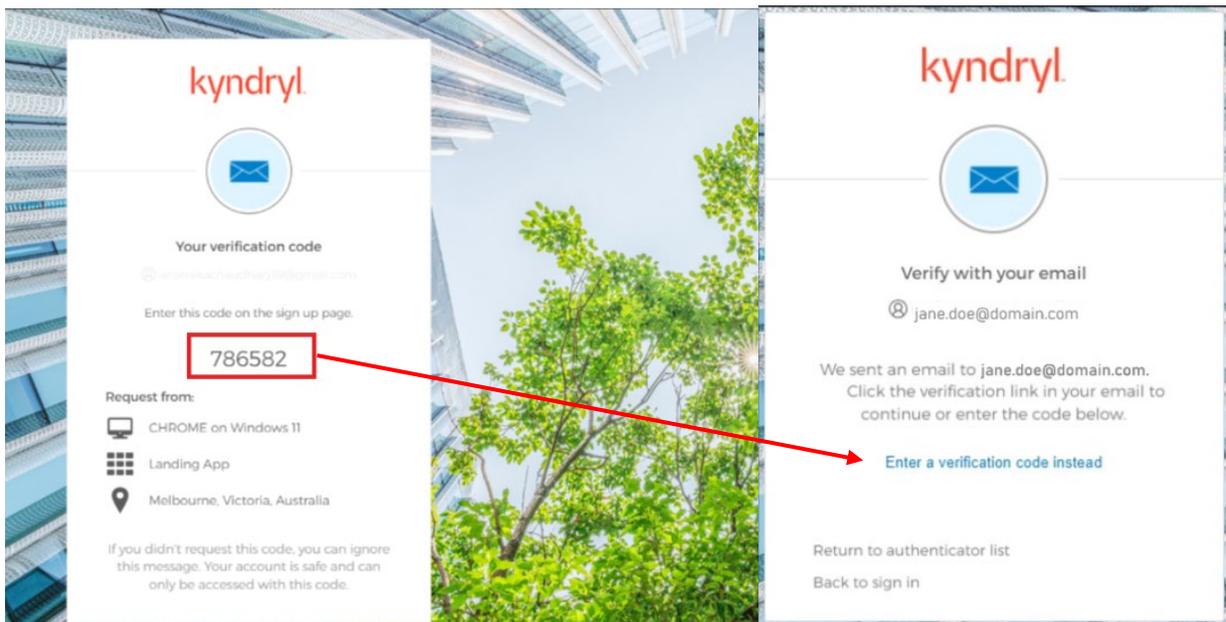
Follow the appropriate scenario below depending on where/how you accessed your email.

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Scenario 1) If you opened your email in a DIFFERENT browser instance than you were using to register your Kyndryl ID (like on your mobile device) then after you click the green Activation link in the email, you will see a verification code in THAT browser window. The verification code shown needs to be entered in the original browser window with the Kyndryl ID popup 'Verify with your email'. Navigate to the original browser window to enter the verification code.



Scenario 2) If you opened your email in a new tab in the **same browser** instance you are using to register for your Kyndryl ID, you will not see the popups above and you do not need to enter a verification code. You may simply just proceed to the next step.

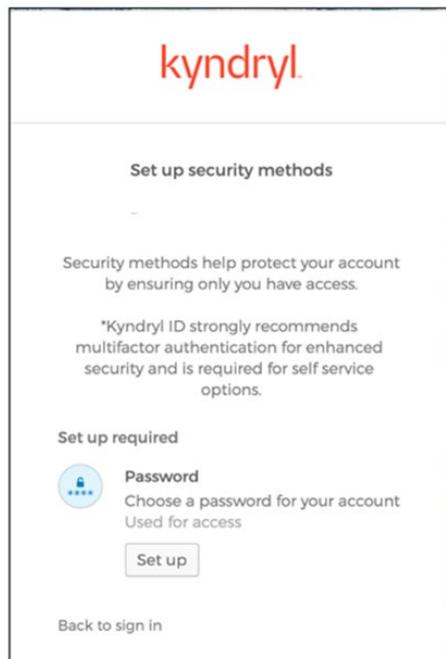
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You will then return to the popup shown below to complete the setup of your security methods.

You must continue this next step to set up your Password **immediately** to ensure proper provisioning of your Kyndryl ID. If you aren't able to proceed to set up your password at this time, you will need to contact Kyndryl-ID@kyndryl.com for assistance with the provisioning of your Kyndryl ID.



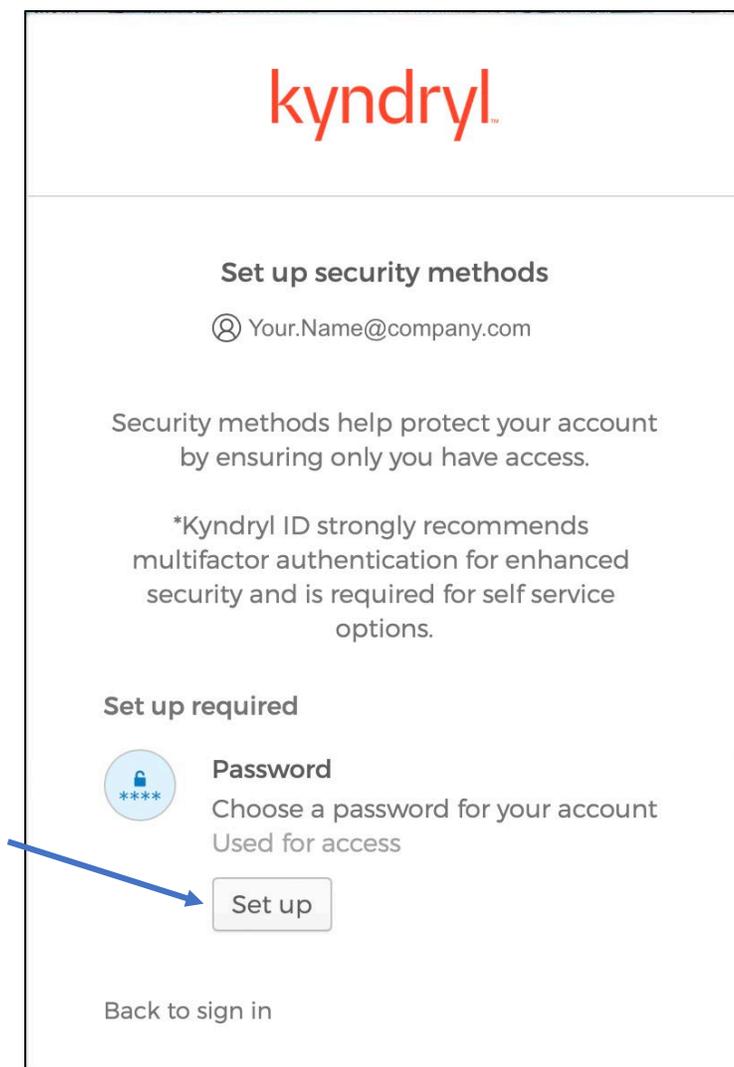
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4.6 Set up your password

Click the “Set up” button under Password.



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Enter your desired password for your Kyndryl ID, re-enter to confirm it, then click the green “Next” button.

kyndryl.

 ****

Set up password

 Your.Name@company.com

Password requirements:

*Kyndryl ID strongly recommends 15 or more characters for enhanced security

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name

Enter password

Re-enter password

Next

[Return to authenticator list](#)

[Back to sign in](#)

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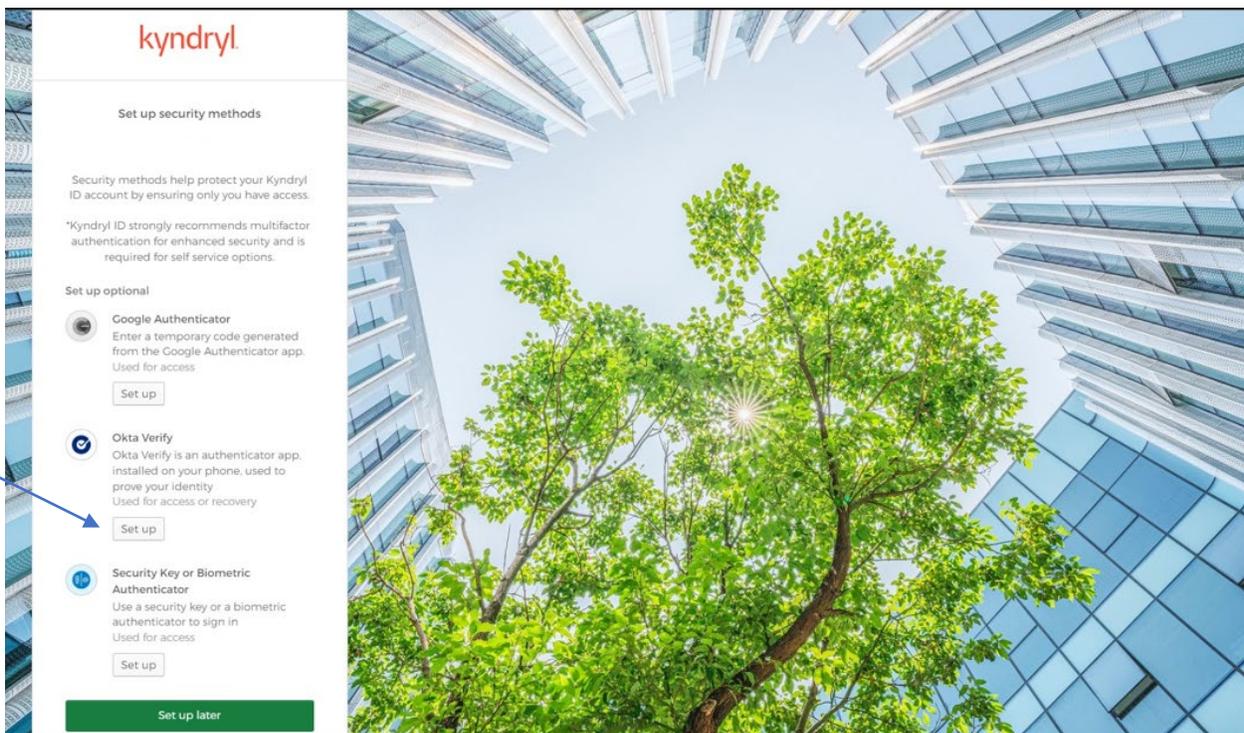
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4.7 Set up security methods

4.7.1 Set up Okta Verify on your mobile device for Multifactor Authentication

4.7.1.1 Click the “Set up” button under “Okta Verify”



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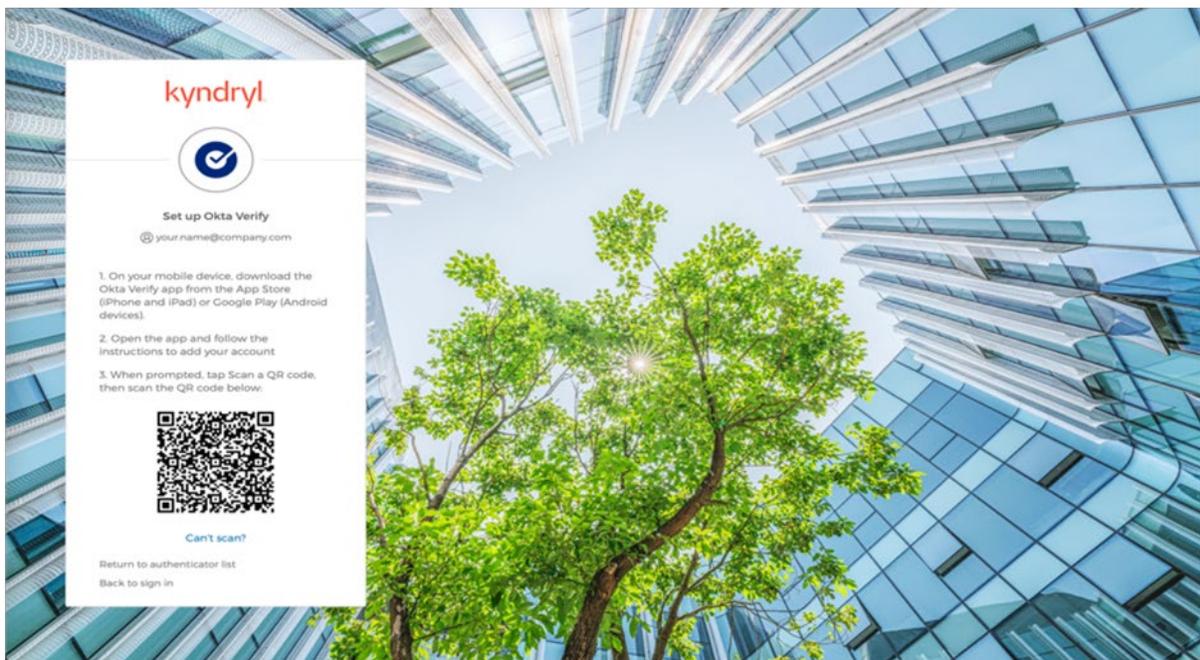
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4.7.1.2 Get ready to scan the QR code

Leave the QR code window (shown below) up as you proceed to the next steps to install the Okta Verify app on your mobile device.

Once installed, you will be scanning the QR code to configure your Kyndryl ID account in the Okta Verify app.



4.7.1.3 Installing the Okta Verify app on an iOS Mobile Device

The Okta Verify App can be downloaded on any personal Apple/iOS mobile device using the Apple App Store. Okta Verify is **NOT** used by Kyndryl to monitor anything on your phone. It is like any other app publicly available in the Play Store.

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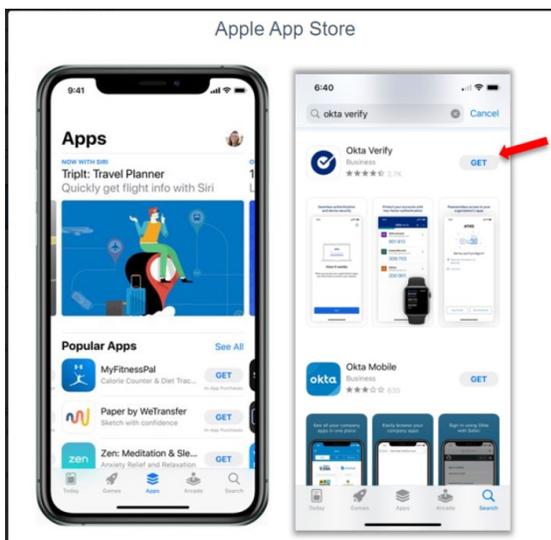
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Click the icon labeled 'App Store' on your device.

When the App Store opens, in the search field type "Okta Verify".
Select the application labeled 'Okta Verify' and then click 'Get'.



Once Okta Verify has been successfully installed, you will be prompted to select an account type to add. Select 'Organization'.

Once selected, the next step will be to click 'Yes, ready to scan'.

You might be asked to allow Okta Verify to use the camera on your mobile device. If so, please allow. (You will need the camera to capture a QR code on your workstation in a later step.)

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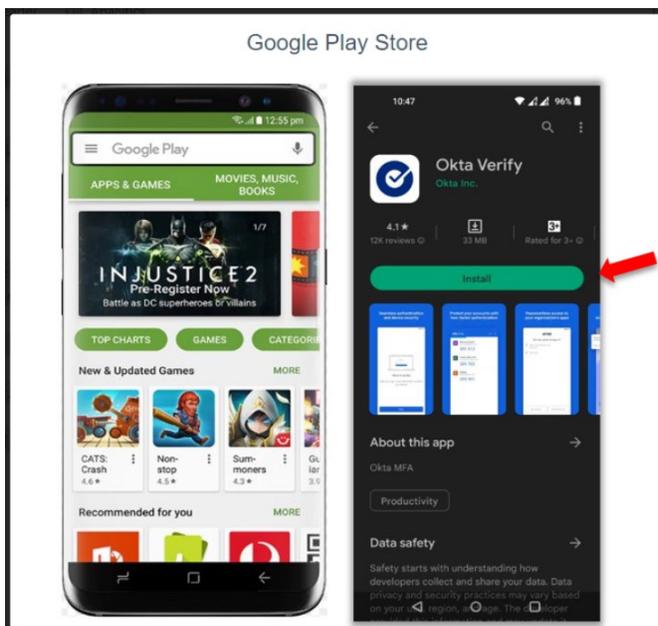
4.7.1.4 Installing the Okta Verify app on an Android Mobile Device

The Okta Verify App can be downloaded on any personal Android mobile device using the Google Play Store. Okta Verify is **NOT** used by Kyndryl to monitor anything on your phone. It is like any other app publicly available in the Play Store.



Click the icon labeled 'Play Store' on your device.

When the Play Store opens, in the search field type "Okta Verify". Select the application labeled 'Okta Verify' and then click 'Install'.



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Once Okta Verify has been successfully installed, you will be prompted to select an account type to add. Select 'Organization'.

Once selected, the next step will be to click 'Yes, ready to scan'.

You might be asked to allow Okta Verify to use the camera on your mobile device. If so, please allow. (You will need the camera to capture a QR code on your workstation in a later step.)

4.7.1.5 Setting Up your Kyndryl ID account in Okta Verify on your mobile device

If you installed Okta Verify on your mobile device in the previous step and left it open, you can skip these instructions. Okta Verify on your mobile is ready to scan the QR code on your screen.

If you closed it or it was previously installed, launch the Okta Verify app again.

When the app opens it may display that there are 'No accounts added'.

Click the button to 'Add Account'. *(Note: If you have an account setup already, click the '+' at the top right of the screen instead.)*

Select 'Organization' for the Account Type.

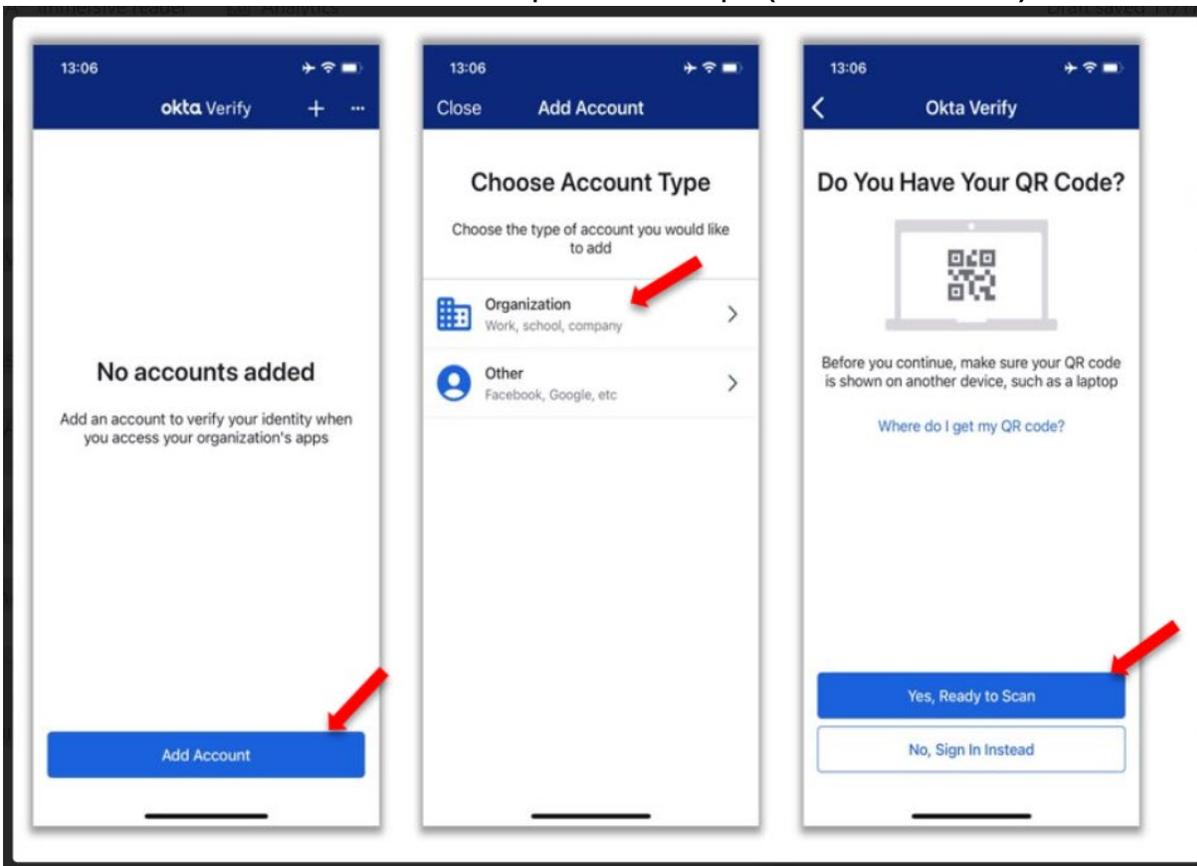
Once selected, the next step will be to click 'Yes, ready to scan'.

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Below are the screenshots for the previous steps (Android version).

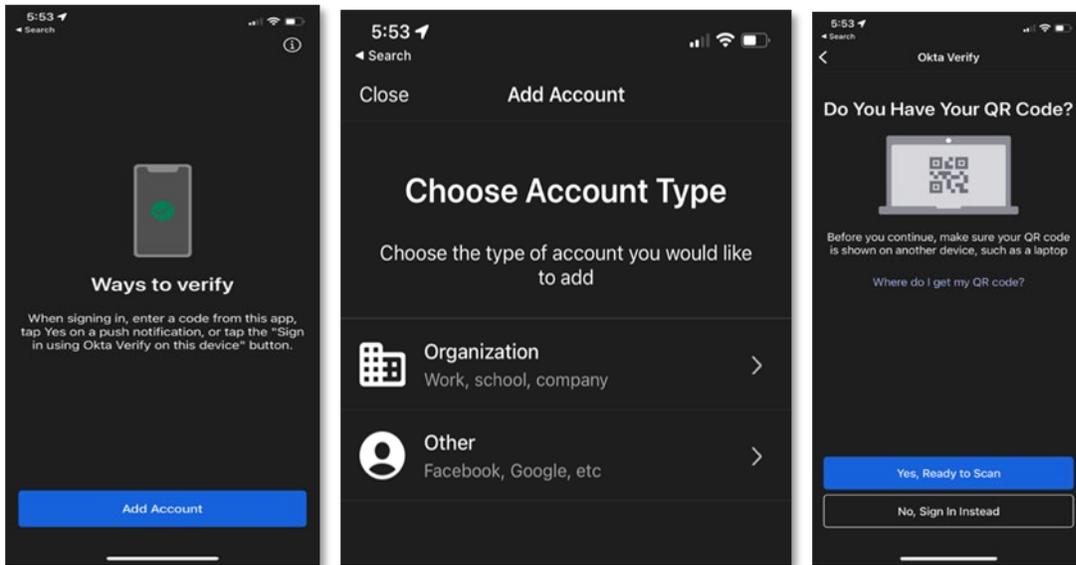


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Below are the screenshots for the previous steps (iOS version).



You might be asked to allow Okta Verify to use the camera on your mobile device. If so, please allow. (You will need the camera to capture the QR code on your workstation in the next step.)

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4.7.1.6 Scan the QR code

Using the app that is now open on your mobile device (after following the steps above) and ready to scan, hold your camera on your mobile device up to the QR code displayed on your screen to scan the code.



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After successfully scanning the QR code, you may be asked to allow push notifications. Click 'Allow'.

Note: It is highly recommended that you allow push notifications as it is much easier than typing a code from your phone into your workstation.

You may be prompted to select 'Allow' a second time.

If you have iOS, you will now be prompted to enable Face ID or Touch ID, depending on which biometric option you have setup on your mobile device already.

NOTE: If you have not previously setup biometrics for identification on your phone, you may be prompted to do so.

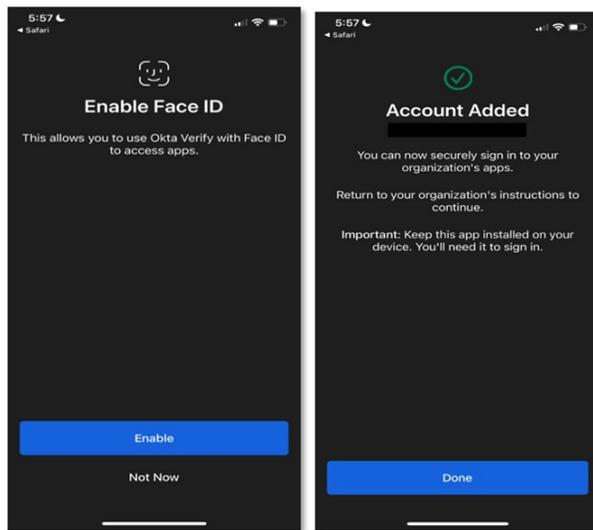
You have now successfully added your Kyndryl ID account to the Okta Verify app on your mobile device.

To complete the setup, click 'Done'.

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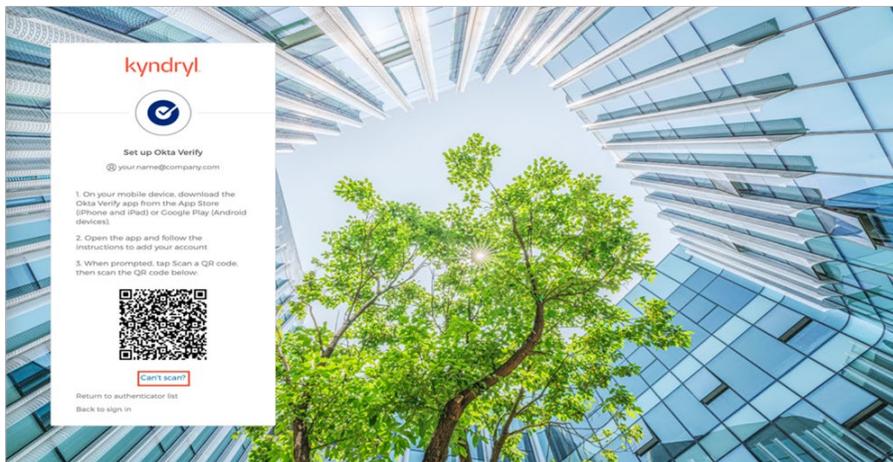
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4.7.1.7 Unable to scan QR code

If you cannot scan the QR code, select 'Can't Scan?' under the QR code.

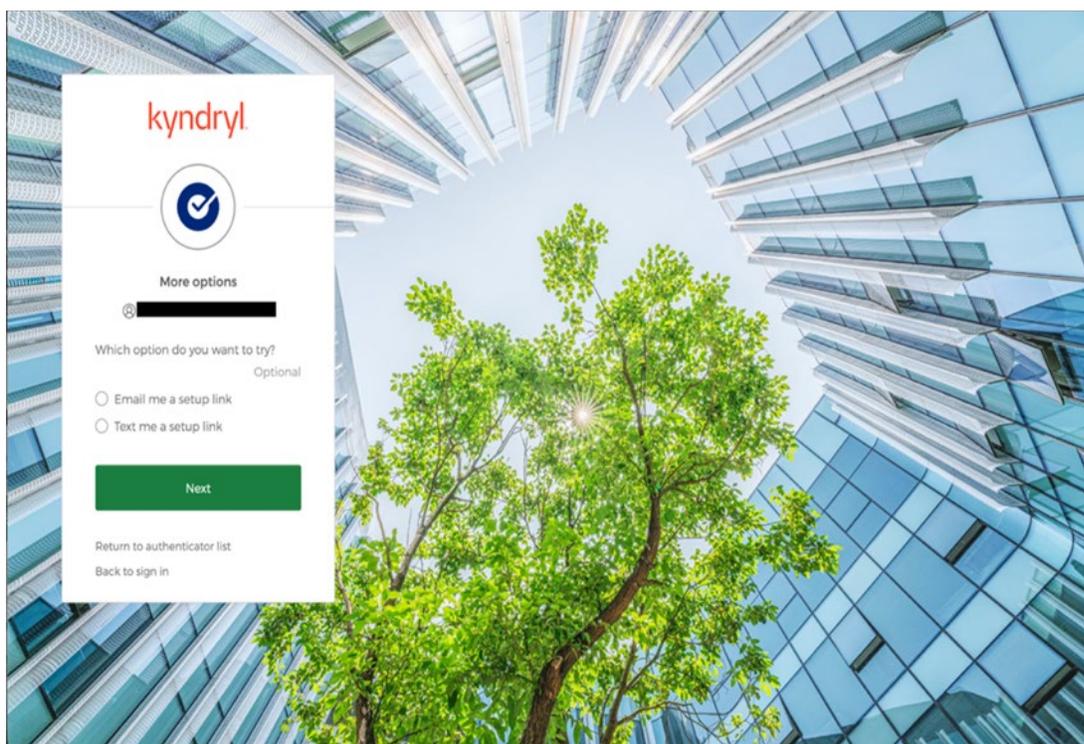


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Choose between receiving a setup link via email or text and click “Next”.



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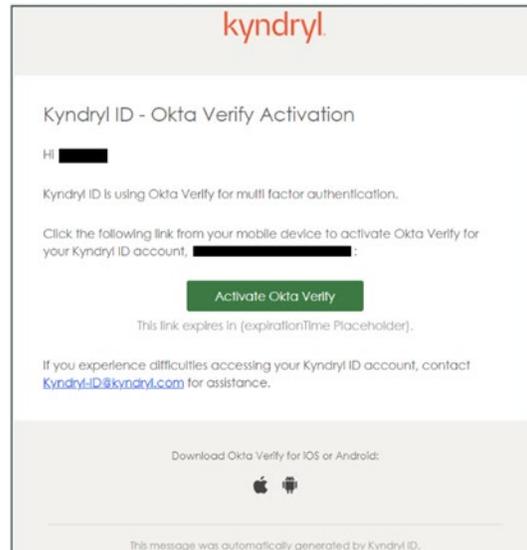
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If you chose email, enter email you want the setup link sent to. The email you choose should be accessible on your mobile device.



Example of email you will receive:



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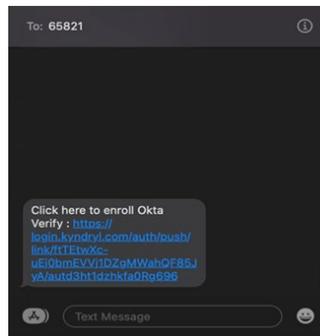
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OR

If you chose text, select the country and phone number you want the setup link sent to. Text should be accessible on your mobile device. Click 'Send me the setup link'.



Example of text you will receive:

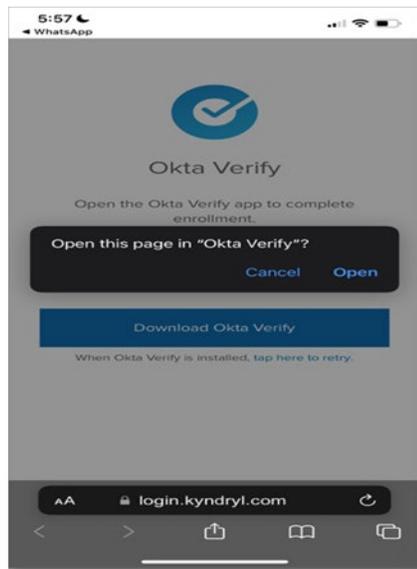


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ON YOUR MOBILE DEVICE, click the 'Activate Okta Verify' button in the email or link in the text. You will be redirected to your mobile browser.

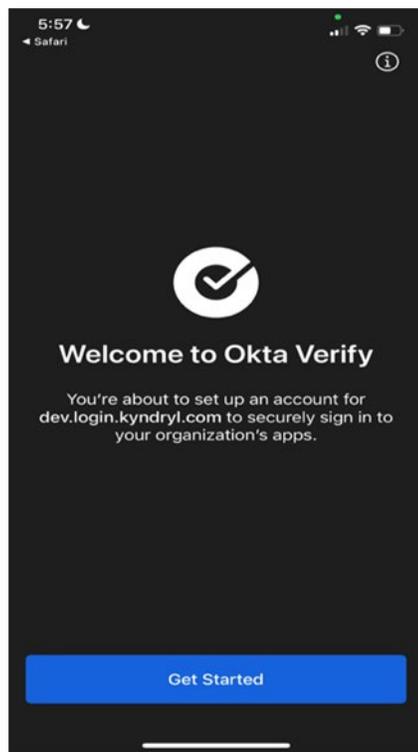


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Click 'Open' when the "Open this page in 'Okta Verify'?" screen appears. You will be redirected to the application Okta Verify on your mobile device. You will get a "Welcome to Okta Verify" screen confirming which account you are setting up. Click 'Get Started'.



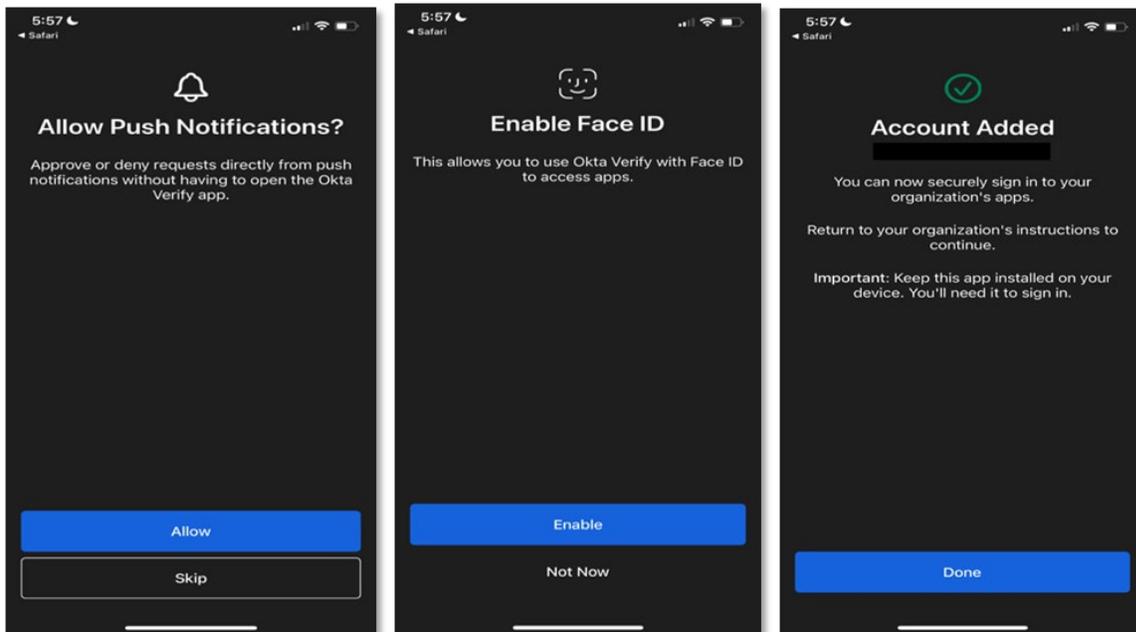
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You can select 'Allow' for Push Notifications (highly recommended) or 'Skip'. If Face ID is available on your device, you can allow Face ID to be enabled by clicking 'Enable' or 'Not Now' to skip.

You will get verification that the account was successfully added.



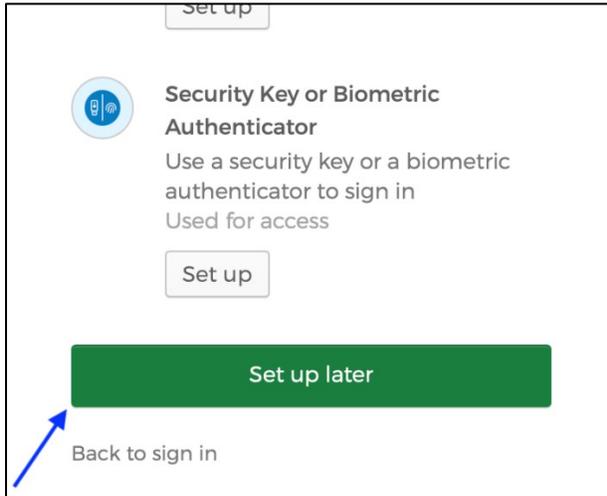
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4.7.2 Complete setting up any additional security methods

You may now set up any other optional security methods like Google Authenticator or Security Key or Biometric Authenticator by clicking on the “Set up” button for your desired option and following the prompts. If you do not want to set up any additional security methods right now, click on the green “Set up later” button.



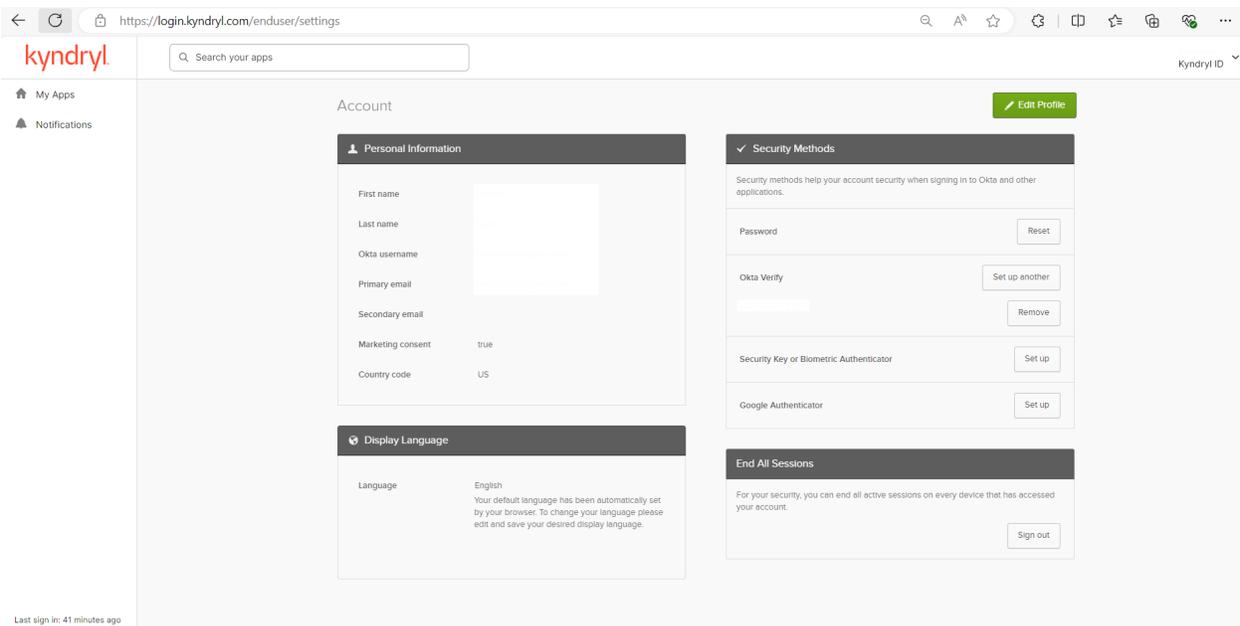
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4.8 You are now signed in

You are now signed into the Kyndryl ID dashboard end-user settings. Here you can see your Kyndryl ID profile settings and are able to set up additional Security Methods if desired and edit your profile preferences.



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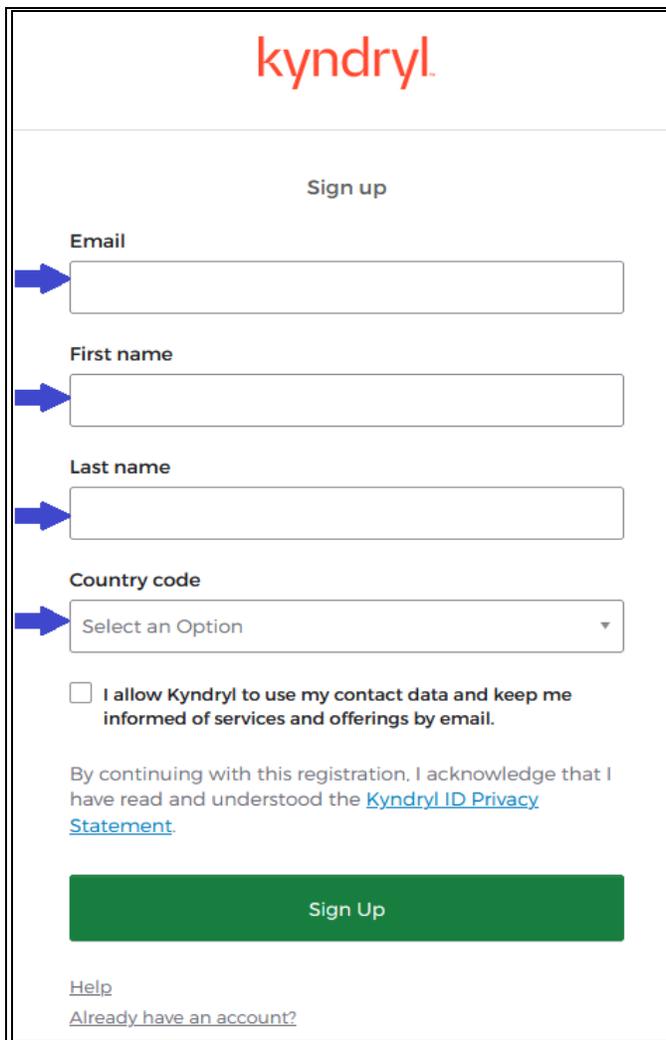
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5 Errors

5.1 Required fields

There are multiple required fields on the Sign-Up popup.



The screenshot shows a 'Sign up' form for Kyndryl. The form includes the following fields and elements:

- Email:** A text input field with a blue arrow pointing to it from the left.
- First name:** A text input field with a blue arrow pointing to it from the left.
- Last name:** A text input field with a blue arrow pointing to it from the left.
- Country code:** A dropdown menu with the text 'Select an Option' and a downward arrow, with a blue arrow pointing to it from the left.
- I allow Kyndryl to use my contact data and keep me informed of services and offerings by email.
- By continuing with this registration, I acknowledge that I have read and understood the [Kyndryl ID Privacy Statement](#).
- Sign Up:** A green button.
- [Help](#)
- [Already have an account?](#)

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5.2 These fields cannot be left blank

If you leave any of the required fields blank and click the “Sign Up” button, a default error message appears next to the blank field: “**This field cannot be left blank.**”

The screenshot shows the Kyndryl sign-up page. At the top, the Kyndryl logo is displayed. Below it, the text "Sign up" is centered. A red error message box at the top states: "We found some errors. Please review the form and make corrections." The form contains the following fields:

- Email:** A text input field with a red error message below it: "This field cannot be left blank".
- First name:** A text input field with a red error message below it: "This field cannot be left blank".
- Last name:** A text input field with a red error message below it: "This field cannot be left blank".
- Country code:** A dropdown menu with "Select an Option" and a downward arrow. A red error message below it says: "This field cannot be left blank".

Below the fields, there is a checkbox labeled "I allow Kyndryl to use my contact data and keep me informed of services and offerings by email." which is currently unchecked. Underneath the checkbox, a line of text reads: "By continuing with this registration, I acknowledge that I have read and understood the [Kyndryl ID Privacy Statement](#)." At the bottom of the form is a green "Sign Up" button. Below the button, there are two links: "Help" and "Already have an account?".

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5.3 A user with this email already exists

If you try to create an account with an email that already exists, you will get the error: “A user with this Email already exists.”

kyndryl.

Sign up

 We found some errors. Please review the form and make corrections.

Email

  A user with this Email already exists

First name

Last name

Country code

I allow Kyndryl to use my contact data and keep me informed of services and offerings by email.

By continuing with this registration, I acknowledge that I have read and understood the [Kyndryl ID Privacy Statement](#).

[Help](#)
[Already have an account?](#)

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End of Document

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