Virtua Web Portal

Currently Enrolled Update

Dual Factor Security for Mobile iOS Device

Requires both your mobile phone and PC

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

Overview of Instructions:

- Mobile App latest version effective 04/01/2019
- Currently enrolled in Entrust SMS Text Message or Mobile app that want to setup latest Mobile App using notification confirm button for authentication.
- Pre-Setup is required for Entrust SMS Text Message users.
- IdentityGuard Mobile app from App Store onto your mobile phone before starting the enrollment.
- Current Mobile App users can proceed to Enrollment steps
- Logon at https://ssm.virtua.org from your PC to begin enrollment
- Logon to Virtua Web Portal
Pre-Setup Steps for SMS Text Message Users:

1. Download the Entrust IdentityGuard Mobile app on your mobile device

Enrollment Steps:

1. Click here to launch the enrollment page: https://ssm.virtua.org

2. Type in your Virtua Network Username & Password
3. Enter your Entrust pin number from OTP text or Mobile Soft Token pin in the Enter a response field shown above.

4. To delete the identity from an iPhone follow these steps:
   A. Tap on Identities, and then tap on Edit
B. Tap on the Red Circle
C. Tap delete.

6. Go back to your browser that has [https://ssm.virtua.org](https://ssm.virtua.org) open
7. Select I’d like to recreate my soft token since I deleted its identity from my device. Click Done.

---

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

Copyright © 2017 Entrust
7. Click Yes

8. Select #2, I want to activate a soft token identity on your mobile device.
9. Click Next
10. Scan QR Code displays on your PC as shown below in these instructions.

![](image)

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.

![](image)

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 button]

11. Open Entrust Mobile app. It may prompt to grant access to your camera on your mobile device so you scan the QR code. The below picture shows the OR Scanner. The OR scanner is on your mobile device and must be centered on the PC screen with QR Code Activation.

![](image)
12. 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 in the picture above. Click “Next” when completed.
13. New Soft Token Created- Click OK

14. The information will populate as a new identity in your Entrust Mobile App. Click on **Green** “Activate” Button.
15. You will see a Success Message box. Click OK and then Mobile App 8 digit security code will display.
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.

2. After logging into the Citrix Web URL or Virtua ADFS Application the screen will look similar to the screen shots below:

3. Once you log in to one of these systems, you will be prompted by Entrust Mobile App on the mobile device or will have to open the Entrust App on mobile device.
A. for iOS Notification

Note: If not prompted by entrust notifications then you must make sure your notifications are turn on. Please see FAQs on how to allow notifications

5. After entering password above you will receive the Entrust “Confirm” page instead of 8 digit security code passcode

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

8. Click on “Close” link in the red area.
9. The Virtua Web Login will occur. Click Accept on the Notice page.

10. Virtua Home Page will display

END of Instructions