

Entrust Transaction Verification Re-Enrollment

*****These Instructions are for users who have already enrolled into Entrust via text messaging or a Entrust Mobile app. Please follow these steps if you have already enrolled/created an Entrust Profile and want to use Entrust TVS ONLY.*****

Browse to <https://ssm.virtua.org> from either the desktop or your mobile app depending on where you use tokens.



Log In

* User Name:

* Password:

Please log in using your Virtua network id and password.


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Go to your entrust mobile app, and enter your passcode here and press OK. You can also choose to enter a one-time password challenge to receive a text message.

Self-Administration

Only continue if you recognize your chosen personal image:

Mutual Authentication Secrets



Challenge

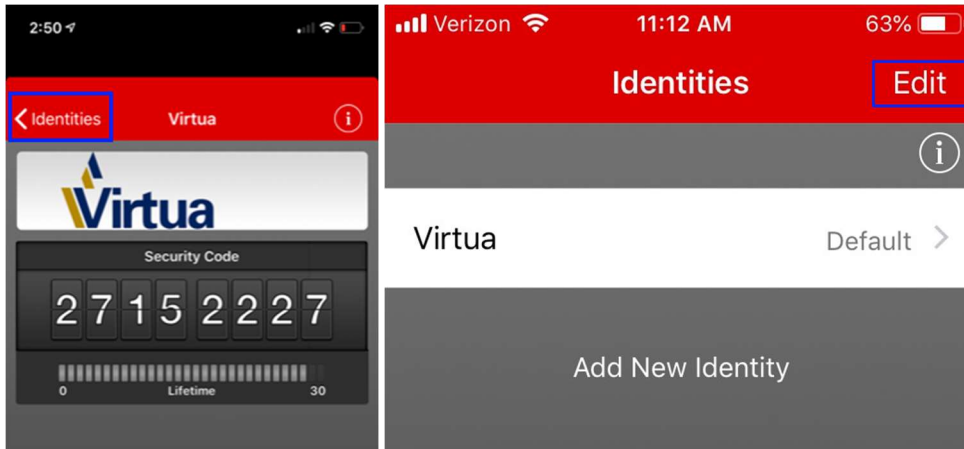
Enter a response using the token with serial number 76649-70303:

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

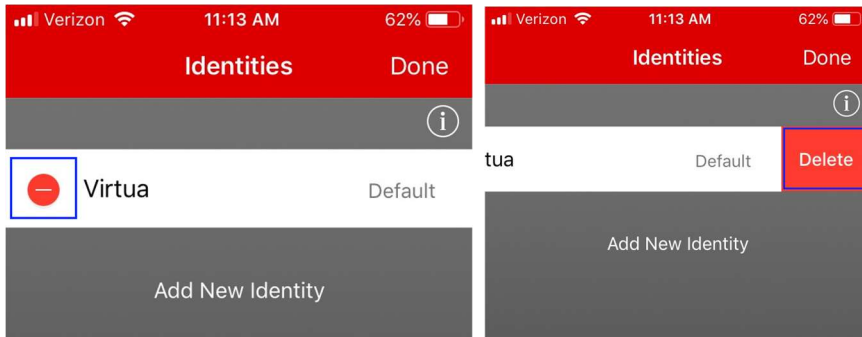
From the entrust app, delete your identity.

To delete the identity from an iPhone follow these steps:

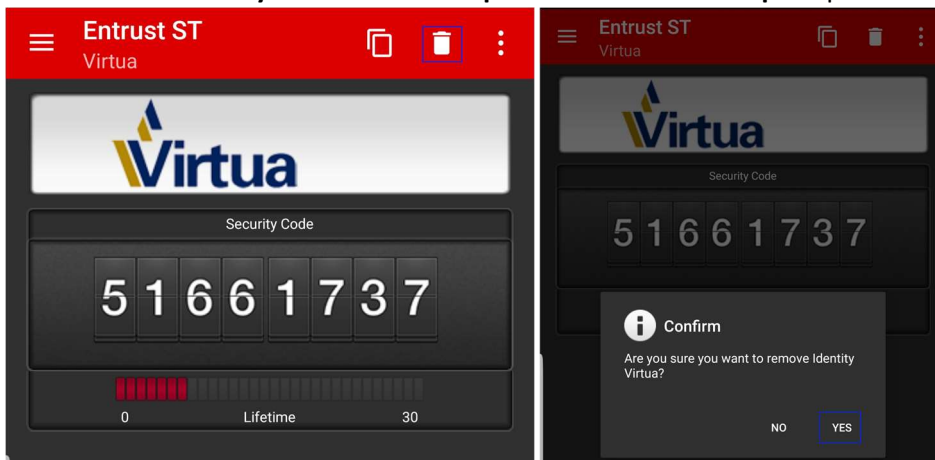
Tap on Identities, then tap on Edit.



Tap on the Red Circle, and then tap delete.



To delete the identity from an Android phone follow these steps: Tap on the Trash can, click tap Yes





Self-Administration Actions

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

- [I'd like to update my personal information.](#)
- [I'd like to change my question and answer pairings.](#)
- [I'd like to recreate my soft token since I deleted its Identity from my device](#)

Done

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Go back to your browser and Select I'd like to recreate my soft token since I deleted its identity from my device.



 Please confirm the following

Are you absolutely sure that your soft token with serial number 19374-09264 should be deleted and a new one created to replace it?

Yes No

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✔ Your old soft token has been deleted. Please begin activating your new one.

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 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.

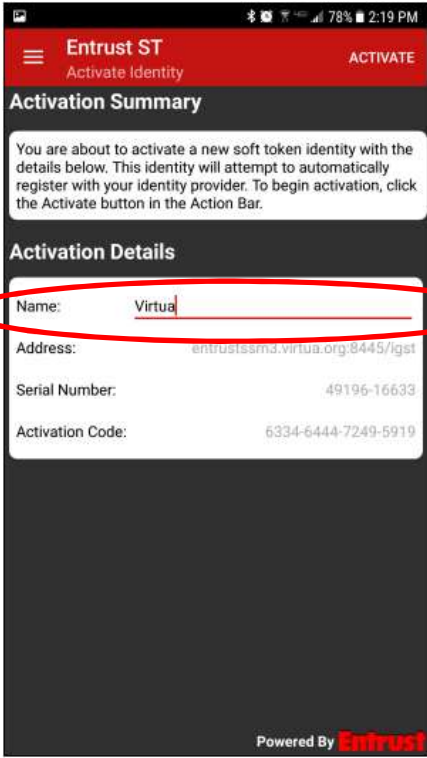
Option 1

I'm currently on my mobile device where Entrust IdentityGuard Mobile OTP version 2 or above is installed. You can tell which version of the app is installed by opening it and going to the About section of the main Info screen.

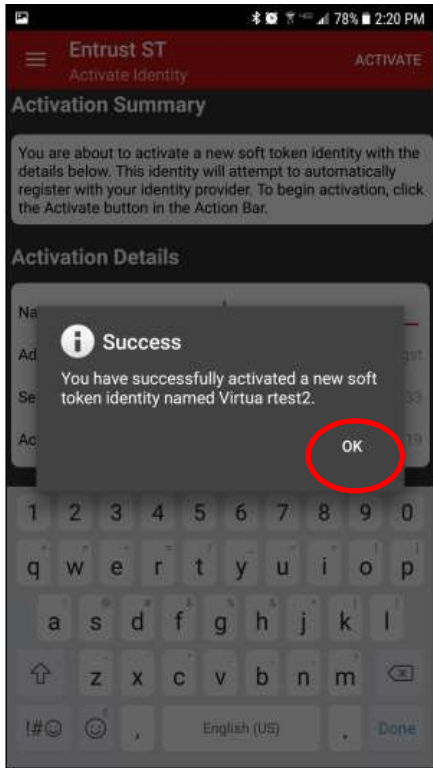
Next

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Select #1 and follow prompts to activate.



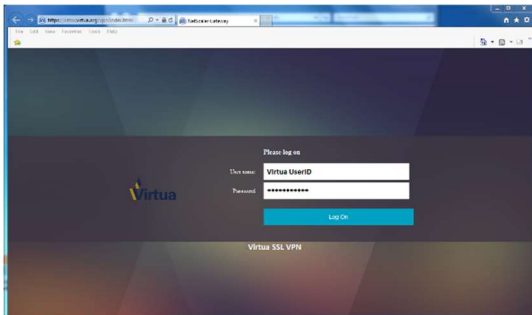
Give the mobile app profile a name and click Activate. For Example "Virtua PROD TVS".



Click Ok.

Now you can go and log into <https://citrix.virtua.org> or log into one of the Virtua ADFS Applications.

After logging into the Citrix Web URL or Virtua ADFS Application the screen will look similar to the screen shots below:



Virtua Federation Services

Welcome WJHS\Username

For security reasons, we require additional information to verify your account

Entrust IdentityGuard Challenge Authentication

A Soft Token challenge has been sent to your Mobile Soft Token application. When you receive the challenge you will be asked to confirm, concern or cancel the challenge. Once you have done so, the application will automatically proceed to the next page.

Please ensure that the challenge reference number on your mobile device matches the reference number listed here: ***** (An 8 Digit Number will show here)

These are the possible authentication types for this user:

- Token
- One-Time Password

Cancel

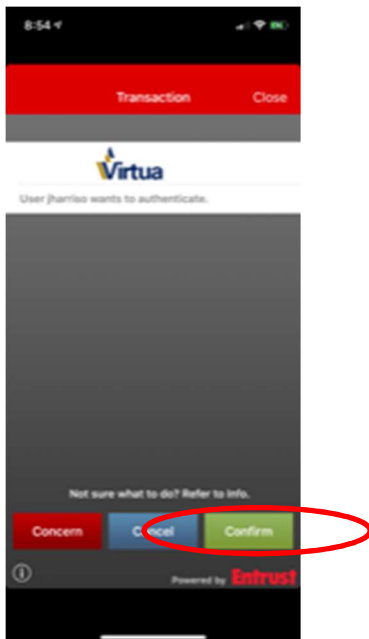
For assistance with this page, please contact Virtua IS Service Desk at: ISCSC@virtua.org

Once you log in to one of these systems you will be either prompted by Entrust Mobile Application on the Mobile Device or will have to open the Entrust Application on Mobile Device.

Log into Entrust Mobile App.

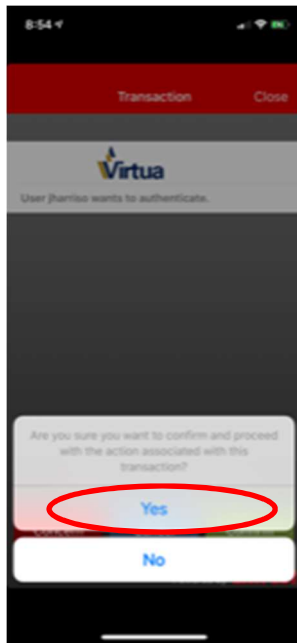


After entering password above you will receive the Entrust "Confirm" page instead of 8 digit passcode that you would normally receive via the Entrust app.

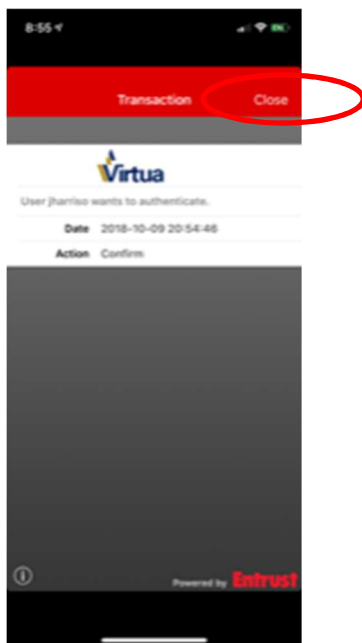


Click on "Confirm".

Click on “Yes” when the below screen appears to re-confirm you want to proceed.



This is the final Entrust screen you will receive.



Click on “Close” link in the red area. The Citrix Welcome page should be showing.

