

Instructions for existing personnel enrolled in Entrust

Re-Enrollment for TVS Feature

Using a Laptop and a Mobile Device

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

Overview of Instructions:

- *Instructions for users already enrolled in Entrust OTP or Mobile application. (The above method is preferred for users that will use a computer to re-enroll and a mobile device)*
- *For users who use the OTP feature, you can download the Entrust 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

Virtua

Log In

* User Name:

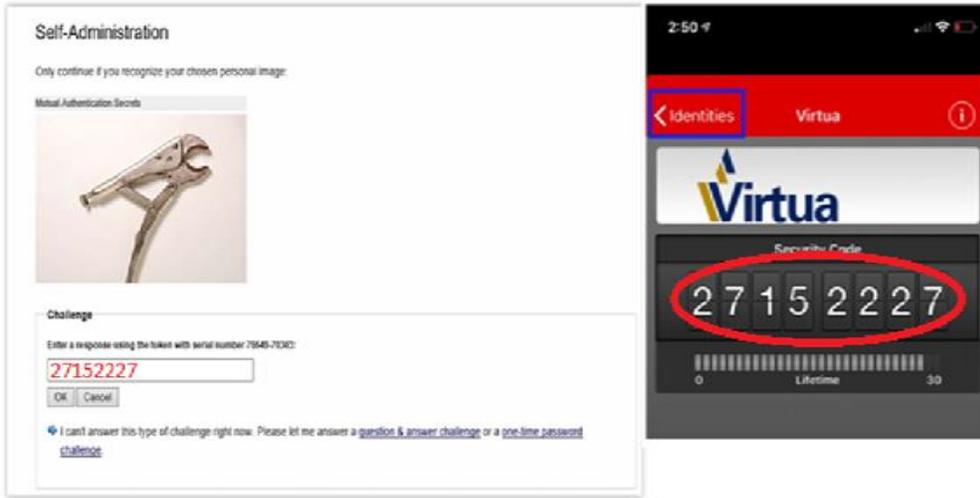
* Password:

Log In

Please log in using your Virtua network id and password.

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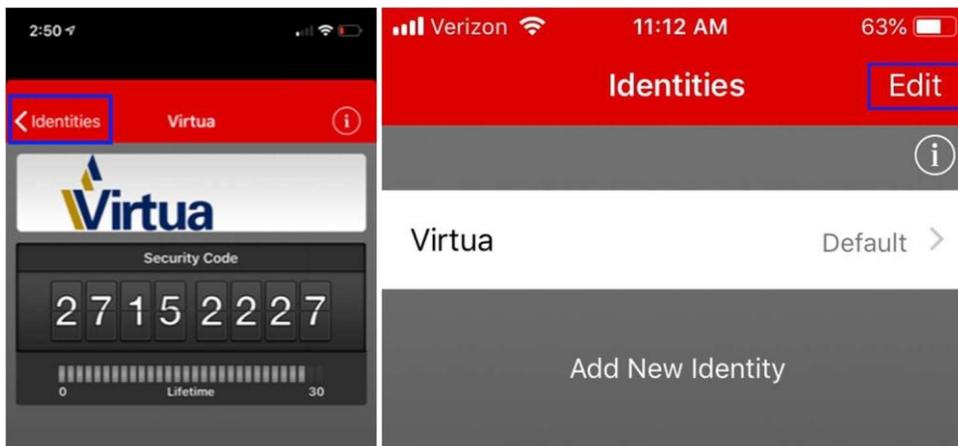
3. Enter your Entrust pin number from OTP text or Mobile Soft Token pin in the Enter a response field shown above.



4. From the entrust app, delete your identity.

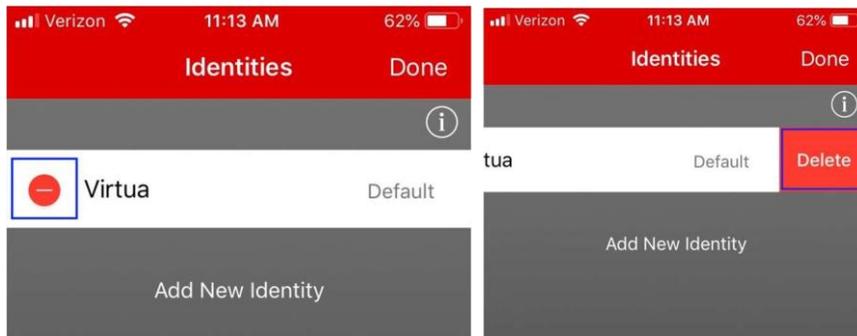
To delete the identity from an iPhone follow these steps:

Tap on Identities, and then tap on Edit



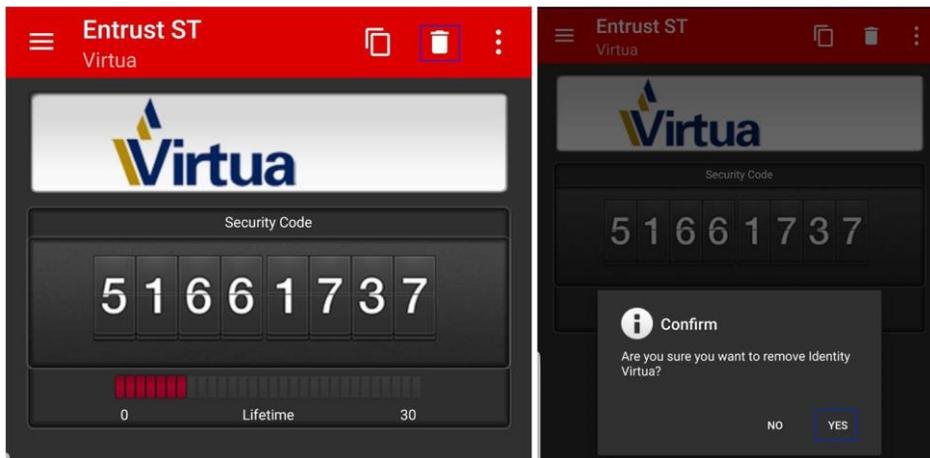
iOS

5A. To delete the identity for iOS, Tap on the Red Circle for and then tap delete.



5B. To delete the identity from an Android phone, Tap on the Trashcan, click yes to confirm.

Android



6. Go back to your browser that has <https://sm.virtua.org> open

- Select I would like to recreate my soft token since I deleted its identity from my device. Shown Below



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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7. 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

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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 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.

Next

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8. Select #2, To create the token on your mobile device. Click Next



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.



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

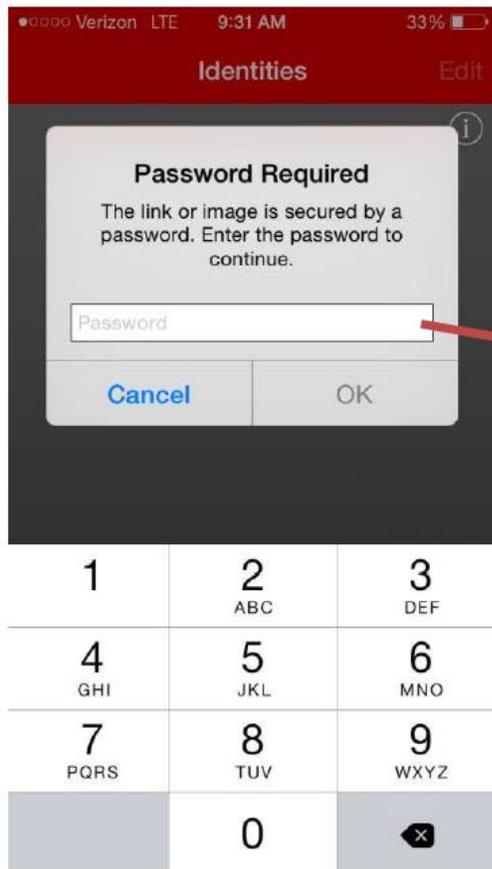
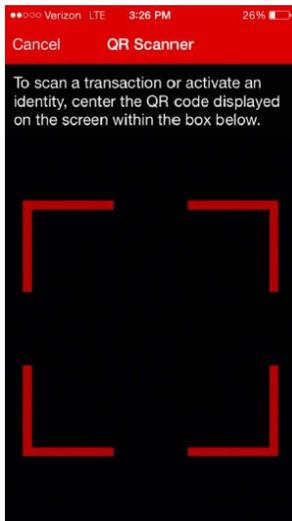
Once you have saved your soft token identity, return here and click **Next**.

Next

Cancel

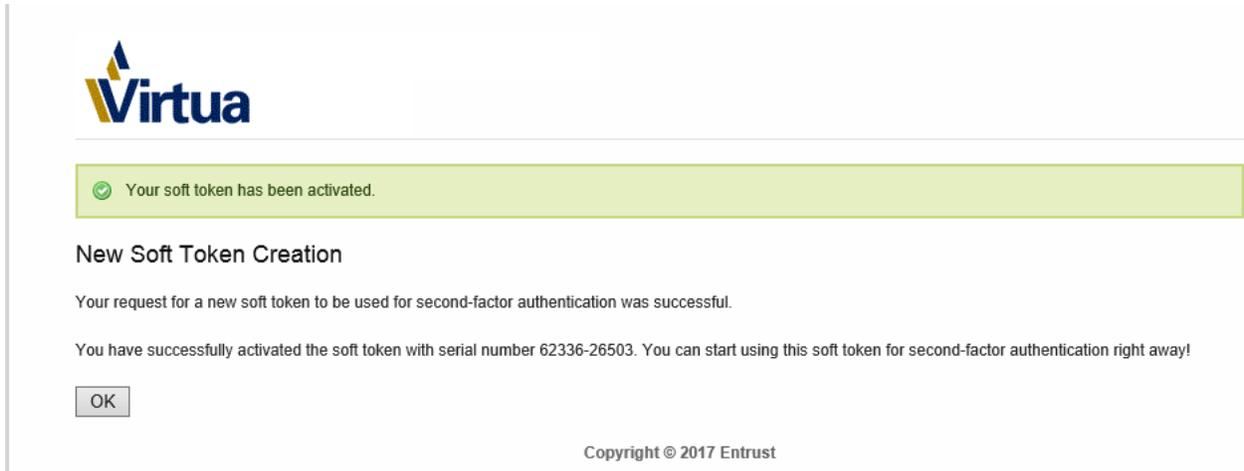
9. Scan QR Code like you see in the picture above using the Entrust Mobile App. That you get on your computer. You may have to give access to the Entrust app to

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.

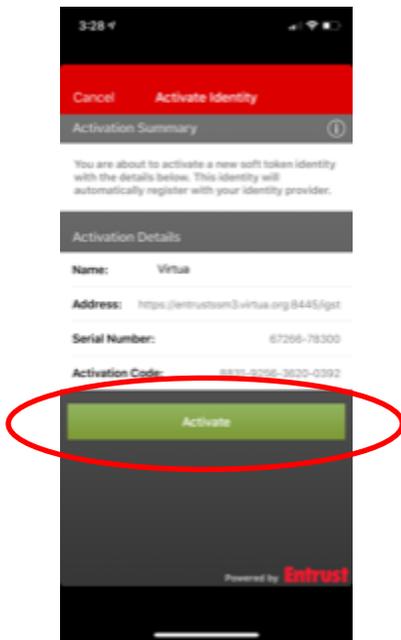


12345678

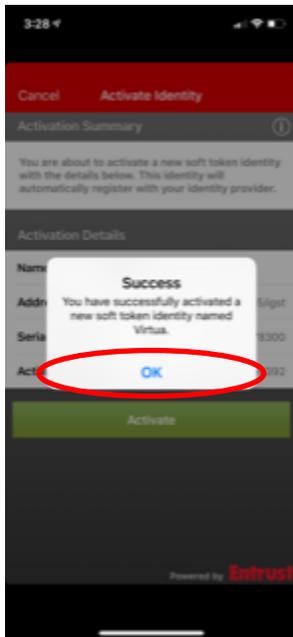
10. Once you scan the QR Code you will be prompted to enter the 8 digit passcode which is the number in **RED** below the QR Code as seen the in the picture above. Click “Next” when completed.



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



12. After identity is activated, you will see a Success Message Box. Click OK, and you will see Entrust 8 digit code.



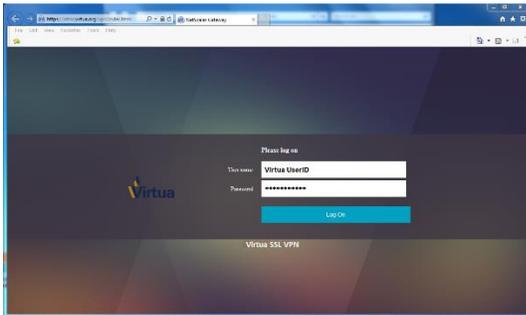
Go to <https://citrix.virtua.org> or log into an Application that uses ADFS and Entrust.

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

(*Here are the Virtua Applications that use ADFS and Entrust Dual Authentication):**

- Workday
- Everbridge
- DoeLegal or Ascent
- AMTDirect
- Icontracts
- Ride-Share

2. 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:

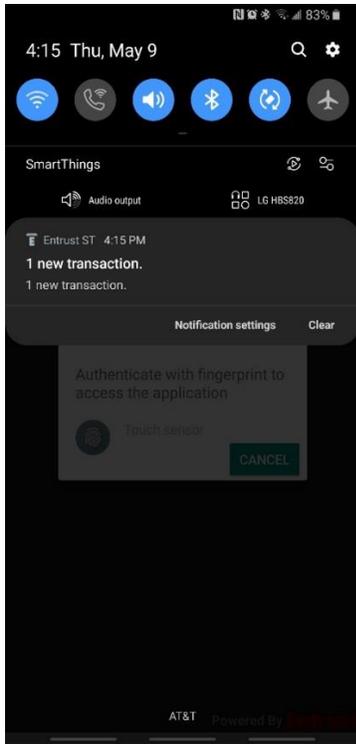
[Token](#)
[One-Time Password](#)

[Cancel](#)

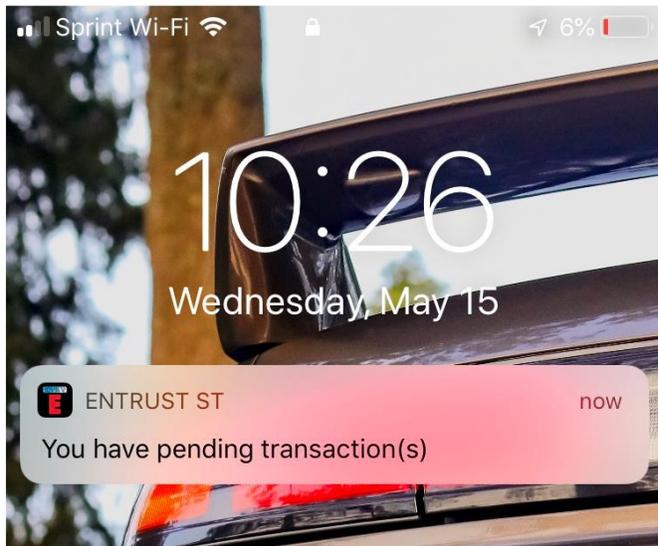
For assistance with this page, please contact Virtua IS Service Desk at: IS CSC@Virtua.org

3. Once you log in to one of these systems, you will be prompted by Entrust Mobile Application on the Mobile Device or will have to open the Entrust Application on Mobile Device. If you are not prompted by entrust then you must make sure your notifications are turned on

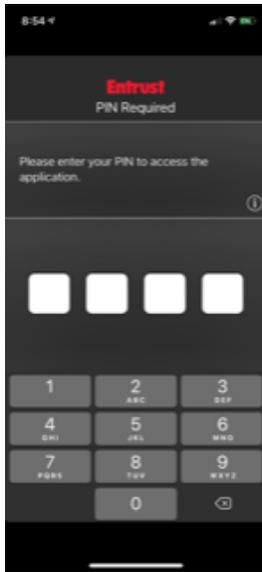
3a. For android



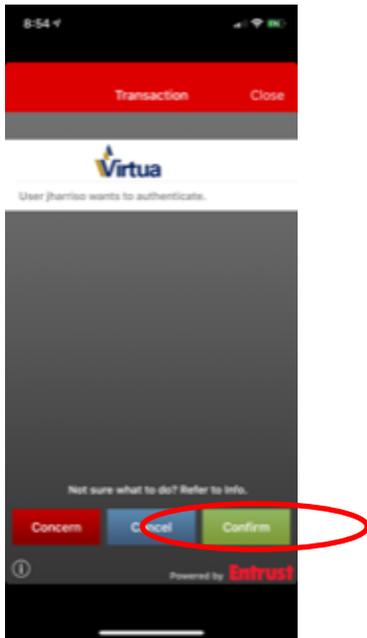
3B. for IOS



4. Log into Entrust Mobile App.

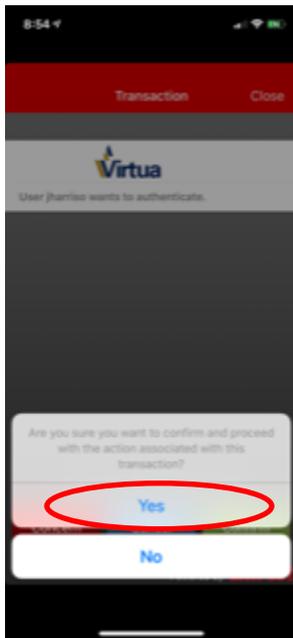


5. After entering password above you will receive the Entrust “Confirm” page instead of 8 digit passcode that you would normally receive via the Entrust app.

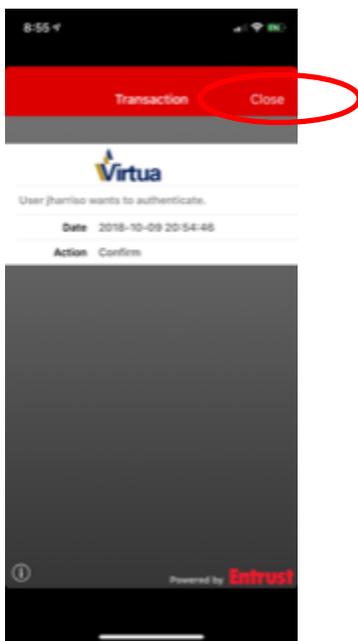


6. Click on “Confirm”.

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



8. This is the final Entrust screen you will receive.



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