

Self-Registration for new Entrust Remote Access Accounts

Logging into some Dane County systems remotely requires 1) a valid county username & password and 2) Entrust remote access credentials in the form of an eGrid or soft token. An eGrid looks like a battleship board (see pic below):

| | A | B | C | D | E | F | G | H | I | J |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | R | T | W | Q | H | W | D | W | W | D |
| 2 | D | D | 0 | F | P | P | 9 | 7 | F | F |
| 3 | E | Q | M | Y | 1 | C | 3 | 4 | 1 | 5 |
| 4 | 2 | Y | Y | 2 | Y | X | 8 | C | K | J |
| 5 | 2 | C | T | H | E | 5 | C | X | N | T |

When logging in, you would be asked to enter something like [A1], [B2], [C3] which corresponds to R, D, and M in the grid above.

A soft token does the same thing but digitally on a smartphone, providing you with a random string of characters to enter into a login prompt.

Please give that choice (a printed eGrid vs. a smartphone app) some thought. If you prefer the eGrid, please proceed. If you prefer a smartphone app, please download the Entrust Identity app by Entrust ([Apple App Store](#), [Google Play Store](#)) before continuing.

To sign up for an eGrid and/or soft token, open your preferred browser and navigate to <https://entrust.countyofdane.com>

Sign into the site using the county username and password that has been provided to you.

Entrust
IdentityGuard Self-Service

Log In

* User Name:

* Password:

The Entrust site will ask you to confirm your contact information. You just need to confirm that your email address appears correctly and click on the Next button to continue.

Full Name:

*** Contact Information:**

An email address is required.

| Delete | Label | Value | Default |
|--------------------------|-------|-------|-----------------------|
| <input type="checkbox"/> | Email | | <input type="radio"/> |

On the following page, you will create personal security questions that can be used to recover your Entrust account should you lose your credentials – note that the answers to these questions will be case sensitive. Please know that the Dane County Help Desk can also assist with account recovery issues. Once you finish with your recovery questions answers, hit “Next”.

Questions & Answers

You must answer 5 predefined questions.

Predefined Questions

Predefined Question 1:

Answer:

Predefined Question 2:

Answer:

Predefined Question 3:

Answer:

Predefined Question 4:

Answer:

Predefined Question 5:

Answer:

Next

The following page will ask if you have already downloaded the Entrust IdentityGuard mobile application to your smartphone. This is optional. Regardless, click “No” for now.

 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 ST application onto your mobile device, or the Entrust IdentityGuard Desktop Soft Token application onto your computer?

Yes No

The following page has you make a choice between a printed eGrid (a sample of this is on page #1) or a soft token (same thing but done via a smartphone app):

Please select the option that best matches your current situation:

- I haven't attempted to download the Entrust IdentityGuard Mobile ST or Desktop Soft Token application yet.
- I don't have a mobile device or computer that supports the Entrust IdentityGuard Mobile ST or Desktop Soft Token application.
- I've successfully downloaded and installed the Entrust IdentityGuard Mobile ST or Desktop Soft Token application.
- I want to stop registration now.

If you would prefer to print an eGrid and use that when logging in, select Option #2.

Follow the instructions for “**Option #2**” on the next page.

If you don't want an eGrid and would instead prefer an app on your phone, select Option #3.

Please skip the next page and proceed to “**Option #3**” for app instructions.

Option #2 – eGrid card

After selecting Option #2, the site will ask if you're certain that's what you want, click "Yes".

 Please confirm the following

Are you absolutely sure that you don't have a mobile device or computer that is capable of supporting the Entrust IdentityGuard Mobile ST or Desktop Soft Token application?

You will see a page with a button to download your eGrid. Please do so and click "Next" when done. That Next button will send you emails containing your eGrid and a temporary four-digit personal verification number (PVN) which is used alongside your eGrid when logging in.

You will need those two emails for the last registration page. It will ask you to enter your temporary PVN from the email and set a 4 digit PVN of your choosing. The page will finish by asking you for your first three-character challenge from your eGrid.

Self-Administration

Challenge

* Enter your personal verification number (PVN):

You must change your PVN. Please enter a new 4 digit value and then confirm it.

* New PVN:

* Confirm New PVN:

Please respond to the following challenge using the grid with serial number XXXXXXXXXX

[C2] [F2] [I2]

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

Once you're through that page – **you're all set!**

Option #3 – Smartphone App

The beginning of this document recommended that you install the app before starting. If you haven't done so yet, you can download the Entrust Identity app by Entrust from either of the two major app stores: [Apple App Store](#) or [Google Play Store](#).

After selecting Option #3, the Entrust site will ask if your smartphone is connected to the internet. Please verify that it is connected and select Option #1.

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.

The site will display a QR code. Open the 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:

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.

Back on the website, you should be at a page giving you the option to download and email a eGrid and PVN to you.

Additional Authentication Types

eGrid

You have been issued the eGrid with serial number 305513 to use for second-factor authentication.

Please choose one of your email accounts to have your eGrid delivered to you:

▼

To save your eGrid on this computer, please click the following button: [Download eGrid](#)

You can start using your eGrid right away!

Since you don't need an eGrid, simply click Next.

You will receive two emails. One contains an eGrid. You can discard that. The other contains a temporary, four-digit personal verification number.

On this page:

Challenge

* Enter your personal verification number (PVN):

You must change your PVN. Please enter a new 4 digit value and then confirm it.

* New PVN:

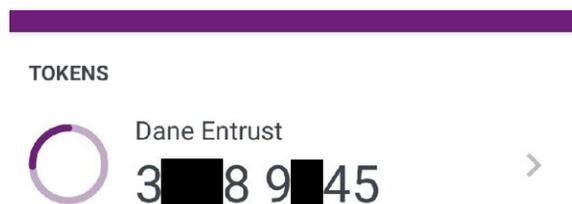
* Confirm New PVN:

Enter a response using the token with serial number 18 [REDACTED]:

OK Cancel

Enter that temporary, four-digit PVN into the first box and then create a new, permanent four-digit PVN known only to yourself.

The last box on the page wants the numbers from your newly connected smartphone app. When you open the app, you should see those numbers at the top:



Enter those numbers into the site, click the Next button, and **you're all set!**