

# Register for a Soft Token

## Download the Entrust Software



1. In the App Store (iPhone) or the Google Play Store (Android)
2. Search for Entrust Identity Mobile ST
3. Download app onto your cell phone

## Log in the Entrust Self-Service Portal

A screenshot of the Entrust Identity Enterprise Self-Service portal. The page has a white background with a purple and white logo in the top left corner. The text 'ENTRUST IDENTITY ENTERPRISE' is visible in the top left, and 'Entrust Identity Enterprise Self-Service' is in the top right. Below the logo, there is a 'Log In' section with a horizontal line above it. This section contains three input fields: 'User Name:' with a red asterisk, 'Password:' with a red asterisk, and 'Group:'. Each input field has a small 'eye' icon to its right. Below the 'Group' field is a 'Log In' button. To the right of the input fields, there is a grey box with the text: 'Please log in to either sign up for multifactor authentication, or to administer your existing account.' At the bottom center of the page, there is a small copyright notice: 'Copyright © 2021 Entrust Corporation.'

1. Go to <https://essm.rejis.org/>
2. Enter the username and password from the emails sent to you from the REJIS Operations Center into the appropriate fields
3. Click Log In

## Set Email Address, and Setup Security Questions

1. On the **Personal Information** page, choose work email or Home Email from the label dropdown menu

ENTRUST | IDENTITY ENTERPRISE | Entrust Identity Enterprise Self-Service

**Personal Information**

Welcome to Entrust Identity Enterprise self registration. To begin, please provide the personal information requested below.

**Contact Information:**  
An email address is required.

Label	Value	Default
<input type="checkbox"/> Work Email	[Email Address]	<input type="radio"/>

Choose label: [Dropdown]

Telephone Number Format [Icon]

Next

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2. Add the correct email in the Value column
3. If you add both a home and work email, select one as your default.  
*NOTE: This email is used by Entrust to email you a new PVN or password if requested.*
4. When you have finished adding your email addresses, click 'Next'
5. On the **Questions and Answers** page, select a question from each of the **Predefined Question** fields

Your personal information has been successfully saved!

**Questions & Answers**

You must answer 2 predefined questions.

Predefined Questions

Predefined Question 1:  
Please choose a question: [Dropdown]  
Answer: [Text Field]

Predefined Question 2:  
Please choose a question: [Dropdown]  
Answer: [Text Field]

Predefined Question 3:  
Please choose a question: [Dropdown]  
Answer: [Text Field]

**3 Different Questions**

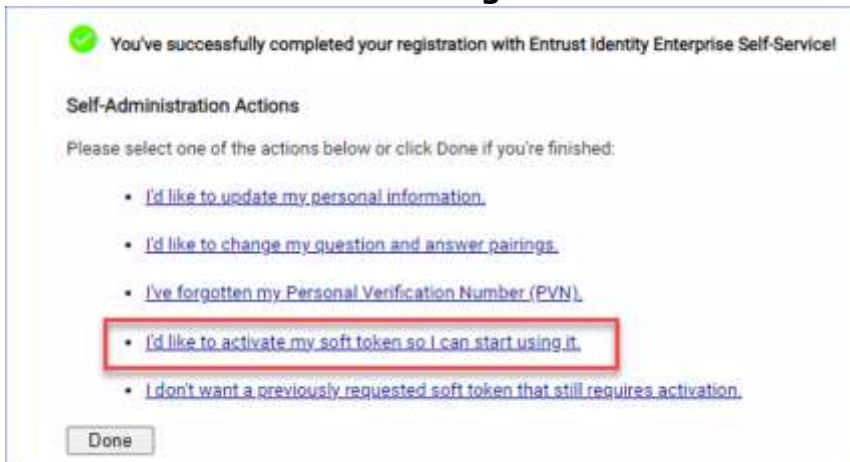
**3 Different Answers**


6. Type an answer to each question in the answer field  
**NOTE You** must have three different questions and answers
7. Click 'Next'

*The REJIS Operations team may use these questions and answers to validate your identify*

## Self-Administration Actions

1. On the **Self-Administration Actions** page, click on **I'd like to activate my soft token so I can start using it**



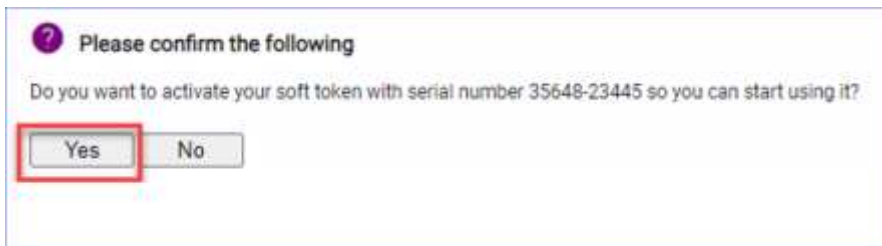
 You've successfully completed your registration with Entrust Identity Enterprise Self-Service!


**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 forgotten my Personal Verification Number \(PVN\).](#)
- [I'd like to activate my soft token so I can start using it.](#)
- [I don't want a previously requested soft token that still requires activation.](#)

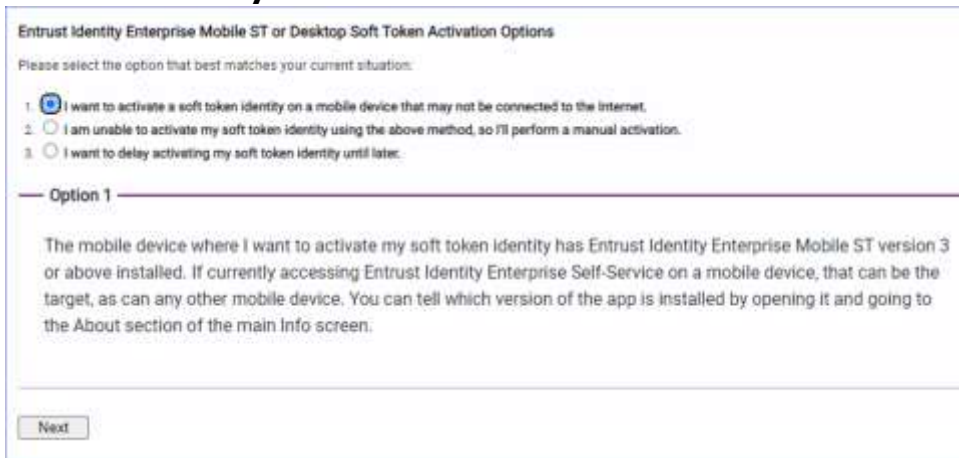
2. Click **Yes** to activate the soft token



 Please confirm the following

Do you want to activate your soft token with serial number 35648-23445 so you can start using it?

3. Choose Option 1, **I want to activate a soft token identity on a mobile device that may not be connected to the internet**



**Entrust Identity Enterprise Mobile ST or Desktop Soft Token Activation Options**

Please select the option that best matches your current situation:

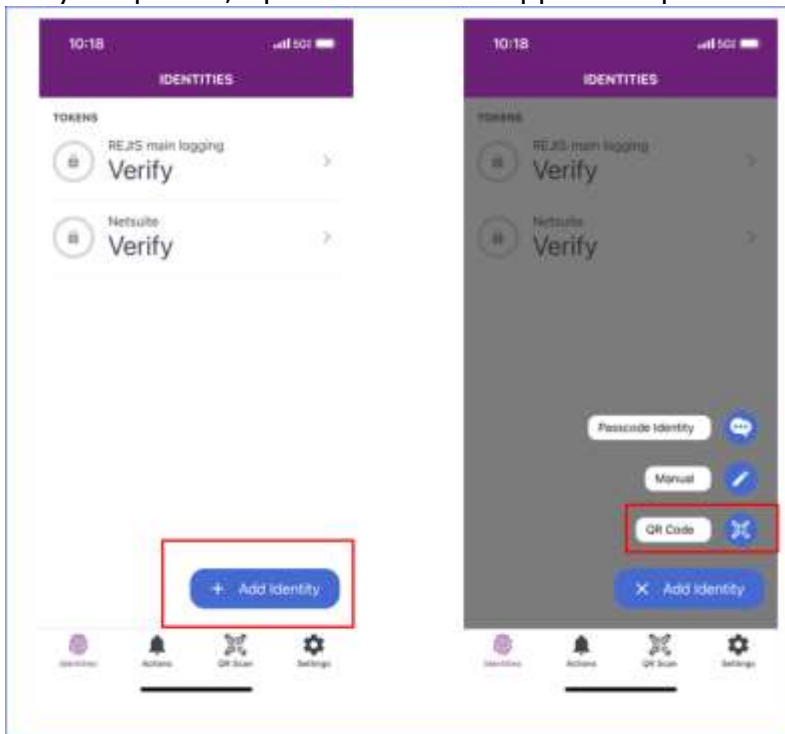
1.  I want to activate a soft token identity on a mobile device that may not be connected to the internet.
2.  I am unable to activate my soft token identity using the above method, so I'll perform a manual activation.
3.  I want to delay activating my soft token identity until later.

— Option 1 —

The mobile device where I want to activate my soft token identity has Entrust Identity Enterprise Mobile ST version 3 or above installed. If currently accessing Entrust Identity Enterprise Self-Service on a mobile device, that can be the target, as can any other mobile device. You can tell which version of the app is installed by opening it and going to the About section of the main Info screen.

4. Click **Next**

5. On your phone, open the Entrust app and tap the blue plus button 



6. Tap on **QR Code**

7. Use your phone's camera to scan the QR code

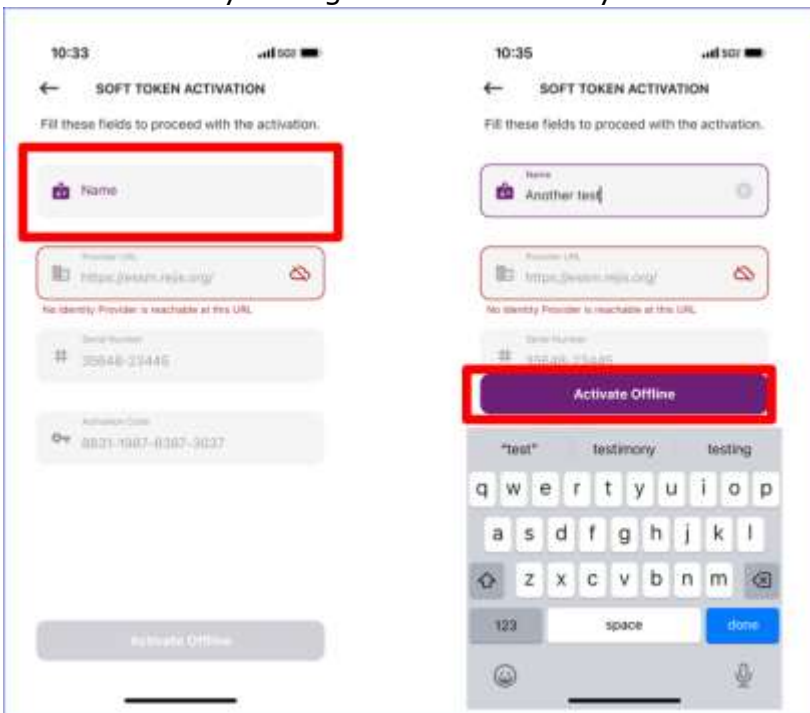


8. A screen will open on your phone and ask for the QR code password. You can find this under the QR code on your computer



*If you experience issues with scanning the QR code, hit cancel on the computer and select option '2', 'I'm unable to activate my soft token identify using the above method, so I'll perform a manual activation'*

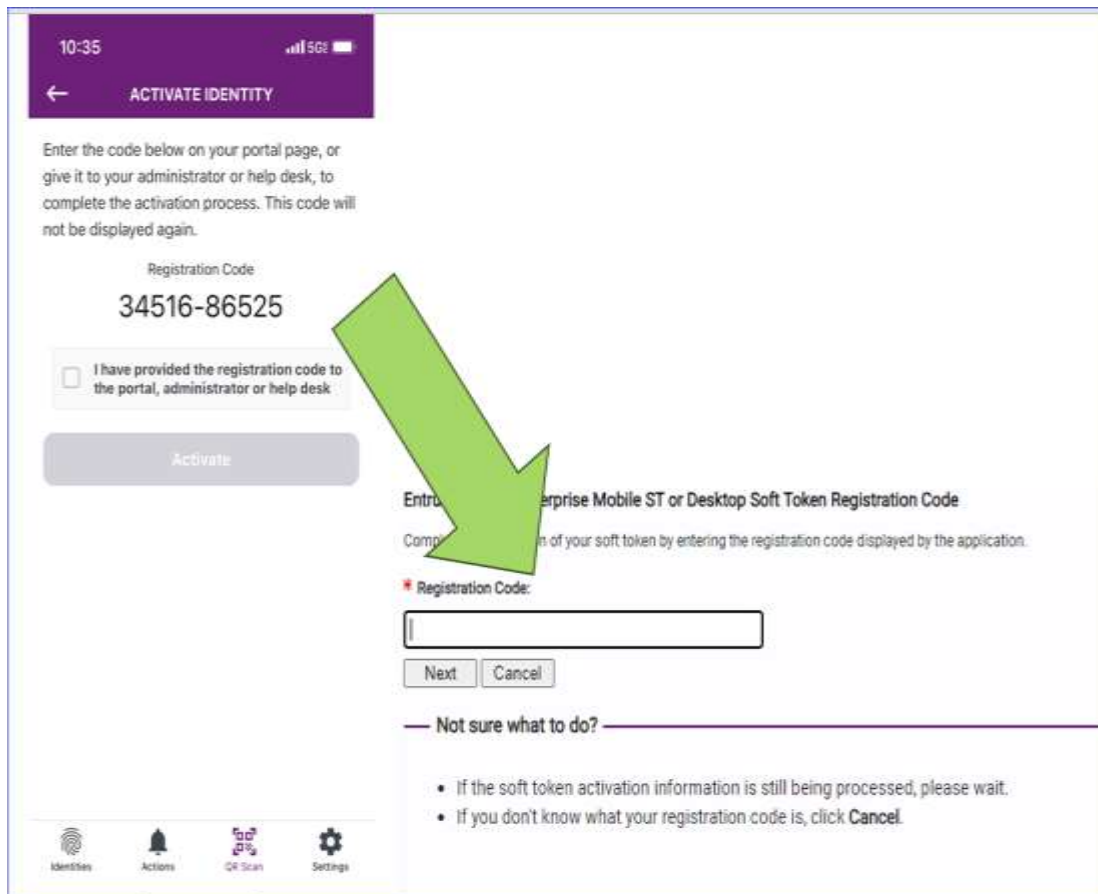
9. On your phone, tap the Name field and enter a name for your token. JusticeWeb may be a good identifier for you.



10. Click **Activate Offline**

11. Type the **Registration Code** on your phone into your computer

**NOTE: You must enter the registration code displaying on your mobile into the Registration Code field on your PC for registration to be successful. If this step is not done, you will have to delete your Entrust identity and start over.**



10:35 5G

← ACTIVATE IDENTITY

Enter the code below on your portal page, or give it to your administrator or help desk, to complete the activation process. This code will not be displayed again.

Registration Code  
34516-86525

I have provided the registration code to the portal, administrator or help desk

Activate

Entrust Enterprise Mobile ST or Desktop Soft Token Registration Code

Complete activation of your soft token by entering the registration code displayed by the application.

\* Registration Code:

Next Cancel

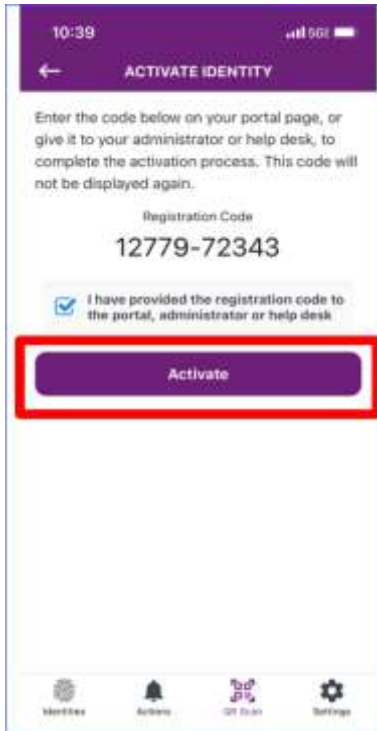
— Not sure what to do? —

- If the soft token activation information is still being processed, please wait.
- If you don't know what your registration code is, click **Cancel**.

Identities Actions QR Scan Settings

12. **AFTER you enter the registration code into your computer,** On your computer, click **Next**

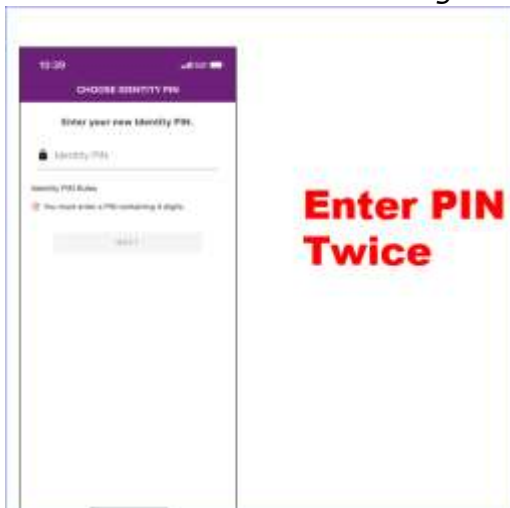
13. On your phone, check the **I have provided the registration code to the portal, administrator or helpdesk** check box.



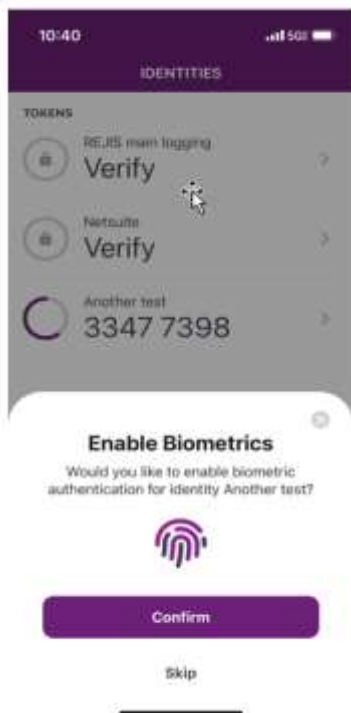
14. On your phone, tap **Activate**

15. Enter a PIN

***NOTE:*** We recommend this PIN be the same as your PVN. Your PIN will be used on your phone if you do not use biometric authentication. Your PVN will be used on the JusticeWeb login screen.



16. If you would like to use your fingerprint or face recognition to verify your identity, tap **Confirm** on the Enable Biometrics box.



Registering your soft token is completed. The first time you log into JusticeWeb after your agency cutover, you will be prompted to enter your token and PVN.

### Log into JusticeWeb

1. Go to [Justiceweb.org](http://Justiceweb.org)
2. Enter your username and password as you have in the past and click **Sign In**
3. Once JusticeWeb recognizes your username and password, two more fields for Token and VPN will display. Enter the 8-digit token from your phone and the 4-digit PVN hat was assigned to you.

A screenshot of a web form titled 'Please Sign In'. It contains four input fields: 'Name' with the value 'JCIAVARELLA', 'Password' with masked characters, 'Token' with a red box around it, and 'PVN' with a red box around it. A 'Submit Token' button is located at the bottom left of the form.



## Updating your Entrust Token

After you have successfully set up your soft token, you will no longer need to access the Entrust self-service portal in the future unless you want to:

1. Change your PVN
2. Update our security questions and answers
3. Need to re-register your token on a new mobile device

To access the Entrust self-service portal

Go to <https://essm.rejis.org/>

1. Enter your entrust username and password and log in
2. Select the appropriate option

For assistance 24X7, please contact the

### Rejis Operations Center



[D] (314) 535-9497

[TF] (888) 923-7255

[F] (314) 531-3674

For low priority requests you can email the ROC at

Helpdesk@rejis.org

[REJIS.org](https://rejis.org)

When Data Matters