Enrollment for Entrust MFA

Description

The Identity Guard software at Deluxe is used for remote users connecting to the Deluxe network.

Supported Devices

The identity Guard mobile application is supported on the latest version of the iOS or Android operating systems. The Entrust Identity Guard application can be downloaded onto a device from the App Store or Google Play store.

Troubleshooting

If you run into any issues with your soft token, please call the Deluxe ServiceDesk at 1-800-328-9500 for support. If you have a physical grid card, please keep your grid card in safe place as this will be used in the event the soft token is not working.

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Setup Instructions

Step 1

 » Download the Entrust mobile app for your device from the App Store or Google Play.
   o Search on "Entrust IdentityGuard Mobile".

Step 2

 » Using your laptop/desktop, navigate to the URL https://idgselfserv.deluxe.com (preferred browser is Chrome).
 » Enter in your employee number (t# or k# including the t or k) as the User Name
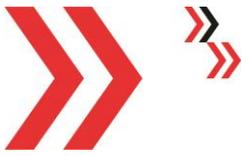 » Click "OK".

Step 3 –

After you click "OK", you will receive an email in your inbox from Deluxe Self-Service Registration (idgselfserv@deluxe.com) with the one-time password (OTP) required to register for a soft token.

» Note: The one-time password is only valid for 5 minutes. If the password expires, please log out of the self-service portal and log back in and a new email will be delivered.
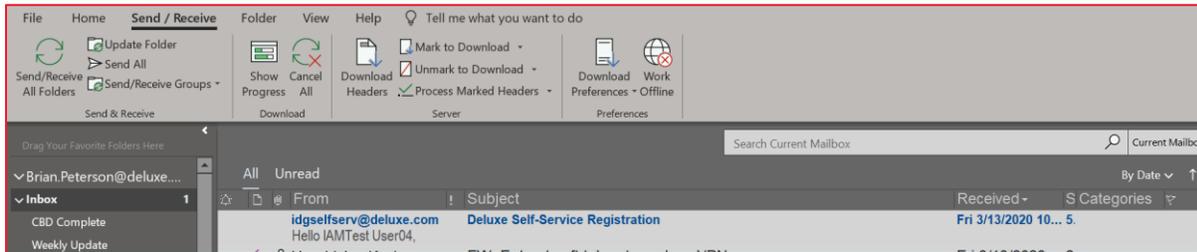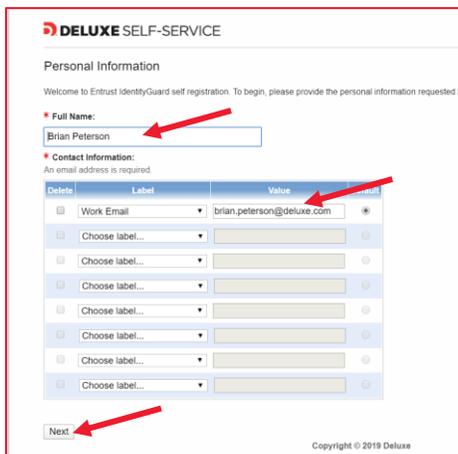

Step 4

» Enter the one-time password and your domain password (domain credentials).
» Click "Log In".
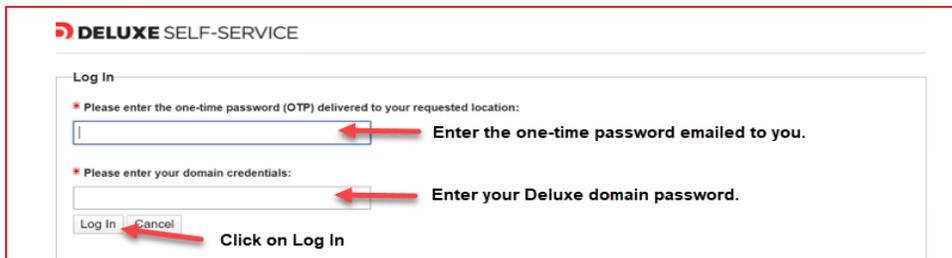
Step 5

» Verify full name.
» Update/confirm your work email
  o There are multiple rows, but you only need to enter work email
» Click "Next.

Step 6

» Select and provide answers for the predefined questions.
   o These will be used in case you lose or need to change your device.
» Click "Next" when complete.

Step 7

» Click "Yes" to go to the next page (See step 1 for downloading the application to your device).

Step 8
Click "Yes" to proceed.

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❓ Please confirm the following

Do you want to get a soft token for second factor authentication?

[Yes] ◀——

Step 9
» Select Option 2 if you are using your desktop/laptop as advised in Steps 2-8 (preferred).
» Click "Next" to continue.

DELUXE SELF-SERVICE

Entrust IdentityGuard Mobile ST Activation Options

Please select the option that best matches your current situation:

1. ○ I want to activate a soft token identity on my current device.
2. ◉ I want to activate a soft token identity on a mobile device that may not be connected to the Internet.
3. ○ I want to delay activating my soft token identity until later.

Option 3

I'm not in a position to activate my soft token identity right now.

[Next] ◀——

Step 10
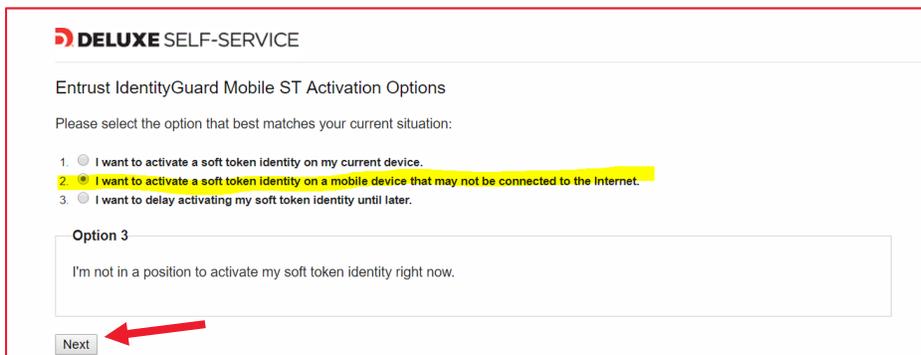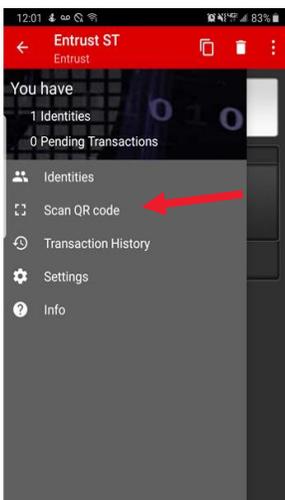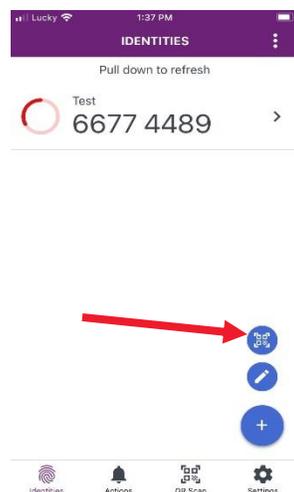» You will be presented with a screen that has a QR code.
» Open the Entrust app on your mobile device.
» Click in the upper left corner (Android) or lower left corner (iOS) and select Scan QR code.
» Scan the QR code displayed on your computer to start the registration/activation process.
  o This is a one-time activity that occurs during registration only.
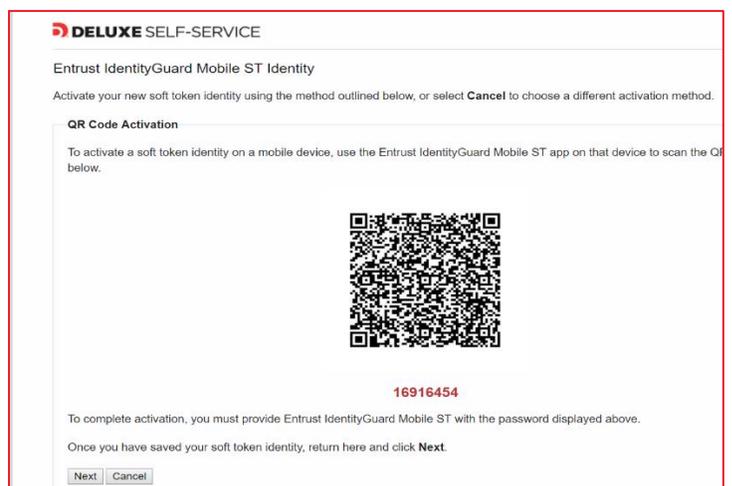
Android View   **iOS View**   **Laptop/Desktop View**

Android view showing Entrust ST menu with "Scan QR code" highlighted

iOS view showing IDENTITIES with Test 6677 4489

Laptop/Desktop view showing QR Code Activation with code 16916454

DELUXE SELF-SERVICE

Entrust IdentityGuard Mobile ST 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 ST app on that device to scan the QR below.

16916454

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**.
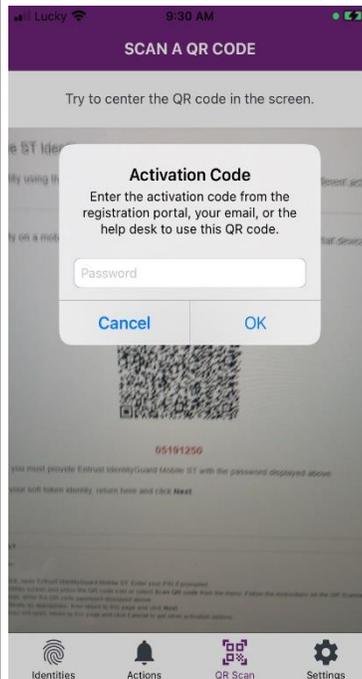
[Next] [Cancel]

Step 11

When the Entrust application reads the QR code, the application will prompt you for the password.

» The password is the red numbers displayed under the QR code.
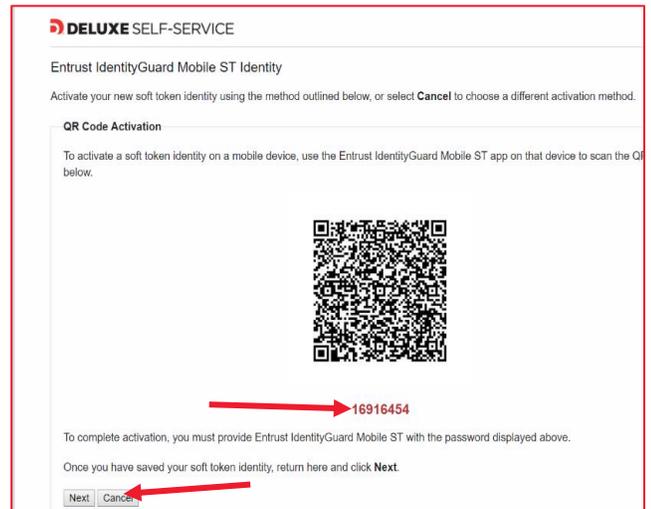» You will get a screen indicating **ACTIVATE IDENTITY** in your phone and click on next.
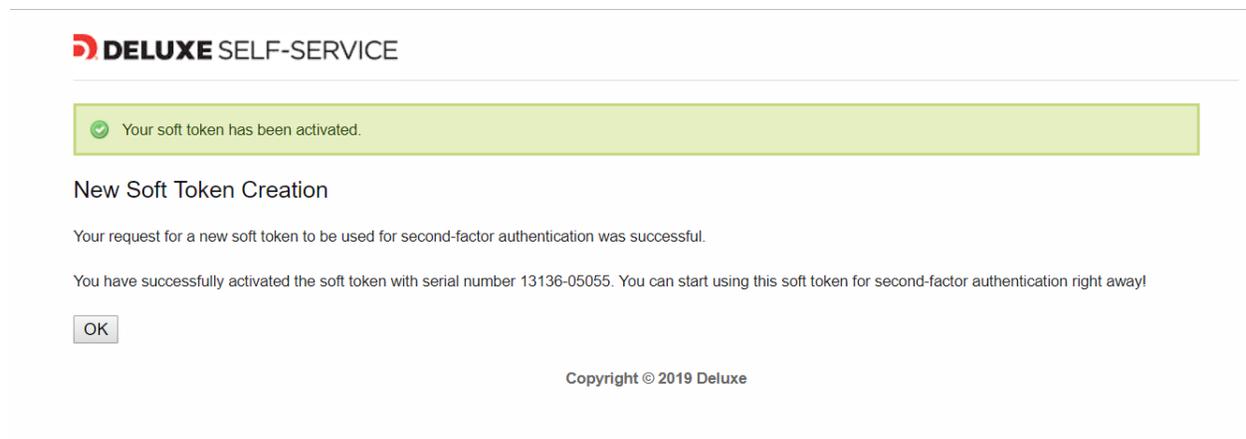
Android View	**iOS View**	**Laptop/Desktop View**

Step 12

On your laptop, you should see the following screen. **Click on "Next" then "OK".**

Step 13

You are now setup with a soft token for Entrust. You should be able to use this for VPN, iPort, Citrix ADC and CyberArk MFA. You will be brought back to the page below. **Click on "Done"** to exit the application.

DELUXE SELF-SERVICE

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 grid.
- I've forgotten my Personal Verification Number (PVN).
- I'd like to change my PVN the next time I authenticate.
- I no longer have or can use my soft token device and don't have a replacement device.
- 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 get an unlock code since my Entrust IdentityGuard Mobile ST application is locked.
- I'd like to change the name associated with my soft token.
- I'd like to recreate my soft token since I deleted its Identity from my device.
- I'd like to reinstall the Entrust IdentityGuard Mobile ST application on my current device or a new device.

Done

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Troubleshooting

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