



NCUA

National Credit Union Administration

Smartphone Users: Obtaining Partner Gateway Authentication through an App on your Smartphone

2018



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Purpose

The NCUA is changing the way SSA users access existing systems such as CUSO registry reports, SSRS reports, and SSA Central. Additionally, the NCUA is providing SSA users access to the Secure File Transfer Portal, an application used to transfer documents. Access to these systems requires multi-factor authentication, which is provided through NCUA’s Partner Gateway by a third party, Entrust. Partner Gateway users will need to verify their identity via a soft token security code. A soft token is a type of two-factor authentication security measure that authorizes use of NCUA web portals and applications. Soft tokens are stored on the Entrust application on your iPhone or Android mobile phone. This document provides step-by-step instructions on registering and setting up your Entrust application on your smartphone, and accessing Partner Gateway. If you have any issues or questions during this process, please contact NCUA’s OneStop during the hours listed below.

NCUA OneStop HOURS		
Mon – Thurs:	7:00AM – 8:00PM EST	Phone: 703-518-6450 or 1-800-827-3255
Fri:	7:00AM – 6:00PM EST	
Sat – Sun:	Closed	Email: onestop@ncua.gov

Users should have their smartphone readily available for use when attempting to setup and download the Entrust application.

Entrust Registration

On the rollout-date, you will receive an e-mail from onestop@ncua.gov with a username and password. You will need this to access the individual links on the SSA Tools.

You will also receive an Entrust activation email from noreply@trustedauth.com with the subject line “Activate your Entrust Soft Token”. This email contains 3 critical pieces of information:

1. A link to the appropriate application store for your mobile device.
2. A unique serial number assigned to you for accessing the Entrust application.
3. Your NCUA-issued account credentials including User ID and Activation Code.

NOTE: You will have **48 hours** from the receipt of the noreply@trustedauth.com email to complete the Entrust registration.



Tue 11/21/2017 3:44 PM
noreply@trustedauth.com
Activate your Entrust Soft Token

You forwarded this message on 11/29/2017 1:09 PM.

Hello

This email contains information that will be used to activate your account. The following details:

Please ensure you have downloaded the Entrust Soft Token application from the appropriate application store:

- [Apple AppStore](#)
- [Google Play](#)
- [Blackberry World](#)

Account Name AGSI SYSTEMS
Account Address <https://ncua.us.trustedauth.com>
User Id Jane Doe

If you are viewing this email on your mobile device and your device has selected one of the following options:

- [Click here if this text is displayed as a link.](#)
- [Alternatively, click here if the above text is not displayed as a link.](#)

Token with serial number 67678-52657 for your account with the following details:

Enter the password 30134029 to unlock the QR code.

Use the following values to perform a manual activation. Please refer to your User Guide Help Documentation for further instructions.

Address ncua.us.trustedauth.com/api/mobile
Serial Number 67678-52657
Activation Code 9183-5198-5475-5757

Entrust Datacard IntelliTrust Authentication Service
Email sent: Tuesday, November 21, 2017, 08:44 PM (GMT)

1. You will need to download the Entrust App on your smartphone device via the valid application store

2. Be sure to note the serial number, as it is needed to complete registration

3. Your NCUA-issued account credentials are listed here

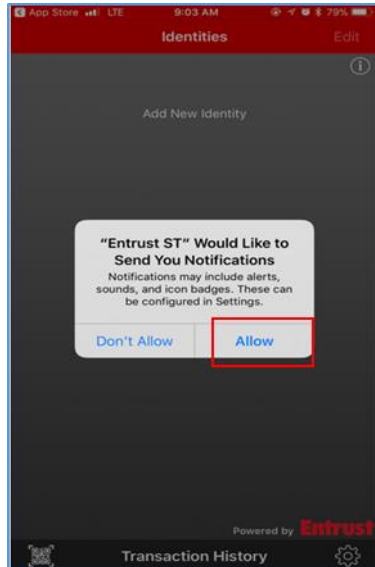
STEP 1: Access Your Application Store

- If you have an iPhone, click on the Apple AppStore link within the email or go to the App store from your iPhone and search Entrust, it will be the first search option: **Entrust IdentityGuard Mobile**. Click on “Get”. If prompted, enter your Apple ID and password.
- If you have an Android device, click on the Google Play link within the email or go to the App store from your Android device and search Entrust, it will be the first search option: **Entrust IdentityGuard Mobile**. Click on “Install”. If prompted, enter your Google ID and password.



STEP 2: Entering Your Account Credentials and Serial Number

- a. Once you've downloaded the application to your smartphone, open it.
- b. When prompted to receive notifications, click "Allow".





- c. A window will pop-up that reads “Add Identity”. You can enter these credentials in of two ways: Manually or Using the QR Code.
- **Entering the Credentials Manually.** You may manually enter the account credentials and serial number included in the registration e-mail by typing them into the appropriate line on this window.

Cancel Add Identity Save

Identity Provider ⓘ

Address: example.com

Name: Identity Provider Name

Soft Token

Serial Number: ##### - #####

Activation Code: ##### - ##### - ##### - #####

Enter the password 30134029 to unlock the QR code.

Use the following values to perform a manual activation. Please refer to your User Guide Help Documentation for further instructions.

Address: ncuu.us.trustedauth.com/api/mobile
Serial Number: 67678-52657
Activation Code: 9183-5198-5475-5757

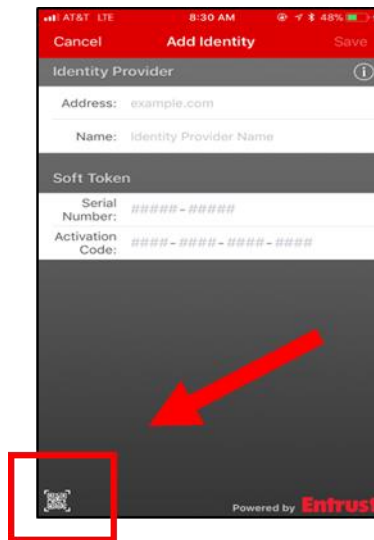
Entrust Datacard IntelliTrust Authentication Service
Email sent: Tuesday, November 21, 2017, 08:44 PM (GMT)

Enter “NCUA” within the Name Field

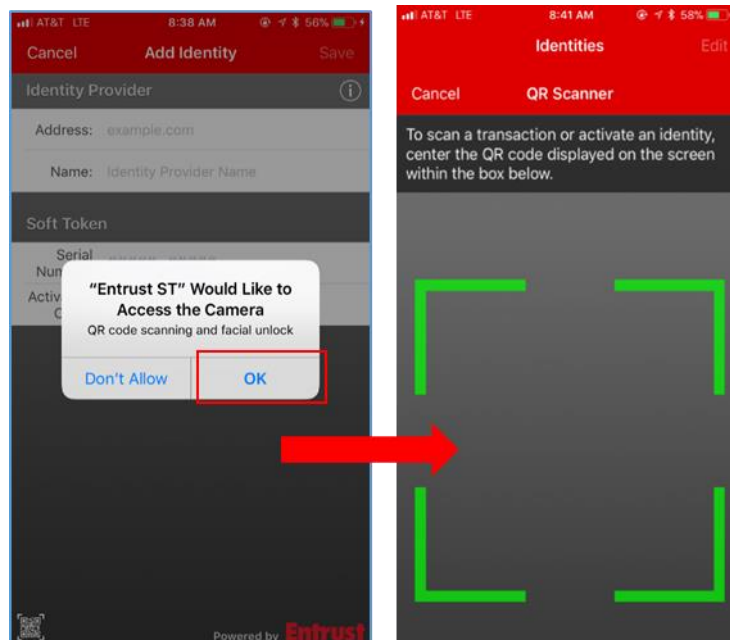
Use Address, Serial Number, and Activation Code from your Entrust activation email



- Entering Account Credentials using QR Code. *Please note, for this option, you will need to also have the activation email pulled up from a source other than your phone to complete this step.*
1. Tap the QR symbol on the bottom left corner of the “Add Identity” screen to open the camera.

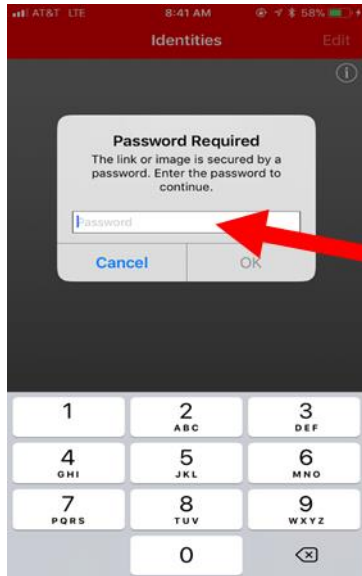


2. The Entrust app will ask for permission to access your device’s camera, tap “ok”, and the application’s QR Scanner will appear:



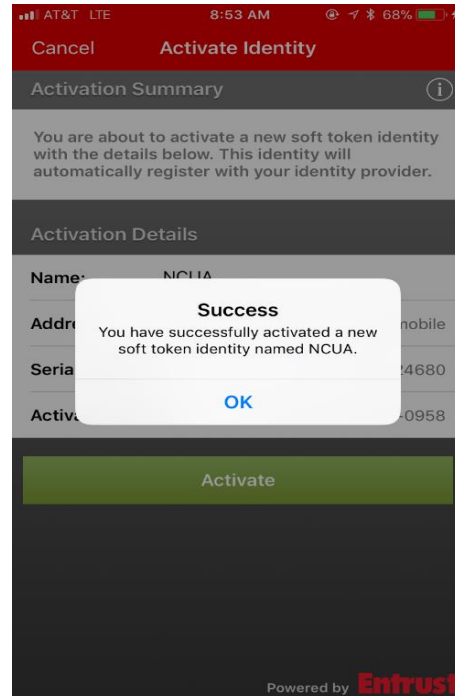
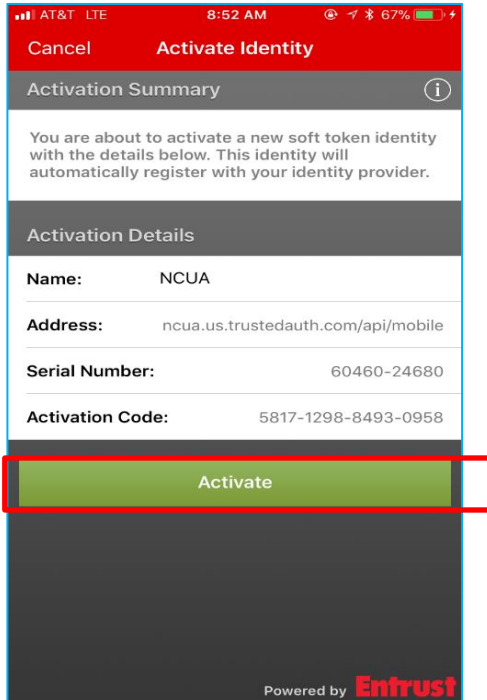


3. Scan the QR code included in your email. You will be asked for a password to unlock the QR code, this password is included in your email under the QR code. You must manually enter this password.





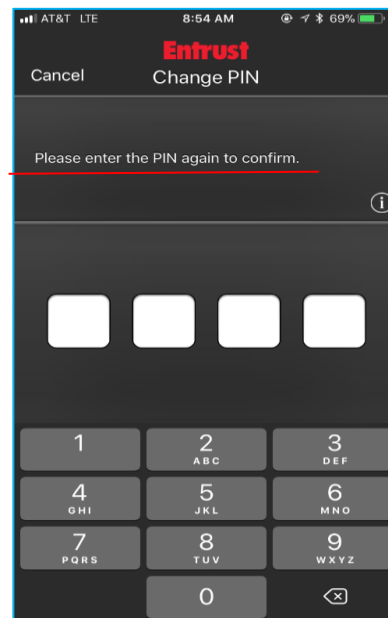
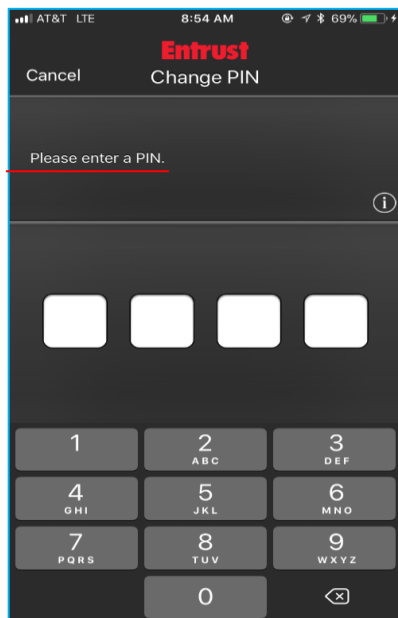
Once you enter the password, the Activation details will automatically be pre-filled and you can tap “Activate”. You will get a pop up that says the activation was successful.





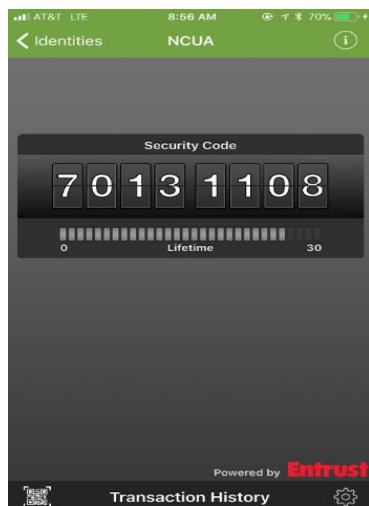
STEP 3: Entering a Four Digit PIN

The Entrust application will ask you to enter a 4 digit PIN. Please choose any 4 digits you prefer. You will be asked to enter the same PIN twice for confirmation.



STEP 4: Soft Token Security Code

Once you have set your PIN, Entrust will bring you to Security Code screen, this is your soft token. Your Soft Token security code refreshes every 30 seconds for security purposes.





You have now completed registration and activation of the Entrust application. This is required before accessing the SFTP or SSA Tools.

Accessing SSRA Reports, SSA Central, Network File Share, and CUSO Registry through Partner Gateway

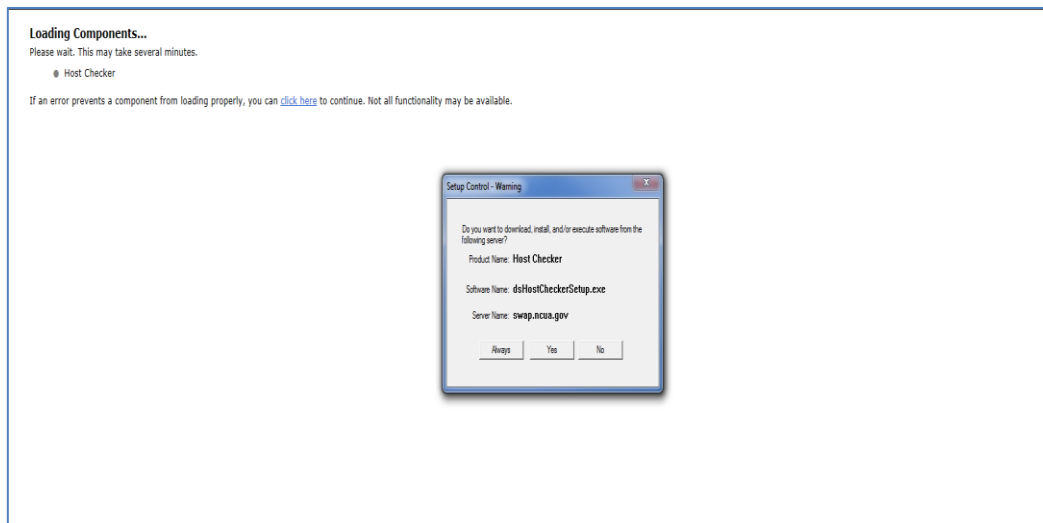
You will need to have the Entrust application downloaded and activated on your smartphone in order to access Partner Gateway. After you have downloaded the Entrust application and completed registration and account activation, have your smartphone on hand so that you can receive your Soft Token credentials to login. Once successfully logged in, you will have access to the following:

- SSA Central
- SSRS Reports
- Network File Share
- CUSO for SSAs

STEP 1: Launch Website

To access the SSRS Reports, SSA Central, Network File Share, and CUSO Registry, click or enter the following web address: <https://swap.ncua.gov/pgnonncuacomp>

You will see the following screen with a prompt to download, install, or execute software. Click “Yes”. *You can also click “Always” if you will be accessing the SSA Tools via the same laptop each time.*





STEP 2: Enter Username and Password

On the following screen, enter the username and password you received from onstop@ncua.gov and Click “Sign In”.

**Welcome to the
Secure Web Access Portal - SWAP**

Username
Password

WARNING! You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

By using this information system, you understand and consent to the following:

You have no reasonable expectation of privacy regarding any data transmitted through or stored on this information system. At any time, the Government may monitor, intercept, search and/or seize data transiting through or stored on this information system.

The Government routinely intercepts and monitors communications transiting through or stored on this information system.

Any communications transmitted through or data stored on this information system may be disclosed or used for any U.S. Government-authorized purpose.

If you are accessing the Partner Gateway for the first time, you will be asked to change your password.

Change Primary Password
Your password must be changed. You must create a new password to continue.

Old Password
New Password
Confirm Password



Enter your old and new password and click on “Change Password”. You will be taken back to the login screen to enter your username and new password. Click on Sign In after you have entered the username and password.

Welcome to the
Secure Web Access Portal - SWAP

Successfully changed password. Please enter your username and new password.

Username

Password

WARNING! You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

By using this information system, you understand and consent to the following:

You have no reasonable expectation of privacy regarding any data transmitted through or stored on this information system. At any time, the Government may monitor, intercept, search and/or seize data transiting through or stored on this information system.

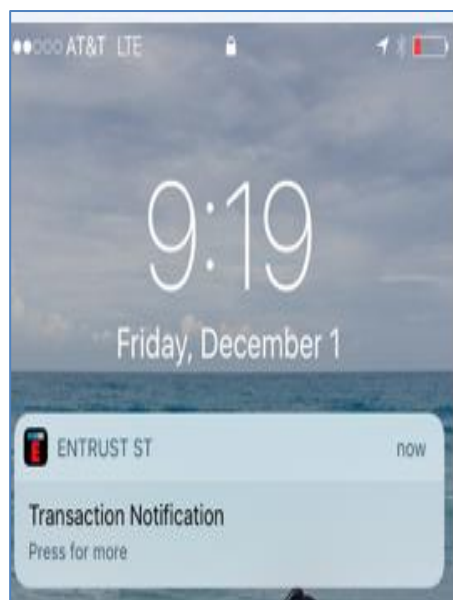
The Government routinely intercepts and monitors communications transiting through or stored on this information system.

Any communications transmitted through or data stored on this information system may be disclosed or used for any U.S. Government-authorized purpose.

STEP 3: Confirm Token Authentication

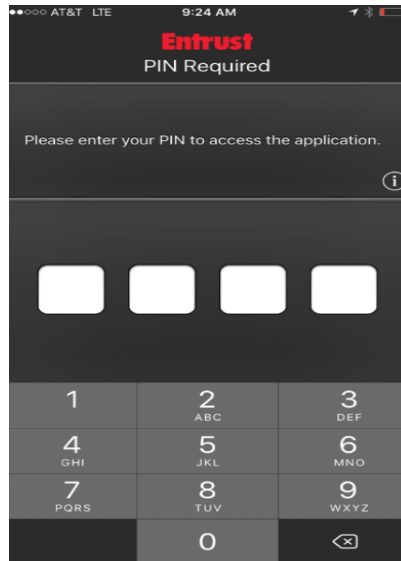
After entering your User ID and password and clicking ‘Sign In’, the NCUA VPN Host Checker will automatically send an Entrust Transaction Notification to your smart phone. This may take some time depending on cellphone coverage and signal strength. *Please make sure that you have allowed the Entrust app to send you notifications.*

- a. Check your smartphone for an Entrust Transaction Notification.

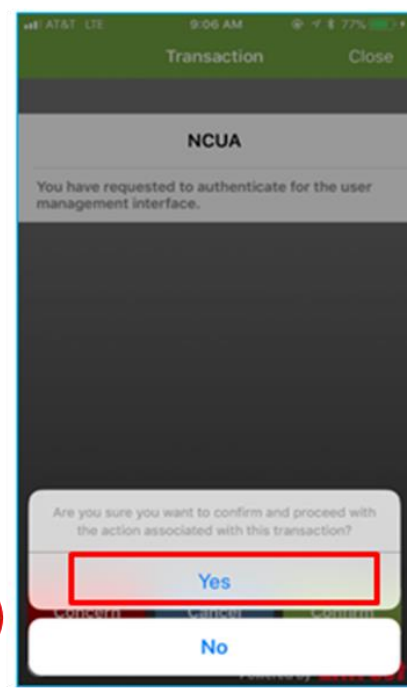
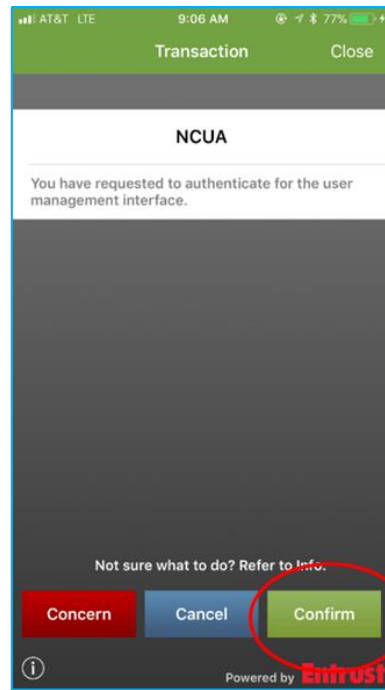
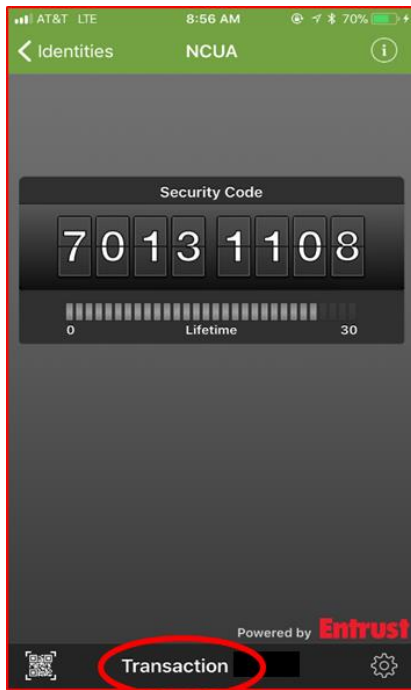




- b. Open the Entrust Notification on your smart phone and the Entrust Portal app will prompt you for your 4-digit PIN.

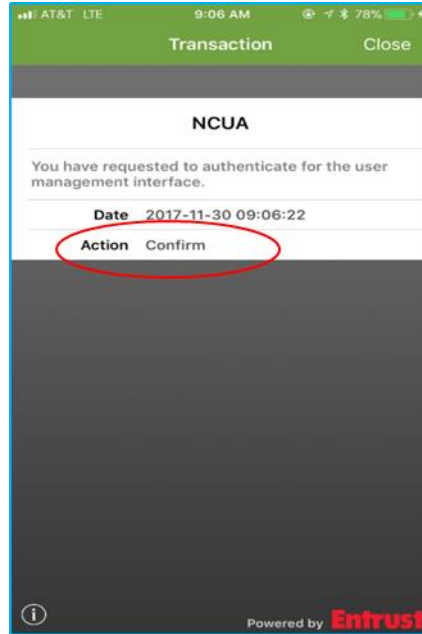


- c. At the bottom of the screen tap on “Transaction”, tap the Confirm button and then tap Yes.

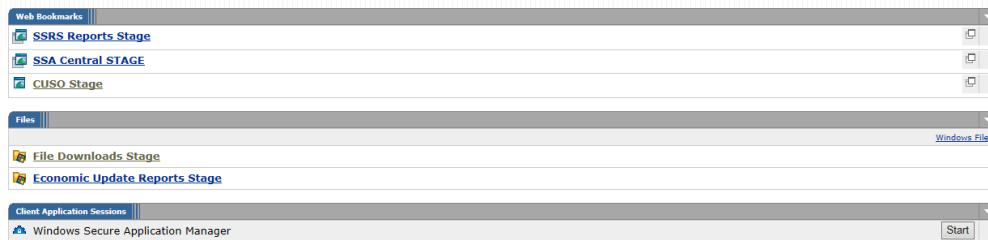




d. You will get confirmation that the authentication was successful.



e. Once confirmed on your SmartPhone, the browser on your computer will automatically redirect to the site CUSO for SSAs.

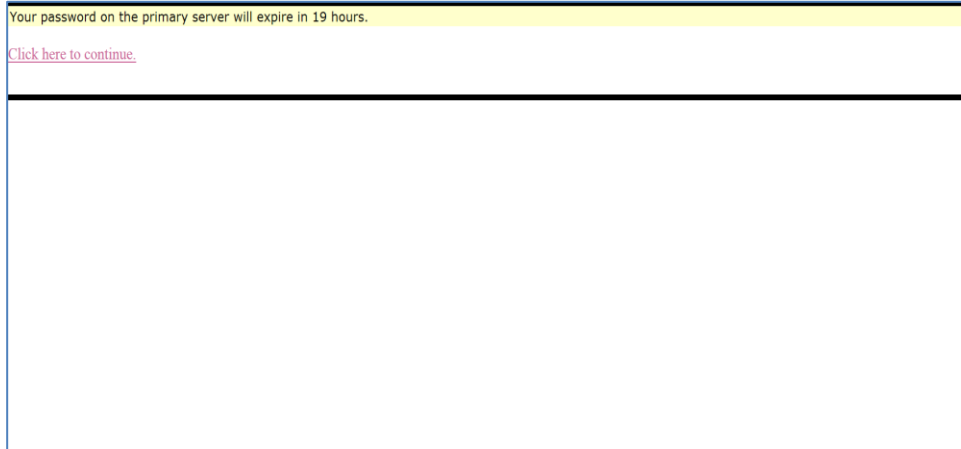


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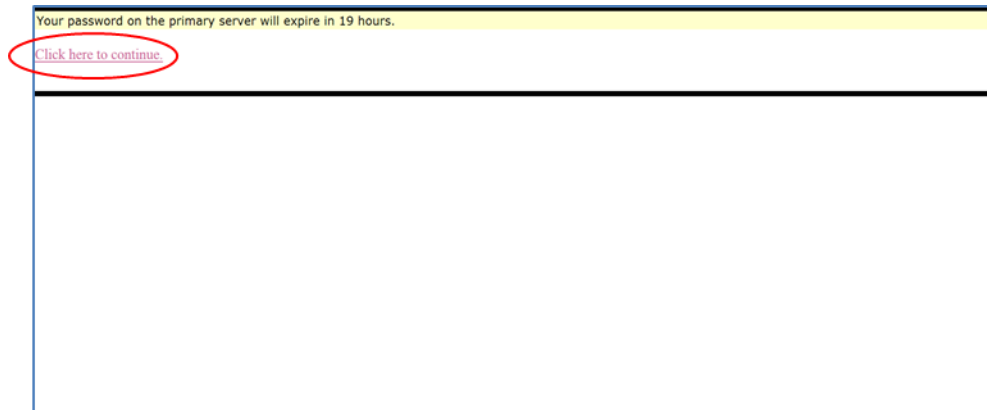
Password Reset

In the event that you see the screen below, you will need to create a new password.



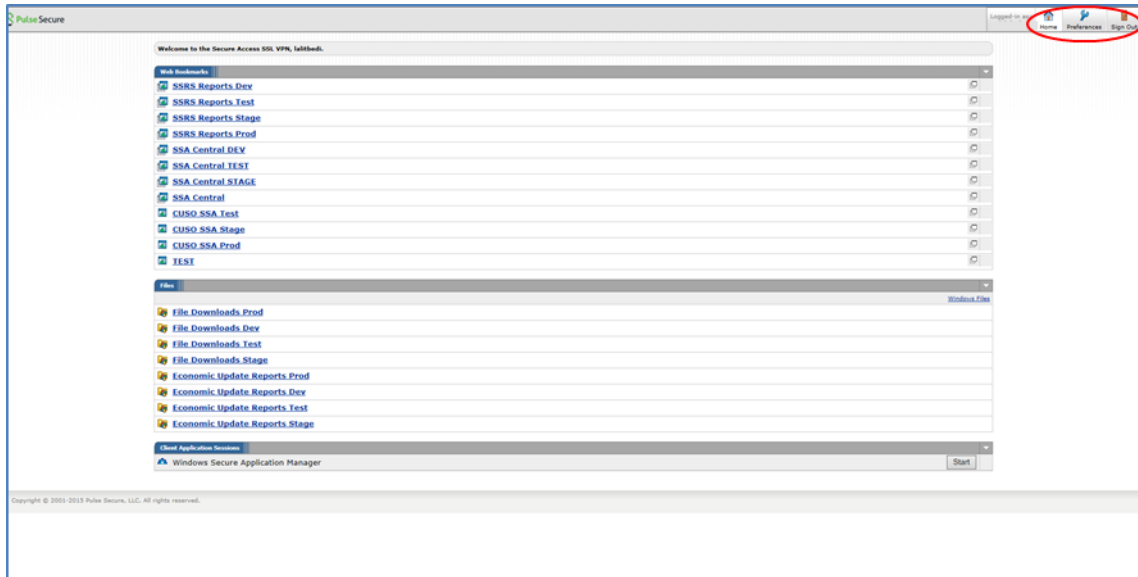
To create a new password, follow the steps below.

1. Click on “Click Here to continue”

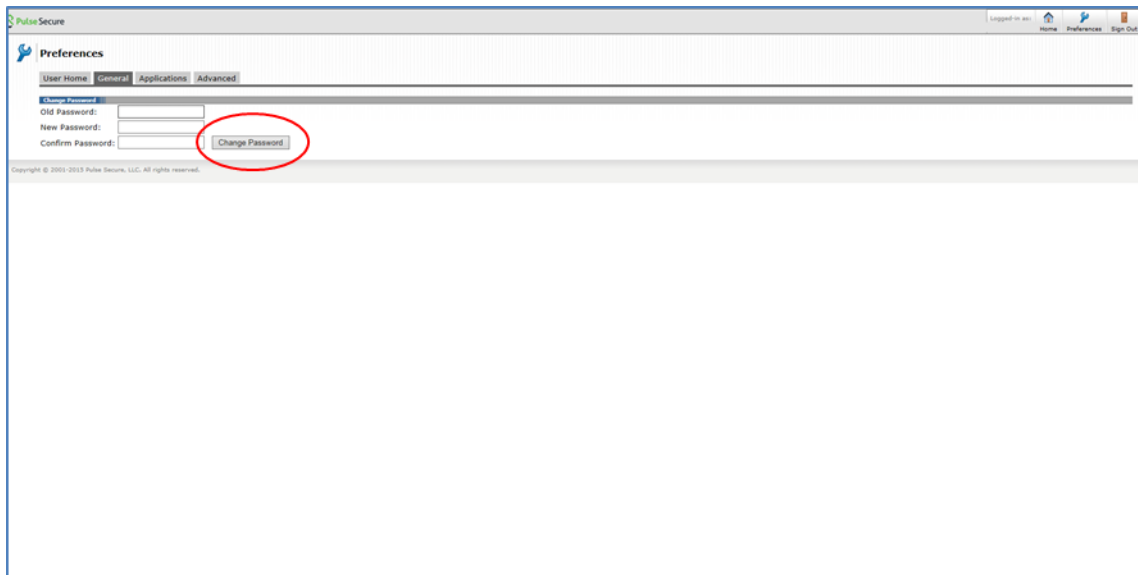




2. You will be taken into the site and can view the applications. Click on “Preferences” at the top right hand corner of the screen.

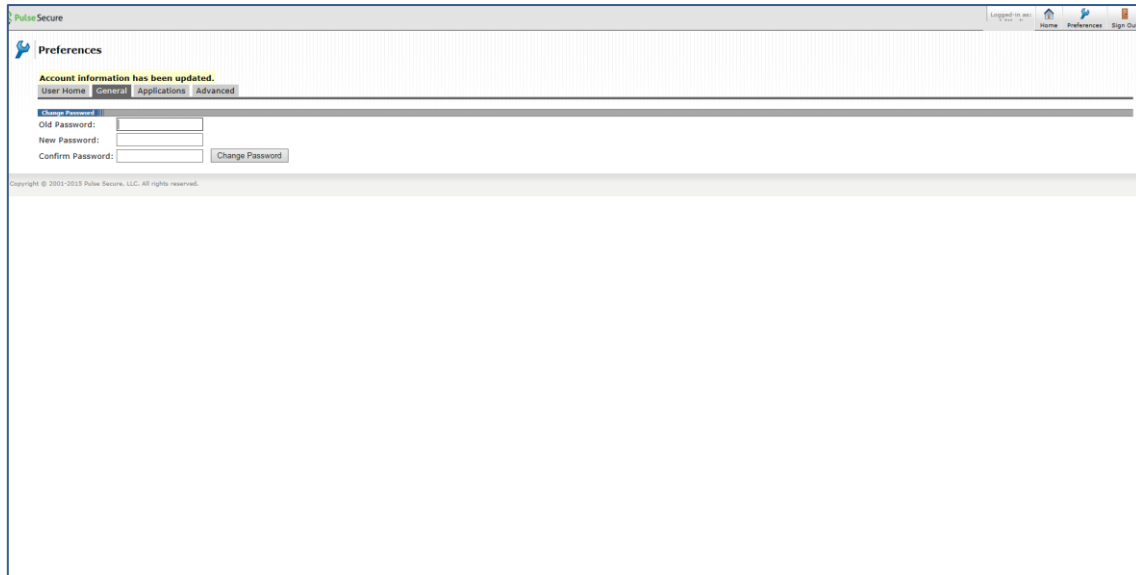


3. Click on “General”, you will be taken to the “Change Password” screen. Enter your old and new password and click on the “Change Password” button.





4. You will receive a message stating that the account information has been updated.



Accessing Secure File Transfer Portal through Partner Gateway

Once the Entrust application has been downloaded and the account registered and activated, users may log into the Partner Gateway and access the Secure File Transfer Portal (SFTP). Please have the smartphone nearby to receive the Soft Token Credentials.

STEP 1: Launch Website

To access the SFTP, click or enter the following web address:

<https://ncua.us.trustedauth.com>.



STEP 2: Enter Username

On the following screen, enter the User ID included in the Entrust Registration e-mail.

The image shows two side-by-side screenshots. On the left is a browser window displaying the NCUA login page at <https://ncua.trustedauth.com/>. The page features the NCUA logo and a 'Login' section with the text 'Login to access IntelliTrust.' and an 'Enter User ID' input field. A red arrow points from the 'User Id MonayJames' in the email on the right to this input field. Below the input field is a 'NEXT' button and a language dropdown set to 'English'. On the right is an email from noreply@trustedauth.com titled 'Activate your Entrust Soft Token'. The email body includes the text 'Hello Monay James:' and 'This email contains information that will allow you to activate your Entrust Soft Token following details.' It lists links for downloading the Entrust Soft Token application from the App Store, Google Play, and BlackBerry World. It also provides account details: 'Account Name AGSI SYSTEMS' and 'Account Address https://ncua.trustedauth.com'. The 'User Id MonayJames' is circled in red in the email. At the bottom of the email, there are instructions for viewing the email on a mobile device and links for further assistance.

Click “Next” and the following screen will appear:

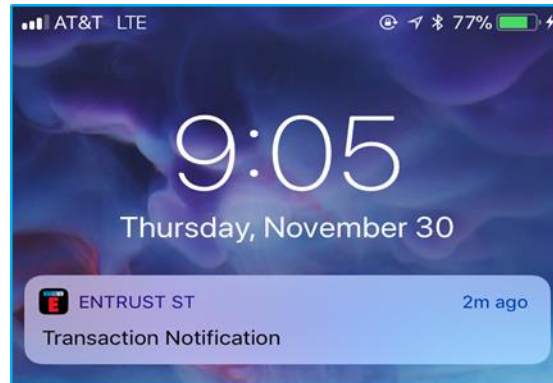
The image shows a screenshot of the NCUA authentication confirmation screen. The page features the NCUA logo and the text 'Confirm the authentication request displayed on your Entrust Mobile Soft Token Application.' Below this is a 'Remember Me' checkbox. To the right, under 'Alternative Authentication', it states 'You may only switch authenticators once every 3 seconds.' and lists two options: 'Token Authentication' and 'OTP Authentication using Email'. At the bottom, there is a 'CANCEL' button and a language dropdown set to 'English'. The footer contains copyright information for Entrust Limited and links to Terms of Service, Acceptable Use Policy, and Service Level Agreement.

STEP 3: Confirm Token Authentication

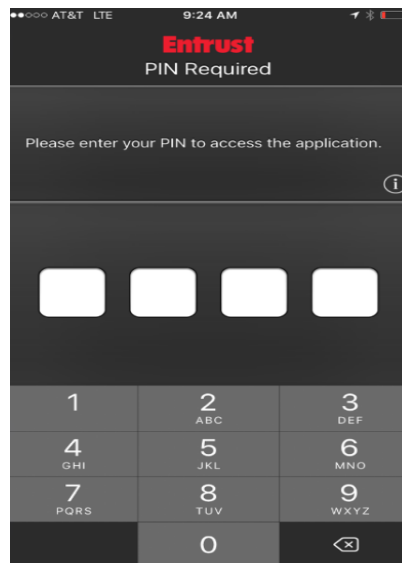
After entering your User ID and clicking ‘Next’, the NCUA VPN Host Checker will automatically send an Entrust Transaction Notification to your smart phone. This may take some time depending on cellphone coverage and signal strength. *Please make sure that you have allowed the Entrust app to send you notifications.*



- a. Check your smartphone for an Entrust Transaction Notification.

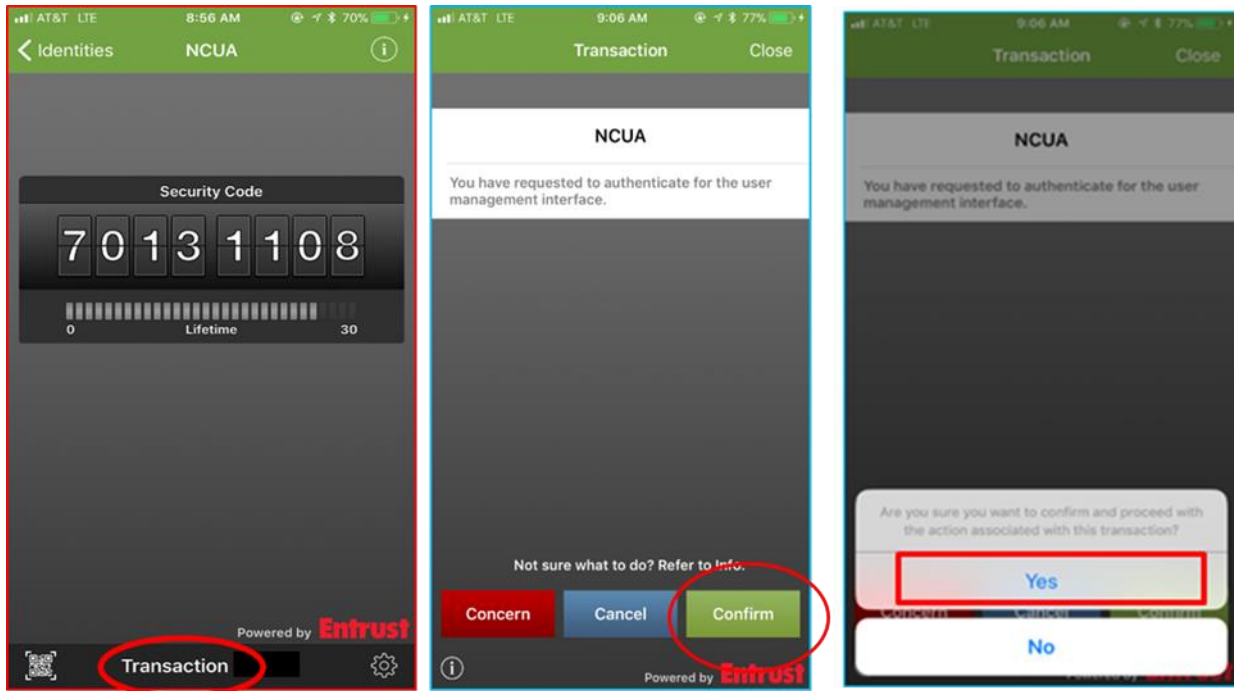


- b. Open the Entrust Notification on your smart phone and the Entrust Portal app will prompt you for your 4-digit PIN.

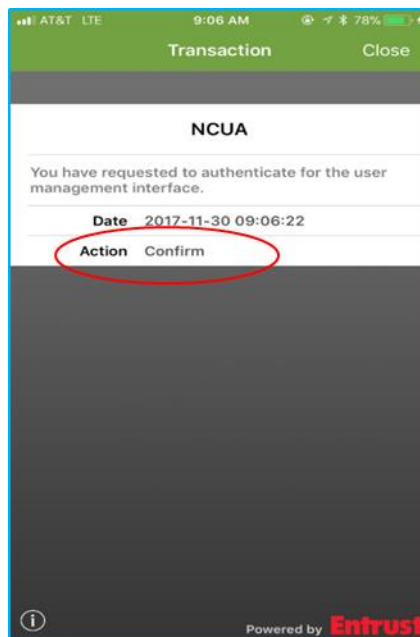




c. At the bottom of the screen tap on “Transaction”, tap the Confirm button and then tap Yes.

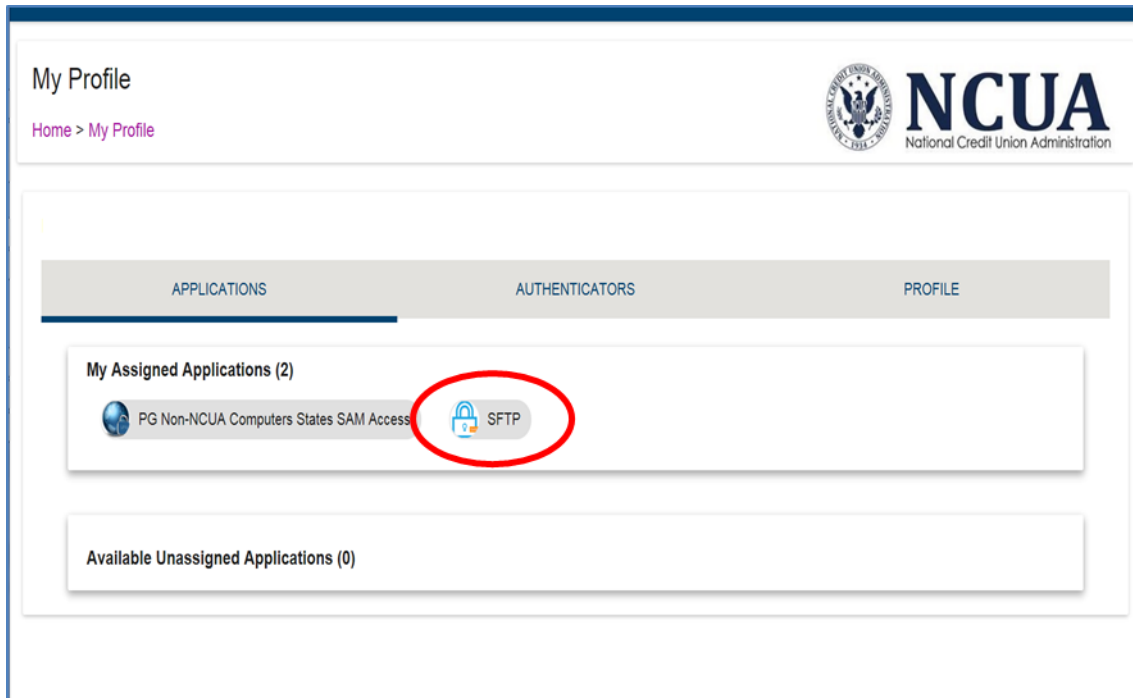


d. You will get confirmation that the authentication was successful.

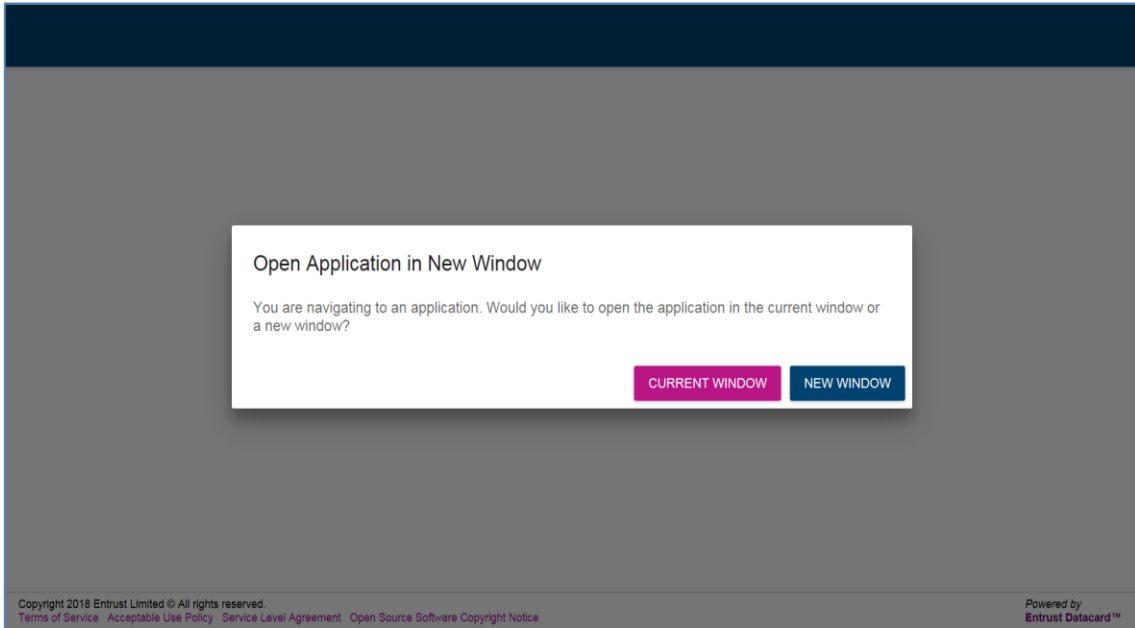




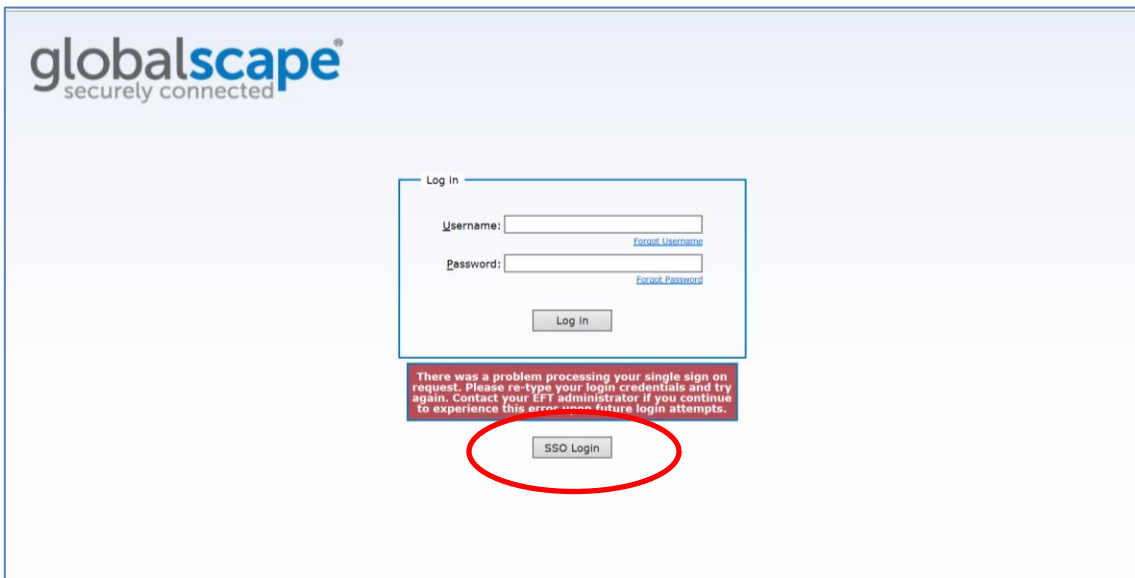
- e. After you have been confirmed on your Entrust app, you will be successfully logged in to the system and see the screen below. Click on “SFTP”.



- f. Once you click on SFTP, you will see a popup asking if SFTP should be opened in the current window or new window.

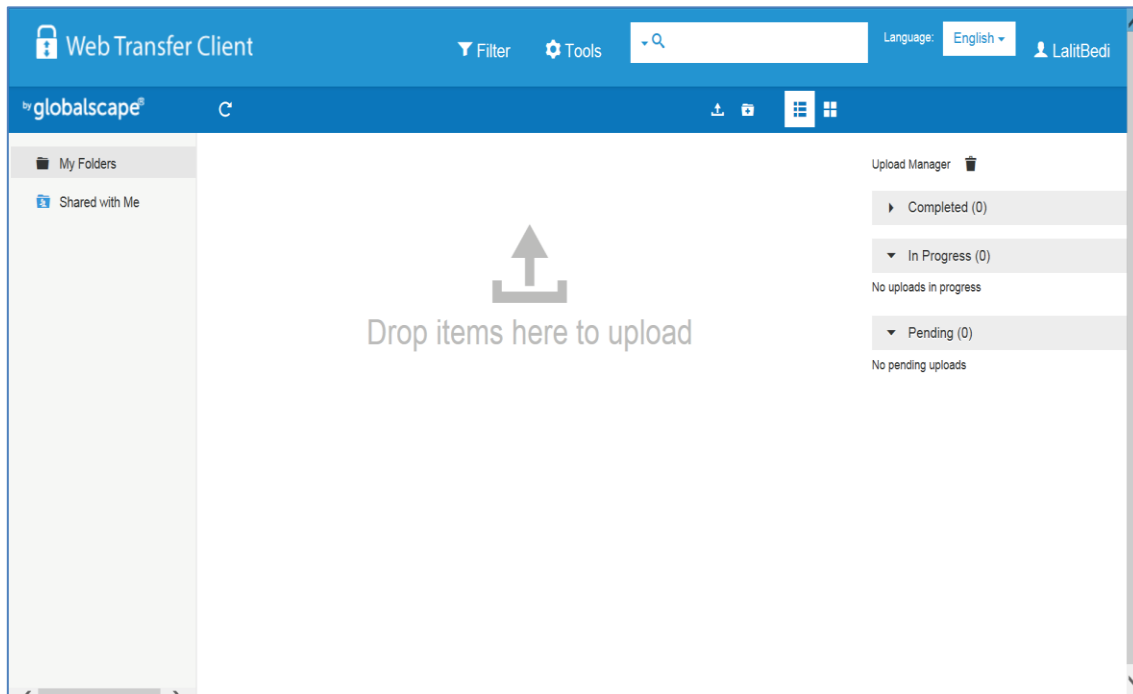


- g. Clicking on either option will take you to the login screen. You do not need to enter a username or password. Click on the SSO Login button.





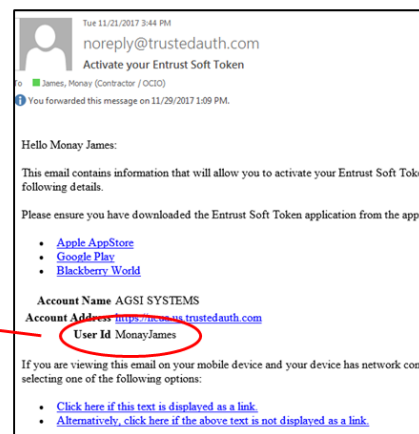
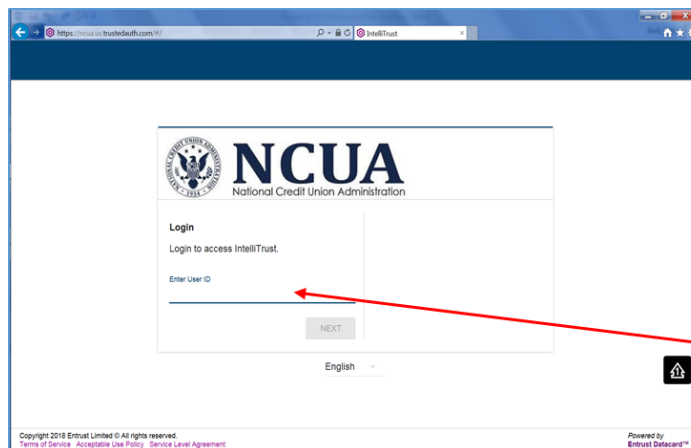
- h. You will be taken into the SFTP application. You may now share documents and folders with other individuals that have access to the SFTP. See the SFTP User Guide for information on using the SFTP.



Token Authentication Manual Input (No Smartphone Notification)

If you do not get a notification on your Smartphone, you will still be able to enter the soft token manually by following steps below.

1. At the log in screen, enter your User ID and click 'Next'.





2. On the right, you will see Alternative Authentication. Click on Token Authentication.

The screenshot shows the NCUA login page. The header includes the NCUA logo and the text "NCUA National Credit Union Administration". The main content area is divided into two columns. The left column contains the text "Confirm the authentication request displayed on your Entrust Mobile Soft Token Application." and a "Remember Me" checkbox. The right column is titled "Alternative Authentication" and contains the text "You may only switch authenticators once every 3 seconds." Below this text is a list of two options: "Token Authentication" (circled in red) and "OTP Authentication using Email". At the bottom of the main content area, there is a "CANCEL" button and a language dropdown menu set to "English". The footer contains copyright information for Entrust Limited and a note that the page is powered by Entrust Datacard™.

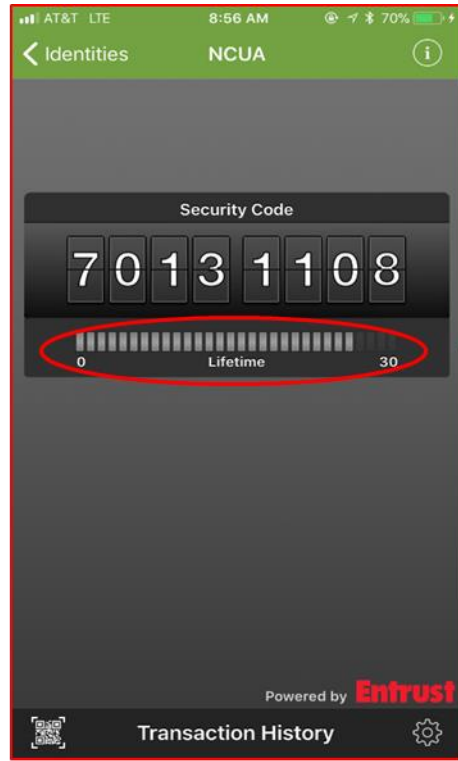
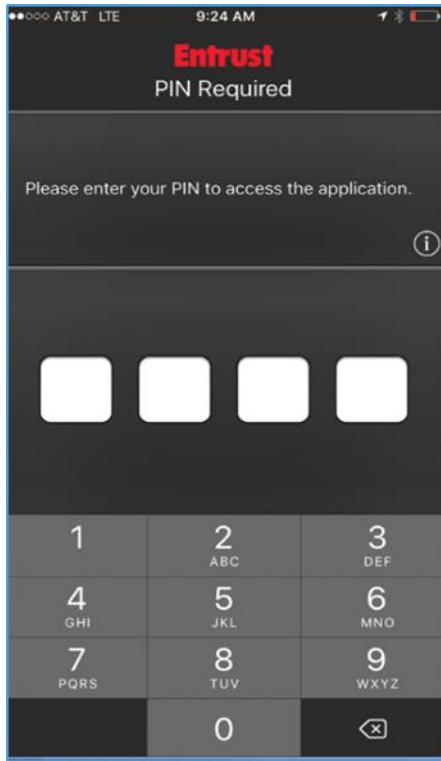
3. You will then see the following screen asking you to enter a one-time password generated by the soft token from Entrust to continue.

The screenshot shows the NCUA login page. The header includes the NCUA logo and the text "NCUA National Credit Union Administration". The main content area is divided into two columns. The left column contains the text "Enter the one-time password generated by your token to complete the login." and a text input field labeled "Enter Token code". Below the input field is a "Remember Me" checkbox. The right column is titled "Alternative Authentication" and contains the text "You may only switch authenticators once every 3 seconds." Below this text is a list of two options: "Token Push Authentication" (highlighted) and "OTP Authentication using Email". At the bottom of the main content area, there are "CANCEL" and "LOGIN" buttons. The footer contains copyright information for Entrust Limited and a note that the page is powered by Entrust Datacard™.

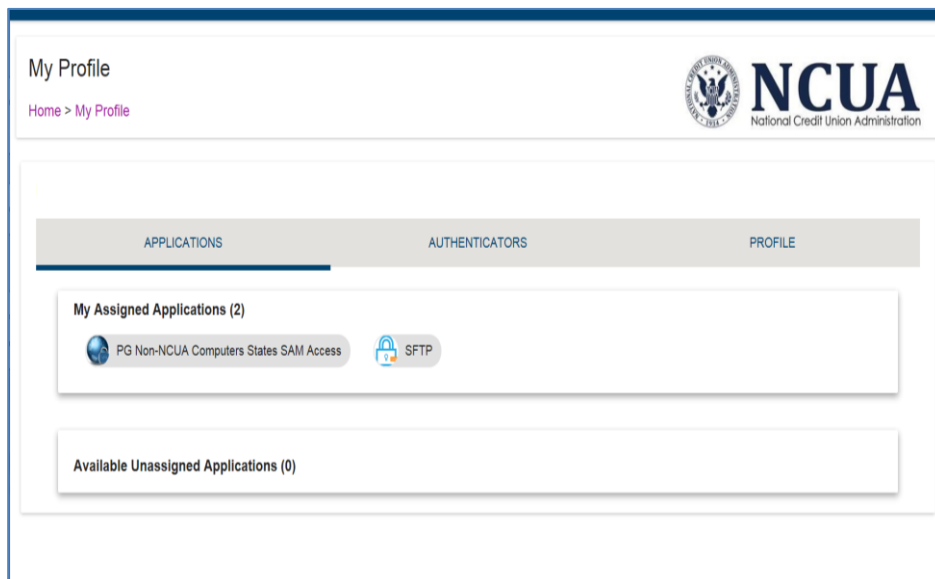
4. Open the Entrust app and enter your 4-Digit PIN. Once you are in, you will see an 8-digit soft token security code. This code is only valid for 30 seconds. If you have



enough time, enter the code you see on your Entrust app screen. If time is about to expire, wait until a new code is generated and enter it.



5. Enter the 8-digit soft token security code on your desktop browser and click 'Login' and you will see the following screen with a link to the SFTP.





6. Follow steps f-h under [STEP 3: Confirm Token Authentication](#) to enter the SFTP application.