

# Instructions for first time enrollment using Entrust

## Enrollment for Transaction Verification Service (TVS) Feature

### Using a Laptop and a Mobile Device

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

#### *Overview of Instructions:*

- *Instructions for first time users  
(The above method is preferred for users that will use a computer to re-enroll and a mobile device)*
- *Must download the Entrust IdentityGuard application from either the Apple App Store for IOS, or the Google Play Store for Android*
- *TVS is a soft token that uses a “confirm button” instead using a pin number*
- *Logon at <https://ssm.virtua.org>*
- *Enroll in Entrust TVS Only*
- *Setup mobile application*
- *Logon to Virtua network*

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

2. Type in your Virtua Network Username & Password

First time login to Virtua Network, you are prompted to change your password. -**See step 3**



#### Log In

\* User Name:

\* Password:

Log In

Please log in using your Virtua network id and password.

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3. If this is your first time login 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:

Submit

#### 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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3. You will need to enter your temporary/current password in the Current Password field
4. Create a new password following these parameters
5. 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

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

- Select Mobile Phone from the dropdown and enter a plus symbol (+) and your 10 digit number with Country Code (e.g. +18003551000), no dashes or spaces.

**Virtua**

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

- 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.

Choose Personal Image:



Next

7. Select five 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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8. Click Next
9. The next screen will ask you three of five questions.



✔ 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](#).

10. You need to answer them correctly to proceed with enrollment.

11. Select I would 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 update my personal information.](#)
- [I'd like to change my question and answer pairings.](#)
- [I'd like to request a soft token.](#) 

Done

12. Please confirm the following...Click Yes



 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

13. Click Yes to acknowledge that the Entrust IdentityGuard application is already downloaded and installed on your mobile 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.

14. Select #2, to create the token on your mobile device. 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 2

The mobile device where I want to activate my soft token identity has Entrust IdentityGuard Mobile OTP version 3 or above 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.

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15. Scan QR Code like the one you see in the picture above using the Entrust Mobile App. That you get on your computer. You may have to give access to the

Entrust app to access your camera on your mobile device to scan the QR code. You should see the below picture once this completed on your mobile device



#### 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.



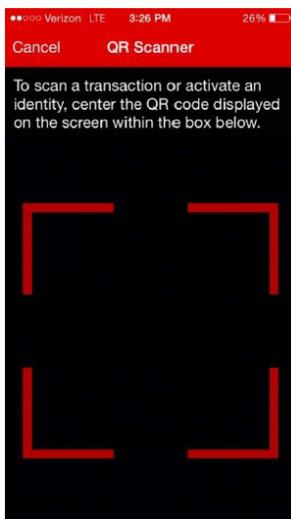
30288724

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

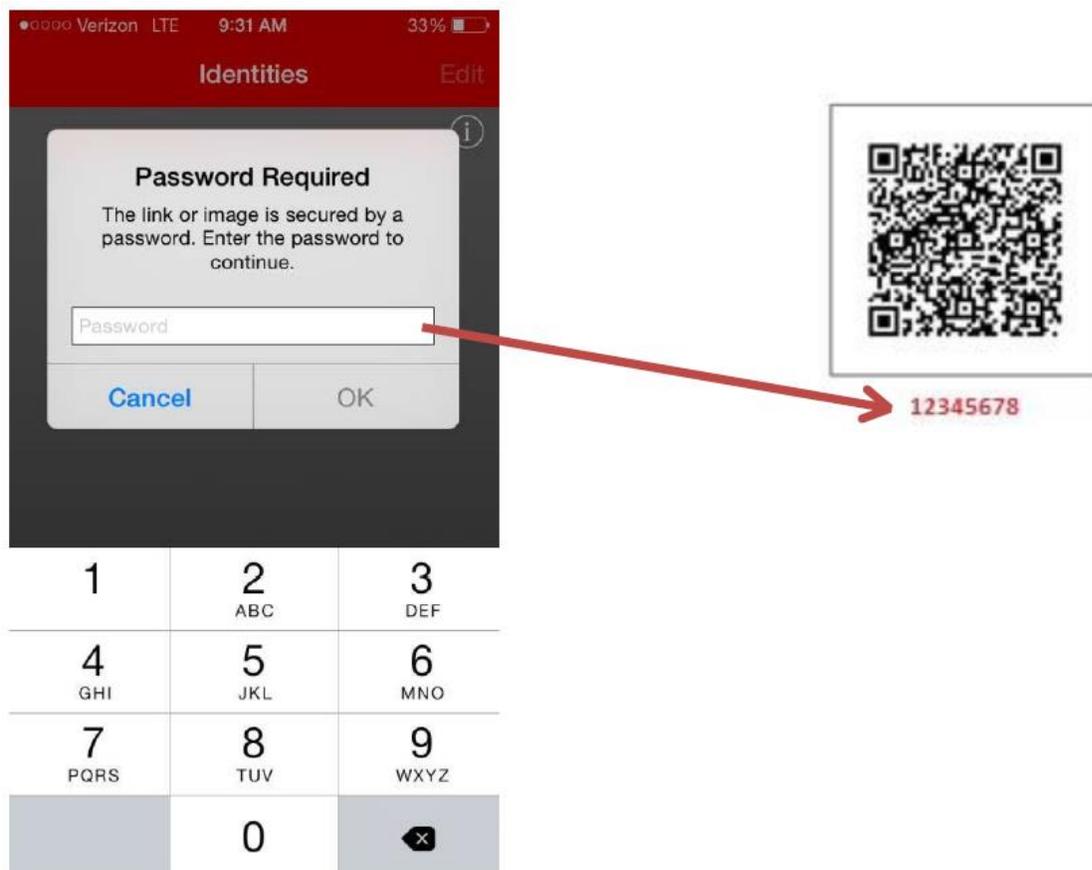
Once you have saved your soft token identity, return here and click **Next**.

16. In your Entrust application click on the 3 lines on the left side. In the list will be Scan QR Code.

17. Shown below is the Entrust Application on your mobile device to use to align with the QR code activation on your laptop screen (not the one on these instructions)



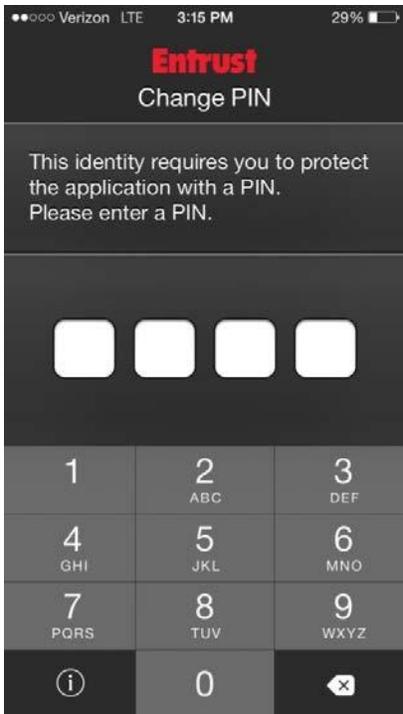
18. Once you scan the QR Code you will be prompted to enter the 8 digit passcode which is the number in **RED** below the QR Code as seen the in the picture below. Click "Next" when completed.



19. Click Activate for New Soft Token Creation



20. 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**



20. You can now click OK on your phone for New Soft Token Creation



✔ Your soft token has been activated.

### New Soft Token Creation

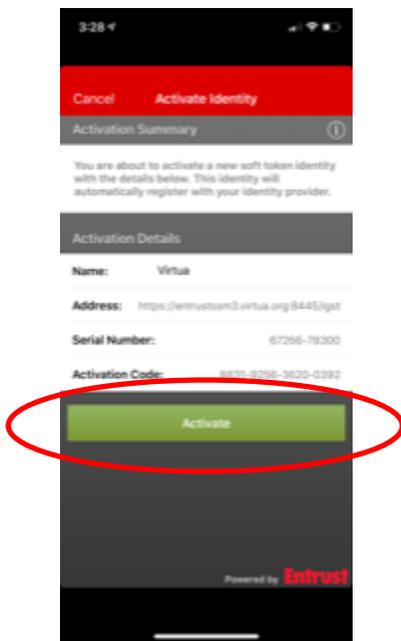
Your request for a new soft token to be used for second-factor authentication was successful.

You have successfully activated the soft token with serial number 62336-26503. You can start using this soft token for second-factor authentication right away!

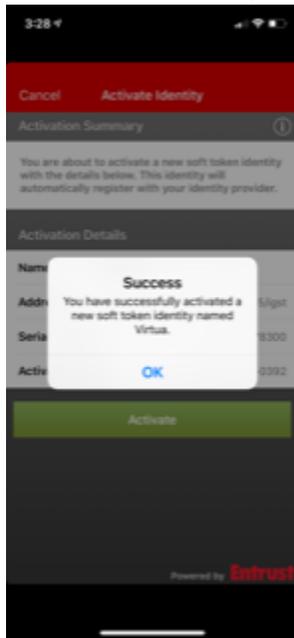
OK

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21. The information will populate as a new identity in your Entrust Mobile App. Click on **Green** “Activate” Button



22. After identity activation, you will see a Success Message Box.



23. Click OK, and you will see Entrust 8 revolving digit code.



24. You have completed the Entrust enrollment. Close the Entrust Application. Proceed to the Login experience steps

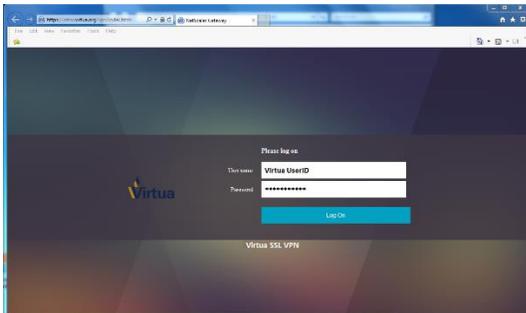
## Entrust Login to Citrix Experience

1. Now proceed to steps on the next page to follow for login to Citrix or other applications for the

2. Go to <https://citrix.virtua.org> or log into an Application that uses ADFS and Entrust.

3. Log into the Citrix Web URL or the Virtua ADFS Application.

4. 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:

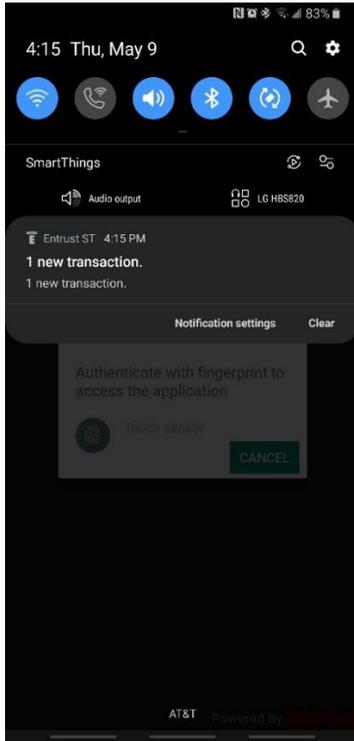
[Token](#)  
[One-Time Password](#)

[Cancel](#)

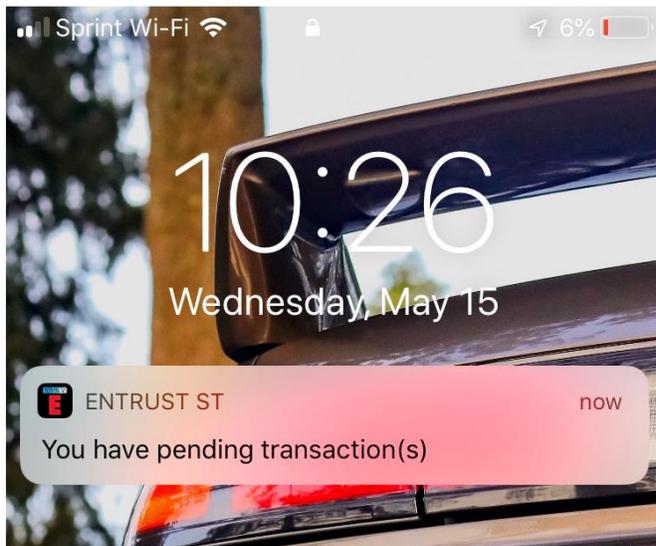
For assistance with this page, please contact Virtua IS Service Desk at: [ISCSC@Virtua.org](mailto:ISCSC@Virtua.org)

5. Once you log in to one of these systems, a prompt by Entrust Mobile Application on the Mobile Device. Click on the Entrust notification and that will open the Entrust Application on your Mobile Device. If you are not prompted by entrust then you must make sure your notifications are turned on And logon again

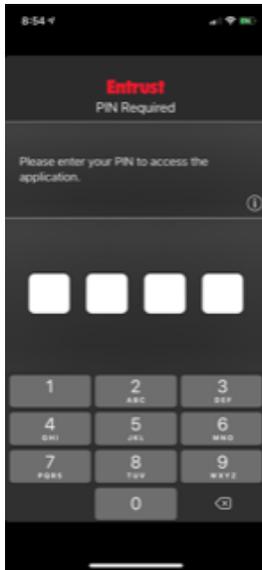
## 5A. Android Notification illustration



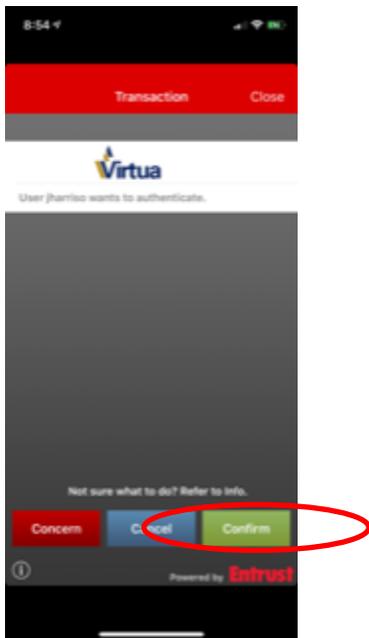
## 5B. iOS Notification illustration



6. Log into Entrust Mobile App.

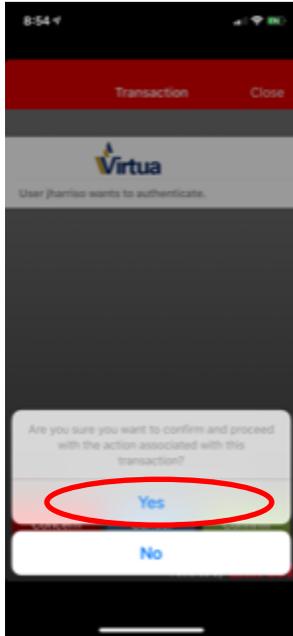


7. After entering password above, you will receive the Entrust “Confirm” page instead of 8-digit passcode that you would normally receive via the Entrust app. Click on “Confirm”.

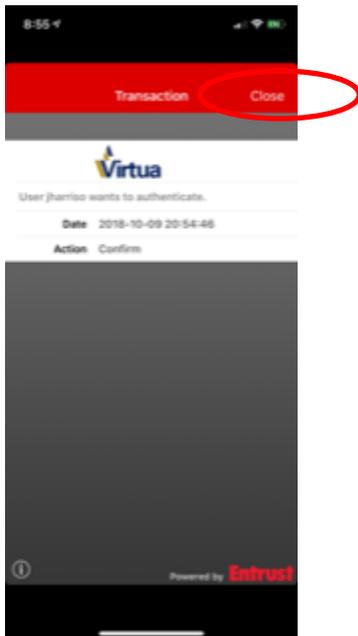


8. Click on “Confirm”.

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



10. You will receive this final Entrust screen.



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

**END of Instructions**