

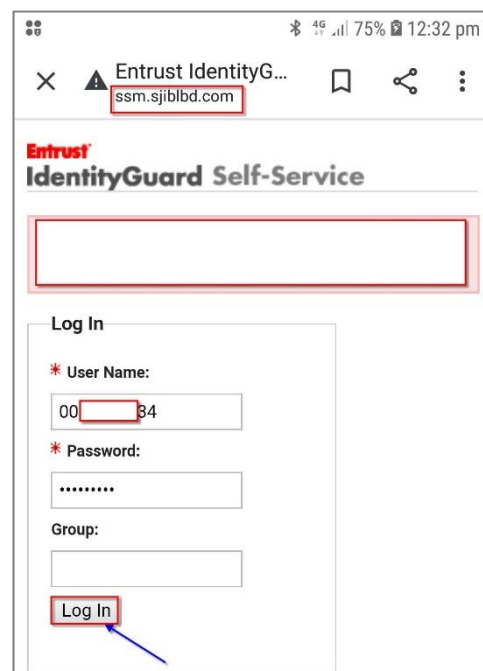
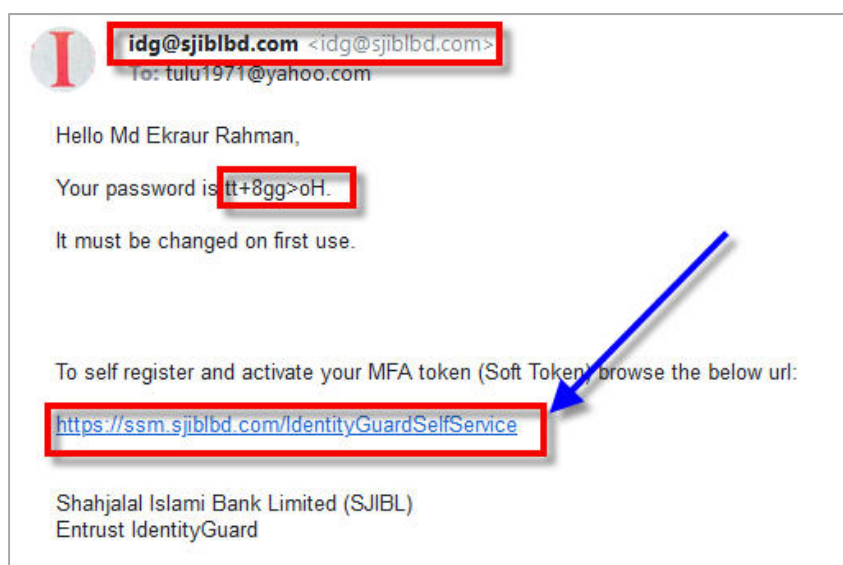
How to Create/Re-create a New/Missing / Lost / Deleted Entrust IdentityGuard Soft Token

Recovery reasons:

- You are switching to a new computer or mobile device from the computer or mobile device where you have previously installed and configured your soft token.
- You have lost the computer or mobile device where soft token application has been installed.
- You have accidentally deleted the Entrust IdentityGuard Soft Token application from your computer or mobile device.
- The Entrust IdentityGuard Soft Token application is corrupted and no longer working.

Follow these steps to Create/Re-create a New/Missing / Lost / Deleted your Entrust IdentityGuard Soft Token:

1. You received a email of URL from idg@sjiblb.com for Log in to your SSM account.



Log In your Internet Banking User ID and supplied password.

2. User will change first time password. ⇒ Click Submit

Entrust IdentityGuard Self-Service

Password Change

Your password has expired. To change it, enter your current password, then enter and confirm your new password. When finished, click the Submit button. Note that your new password must adhere to the password rules below.

* Current Password:

* New Password:

* Confirm Password:

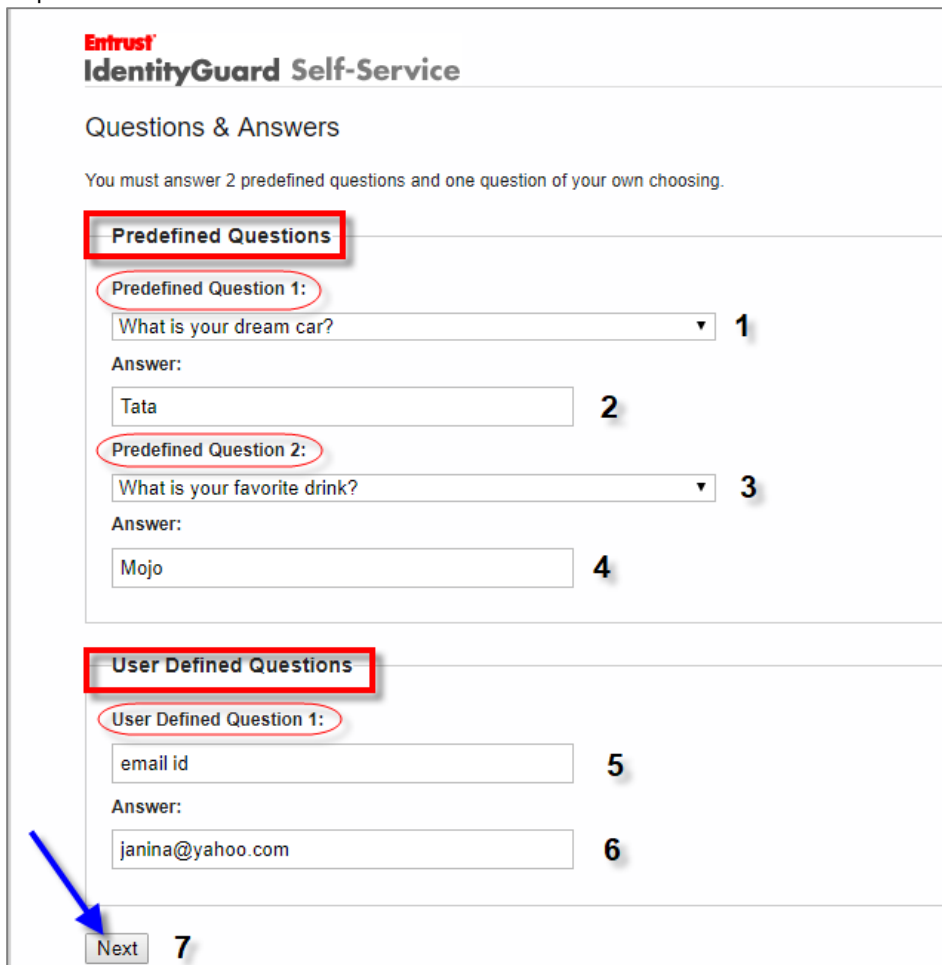
Password Rules

- ✓ Password must be at least 8 characters long
- ✓ Password must contain at least one uppercase character
- ✓ Password must contain at least one lowercase character
- ✓ Password must contain at least one numeric character
- ✓ Password cannot contain your user name
- ✓ Password and confirm password must match
- ⓘ Password cannot match a previously used password
- ⓘ Password cannot be one that is disallowed
- ⓘ Password cannot contain contact information

Copyright © 2018 Entrust

Card Division, CHO

3. On the Question & Answer challenge screen, Select any two predefined questions and provide the answers.
⇒ Type 3rd Question(User Defined) and provide the answers also. ⇒ Click Next



Entrust
IdentityGuard Self-Service

Questions & Answers

You must answer 2 predefined questions and one question of your own choosing.

Predefined Questions

Predefined Question 1:
What is your dream car? 1
Answer:
Tata 2

Predefined Question 2:
What is your favorite drink? 3
Answer:
Mojo 4

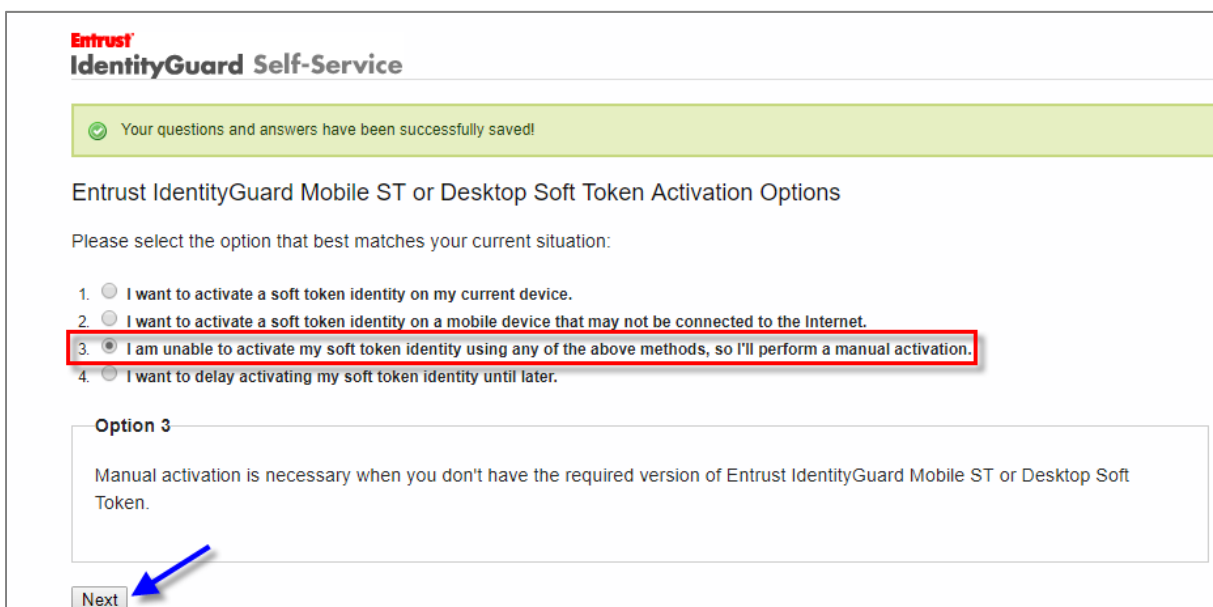
User Defined Questions

User Defined Question 1:
email id 5
Answer:
janina@yahoo.com 6

Next 7

4. For Manual Activation

4. (a) Select "Options 3" ⇒ Click Next



Entrust
IdentityGuard Self-Service

✓ Your questions and answers have been successfully saved!

Entrust IdentityGuard Mobile ST or Desktop Soft Token Activation Options

Please select the option that best matches your current situation:

- I want to activate a soft token identity on my current device.
- I want to activate a soft token identity on a mobile device that may not be connected to the Internet.
- I am unable to activate my soft token identity using any of the above methods, so I'll perform a manual activation.
- I want to delay activating my soft token identity until later.

Option 3

Manual activation is necessary when you don't have the required version of Entrust IdentityGuard Mobile ST or Desktop Soft Token.

Next

4. (b) You are provided with the information required to create a new soft token identity:

NOTE: The set of numbers below just for example purposes. You will be issued a different set of numbers. PLEASE DO NOT use the number below for your soft token registration.

Entrust IdentityGuard Self-Service

Entrust IdentityGuard Mobile ST or Desktop Soft Token Identity

Activate your new soft token identity using the method outlined below, or select **Cancel** to choose a different activation method.

Manual Activation

Enter the following information into the Add Identity screen of Entrust IdentityGuard Mobile ST or Desktop Soft Token.

Identity Provider

Address:
esm-uat.sjibl-bd.com:443/
igst

Name:
<Set By Identity Provider> **1**

Soft Token

Serial Number:
93144-70155 **2**

Activation Code:
6608-8449-4892-4711 **3**

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

Next **Cancel**

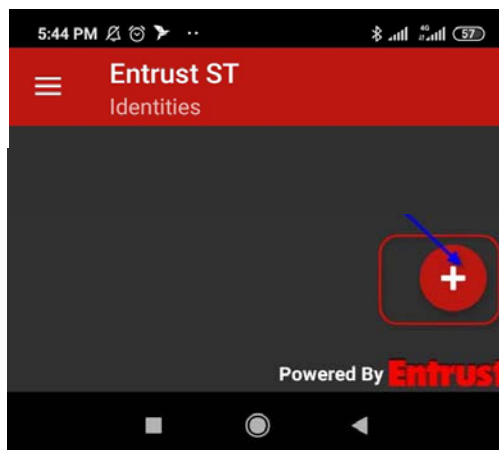
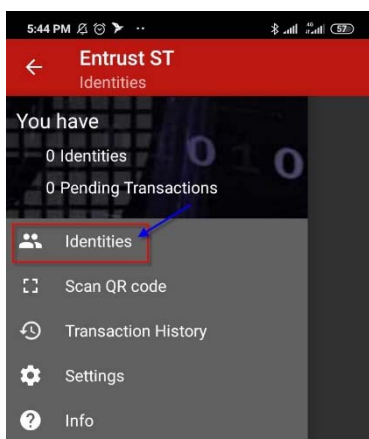
Not sure what to do?

For manual activation:

- On your mobile device, open Entrust IdentityGuard Mobile ST, or, on your computer, open Entrust IdentityGuard Desktop Soft Token . Enter your PIN if
- Select **Add New Identity** if required.
- Enter the Identity Provider Address. This will set the name for your Identity, but you can change it if you want.
- Enter the Serial Number and Activation Code for your soft token. Select **Save**, **Activate**, or **Add** as appropriate.
- If prompted, enter a PIN to protect your Identity.
- If you can't continue for any reason, return to this page and click **Cancel**. Otherwise, click **Next**.

4. (c) Launch the Entrust IdentityGuard Soft Token application on your mobile device.

4. (d) On the application, go to the main menu by selecting the icon on the top left corner ⇒ **Identities**. ⇒ Then add a new identity by selecting the plus icon on the bottom right corner of the application



4. (e) Type the **Name**, **Serial Number** and **Activation Code** into add identity screen of Entrust IdentityGuard Mobile. "Activate Identity" page and when completed select "Activate". ⇒ Click Next at Self-Service Module

Entrust IdentityGuard Self-Service

Entrust IdentityGuard Mobile ST or Desktop Soft Token Identity

Activate your new soft token identity using the method outlined below, or select **Cancel** to choose a different activation method.

Manual Activation

Enter the following information into the Add Identity screen of Entrust IdentityGuard Mobile ST or Desktop Soft Token.

Identity Provider

Address: ssm-uat.sjibl-bd.com:443/igst
Name: <Set By Identity Provider> **1**

Soft Token

Serial Number: 93144-70155 **2**
Activation Code: 6608-8449-4892-4711 **3**

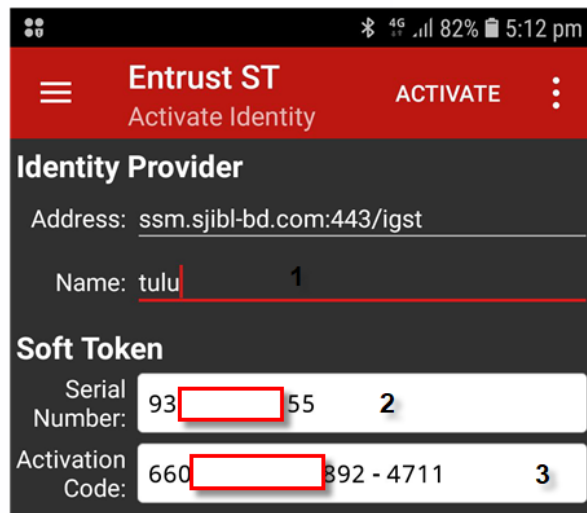
Once you have saved your soft token identity, return here and click **Next**.

Next **Cancel**

Not sure what to do?

For manual activation:

- On your mobile device, open Entrust IdentityGuard Mobile ST, or, on your computer, open Entrust IdentityGuard Desktop Soft Token . Enter your PIN if
- Select **Add New Identity** if required.
- Enter the Identity Provider Address. This will set the name for your Identity, but you can change it if you want.
- Enter the Serial Number and Activation Code for your soft token. Select **Save**, **Activate**, or **Add** as appropriate.
- If prompted, enter a PIN to protect your Identity.
- If you can't continue for any reason, return to this page and click **Cancel**. Otherwise, click **Next**.



Entrust IdentityGuard Self-Service

? Please confirm the following

Are you sure you want to quit your current Entrust IdentityGuard Self-Service registration session?

Yes **No**

Copyright © 2018 Entrust

Card Division, CHO

4 (f) A **Registration Code** will appear on the Entrust IdentityGuard Mobile application. ⇒ You will use this number to link your soft token to your Self-Service Module. ⇒ **Click Next**

The screenshot shows the Entrust IdentityGuard Self-Service registration page on the left and a mobile app interface on the right. The web page displays the registration code '32100-59832' in a text box, with a callout bubble pointing to it that says 'Type Registration Code from Entrust IdentityGuard Mobile'. Below the text box are 'Next' and 'Cancel' buttons, with 'Next' circled in red. A 'Not sure what to do?' section provides instructions. The mobile app interface shows the same registration code '32100-59832' in a red-bordered box, with an 'OK' button at the bottom right.

The token is now activated.

4. (g) ⇒ Click Next

The screenshot shows the Entrust IdentityGuard Self-Service success page. A green message box at the top states: 'The registration code you provided has been accepted and your soft token activated.' Below this, under 'Additional Authentication Types', there is a section for 'One-Time Password' and a section for 'Soft Token'. The 'Soft Token' section contains a message: 'You have successfully activated the soft token with serial number 94395-66382. You can start using this soft token for second-factor authentication right away!' A blue arrow points to the 'Next' button at the bottom left of the page.

4. (h) ⇒ Click OK

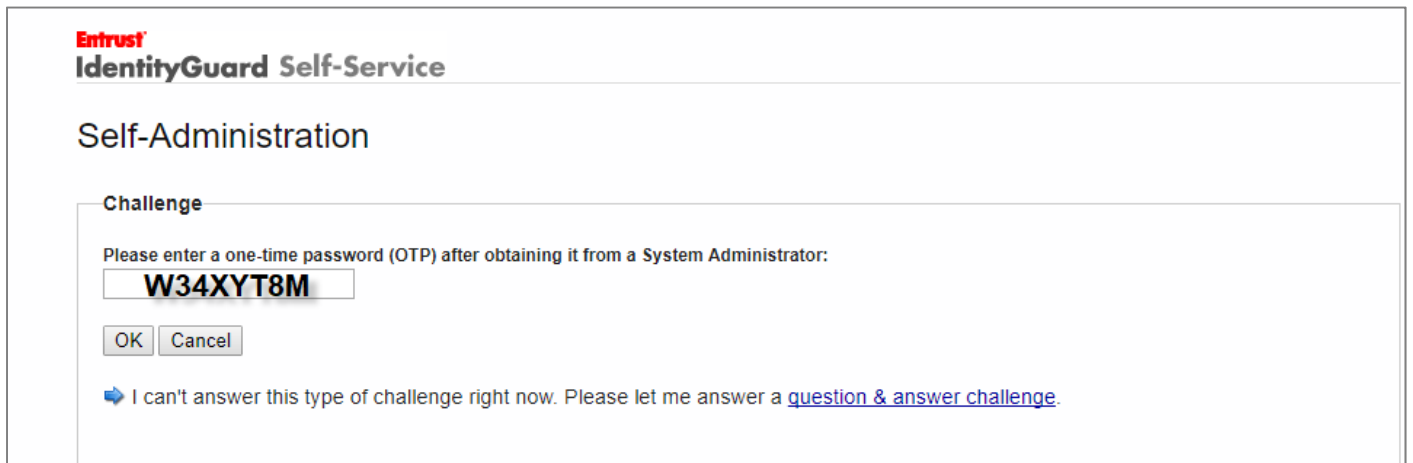
The screenshot shows the Entrust IdentityGuard Self-Service challenge page. A green message box at the top states: 'You've successfully completed your registration with Entrust IdentityGuard Self-Service!'. Below this, under 'Self-Administration', there is a 'Challenge' section. The challenge text reads: 'A one-time password (OTP) will be delivered to your Email.' Below the text are 'OK' and 'Cancel' buttons, with 'OK' circled in red. At the bottom, there is a link: 'I can't answer this type of challenge right now. Please let me answer a [question & answer challenge](#).'



4. (i) Received a email for one-time password



⇒ Type one-time password from email ⇒ Click OK



4. (j) ⇒ Click Done

