FedEx Corporate Systems & Enterprise Access
Entrust IdentityGuard Soft Token User Guide

Entrust IdentityGuard

FedEx
# TABLE OF CONTENTS

## SOFT TOKEN USER INSTRUCTIONS

1. **Install and Activate Soft Token**
   - Option 1: Automatic activation of soft token on mobile devices (iOS, Android, BlackBerry 10, or Windows Phone 8)
   - Option 2: Manual activation of soft token for older BlackBerry devices
2. **Check Point VPN Login using Entrust OTP Soft Token**
3. **Report Permanently Lost Or Replaced Soft Token Device**
4. **Report Temporarily Misplaced Soft Token Device**
5. **Found Temporarily Misplaced Soft Token Device**
6. **Synchronize Soft Token**
7. **Unlock Soft Token**

## APPENDIX A - GLOSSARY TERMS

1. **IOS APPLE ACCOUNT/ID**
2. **ANDROID GOOGLE ACCOUNT/ID**
3. **BLACKBERRY WORLD ACCOUNT/ID**
4. **WINDOWS MICROSOFT ACCOUNT/ID**
**Soft Token User Instructions**

**Install and Activate Soft Token**

Install and Activate the Entrust OTP Soft Token using one of the two activation options:

**Option 1:** Automatic activation of soft token on mobile devices (iOS, Android, BlackBerry 10, or Windows Phone 8)

This option is recommended, if you are using a device that runs iOS, Android, BlackBerry 10, or Windows Phone 8. It allows you to activate the soft token on the current device.

**Note:** This option is not supported on older BlackBerry devices. BlackBerry OS v10 is required.

1) The **Entrust OTP** application must be installed on your mobile device before obtaining a soft-token.
2) To install the **Entrust OTP** application, go to your mobile device App Store (or the FedEx App store for AirWatch managed devices) and search for **Entrust OTP** application and complete the installation process.

   **Note:** Go to “Appendix B – Creating App Store Accounts”, to obtain more information on creating App Store accounts.

3) After the app is installed, the **Entrust OTP** icon will appear on your mobile device.

4) Launch your mobile device’s web browser (Safari, Chrome, Firefox, etc.). BlackBerry users must use the web browser in the personal workspace of the device.
5) Login to **https://idguard.fedex.com** using your FedEx id, enterprise password and eGrid (or challenge questions & answers).

   **Note:** Do not use the AirWatch Browser for this step. Use the built-in browser on your mobile device.

6) Click “I’d like to request a soft token” link.
7) You will be prompted to confirm the following; “Do you want to get a soft token for second factor authentication?” and click Yes.

8) Next you will see another prompt, “Have you have downloaded/installed the Entrust OTP IdentityGuard Mobile OTP application onto your mobile device”, click Yes.
Important Note: The option mentioned in the image below, “the IdentityGuard Desktop Soft Token application on to your computer” is not available for users.
9) Select **Option 1**, “I want to activate a soft token on my current device”, click **Next**.

10) Click the **Activate Soft token** button. You will be prompted to open Entrust OTP App, click **Open**.
11) On the **Activate Identity** screen in the Entrust OTP app, click **Activate**. 
   *(Note: iOS version is shown below. The app might prompt you to confirm the activation)*

![Activation screen](image)

12) When prompted, **set a 4 digit PIN** and confirm it, you will need to enter this PIN whenever you open the Entrust OTP IdentityGuard app. iOS users can also use TouchID to unlock the OTP application by configuring this option after the activation process has been completed.
(Note: you must set a PIN in order to access the phone app and to complete the activation process)

13) The activation process will add a new identity named FedEx in the OTP application, which will display a one-time passcode (OTP) that changes every 30 seconds.

14) Return to the self-service web site, click Next.
15) The self-service web site confirms that the soft token is activated.

16) This completes the soft token activation process.

Option 2: Manual activation of soft token for older BlackBerry devices

This option is mainly used to activate soft tokens on older versions of Blackberry (BlackBerry OS older than v10).

This option can also be used on any device type if you cannot perform automatic activation of soft token on mobile device using option 1.

1) To obtain your Entrust OTP on an older BlackBerry mobile device we have 2 ways to obtain an account. The best option is via the desktop/laptop PC or you can also load from your mobile device browser.

   Note: If you already have a BlackBerry account and do not remember your password, use these instructions below to reset your password:

   - **BlackBerry Desktop/Laptop PC** - To reset your password on a computer, visit [www.blackberry.com/blackberryid](http://www.blackberry.com/blackberryid). Click “Reset your password” and complete the instructions on the screen.

   - **BlackBerry Smartphone** - To reset your password on your BlackBerry device, when you are prompted to sign in with your BlackBerry ID, click **Forgot Password**. Answer your security question and complete the instructions on the screen.

   Once you have completed the steps above, you will receive a password reset email.
a. **BlackBerry Desktop/Laptop PC** - This is best way to create your BlackBerry account and password using your Desktop or Laptop PC by accessing the following online link: [http://us.blackberry.com/bbid.html](http://us.blackberry.com/bbid.html).

Complete the installation process and the mandatory fields which includes the username (which is an email address and does not have to be your FedEx email address), password, screen name, password recovery question, and password recovery answer.

Or

**BlackBerry Smartphone** – Go to Blackberry World app store or the FedEx App Store for AirWatch managed devices and search for **Entrust OTP** and complete the installation process and you will receive a confirmation email (sent to the email address that you used with your BlackBerry ID username). It's important to verify your BlackBerry ID using the link in the confirmation email because you must have a verified email address in order to recover your password in the future.
2) Login to [https://idguard.fedex.com](https://idguard.fedex.com) using your FedEx Id and enterprise password and complete the second factor challenge questions & answers. This should be done using the web browser on desktop or laptop pc.

3) Click the “I’d like to request a soft token” link.
Self-Administration Actions

Please select one of the actions below or click Done if you're finished:

- I'd like to cancel and replace my eGrid because I've permanently lost it or think it's been compromised.
- I'd like to request a soft token.
- I'd like to download remote access software

Done
4) You will be prompted to confirm the following: “Do you want to get a soft token for second factor authentication?” click Yes.

5) Next you will be provided another prompt, “Have you downloaded/installed the Entrust OTP IdentityGuard Mobile OTP application”, click Yes.

Important Note: The option mentioned in the image below, “the IdentityGuard Desktop Soft Token application on to your computer” is not available for users.
6) Select **Option 3**, “I am unable to activate my soft token identity using any of above methods, so I’ll perform a manual activation”, and click the **Next** button.

7) The following screen will appear. **Do NOT** click the **Next** button, but proceed to step 8.
8) Enter the **Serial Number**, **Activation Code**, and the **Identity Provider address** into Entrust IdentityGuard Mobile OTP app. The soft token application will generate a registration code. In the Self-Service web site, click **Next** button, and then enter the **Registration Code**, as prompted.

![Image of the process]

**1. Manual Activation**

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

- **Identity Provider**
  - Address: idguard.fedex.com/fgst
  - Name: FedEx

- **Soft Token**
  - Serial Number: 84306-54353
  - Activation Code: 5165-1497-9609-4410

**2. Activation**

The soft token application will generate a registration code. In the Self-Service web site, click **Next** button, and then enter the **Registration Code**, as prompted.

**3. Registration Code**

Enter the registration code into the Self-Service web page, or give it to your help-desk to complete adding the Identity.

**4. Not sure what to do?**

- If the soft token activation information is still being processed, please wait.
- If a registration code is not being
Note: The soft token is activated in Entrust OTP and the activation process has added a new identity named FedEx to the OTP application, which displays a one-time passcode (OTP) that is good for 30 seconds.

9) This completes the Manual Activation of soft token for older blackberries process.

Check Point VPN Login using Entrust OTP Soft Token

Note: No changes are required on Check Point client to use soft token for authentication.

1) Enter your FedEx ID in the Username field and enter enterprise password in the Password field and click Connect.
2) Enter your **one-time passcode** (security code) from the soft token app in to the **Response field** and click the **Connect** button.

![Check Point Mobile](image)

3) This completes the VPN authenticate process with soft token.

**Report Permanently Lost Or Replaced Soft Token Device**

1) Login to [https://idguard.fedex.com](https://idguard.fedex.com) using your **FedEx ID**, **enterprise password** and Q & A challenge.
2) In the **Self-Administrative Actions** screen, click “I've permanently lost or replaced my soft token device”.
3) You will be prompted to confirm the following “No Longer having your soft token device means that your soft token with serial number ####-#### will be deleted, thereby making it unusable. If you are sure, then you must request a new soft token once you get a replacement device”. Click Yes.

4) The self-service main menu page appears with a message of “Your soft token has been deleted, and once you get a replacement device, please request a new soft token”. Click Done.
5) If the device being used had a soft token previously activated, delete the FedEx identity from the Entrust OTP app.

   a. For IOS device; select the white FedEx bar and swipe your finger or stylist from left to right until the Delete option is displayed on the right side of the bar in Red/White and select “Delete” and continue to follow the prompts.

   b. For Android device; select from the top bar (Red/White) select the “3 white dots” and from the menu, select “Remove” and continue to follow the prompts.
Examples of lost or replaced soft token devices:

- You have lost soft token device permanently.
- You have replaced soft token device and need to delete the token used on old device and activate a new soft token on new device.
- You have restored soft token device to factory defaults and had to reinstall the Entrust OTP app.
- You have deleted Entrust OTP app from current soft token device and re-installed it.

6) This completes the deletion of your lost or replaced soft token device process.

Report Temporarily Misplaced Soft Token Device

1) Login to [https://idguard.fedex.com](https://idguard.fedex.com) using your FedEx ID and your enterprise password.
2) In the **Self-Administrative Actions** screen, click on **I've temporarily forgotten or misplaced my soft token device**.

You will be prompted to confirm the following, “**Do you want to have your soft token with serial number #######-##### made inactive until your device is recovered**”. Click Yes.
4) The self-service main menu page appears with a message “Your forgotten soft token has been placed on hold until you indicate it has been recovered”. Click Done.

5) This completes the report temporarily misplaced soft token device process.

**Found Temporarily Misplaced Soft Token Device**

1) Login to [https://idguard.fedex.com](https://idguard.fedex.com) using your FedEx ID and your enterprise password.
2) Login with enterprise password and Q&A or enterprise password and Temporary PIN.
**Note:** You cannot use token that has been reported temporarily misplaced. Once a token is reported as temporarily misplaced it is placed in an on-hold status and cannot be used until the user logs back in to the self-service site and report it as found.
3) In the **Self-Administrative Actions** screen, click on “I found my device and would like to start using its soft token again”.

4) You will be prompted to confirm the following, “**Do you want to restore your soft token with serial number 60395-42797 so you can start using it again**”. Click Yes.

5) The **Token Recovery** screen appears; now **open your Entrust OTP app** to get the security code that is displayed.
6) **Enter the Entrust (OTP) pass code** in the response field as shown below, click **OK**.

7) An updated **Self-Administration Actions** screen appears, confirming “**You’ve successfully re-enabled your soft token**”.

8) This completes the found temporarily misplaced soft token device process.
Synchronize Soft Token

1) Login to https://idguard.fedex.com using your FedEx ID and enterprise password and complete the second factor challenge questions & answers

2) In the Self-Administrative Actions screen, click “I’d like to try synchronizing my soft token since it doesn’t appear to be working”.

3) A confirmation screen appears, “Do you want to synchronize your soft token with serial number ######-##### in an attempt to get it working”, Click Yes.
4) The **Token Synchronization** screen appears, now enter the Entrust (OTP) pass code in the response field as shown below, and click **OK**.

![Token Synchronization Screen]

5) An updated **Self-Administration Actions** screen appears, confirming “Your attempt to synchronize your token was successful”.

![Self-Administration Actions Screen]

6) This completes the synchronize soft token process.
Unlock Soft Token

Entrust OTP app is locked if incorrect PIN is entered 5 times, to unlock Entrust OTP Soft token follow these steps:

1) Click the **Unlock** button on the Entrust Application Locked screen.

![Unlock Button]

2) Login to [https://idguard.fedex.com](https://idguard.fedex.com) using your FedEx ID and enterprise password and complete the second factor challenge questions & answers.

3) In the Self-Administrative Actions screen, click “I'd like to get an unlock code since my IdentityGuard Mobile OTP or Desktop Soft token application is locked”.

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**Entrust IdentityGuard Soft Token**

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4) A confirmation screen appears, click **Yes**.

5) The Entrust OTP App Unlock screen appears. Enter the **PIN Reset Code** from the Entrust OTP app into the **PIN Reset Code** field on the self-service web site and click **OK**.

6) You will receive a confirmation number, To unlock your IdentityGuard Mobile OTP or Desktop Soft token application. **Enter the confirmation number in the “PIN Reset Code” field.**
Note: An updated Self-Administration Actions screen appears, confirming your token has been reset.

7) Enter a new 4-digit PIN from the “Change PIN” screen.
8) Re-enter the new 4-digit PIN and click OK to complete the process of changing your PIN.
9) This completes the Unlock soft token process.
Appendix A - Glossary Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entrust</td>
<td>Name of soft token vendor</td>
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<tr>
<td>IdentityGuard</td>
<td>Name of the product for soft token</td>
</tr>
<tr>
<td>IDM</td>
<td>Identity Management</td>
</tr>
<tr>
<td>OTP</td>
<td>One-time-passcode</td>
</tr>
<tr>
<td>Q &amp; A</td>
<td>Questions and Answers submitted during registration</td>
</tr>
<tr>
<td>SSM</td>
<td>Self Service Module</td>
</tr>
</tbody>
</table>

Appendix B - Creating App Store Accounts

**IOS APPLE ACCOUNT/ID**

If you are using an iOS 7 mobile device or a later version, you will be required to create an Apple or iTunes account before you begin installation of your Entrust IdentityGuard Soft Token. The Apple account is your username and is used with downloading Apple applications, iTunes Store, and enable iCloud. Your iOS account must be a valid email address and does not have to be your FedEx email address. If you have an account, you may use your existing account or create a new one.

When creating your account, you can access the web browser on your mobile device or access the My Apple ID from the online web site link: [https://appleid.apple.com/account](https://appleid.apple.com/account)

*Note:* You will be prompted for a credit card payment when creating your account. It is not required to provide a payment for an Apple account. When prompted, select “Create New Account” and select “None” for your payment method and continue to follow the prompts to complete the account creation.

**ANDROID GOOGLE ACCOUNT/ID**

If you are using an Android mobile device, you will be required to create a Google account before you begin installation of your Entrust IdentityGuard Soft Token. A Google Account gives you access to Google products like Gmail, Google+, YouTube, Google Play Store for downloading applications and more with a single username and password. A Google Account automatically comes with a Gmail address and a Google+ Profile. Once you create a Google Account, you can use that same username and password to sign in to any Google products. Your Google account must be a valid username and does not have to be your FedEx email address. If you have an account, you may use your existing account or create a new one.

When creating your google account you can access the web browser on your mobile device or access the Create a Google Account from the online web site link: [https://support.google.com/accounts/answer/27441?hl=en](https://support.google.com/accounts/answer/27441?hl=en)

*Note:* You can also select the Create an account link beneath the sign in box in the middle of any Google sign-in page.
BLACKBERRY WORLD ACCOUNT/ID

If you are using a BlackBerry mobile device, you will be required to create a BlackBerry account before you begin installation of your Entrust IdentityGuard Soft Token. A BlackBerry account gives you access to websites, applications and more with the use of a username and password. Your BlackBerry account must be a valid email address and does not have to be your FedEx email address. If you have an account, you may use your existing account or create a new one.

When creating your account, you can access the web browser on your mobile device or access the Manage your BlackBerry ID from the online web site link: http://us.blackberry.com/bbid.html

WINDOWS MICROSOFT ACCOUNT/ID

If you are using a Windows mobile device, you will be required to create a Microsoft account before you begin installation of your Entrust IdentityGuard Soft Token. A Microsoft Account provides you with access to documents, photos, and the Microsoft store for applications and more with the use of your username and password. Your Microsoft account must be a valid email address and does not have to be your FedEx email address. If you have an account, you may use your existing account or create a new one.

When creating your account, you can access the web browser on your mobile device or access the One account for all things Microsoft from the online web site link: http://www.microsoft.com/en-us/account

Note: You can also select the Create a free Microsoft account link beneath the Sign in box in the middle of any Microsoft sign-in page.