FAQ & Troubleshooting Guide

Entrust FAQs

Q: What is Entrust Dual Factor Authentication?
A: It provides an extra layer of protection for your Virtua account utilizing a device in your possession. The added protection is to safeguard Virtua’s patient data and your personal data.

Q: What is the difference between Mobile App and SMS Text Message?
A: Mobile app uses a soft token push notification button for authentication and SMS Text Message sends a pin number, which you need, to type on the logon screen for authentication. Mobile app allows for a faster logon experience and SMS Text message is a little slower as it relies on your phone service provider for the PIN delivery.

Q: What is the expiration time for one-time passcode via SMS Text message?
A: This code will expire in 3 minutes so you will need to use it promptly.

Q: Does it cost me anything to use the Entrust service via my phone?
A: There is no cost to download or use the Entrust Mobile app. The SMS text message depends on your carrier data plan.
Common Support FAQs

Q: What to do when you get a new device and you had previously enrolled in Entrust Mobile App on the old device?
A: You will need to do the Entrust Mobile app enrollment for the new device.

Q: What to do when I get a new mobile number and had previously enrolled in Entrust SMS Text Message?
A: You will need to go to https://ssm.virtua.org, answer your security questions and update your personal information with the new mobile number.

Q: What to do when I do not have my phone and need to authenticate?
A: You can contact the Virtua IT Service Desk at 856-355-1234. They will verify your identity and provide a temporary passcode.

Q: What to do when I lost my phone?
A: Please contact the Virtua IT Service Desk at 856-355-1234

Q: How many chances will I get to authenticate using Dual Factor?
A: You will have five chances to authenticate a request. After the fifth chance, your two-factor authentication locks and you will not be able to access the network or application. Please contact the Virtua IT Service Desk at 856-355-1234.
Q: What to do when getting a message that I am locked out?

A: Your account will lock when there are too many failed attempts to authenticate. You will need to contact the Virtua IT Service Desk for assistance with your account at 856-355-1234.

Q: What to do when my mobile device does not receive the Entrust notification?

A:

- **Android Users**: Go to settings > apps > Entrust > Notifications, and make sure Entrust is configured to allow notifications. (These instructions may vary if you are using a version of Android older than 6.0)

- **IPhone Users**: Go to settings > notifications > Entrust Mobile, and make sure "Allow Notifications" is set to on.

Q: What to do when I want to update my personal information on ssm.virtua.org and I cannot remember my answers to the security questions?

A: If you cannot remember your questions answers, then you will need to re-enroll. Please contact IS Service Desk so they can remove your old profile.
Troubleshooting Guide:

Q: What should I do when dual factor authentication service is not working?

A:

- Before attempting to troubleshoot your dual factor problem, make sure that the first-factor authentication (Virtua Network ID and password) is correct.
- If this is the first time that you have used the service on this particular phone, then make sure that the enrollment process is complete and then try again.
- Check to make sure your mobile number is setup in Personal Information for SMS Text Message by going to SSM.VIRTUA.ORG
  - Select Mobile Phone from the dropdown
  - Enter a plus symbol (+) and your 10 digit number with Country Code (e.g. +18003551000)
  - No dashes or spaces.
- Contact Virtua IT Service Desk at 856-355-1324 for assistance.
Q: **What to do when my Mobile App token pin numbers are not working?**

A: *Tokens can get "out of sync" if pressed too many times in a row and the generated passcodes for login are not used.*  

*To resolve please contact Virtua IT Service Desk at 856-355-1324 for assistance.*