

# Virtua Dual Authentication Entrust IdentityGuard Enrollment

*Any technical support required with the enrollment, please contact Virtua IS Service Desk at 856-355-1234*

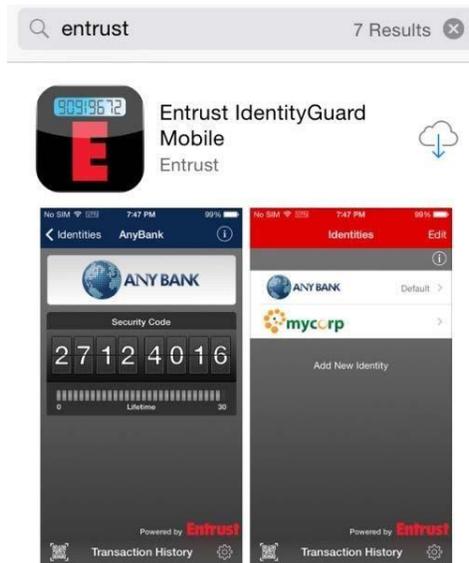
Before beginning, please make sure your device meets the following requirements:

- Must have Play or Apps store account created
- Latest updates to phone must be installed
- There must be space available on phone to accommodate an app install of 2.2 MB - Phone cannot be rooted or jailbroken

## Part One:

1. Before enrolling online, you must install the Entrust IdentityGuard application on your mobile device:

Access your app store and search for Entrust – download Entrust IdentityGuard Mobile.



2. Steps to follow from your laptop/desktop computer:

A. Click here to launch the enrollment page: <https://ssm.virtua.org> .

B. Type in your Virtua Network Username & Password.

- First time logging on Virtua Network, then you will be prompted to change your password.  
**See step C**



Log In

\* User Name:

\* Password:

Please log in using your Virtua network id and password.

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C. If this is your first time logging on Virtua Network, you will receive a Password Change window.



### Password Change

Your password has expired. To change it, enter your current password, then enter and confirm your new password. When finished, click the Submit button. Note that your new password must adhere to the password rules below.

\* Current Password:

\* New Password:

\* Confirm Password:

#### Password Rules

- × Password must be at least 8 characters long
- × Password cannot contain your user name
- × Password and confirm password must match

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D. You will need to enter your temporary/current password in the Current Password field E.

Create a new password following these parameters

F. Network password requirements:

- **Must contain at least 8 characters**
- **Must contain characters from at least 3 of the 4 following categories:**
  - **Uppercase letters (required)**
  - **Lowercase letters (required)**
  - **Numbers (required)**
  - **Special character (! @, #, \$, %, &, \*, etc., optional)**
- **Passwords cannot be dictionary words or easily guessed**
- **Passwords must be changed significantly and cannot be repeated**

3. On the *Personal Information* registration page, complete the following steps:

- Select Mobile Phone from the dropdown and enter your 10 digit number with Country Code (+1) in an appropriate format as the Value
- Associate your account with one of the available images by clicking on a picture

When you are finished, click Next at the bottom of the page.

## Personal Information

Welcome to Entrust IdentityGuard self registration. To begin, please provide the personal information requested below.

### Contact Information:

Delete	Label	Value	Default
<input type="checkbox"/>	Mobile Phone	+18561234567	<input type="checkbox"/>

Click arrow for more info

- Country Code (required)
- U.S. domestic long-distance code ("+1", optionally followed by a space or hyphen).
- Area code (required; 2-3 digits).
- Local phone number (required; 7 digits).
- Only phone numbers capable of receiving SMS Text messages should be entered.

The separator characters space, hyphen, and open and close parenthesis are allowed where expected.

Examples of valid numbers:

- +1 555 867 5309
- +1 (555) 867-5309

### \* Choose Personal Image:



Next

4. Select 5 unique security questions and fill-in an appropriate answer beneath each one.



✔ Your personal information has been successfully saved!

## Questions & Answers

You must answer 5 predefined questions.

### Predefined Questions

Predefined Question 1:

Please choose a question... ▼

Answer:

Predefined Question 2:

Please choose a question... ▼

Answer:

Predefined Question 3:

Please choose a question... ▼

Answer:

Predefined Question 4:

Please choose a question... ▼

Answer:

Predefined Question 5:

Please choose a question... ▼

Answer:

Next

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5. On the following screen, answer three of your security questions and click OK to proceed.

✔ You've successfully completed your registration with Entrust IdentityGuard Self-Service!

## Self-Administration

Only continue if you recognize your chosen personal image:



### Challenge

Please answer the following questions.

What is your favorite animal?

As a child, what did you want to be when you grew up?

What street did your best friend in high school live on?

🔗 I can't answer this type of challenge right now. Please let me answer a [one-time password challenge](#).

6. Click *I'd like to request a soft token*.

## Self-Administration Actions

Please select one of the actions below or click Done if you're finished:

- [I'd like to request a soft token.](#)

7. Click Yes for a soft token.



 Please confirm the following

Do you want to get a soft token for second factor authentication?

8. Click Yes to acknowledge that the Entrust IdentityGuard application is already downloaded and installed on your mobile device – **Note:** The soft token can only be installed on one single device.



Soft Token

Have you downloaded and installed the Entrust IdentityGuard Mobile OTP application onto your mobile device?

**Not sure what to do?**

Answer **Yes** if you've successfully downloaded and installed the Entrust IdentityGuard Mobile OTP application. After answering Yes, you will be prompted to set up a soft token.

Answer **No** if:

- You have **not** downloaded and installed the Entrust IdentityGuard Mobile OTP application yet.
- You don't have a mobile device that can support the application.
- Your attempts to download and install the Entrust IdentityGuard Mobile OTP application have repeatedly failed.
- You are unclear about what to do.

*For manual activation on your mobile device, please refer to the [Manual Activation](#) section below (step # 20.)*

9. Select the first option, *I want to activate a soft token identity on a mobile device*, and click Next.



## Entrust IdentityGuard Mobile OTP Activation Options

Please select the option that best matches your current situation:

- I want to activate a soft token identity on a mobile device that may not be connected to the Internet.
- I am unable to activate my soft token identity using the above method, so I'll perform a manual activation.
- I want to delay activating my soft token identity until later.

### Option 2

Manual activation is necessary when you don't have the required version of Entrust IdentityGuard Mobile OTP.

Next

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## Entrust IdentityGuard Mobile OTP Activation Options

Please select the option that best matches your current situation:

- I want to activate a soft token identity on my current device.
- I want to activate a soft token identity on a mobile device that may not be connected to the Internet.
- I am unable to activate my soft token identity using any of the above methods, so I'll perform a manual activation.
- I want to delay activating my soft token identity until later.

### Option 3

Manual activation is necessary when you don't have the required version of Entrust IdentityGuard Mobile OTP.

Next

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10. A QR code will now appear on your computer screen



## Entrust IdentityGuard Mobile OTP Identity

Activate your new soft token identity using the method outlined below, or select **Cancel** to choose a different activation method.

### QR Code Activation

To activate a soft token identity on a mobile device, use the Entrust IdentityGuard Mobile OTP app on that device to scan the QR code below. If you're already on the mobile device where you want your soft token identity activated, save the password displayed below using your browser's copy capability and simply touch the QR code.



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To complete activation, you must provide Entrust IdentityGuard Mobile OTP with the password displayed above.

Once you have saved your soft token identity, return here and click **Next**.

### Not sure what to do?

#### For QR code activation:

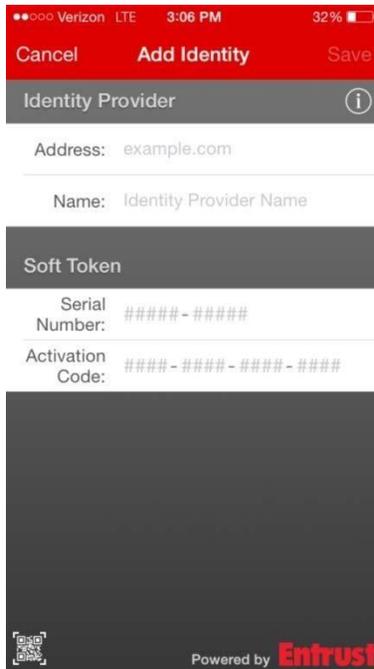
- On your mobile device, open Entrust IdentityGuard Mobile OTP. Enter your PIN if prompted.
- Navigate to the Identities screen and press the QR code icon or select Scan QR code from the menu. Follow the instructions on the QR Scanner screen.
- To complete activation, enter the QR code password displayed above.
- Alternatively, if you are activating a soft token on your current mobile device, copy the password displayed above, tap the QR code image, enter your PIN if required, then when prompted, paste the password you previously copied.
- Select **Save** or **Activate** as appropriate, then return to this page and click **Next**.
- If the application does not open, return to this page and click **Cancel** to get other activation options.

## Part 2:

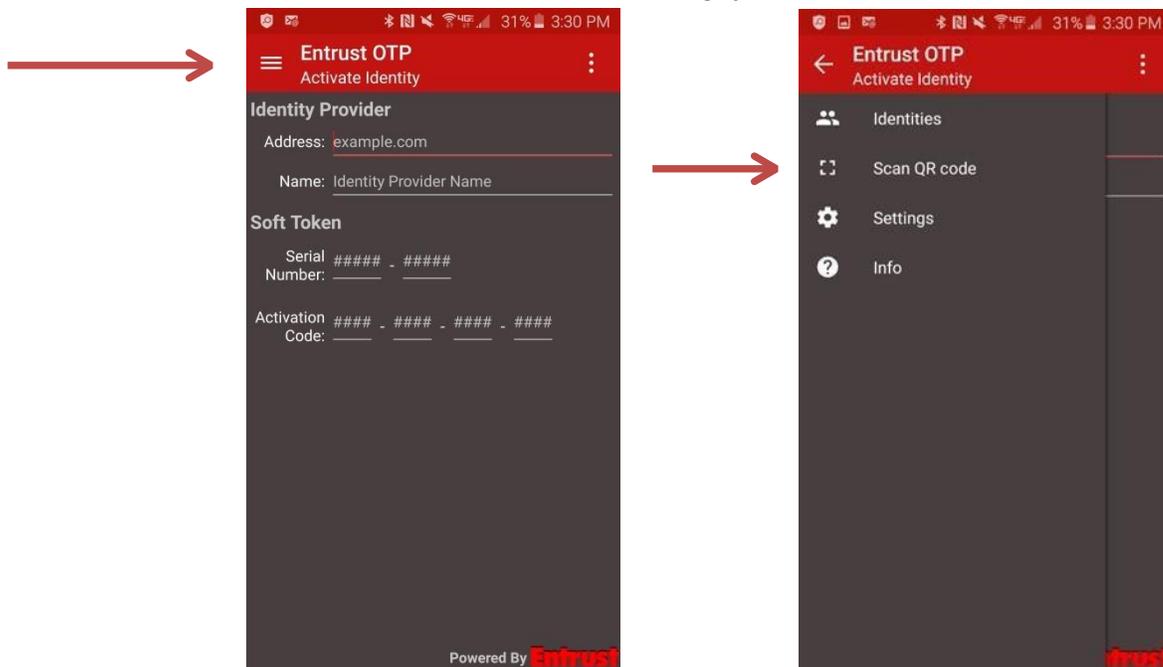
### On your mobile device:

11. Launch the Entrust IdentityGuard app and utilize the QR scan feature:

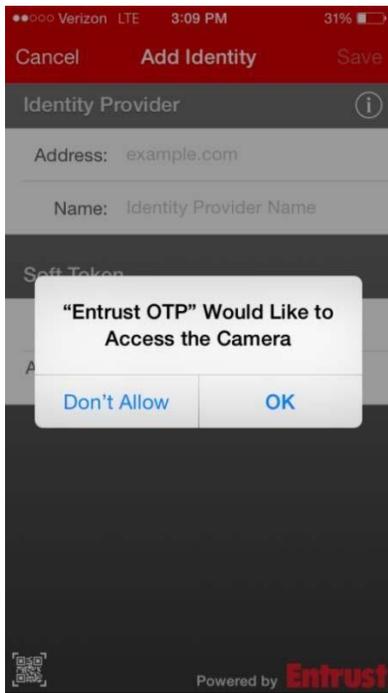
**iPhone:** Click the QR scan icon at the bottom-left corner.



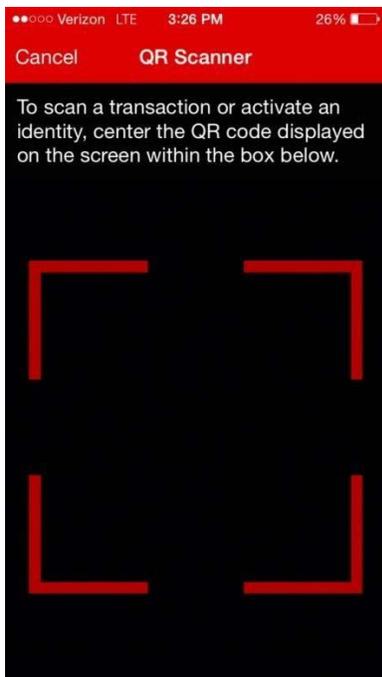
**Android:** Click the three-line navigation icon at the top-left and then select *Scan QR code* from the pop-out menu



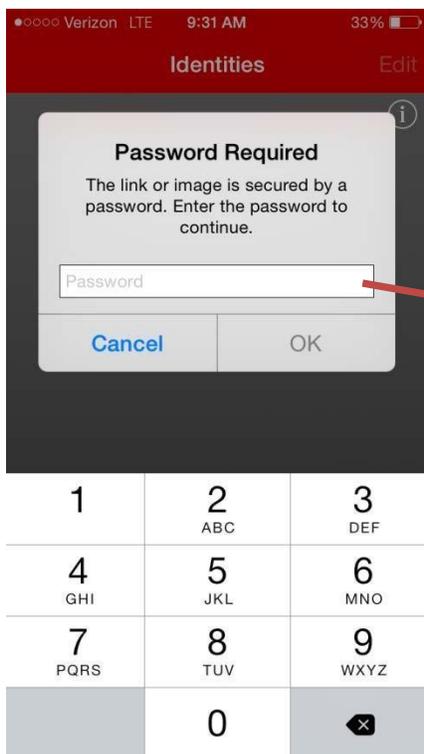
12. Click OK to allow the application to access your camera, if prompted.



13. Point your phone camera towards the QR code on your computer screen – the red box on your phone will turn green when it recognizes the QR code in view



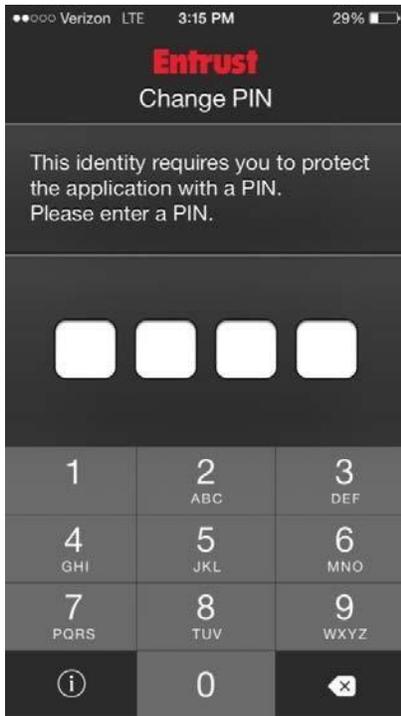
14. Enter the 8 digit password that appears on your computer screen beneath the scannable QR code



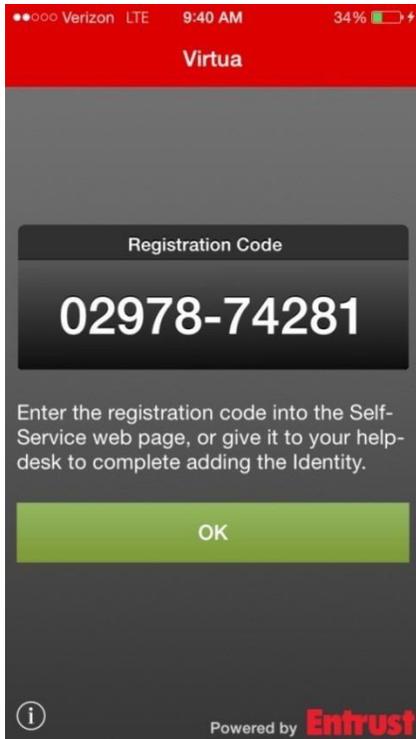
15. Enter **Virtua** as the Identity Provider Name, then press Activate.



16. You will then be asked to create and confirm a 4 digit pin number – **This pin will be required every time you use the application**



17. A registration code will now appear on your mobile device – **do not click OK yet.**



18. **On your computer:** Click Next to progress past the QR code screen, and enter the registration code that appears on your mobile device.



## Entrust IdentityGuard Mobile OTP or Desktop Soft Token Registration Code

Complete the activation of your soft token by entering the registration code displayed by the application.

\* Registration Code:

### Not sure what to do?

- If the soft token activation information is still being processed, please wait.
- If you don't know what your registration code is, click **Cancel**.

19. **You have successfully completed the Virtua Entrust IdentityGuard dual authentication enrollment process!**



✔ The registration code you provided has been accepted and your soft token activated.

### New Soft Token Creation

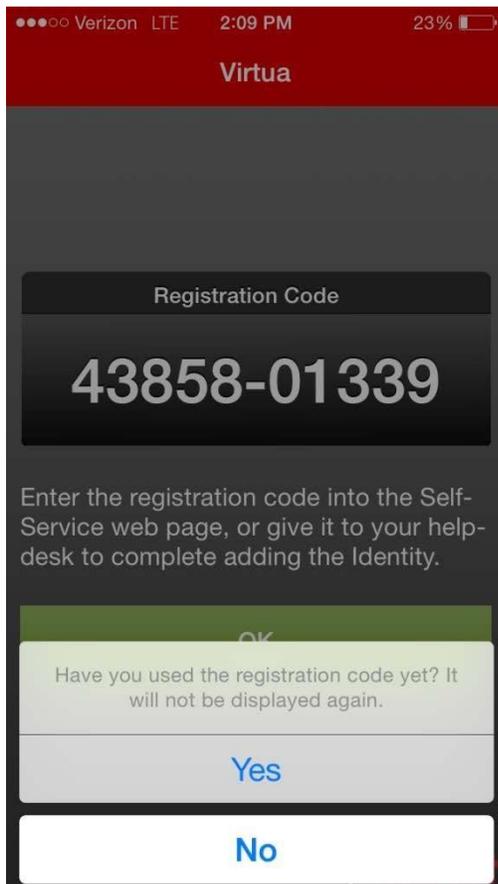
Your request for a new soft token to be used for second-factor authentication was successful.

You have successfully activated the soft token with serial number 36290-37445. You can start using this soft token for second-factor authentication right away!

OK

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You can now click OK on your phone and acknowledge that you have used the registration code.



## Manual Activation

*If you have already completed the QR scan process, please disregard this section.*

20. Select the second option for manual activation and click Next.



### Entrust IdentityGuard Mobile OTP Activation Options

Please select the option that best matches your current situation:

1.  I want to activate a soft token identity on my current device.
2.  I want to activate a soft token identity on a mobile device that may not be connected to the Internet.
3.  I am unable to activate my soft token identity using any of the above methods, so I'll perform a manual activation.
4.  I want to delay activating my soft token identity until later.

#### Option 3

Manual activation is necessary when you don't have the required version of Entrust IdentityGuard Mobile OTP.

Next

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### Entrust IdentityGuard Mobile OTP Activation Options

Please select the option that best matches your current situation:

1.  I want to activate a soft token identity on a mobile device that may not be connected to the Internet.
2.  I am unable to activate my soft token identity using the above method, so I'll perform a manual activation.
3.  I want to delay activating my soft token identity until later.

#### Option 2

Manual activation is necessary when you don't have the required version of Entrust IdentityGuard Mobile OTP.

Next

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21. A serial number and activation code will appear on the next screen, which you will need to enter into the Entrust application:



## Entrust IdentityGuard Mobile OTP Identity

Activate your new soft token identity using the method outlined below, or select **Cancel** to choose a different activation method.

### Manual Activation

Enter the following information into the Add Identity screen of Entrust IdentityGuard Mobile OTP.

#### Identity Provider

Address:

<Leave This Field Empty>

Name:

Virtua

#### Soft Token

Serial Number:

12345-67890

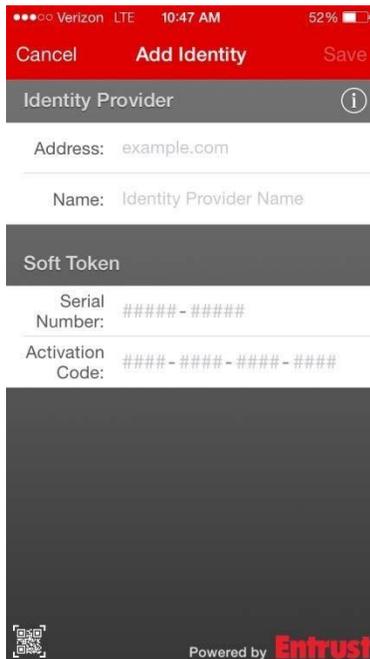
Activation Code:

1111-2222-3333-4444

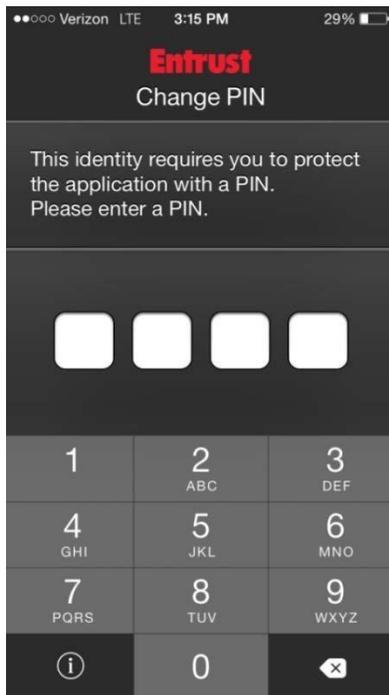
Once you have saved your soft token identity, return here and click **Next**.

## On your mobile device:

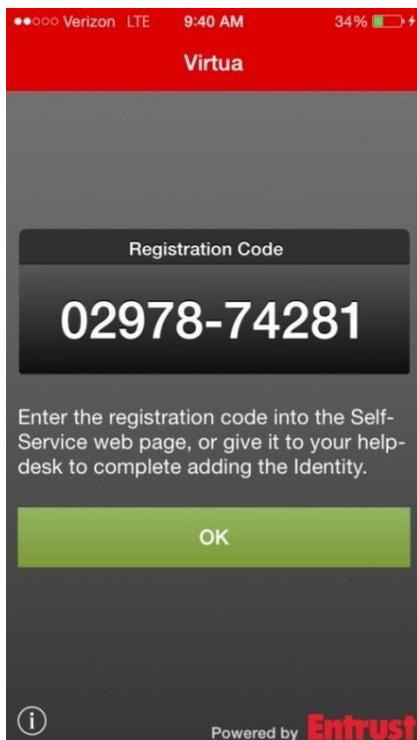
22. Launch the Entrust IdentityGuard app. Enter **Virtua** as the Name, and the Serial Number and Activation Code from the computer into the appropriate fields, then click Save. The Address field can be left blank.



23. You will then be asked to create and confirm a 4 digit pin number – **This pin will be required every time you use the application**



24. A registration code will now appear on your mobile device – **do not click OK yet.**



25. **On your computer:** Click Next to progress past the QR code screen, and enter the registration code that appears on your mobile device.



### Entrust IdentityGuard Mobile OTP or Desktop Soft Token Registration Code

Complete the activation of your soft token by entering the registration code displayed by the application.

\* Registration Code:

#### Not sure what to do?

- If the soft token activation information is still being processed, please wait.
- If you don't know what your registration code is, click **Cancel**.

## 26. *You have successfully completed the Virtua Entrust IdentityGuard dual authentication enrollment process!*



 The registration code you provided has been accepted and your soft token activated.

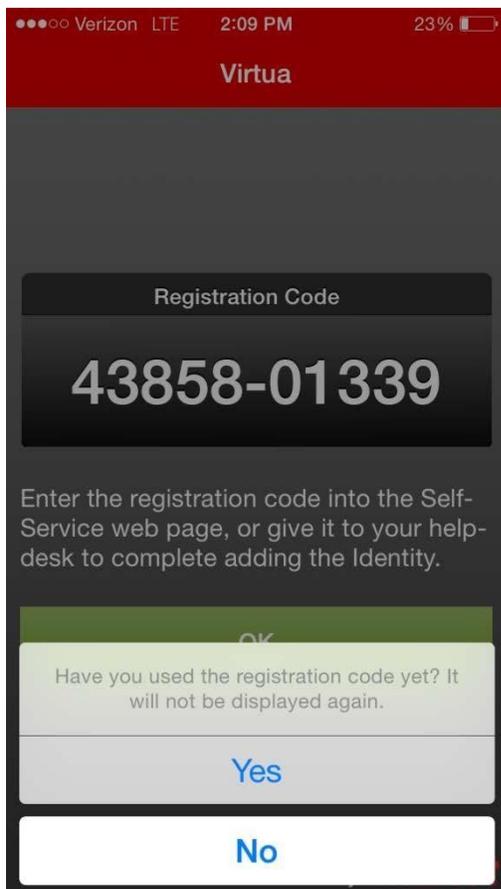
### New Soft Token Creation

Your request for a new soft token to be used for second-factor authentication was successful.

You have successfully activated the soft token with serial number 36290-37445. You can start using this soft token for second-factor authentication right away!

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You can now click OK on your phone and acknowledge that you have used the registration code.



Congratulations! Welcome to Dual-Factor Authentication!