

Instructions for existing personnel enrolled in Entrust

Re-Enrollment for TVS Feature

Mobile Device Only

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.*
- *For users who use the OTP feature. You can download the Entrust Application from the Apple Application 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*
- *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. Answer three of the Challenge question you created

Enter a response field shown below.

Self-Administration

Only continue if you recognize your chosen personal image:

Mutual Authentication Secrets



Challenge

Please answer the following questions.

What high school did your spouse attend?

What is your oldest child's middle name?

What is your best friend's first name?

OK

Cancel

4. 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

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5. 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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Manual Activation

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

6. Select the Third option for manual activation 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 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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7. 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

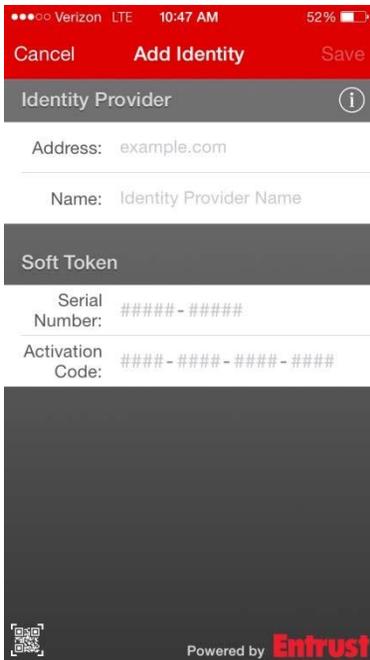
Activation Code:

1111-2222-3333-4444

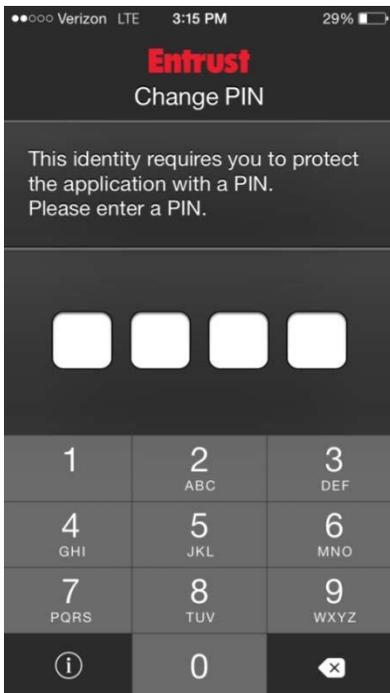
Once you have saved your soft token identity, return here and click **Next**.

On your mobile device:

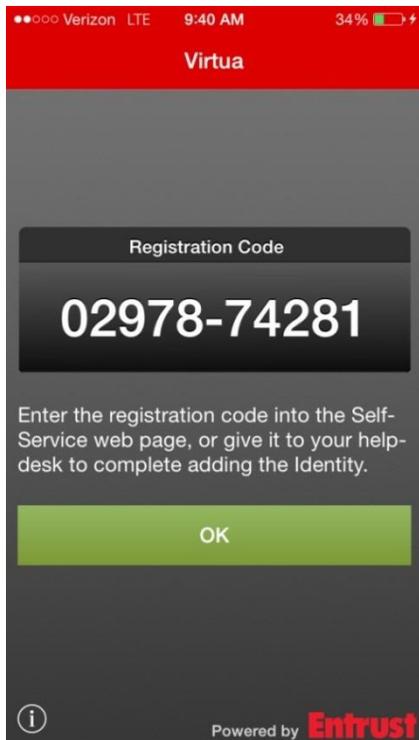
8. Launch the Entrust IdentityGuard app. Enter **Virtua** as the Name, and the Serial Number and Activation Code from the computer into the appropriate fields, then click Save. The Address field can be left blank.



9. 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**



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



11. **On your computer:** Click Next to progress past the manual activation, and enter the registration code that appears on your mobile device.

A screenshot of a web browser interface. At the top left is the 'Virtua' logo. Below it, the title is 'Entrust IdentityGuard Mobile OTP or Desktop Soft Token Registration Code'. The text reads: 'Complete the activation of your soft token by entering the registration code displayed by the application.' There is a label '* Registration Code:' followed by a text input field. Below the input field are 'Next' and 'Cancel' buttons. A section titled 'Not sure what to do?' contains a list of instructions: 'If the soft token activation information is still being processed, please wait.' and 'If you don't know what your registration code is, click Cancel.'

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

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

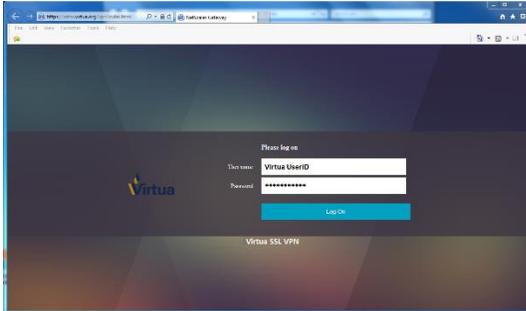
Please ensure that the challenge reference number on your mobile device matches the reference number listed here: ***** (An 8 Digit Number will show here)

These are the possible authentication types for this user:

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

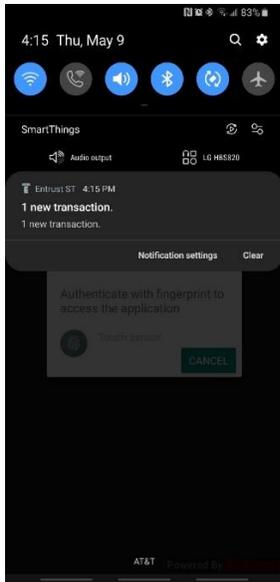
[Cancel](#)

For assistance with this page, please contact Virtua IS Service Desk at: ISCSC@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 for your mobile device are turned on.

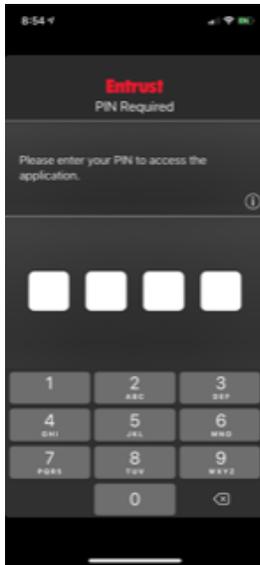
For Android:



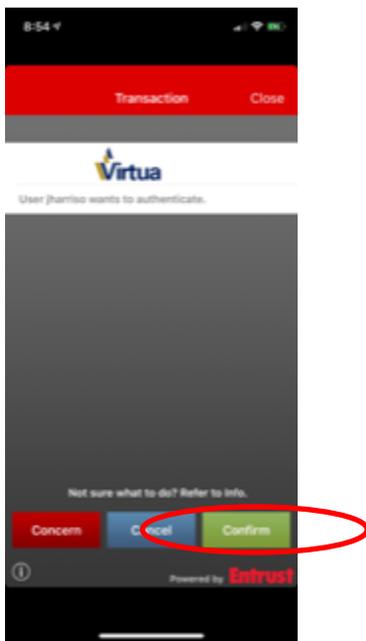
For IOS:



4. Log into Entrust Mobile App.

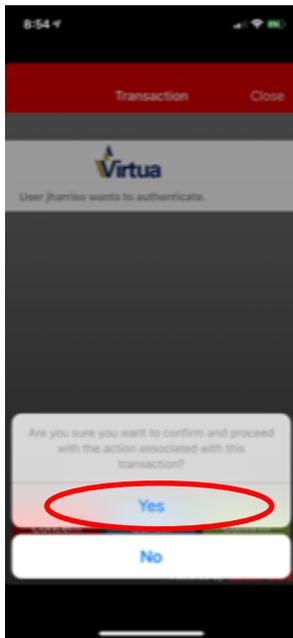


5. After entering password above you will receive the Entrust “Confirm” page instead of 8 digit passcode that you would normally receive via the Entrust app.

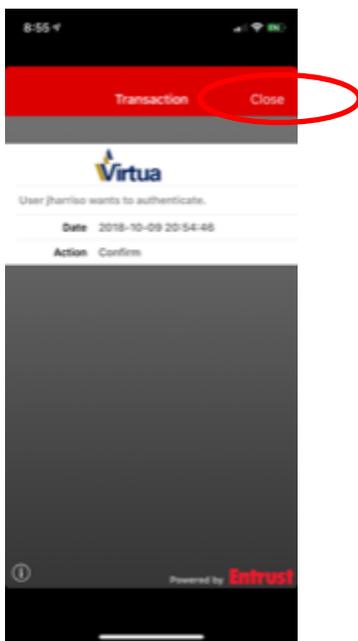


9. Click on “Confirm”.

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



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



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

