

Gemalto Key

Mobile App Installation Guide

IDProve **OTP Mobile**



GETTING STARTED:

- **Step 1** - You will need to have your mobile device and access to a computer to complete the registration.
- **Step 2** – From your computer, navigate to the Seattle Children’s Gemalto registration website:
 - <https://secured.seattlechildrens.org/sas/userportal/mobileapp-registration.jsp>



The screenshot displays the Gemalto registration page. At the top left is the Gemalto logo. A navigation menu on the left includes links for 'USER PORTAL HOME', 'REGISTER', 'MOBILE REGISTRATION', 'RESYNC DEVICE', 'LOST DEVICE', and 'ABOUT'. The main content area is titled 'INITIATE IDPROVE APPLICATION REGISTRATION' and contains the following text: 'Use this page for registering your IDProve application, so that you can use it for authentication.' Below this, it says 'Enter your user name and password, then scan the QR code with your mobile device.' and 'Click [here](#) to enter registration code received by SMS.' To the right of the text are two input fields labeled 'User ID' and 'Password', each with a list of five dots to its left. Below the fields are 'SUBMIT' and 'CLEAR' buttons. At the bottom left of the main content area, there is a QR code icon and a note: 'If you are registering IDProve mobile device, you need to install IDProve OTP app on your mobile device before registration.'

- **Step 3** – From the website, enter in your Seattle Children’s User ID and Password.

The screenshot shows the Gemalto website's registration page. The header features the Gemalto logo. On the left, a navigation menu includes: USER PORTAL HOME, REGISTER, MOBILE REGISTRATION, RESYNC DEVICE, LOST DEVICE, and ABOUT. The main content area is titled "INITIATE IDPROVE APPLICATION REGISTRATION" and contains instructions for registration. A red circle highlights the "User ID" and "Password" input fields, along with "SUBMIT" and "CLEAR" buttons. Below the form, there is a note about installing the IDProve mobile app and a small app icon.

The screenshot shows the same Gemalto website registration page, but after the user has entered their credentials. The "User ID" and "Password" fields are now empty. A QR code is displayed on the right side of the page, with the instruction "Scan the following QR code with your mobile device:". Below the QR code are "Show URL" and "BACK" buttons. The rest of the page content remains the same as in the previous screenshot.

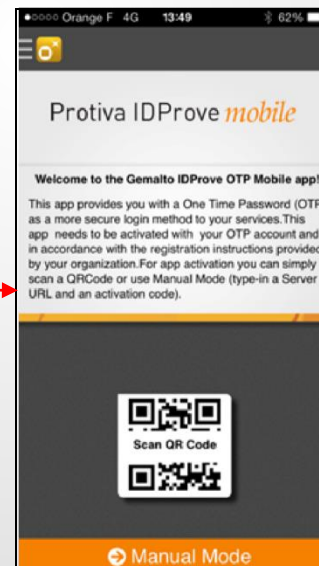
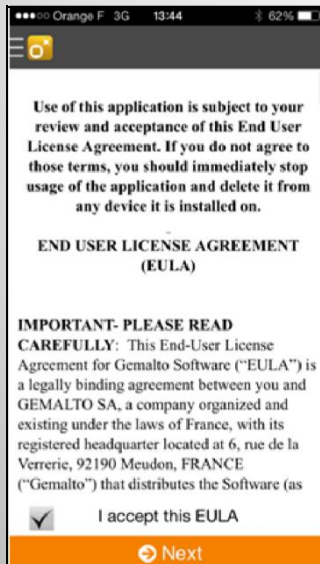
- **Step 4** - Install Gemalto app on your device.

- Users can download the Gemalto IDProve OTP app from the App Store appropriate to their device.
- App can be found searching for “Gemalto” or “IDProve”

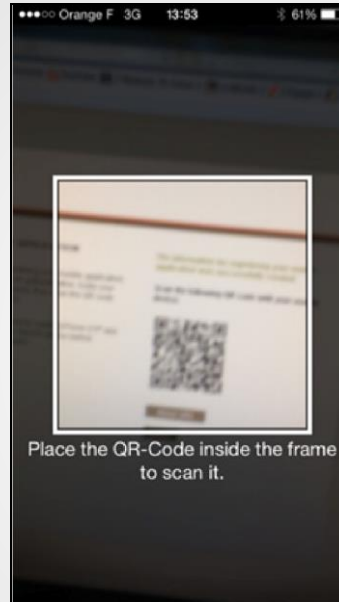
- App icon looks like:



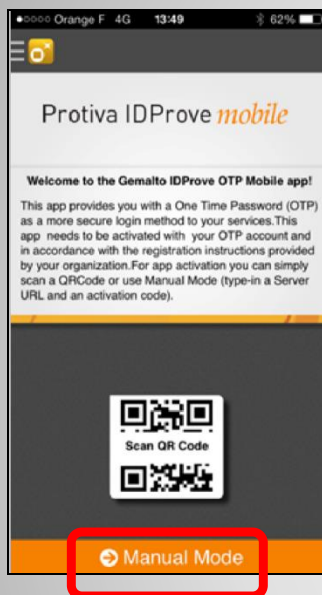
- **Step 5** - Once the app is installed on your mobile device, open it and accept the EULA by clicking in the check box bottom left and hitting next



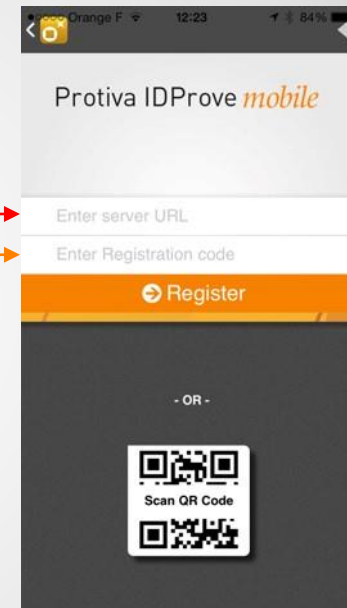
- **Step 6** – Tap the Scan QR Code and scan the QR code on the screen.
 - If there are no problems, skip to Step 9



- **Step 7** - If there are problems with the QR Code registration, Select Manual Mode on the device and Show URL on the PC

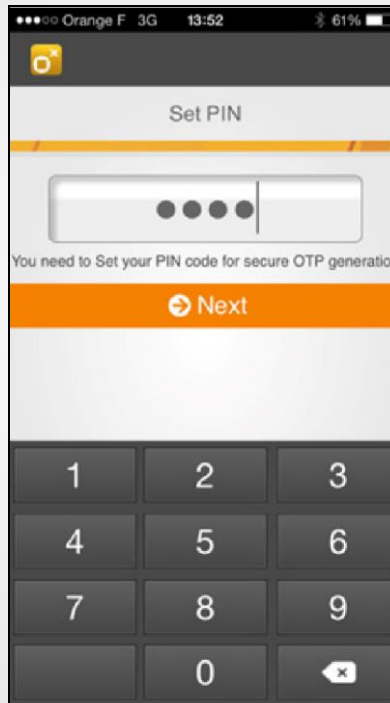


- **Step 8** - In Manual Mode, Enter the Registration URL and Registration code from the computer screen into appropriate boxes on the device. Then hit Register.

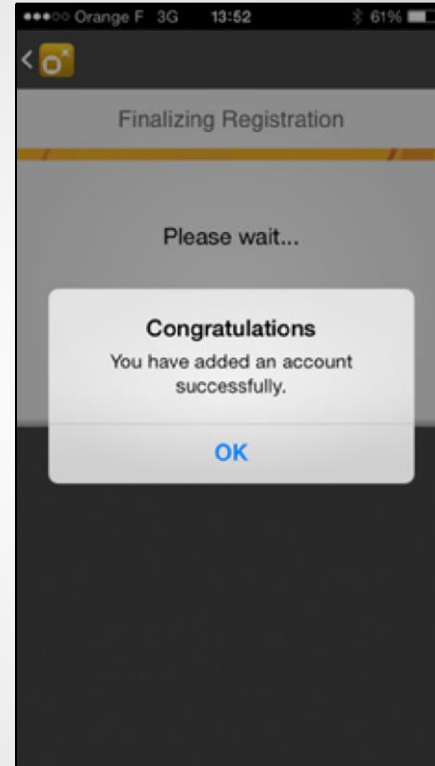


- **Step 9** - Enter a 4-8 digit PIN number. Confirm the PIN in the next screen. The PIN cannot be consecutive (1234), Palindrome (123321) or the same (4444) in sequence.

Note - You will use this PIN to access the app each time you launch it. Make sure you can remember the PIN number, as it cannot be reset for you. If you forget it, you will need to delete the account from your device and reregister



- **Step 10 – Mobile Registration success.**



- **Step 11 – Verify access by logging into the User Portal**
at <http://secured.seattlechildrens.org>

gemalto

USER PORTAL HOME
REGISTER
MOBILE REGISTRATION
RESYNC DEVICE
LOST DEVICE
ABOUT

USER LOGIN:
Please enter your user ID, password, and one-time password. Click the LOGIN button when ready.

User ID
Password
One-time Password
GET OTP
LOGIN CLEAR

- Seattle Children's credentials
- OTP from mobile device
- If this is your first time registering a device, click on **Change Security Answers** on the left and set answers.