



ENTRUST



Remote Signing Service

Logging in for the first time

The first time you log in to Entrust Remote Signing Service, you will use your username, password + one-time PIN delivered via SMS or Email. After you log in, you will be prompted to set up second-factor authentication for your account. As second factor authentication, you will need to set up Entrust Identity app.

The Entrust Identity app is offered for download at no cost when you configure your account. Installation and registration of the Entrust Identity app is simple and takes just a few moments. Additional information about Entrust Identity app is available from the app help—click the Information icon.

1. Log in to the Remote Signing Service account.
2. First-factor authentication—username, password, and one-time PIN delivered via SMS. You can also request a one-time PIN via email by clicking [Alternative Authentication](#).

Note: You will receive a one-time PIN via Email if you did not provide a mobile number during the Personal Validation process.

The screenshot shows the login interface for the Entrust Remote Signing Service. At the top left is the Entrust logo. To its right, the text "REMOTE SIGNING SERVICE" is displayed. Below the logo, the word "Login" is followed by the instruction "Login to access Remote Signing Service." There is a text input field labeled "Enter User ID" containing the email address "john.smith@entrust.com". A purple "NEXT" button is located at the bottom right of the form. At the very bottom of the page, there is a language selection dropdown menu currently set to "English".



Logging in to RSS for the first time

2. Enter your password (password was set up by you during the Personal Validation process)

The screenshot shows the Entrust Remote Signing Service login interface. At the top left is the Entrust logo, and at the top right is the text "REMOTE SIGNING SERVICE". Below the logo is the email address "john.smith@entrust.com". The main instruction is "Enter your password." followed by a text input field containing the placeholder "Enter Password". Below the input field is a link "Password locked or forgotten?". At the bottom right are two buttons: "CANCEL" and "NEXT".

3. Enter the one-time PIN that was sent to you via SMS.

The screenshot shows the Entrust Remote Signing Service login interface for one-time PIN entry. At the top left is the Entrust logo, and at the top right is the text "REMOTE SIGNING SERVICE". Below the logo is the email address "john.smith@entrust.com". The main instruction is "Enter the one-time password that was just sent to you." followed by a text input field containing the placeholder "Enter OTP" and ".....". Below the input field is a link "Resend OTP using SMS". At the bottom right are two buttons: "CANCEL" and "LOGIN". At the bottom center is a language selector "English" with a dropdown arrow.

▶ Logging in to RSS for the first time

4. Download the Entrust Identity App through the mobile app store on your mobile device. [Set up Entrust Identity Soft Token for Windows PC instead.](#)

Once downloaded, Entrust Identity app appears in your list of applications. Entrust Identity App for mobile on Android is displayed below. Other devices have a similar-looking icon.



5. Open the app on your Android/iOS device and click on the barcode icon.



Logging in to RSS for the first time

Note: On Android, you will be asked whether you want the app to have permission called **Camera**. You must allow this permission in order for the app to run as intended. On iOS, you will be asked whether you want the app to send you notifications or access the camera. You must allow this permission in order for the app to run as intended.

6. Scan the QR code from Entrust Identity app then enter the password that is displayed in step 4 (see below screenshot). Once the password has been entered, select **Activate** on the mobile app.

Your organization requires you to set up authentication methods.



Progress 1 of 1

1. Are you activating the token on your desktop or mobile app?


Mobile

Desktop


2. Download the Entrust Soft Token App.

3. Activate your token by scanning the QR code with the Entrust Soft Token App.



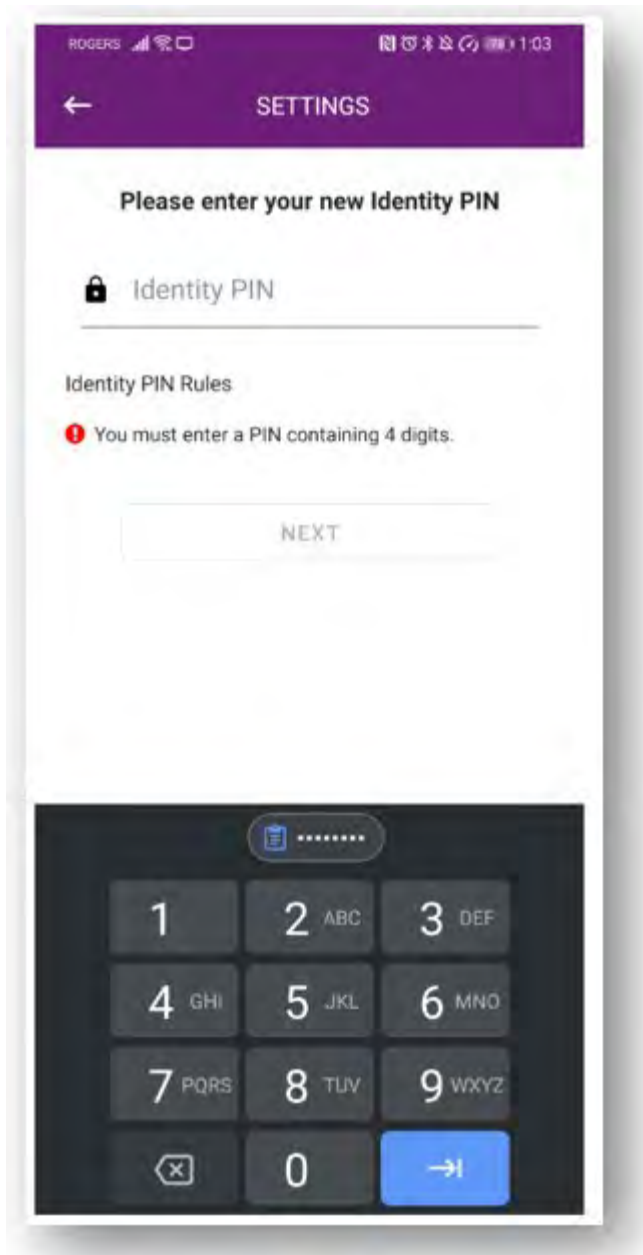
4. Copy the code and enter it in the mobile application when prompted.

Activation Password
67709540 



Logging in to RSS for the first time

7. Set the PIN that you want to use to protect access to the app. Re-enter it to confirm the PIN when asked.

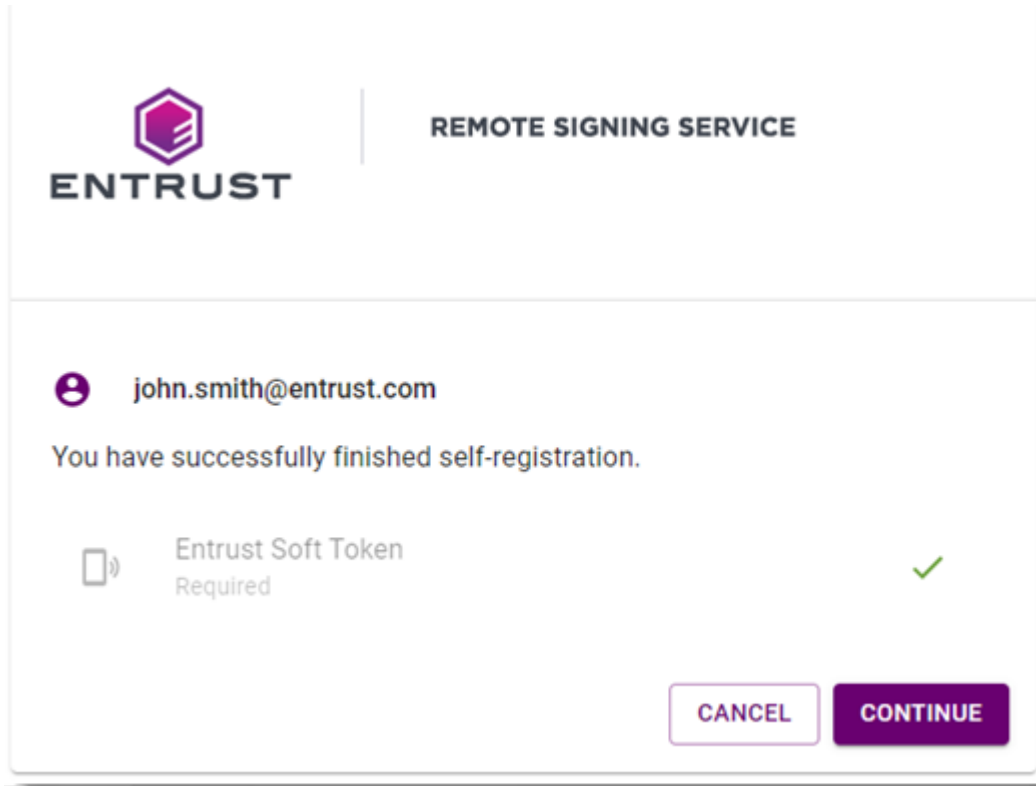


8. Click **Ok** in your browser.



Logging in to RSS for the first time

9. Congratulations, you have successfully enrolled for Entrust Identity.



11. Click [Continue](#). You're now ready to log into your Remote Signing Service account and create your Signing Certificate.

To log into your Entrust Remote Signing account, enter your username, password (password was set up by you during the Personal Validation process), and complete a 2nd-factor authentication using your Entrust Identity app.



Logging in to RSS for the first time

Instructions to enroll for Entrust Identity Soft Token for Windows:

1. Use the following URL to download and install Entrust Identity Soft Token for Windows: <https://www.entrust.com/resources/identity-and-access-management/support/entrust-identity-app>

2. Select **Desktop** from the list

Your organization requires you to set up authentication methods.

Progress 1 of 1

1. Are you activating the token on your desktop or mobile app?

Mobile

Desktop

2. Download the Entrust Soft Token App.



3. Activate your token by scanning the QR code with the Entrust Soft Token App.



4. Copy the code and enter it in the mobile application when prompted.

Activation Password



Logging in to RSS for the first time

3. Copy the highlighted information from the page to the app as shown below. The **Name** field is automatically populated after adding the **Address** and switching to another field. Once the information has been entered, select **Save** on the Entrust Identity application.

The image shows two overlapping windows. The background window is a web form titled "Your organization requires you to set up authentication methods. Progress 1 of 1". It contains three steps:

- Step 1: "Are you activating the token on your desktop or mobile app?" with radio buttons for "Mobile" and "Desktop" (selected).
- Step 2: "Copy the activation parameters into the Entrust Soft Token application." with three input fields: "Address" (containing ".../api/mobile"), "Serial Number" (69350-19387), and "Activation Code" (0505-4283-4011-0157). Each field has a copy icon.
- Step 3: "Enter the registration code to finish activating the token." with a "Response *" input field.

At the bottom of the web form are "CANCEL" and "OK" buttons, and a language dropdown set to "English".

The foreground window is the "Entrust IdentityGuard" "Add Identity" dialog box. It has "Cancel" and "Save" buttons. It contains two sections:

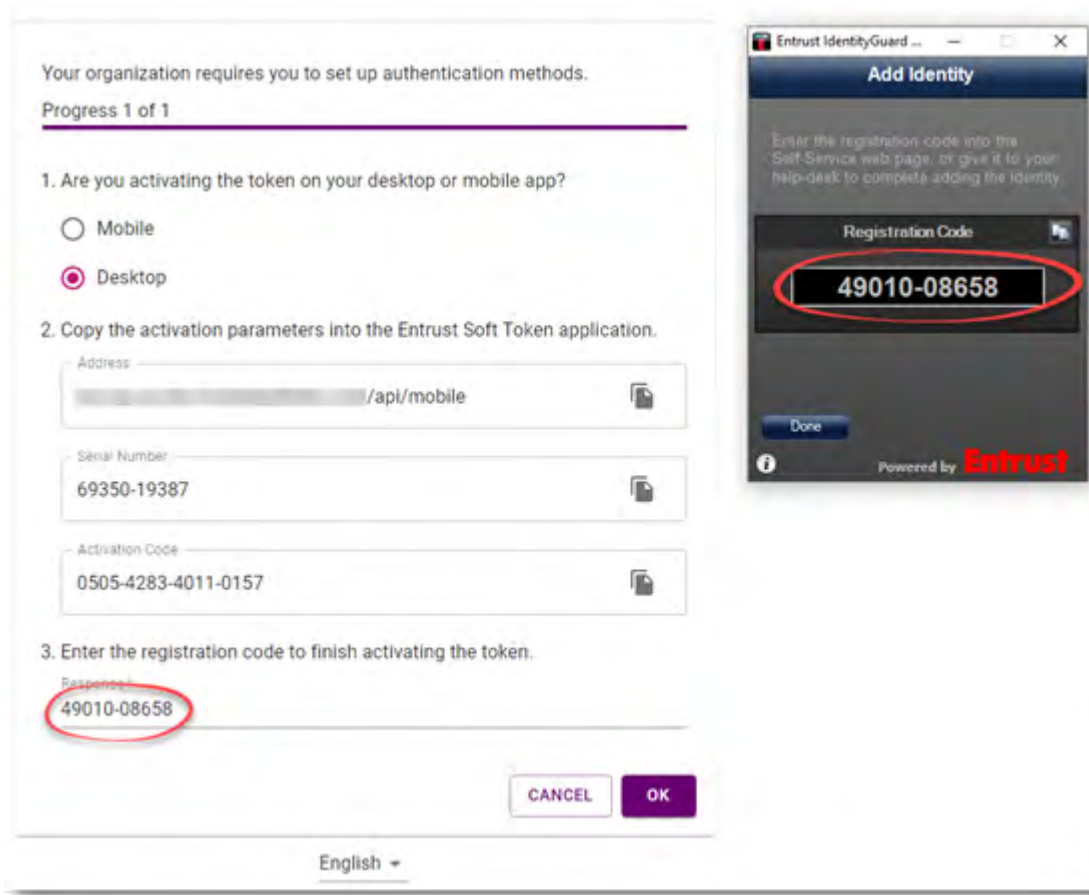
- Identity Provider**: "Address" field (containing ".../api/mobile") and "Name" field (containing "Remote Signing Service").
- Soft Token**: "Serial Number" field (69350-19387) and "Activation Code" field (0505-4283-4011-0157).

The dialog box also features an information icon and the text "Powered by Entrust".



Logging in to RSS for the first time

4. Enter the registration code to complete the activation.



5. Click **Done** and set the PIN that you want to use to protect access to the app. Re-enter it to confirm the PIN when asked.

6. Click **OK** to proceed.

If you have any questions or concerns please contact the Entrust Certificate Services Support department for further assistance:

- North America (toll-free): 1-866-267-9297
- Outside North America: 1-613-270-2680

Hours of Operation: Sunday 8:00 PM ET to Friday 8:00 PM ET

NOTE: It is very important that international callers dial the UTF format exactly as indicated. Do not dial an extra "1" before the "800" or your call will not be accepted as a UTF toll free call.