

This quick reference guide will explain the steps for setting up your Entrust soft token for Members Only multi-factor authentication. If you have any questions regarding the information included in the guide, please contact Corporate One’s Member Experience department at memexp@corporateone.coop.

Step 1	Download the Entrust IdentityGuard Mobile application token on your Apple or Android mobile device. You can get the app on the Apple Store, Google Play Store or directly from the Entrust at: https://www.entrust.com/mobile/info/computer.htm . Open the app once it is installed. You should see the “Entrust ST Activate Identity” screen on your mobile device. The fields you see on your screen will be automatically filled as we proceed through the rest of the installation process.
Step 2	<p>Next, launch a browser on your PC and go to www.corporateone.coop. Click the “Members Only” login link at the top of the page.</p> <p>Now find the Self Service area located on the left side of the page and click the “Update my personal information” link. This link will take you to the Multi-Factor Self Service login screen where you will now be prompted to login with your username, password and grid challenge that you previously received via encrypted email.</p> <p>Note: <i>The Multi-Factor Self Service area is a resource area for users. You can manage your account (i.e. change password, etc.) and update personal information, when needed, from here.</i></p>
Step 3	From the Multi-Factor Self Service screen, select “I’d like to request a soft token.” Then click “Yes.” The next screen will ask you to confirm that you have the app installed on your mobile device; click “Yes” again.
Step 4	The following screen offers several options for activating your Entrust soft token. Select option 3, “I want to activate a soft token identity on a mobile device that may not be connected to the Internet” and click “Next.”
Step 5	Your computer screen will now display a square QR Code. In the top left corner of your device, touch the menu button on the Entrust app (it looks like three horizontal bars). Then choose the “Scan QR Code” option on the menu. The camera will activate on your mobile device; line up the green square shown in the middle of the camera around the edges of the QR Code on your computer screen. Now find the numerical password shown below the QR Code on your computer screen and enter it on your mobile device. Once you have entered the password touch “OK” then “Yes” on your device.
Step 6	Choose a four-digit PIN for your Entrust soft token. The app will now display an Activation Summary screen that gives you the opportunity to assign a name to the token. Once you are satisfied with the name, touch “Activate.” You should see a “Success” confirmation on your mobile device.

Step 7	On your PC, click “Next” on the Multi-Factor Self Service screen and you will see a confirmation that you have successfully activated your soft token. Click “Ok” to return to the starting Self Service screen.
Step 8	Finally, to delete your grid card click “I’ve permanently lost my grid or think it’s been compromised” then click “Yes.” You will then be returned to the starting Self Service screen again, click “Done” and close all browsers. Now you can destroy the grid card that was issued to you when you first registered for multi-factor authentication.

Logging into the multi-factor authentication system

You can now log in anytime by selecting the “Members Only” login link at the top of Corporate One’s website. Once you enter your correct username and password on the multi-factor authentication login screen, you will receive a notification on your mobile device. Simply touch the notification to launch the Entrust app, enter your four-digit PIN then touch the green “Confirm” button and the Corporate One Members Only page will now load. If you no longer need to sign into the system you can touch the blue “Cancel” button.

Note: You may need to enable notifications under your device settings.