

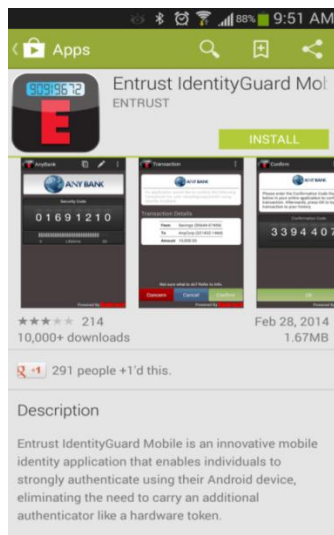
## Entrust OTP (One Time Passcode)- Soft Token Registration Instructions

As a convenience, you have the option of installing the Entrust OTP (One Time Passcode- Soft Token) on your iPhone or Android mobile (smartphone). It may require certain permissions from your device in order to complete the installation. Please refer to the company security policies if there are any concerns regarding the security of your personal device. If you **do not** want to install this application on your personal device, please email the [IT Service Desk](#) and **request an Entrust Hard Token**.

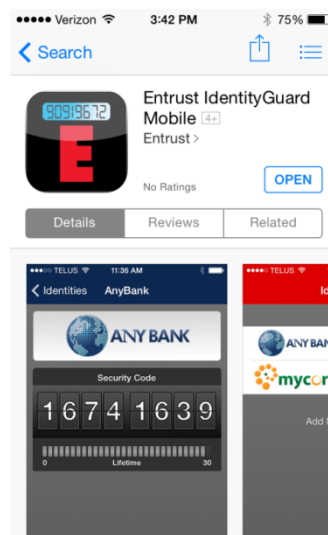
The Entrust OTP is not supported on Windows mobile or rooted/ jail broken smartphones. If your telephone falls in this category, please email the [IT Service Desk](#) and **request an Entrust Hard Token**.

1. From your **iPhone or Android mobile (smartphone)**, download the Entrust IdentityGuard Mobile application from your app store. *You can place your smartphone to the side. We'll come back to it in Step 7.*

### Android



### iPhone



2. From your computer internet browser, open the **Entrust IdentityGuard Self-Service webpage**. Click on this link to open, [Entrust IdentityGuard Self-Service](#).
3. Input your Advance America Windows username and password at the initial login. Typically, the username is first initial, last name. For example, John Doe would be "jdoe".



**Log In**  
**\* User Name:**  
  
**\* Password:**

This site is for Advance America employees only. Unauthorized use is prohibited!

4. **Personal Information.** Your Advance America email address and a phone number are required. Select a “Default” contact. Input telephone numbers in this format, (555) 555-5555. You will also need to select an Authentication image and phrase to display at login. Select an image and phrase that you can easily remember. Press “Next” to proceed.



## Personal Information

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

**\* Full Name:**

Doe, John

**\* Contact Information:**

Both an email address and a phone number are required.

Delete	Label	Value	Default
<input type="checkbox"/>	Email	JDoe@advanceamerica.net	<input checked="" type="radio"/>
<input type="checkbox"/>	Work Phone	(864) 555-5555	<input type="radio"/>
<input type="checkbox"/>	Choose label...		<input type="radio"/>
<input type="checkbox"/>	Choose label...		<input type="radio"/>
<input type="checkbox"/>	Choose label...		<input type="radio"/>

Telephone Number Format



**\* Mutual Authentication Image:**



**\* Mutual Authentication Phrase:**

Next

For assistance call 1-888-293-4238.

5. **Questions & Answers.** Provide answers to two predefined questions, and one user defined question. All answer must be unique. This is required in case you forget the password and need to unlock your account in the future. Please select answers that you can easily remember. Press “Next” to proceed.



Your personal information has been successfully saved!

### Questions & Answers

You must answer 2 predefined questions and one question of your own choosing.

#### Predefined Questions

Predefined Question 1:

Please choose a question...

Answer:

Predefined Question 2:

Please choose a question...

Answer:

#### User Defined Questions

User Defined Question 1:

Answer:

Next

For assistance call 1-888-293-4238.

6. **Soft Token.** Select Yes. This was downloaded during step 1.



Your questions and answers have been successfully saved!

### Soft Token

You have been selected to use a soft token for second-factor authentication.

Have you downloaded and installed the Entrust IdentityGuard Mobile application onto your mobile device, or the Entrust IdentityGuard Soft Token application onto your computer?

Yes No

**Not sure what to do?**

Answer **Yes** if you've successfully downloaded and installed the Entrust IdentityGuard Mobile or Soft Token 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 or Soft Token application yet.
- You don't have a mobile device or computer that can support the application.
- Your attempts to download and install the Entrust IdentityGuard Mobile or Soft Token application have repeatedly failed.
- You are unclear about what to do.

For assistance call 1-888-293-4238.

7. **Entrust IdentityGuard Mobile or Soft Token Identity.** Add the soft token identity from the Entrust IdentityGuard Self-Service webpage to your smartphone. On your smartphone, open the Entrust IdentityGuard Mobile app that you downloaded in step 1. Select Add New Identity. **On the smartphone :**

- Leave the Address field blank.
- In the Name field type "AAVPN".
- Input the Serial Number and Activation Code from the Entrust IdentityGuard Self-Service webpage.
- Click Save or the Save Disk icon.

### Entrust IdentityGuard Self-Service



#### Entrust IdentityGuard Mobile or Soft Token Identity

Enter the following information into the Identity Provider

##### Identity Provider

Address:

<Leave This Field Empty>

Name:

<Choose An Identity Name>

##### Soft Token

Serial Number:

15054-93286

Activation Code:

5692-8057-9257-2806

Once you have saved the Identity, return here and click

[Next](#) [Cancel](#)

##### Not sure what to do?

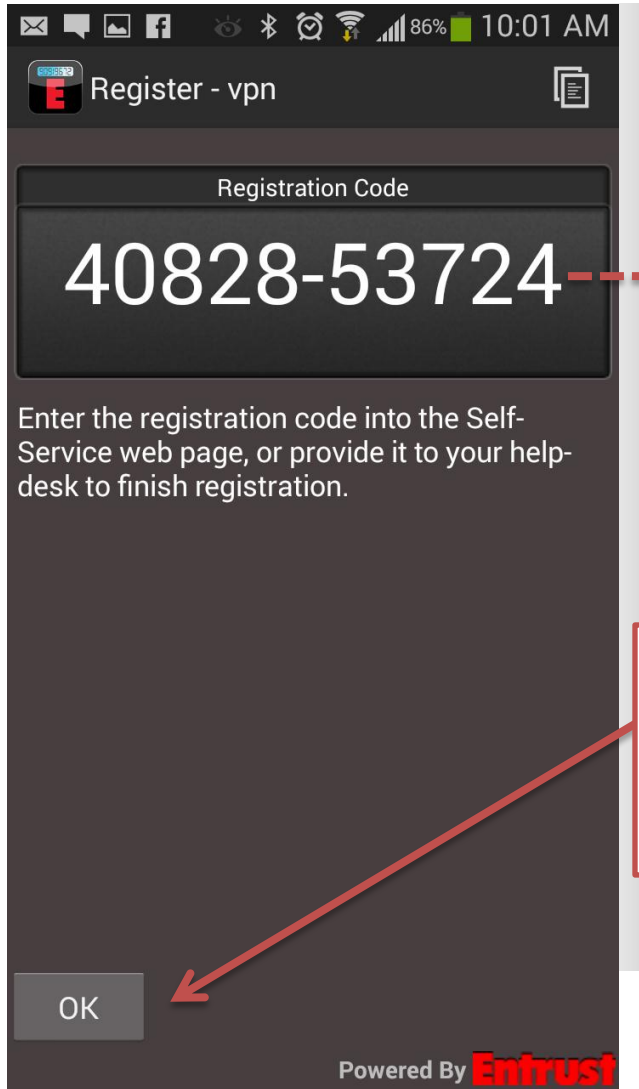
- On your mobile device, open Entrust IdentityGuard Mobile, or, on your computer, open Entrust IdentityGuard Soft Token.
- Select **Add New Identity** if required.
- Leave the Identity Provider Address empty and choose a name for your Identity.
- Enter the Serial Number and Activation Code for your soft token. Select **Save**.
- If prompted, enter a PIN to protect your Identity.
- If you can't continue for any reason, return to this page and click **Cancel**.

For assistance call 1-888-293-4238.

### Smartphone

8. **Registration Code.** Enter the Registration Code from your smartphone to the Entrust IdentityGuard Self-Service webpage. The dash (-) is not required. Your Registration Code will be different from the one in this example.

#### Smartphone



#### Entrust IdentityGuard Self-Service



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

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

\* Registration Code:

Next Cancel

#### Not sure what to do?

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

For assistance call 1-888-293-4238.

On your smartphone, click "OK" when done.

On the Entrust IdentityGuard Self-Service webpage, press "Next" when done.

9. On the Entrust IdentityGuard Self-Service webpage, you should receive confirmation that your registration code was accepted and your soft token is activated. **Press “Next” when done.**  
**Please do not close out your web browser. Continue to the next step.**



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


## Additional Authentication Types

### Soft Token

You have successfully activated the soft token with serial number 15054-93286. You can start using this soft token for second-factor authentication right away!

Next

For assistance call 1-888-293-4238.

10. You will now return to the initial login screen. At the initial login screen you should always see your Authentication image and phrase that you selected (in step 4 above). If you do not see your Authentication image and phrase **DO NOT** continue, contact the Service Desk immediately.
11. If your Authentication image and phrase are correct, **input the Entrust OTP- Security Code from your smartphone.**
  - To view your Security Code open the Entrust OTP app on your smartphone. The Security Code changes every 30 seconds. The smartphone application icon is:The icon for the Entrust OTP app, showing a black square with a red 'E' and a blue digital display showing the number '90919672'.
  - Once you have input the Security Code from your smartphone, Press “OK” on the Entrust IdentityGuard Self-Service webpage to complete the Soft Token registration.
  - *See screenshots on next page for an example.*

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

## Self-Administration

Only continue if you recognize the following mutual authentication image and phrase:



*In this example the Authentication image and phrase is "My Dream Car". Your Authentication image will be whatever you selected in step 4. DO NOT proceed if the Authentication image is incorrect.*

### Challenge

Enter a response using the token with serial number 15054-93286:

OK Cancel

🔗 I can't answer this type of challenge right now. Please let me answer a [question & answer challenge](#).

For assistance call 1-888-293-4238.



Input the Security Code from your smartphone to the Entrust Identity Guard webpage as the challenge response. Press OK on the webpage when done.

12. Once logged in, you will see the Self-Administration Actions. **Press “Done”, you have now completed the Soft Token registration**



## 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've temporarily forgotten or misplaced my soft token device.](#)
- [I'd like to try synchronizing my soft token since it doesn't appear to be working.](#)
- [I'd like to reinstall the Entrust IdentityGuard Mobile or Soft Token application on my current device or a new device.](#)

Done

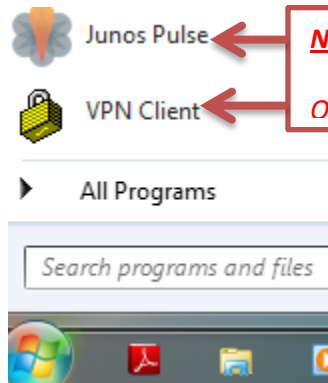
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### Use the Entrust OTP- Soft Token to:

- Login to the Advance America Junos Pulse VPN service from your company provided laptop.

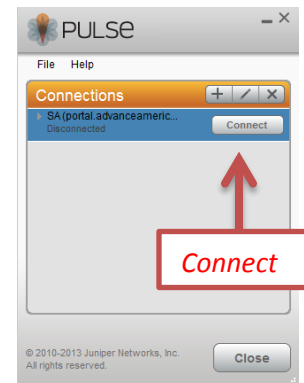


*Shortcut*



***New Junos Pulse VPN.***

***Old Cisco VPN Client.***



- Login to [portal.advanceamerica.net](http://portal.advanceamerica.net) from any web browser, including Android smartphones, iPhones, iPads, Tablets, and home PCs. The Web Portal “Bookmarks” contains frequently used internal websites.

To login to these services, input your Advance America Windows username and password. Additionally, when prompted for a “Response”, input the **Entrust OTP- Soft Token from your smartphone**.

Please email the [IT Service Desk](#) or call (888) 293-4238, if you have any questions or concerns.