

Registering for an Entrust “Soft Token”

Entrust and Dane County are now offering “soft tokens” in addition to eGrids for remote access logins. Whereas an eGrid is a simple PDF that can be downloaded and printed, a “soft token” is basically the same thing done through a smartphone app. Instead of carrying a physical eGrid, you can use an Entrust app on your smartphone to generate the random characters you need to log in.

The primary advantage to this soft token method is that we generally carry our smartphones with us everywhere, whereas we may not be as diligent about keeping our eGrid accessible.

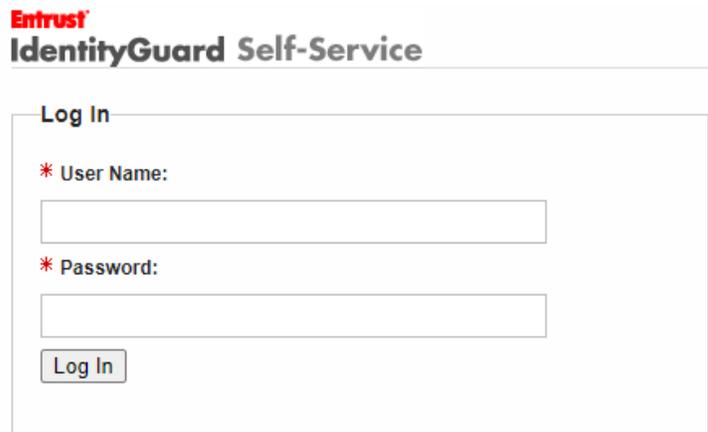
Please note that this soft token access method is completely optional. If you are happy with your eGrid and don’t want nor need a soft token – that’s fine. You can ignore all of this and go about your day.

With that in mind, if you are continuing with this document it is assumed that you:

1. Have active county login credentials
2. Have an Entrust eGrid
3. Want to replace your eGrid with a “soft token”

Before proceeding with the soft token registration instructions on the following page, we recommend that you download the Entrust Identity app by Entrust ([Apple App Store](#), [Google Play Store](#)) on your smartphone. We also recommend that you complete the registration on a computer with your smartphone nearby. It’s easier that way than trying to complete the whole process on your smartphone.

To get started, open your preferred browser and navigate to <https://entrust.countyofdane.com> and log in using your existing County username and password.



The screenshot shows the login interface for Entrust IdentityGuard Self-Service. At the top, the text "Entrust IdentityGuard Self-Service" is displayed. Below this, there is a "Log In" section containing two input fields: one for "User Name" and one for "Password", both marked with an asterisk. A "Log In" button is positioned below the password field.

The Entrust site will, just like our DCApps site, require your four-digit personal verification number (PVN) and eGrid challenge. Please enter that information.

Challenge

* Enter your personal verification number (PVN):

Please respond to the following challenge using the grid with serial number 305518:

[A2] [E3] [I1]

.	.	.
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OK Cancel

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

On the following page, we want the very last option which reads:
"I'd like to request a soft token."

The system will ask if we are certain. Yes, we are certain.

The system will ask if we have already downloaded and installed the Entrust Identity app by Entrust onto your smartphone. If you haven't done so already, please do that now. Here are links to the app on the two major app stores: ([Apple App Store](#), [Google Play Store](#)).

Once the app is installed, click "Yes".

The following question...

Entrust IdentityGuard Mobile ST or Desktop Soft Token Activation Options

Please select the option that best matches your current situation:

1. I want to activate a soft token identity on a mobile device that may not be connected to the Internet.
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.

... is asking if the smartphone onto which you downloaded the app is connected to the internet. Please verify that it is and **select Option #1**.

The site will display a QR code. Open the Entrust app on your phone, scan the QR code, and you will be prompted to enter the passcode shown on the page (circled in red):

QR Code Activation

To activate a soft token identity on a mobile device, use the Entrust IdentityGuard Mobile ST app on that device to scan the QR code below. If you're already on the mobile device where you want your soft token identity activated, save the password displayed below using your browser's copy capability and simply touch the QR code.



51 [REDACTED] 6

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

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

Your phone will then prompt you to enter an "Identity Name". This can be whatever you want it to be. We've been using "Dane Entrust" to keep things simple. Click Next when done.

Your phone will then give you a registration code that needs to be entered into the Entrust site.

Entrust
IdentityGuard Self-Service

Entrust IdentityGuard Mobile ST or Desktop Soft Token Registration Code

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

* Registration Code:

You do not need to enter any dashes or spaces when typing this code. Enter the code from the smartphone app into the website and click Next.

Then, on your smartphone, check the box that says you provided the code to the portal, and click Activate.

The app will ask you to create a four digit PIN. This PIN allows you to change settings and delete identities within the smartphone app. It is not used during the login process.

Once you have your PIN set within the Entrust app, go back to the Entrust website and you should see a message saying your soft token has been successfully linked to your account.

Click "Next" and "Done" until the site kicks you back to the login page – **you're all set!**