



Identify - Authenticate - Anywhere

MIA End-User Guide

Document Control

Status	Version	Date	Owner	Description
Complete	1.0	04/02/2020	Daniel Killeen	Signed off by Josh Stannard
Complete	1.5	05/02/2020	Josh Stannard	Alterations and additions

Contents	
1. Introduction	3
2. Enrolling your Device	3
2.1 Enrolling a MIA device for Virtual Smartcard usage with the Self-Service Portal	3
2.2 Adding a device with QR code	8
3. Authenticating with MIA	10
4. MIA Settings	12
4.1 Support	12
5. Self-Service Portal	13
5.1 Accessing the Portal	13
5.2 Home & User Details	15
5.3 Settings Page	15
5.4 Changing a Virtual Smartcard Passcode	16
5.5 Changing Registered Security Questions	16
6. Resetting A Passcode	17

1. Introduction

To work through this guide, you will need to have a Virtual Smartcard issued to you by a Registration Authority and have verified your email address. In addition to the above, MIA will need to be installed on the iPad.

If you experience any issues while following any of the steps in this guide, please contact your Registration Authority or Local Support Team.

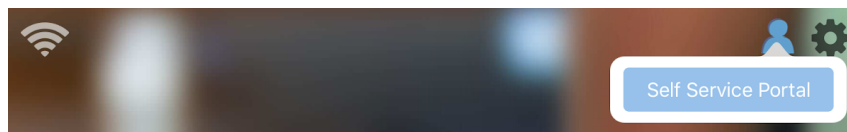
2. Enrolling your Device

There are currently two ways of registering your MIA device with a Virtual Smartcard as detailed below:

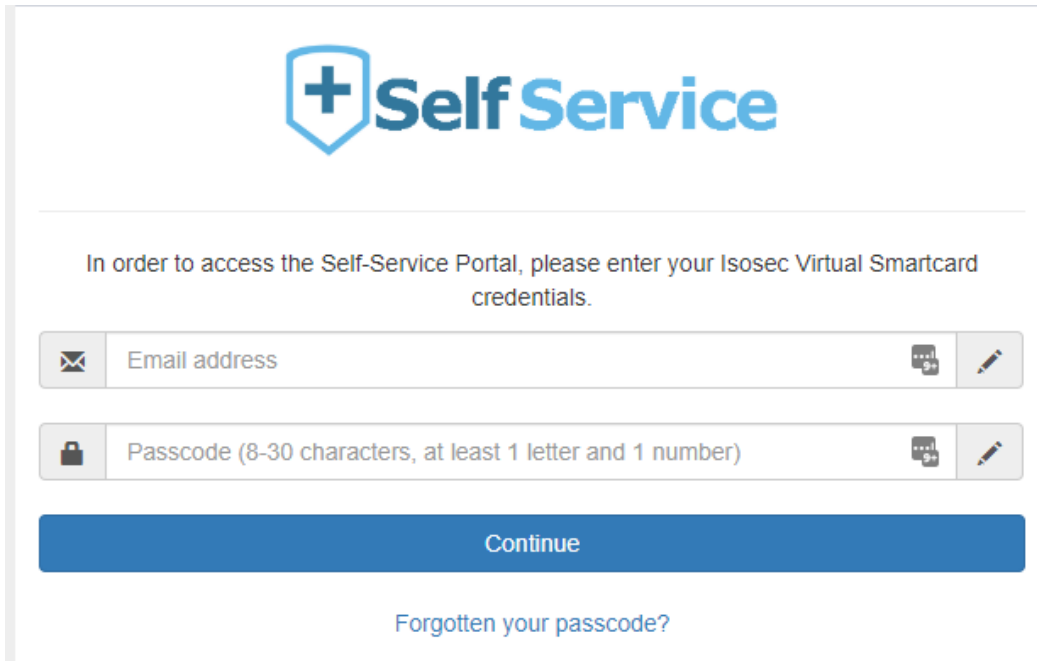
1. A Registration Authority can register your device during the Virtual Smartcard issuance process or at any point afterwards.
2. You can enrol your device yourself following the steps outlined below in section 2.1.

2.1 Enrolling a MIA device for Virtual Smartcard usage with the Self-Service Portal

To enrol your device via MIA, you must first launch the Self-Service Portal via the MIA home screen. Click the blue person icon in the top right of the screen and select “**Self-Service Portal**” to launch the portal as shown below:



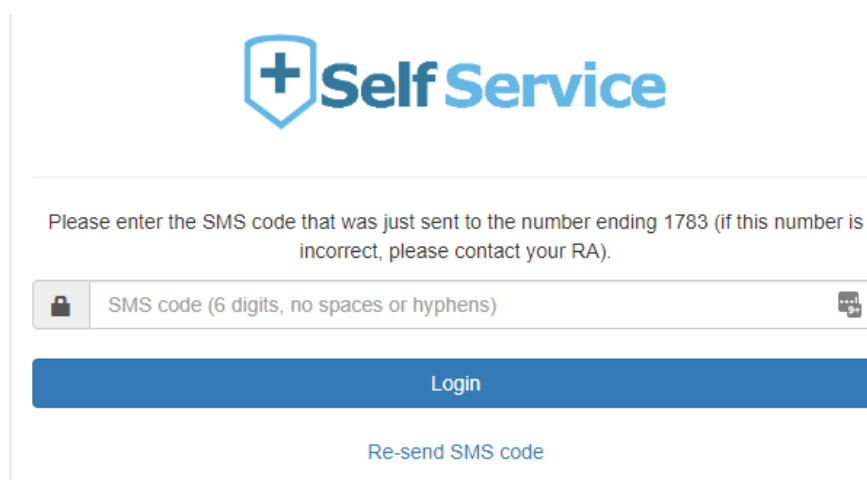
To log in, you must enter the email address registered for Virtual Smartcard and the Virtual Smartcard passcode.



The image shows a login form titled "Self Service". At the top, there is a logo consisting of a blue shield with a white plus sign inside, followed by the text "Self Service". Below the logo, a horizontal line separates it from the instructions: "In order to access the Self-Service Portal, please enter your Isosec Virtual Smartcard credentials." There are two input fields. The first is labeled "Email address" and has an envelope icon on the left and a "Go" button on the right. The second is labeled "Passcode (8-30 characters, at least 1 letter and 1 number)" and has a padlock icon on the left and a "Go" button on the right. Below these fields is a large blue button labeled "Continue". Underneath the button is a link that says "Forgotten your passcode?"

For additional security, an SMS message will be sent to the mobile number registered to the Virtual Smartcard - This is set when the Virtual Smartcard is initially issued. The 6 digit SMS code must be entered to authenticate into the portal.

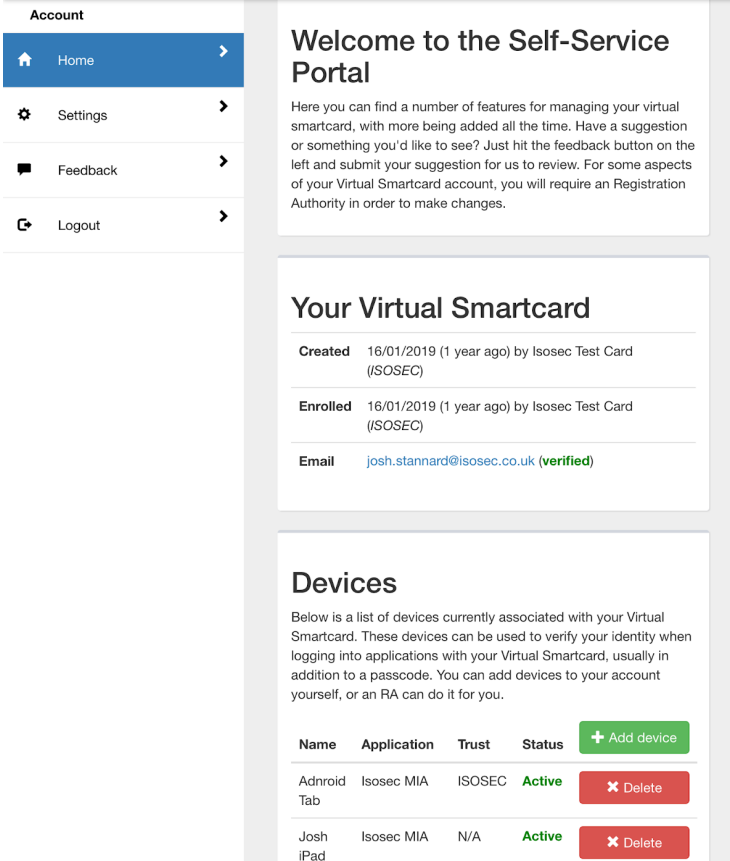
Select the **“Re-send SMS code”** if the SMS fails to arrive - If you continue to experience issues, a Registration Authority will need to be contacted to check the registered mobile number.



The image shows a verification form titled "Self Service". At the top, there is a logo consisting of a blue shield with a white plus sign inside, followed by the text "Self Service". Below the logo, a horizontal line separates it from the instructions: "Please enter the SMS code that was just sent to the number ending 1783 (if this number is incorrect, please contact your RA)." There is one input field labeled "SMS code (6 digits, no spaces or hyphens)" with a padlock icon on the left and a "Go" button on the right. Below this field is a large blue button labeled "Login". Underneath the button is a link that says "Re-send SMS code"

Once you've entered the passcode you will reach the Self-Service Portal as shown below.

Select **"Add device"** within the **"Devices"** section to proceed



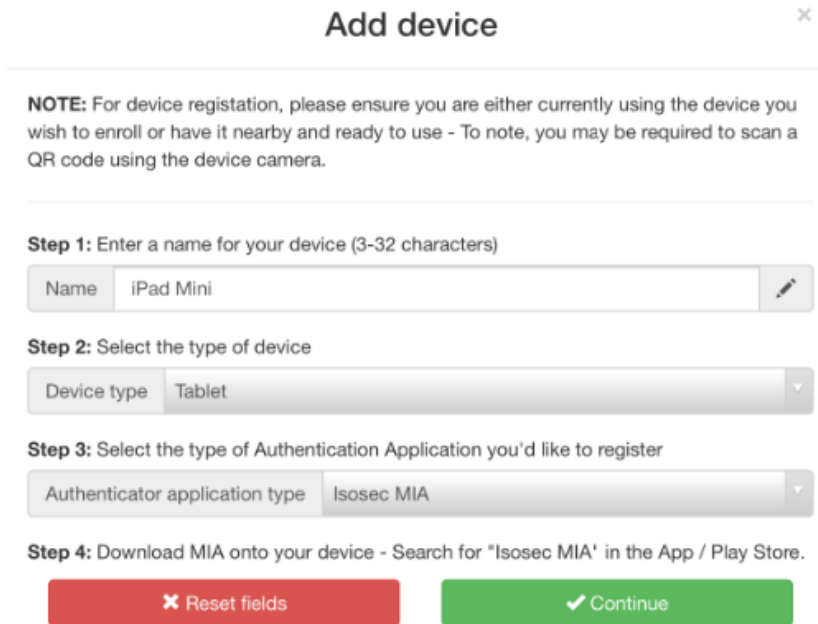
The screenshot shows the Self-Service Portal interface. On the left is a navigation menu under the heading 'Account' with options: Home, Settings, Feedback, and Logout. The main content area is titled 'Welcome to the Self-Service Portal' and includes a welcome message. Below this is a section for 'Your Virtual Smartcard' with details: Created (16/01/2019), Enrolled (16/01/2019), and Email (josh.stannard@isosec.co.uk). The bottom section is 'Devices', which lists two devices: 'Adnroid Tab' and 'Josh iPad', both with 'Active' status. A '+ Add device' button is visible at the top right of the Devices section.

Name	Application	Trust	Status	
Adnroid Tab	Isosec MIA	ISOSEC	Active	+ Add device ✕ Delete
Josh iPad	Isosec MIA	N/A	Active	✕ Delete

Once you've selected **"Add Device"** the next window will ask you to give a name to your device. **Please check with your organisation to see if there is a naming policy.**

Give the device a name, select Tablet for the device type and select Isosec MIA for the authenticator type. As shown in the screenshot below:


Select **“Continue”** once these steps are complete.




Add device ×

NOTE: For device registration, please ensure you are either currently using the device you wish to enroll or have it nearby and ready to use - To note, you may be required to scan a QR code using the device camera.


Step 1: Enter a name for your device (3-32 characters)

Name iPad Mini 

Step 2: Select the type of device

Device type Tablet 

Step 3: Select the type of Authentication Application you'd like to register

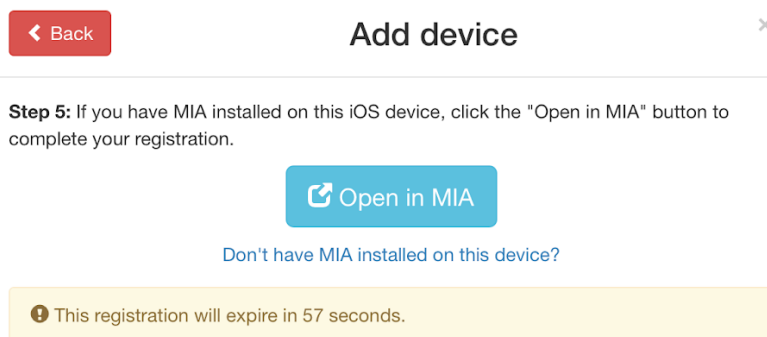
Authenticator application type Isosec MIA 

Step 4: Download MIA onto your device - Search for "Isosec MIA" in the App / Play Store.

✕ Reset fields ✓ Continue


You will now be prompted to open MIA to add the device.

Select **“Open in MIA”**.




← Back **Add device** ×

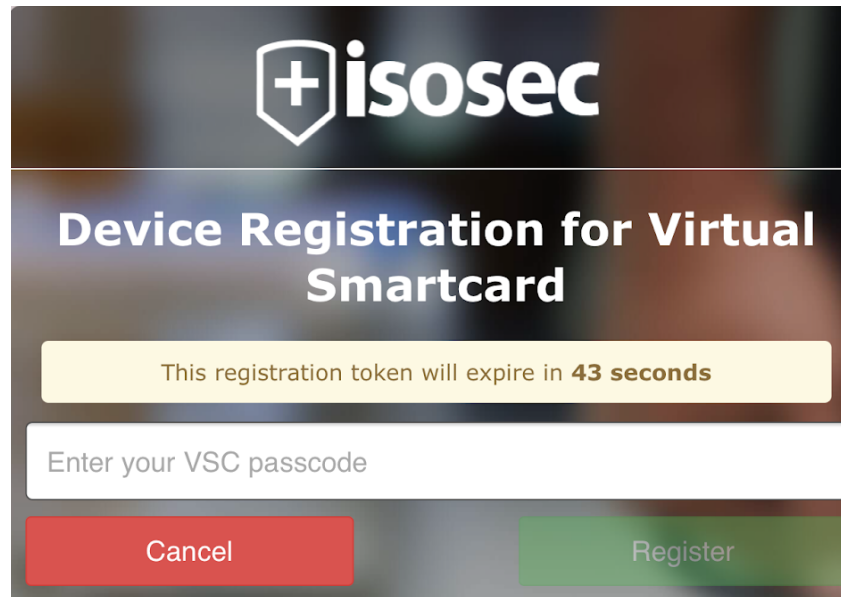
Step 5: If you have MIA installed on this iOS device, click the "Open in MIA" button to complete your registration.

 Open in MIA

[Don't have MIA installed on this device?](#)

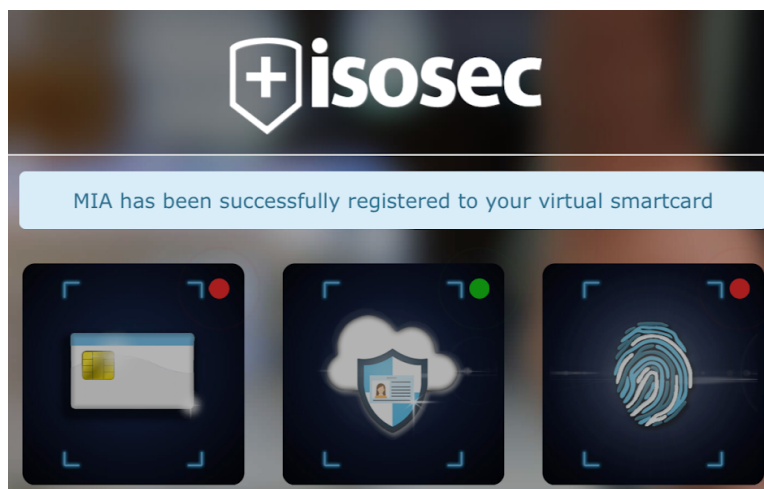
 This registration will expire in 57 seconds.

MIA will then open on the device - To note, you will have 60 seconds to complete the enrolment process:



Enter your Virtual Smartcard passcode and your device should be successfully enrolled. A message saying the same should display on MIA.

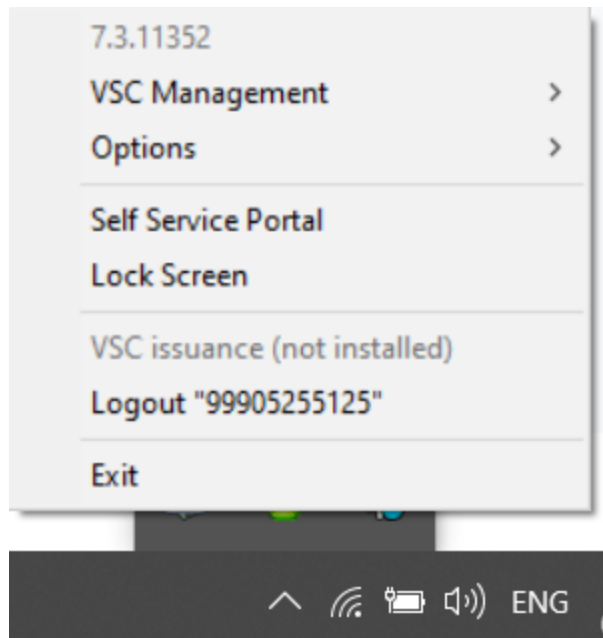
The button on the middle Virtual Smartcard option will also turn green to indicate this device is now registered to your Virtual Smartcard.



2.2 Adding a device with QR code

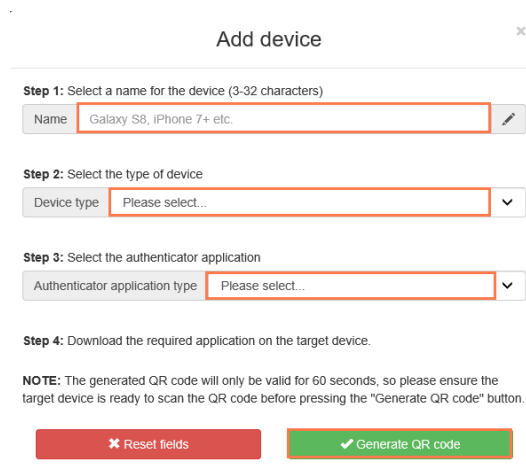
If accessing the Self-Service Portal via a PC/Laptop with the iO Identity Agent then you will be required to scan a QR code in order to add the device to the Virtual Smartcard.

To do this launch the Self-Service Portal via iO by right clicking and select **Self-Service Portal**.



To add a device, click the **"Add Device"** button.

Give the device a name, select Tablet for the device type and select Iseoc MIA for the authenticator type. As shown in the screenshot below:

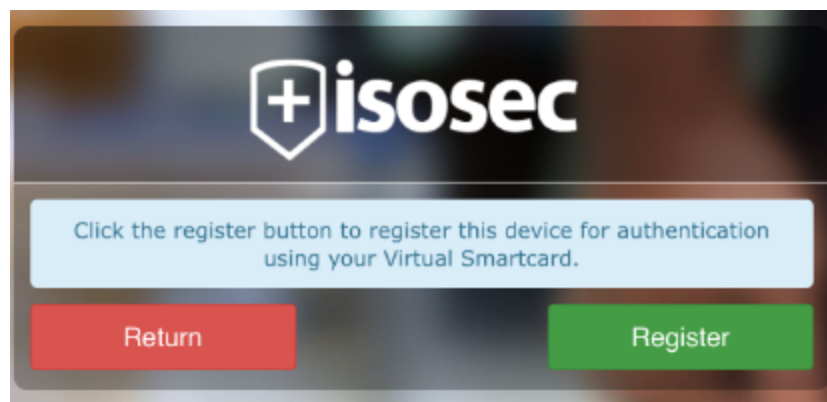
A screenshot of a web form titled 'Add device'. The form has four steps: Step 1: 'Select a name for the device (3-32 characters)' with a text input field containing 'Galaxy S8, iPhone 7+ etc.'; Step 2: 'Select the type of device' with a dropdown menu showing 'Please select...'; Step 3: 'Select the authenticator application' with a dropdown menu showing 'Please select...'; Step 4: 'Download the required application on the target device.' Below the steps is a note: 'NOTE: The generated QR code will only be valid for 60 seconds, so please ensure the target device is ready to scan the QR code before pressing the "Generate QR code" button.' At the bottom are two buttons: a red 'Reset fields' button and a green 'Generate QR code' button.

Once the “Continue” button is pressed a QR code will be displayed:



Using the MIA app on the device that is to be registered, scan the QR code.

To do this select the Virtual Smartcard icon.



Select **Register**, the camera will then open and you can scan the QR code.

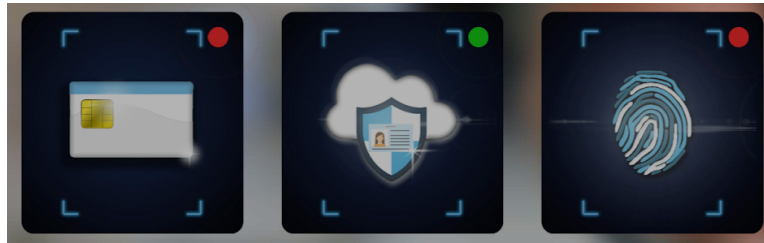
Enter the passcode you used during enrolment and the device will be registered.

At this point, the configuration has been completed and you are ready to use your Virtual Smartcard.

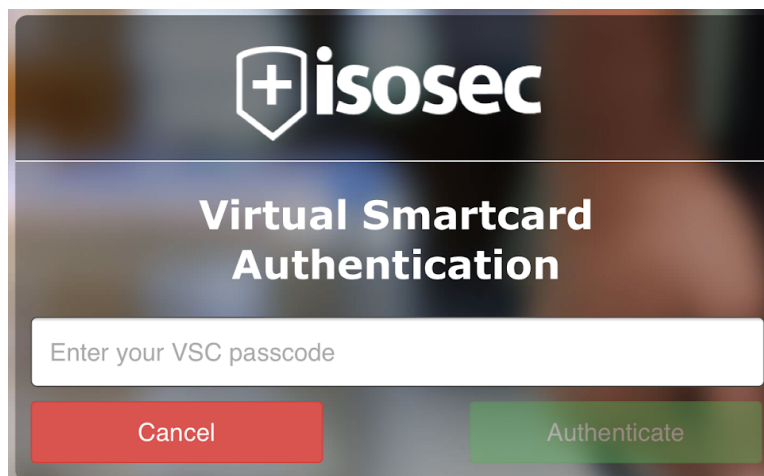
3. Authenticating with MIA

Provided you have already successfully registered your device using the Self-Service Portal or via an RA, you'll now be able to use your Virtual Smartcard with your device.

If your device is already registered, the middle Virtual Smartcard button will have a green dot next to it.

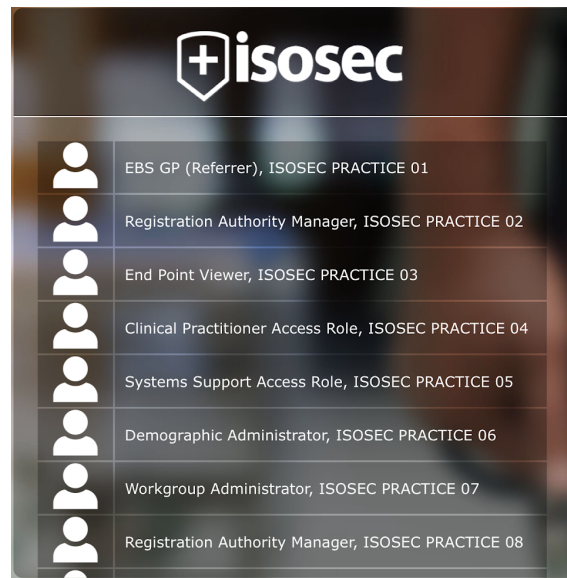


Tap the Virtual Smartcard icon and enter your passcode to authenticate.



Similar to a physical Smartcard, once the passcode has been accepted, you'll be asked to select your role.

Please note, if you only have one role you will be logged in automatically without needing to select a role.



Once selected, you'll be authenticated to the Spine and redirected to your Portal URL; this may be RiO, MIA Manager or another application depending on what is configured for your Trust.

4. MIA Settings

MIA includes a number of settings which can be adjusted depending on the users requirements.

To note, these options may be greyed out if your organisation has distributed your MIA licence/configuration using MDM.

To access MIA's settings, click the "Cog" icon in the top right hand corner of the App.

Within the Settings page, you'll be able to check the version of the client in the left hand side of the App along with the Organisation MIA is associated with.

4.1 Support

Should you encounter an issue when using MIA, the Isosec Support Team may ask request you or your helpdesk team to access this section of MIA to enable logging to help diagnose your issue.

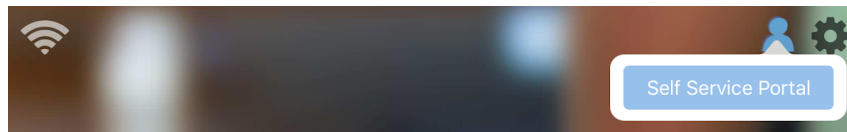
5. Self-Service Portal

The Self-Service Portal is a web application available via a Web browser that allows a user to perform admin tasks on their personal Virtual Smartcard. These tasks include:

- Virtual Smartcard Passcode Reset
- Change Security Questions/Answers
- Review any association account information

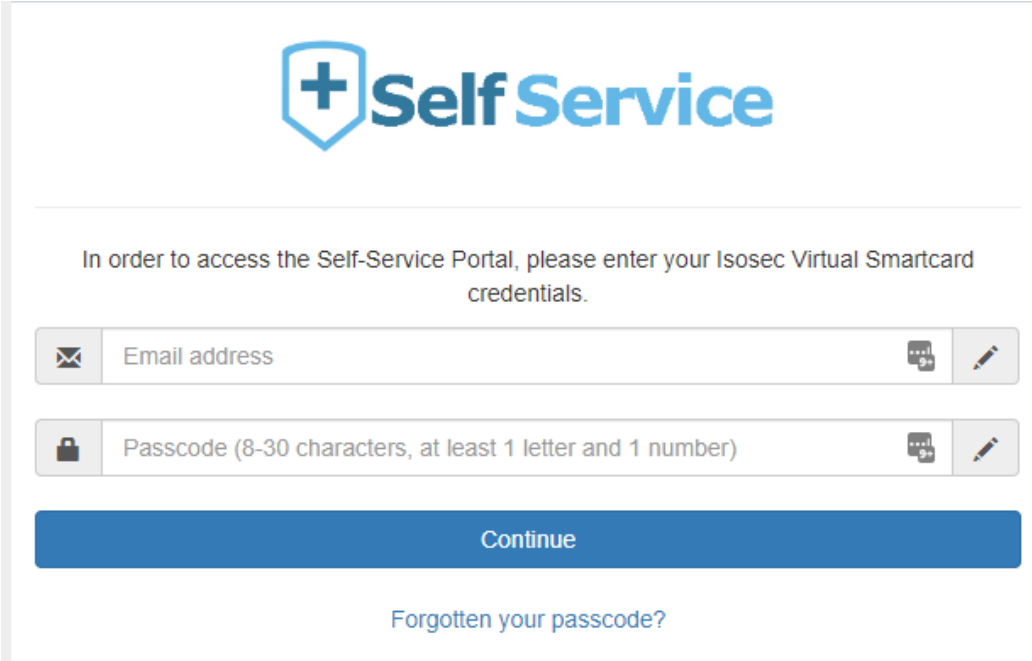
5.1 Accessing the Portal

The Self-Service Portal can be accessed via <https://vsc1.isosec.co.uk/self-service/index.php> on a Desktop/Laptop or alternative directly from the MIA App by selecting the **Self-Service Portal** as shown in the screenshot below .



To log in, you must enter your registered email address and Virtual Smartcard passcode.

For additional security, an SMS message will be sent to the mobile number registered to the Virtual Smartcard - This is set when the Virtual Smartcard is initially issued. The 6 digit SMS code must be entered to authenticate into the portal.



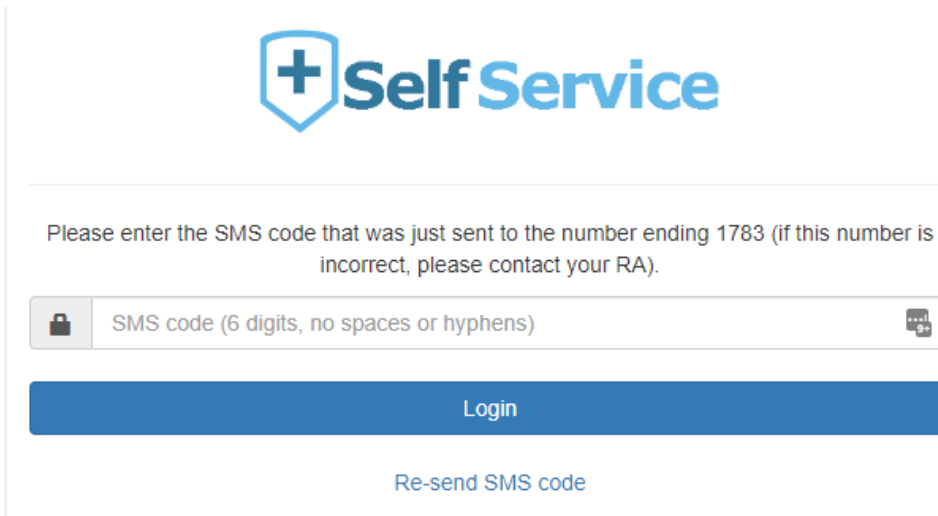
+ Self Service

In order to access the Self-Service Portal, please enter your Isosec Virtual Smartcard credentials.

[Continue](#)

[Forgotten your passcode?](#)

Select the **“Re-send SMS code”** if the SMS fails to arrive - If you continue to experience issues, a Registration Authority will need to be contacted to check the registered mobile number.



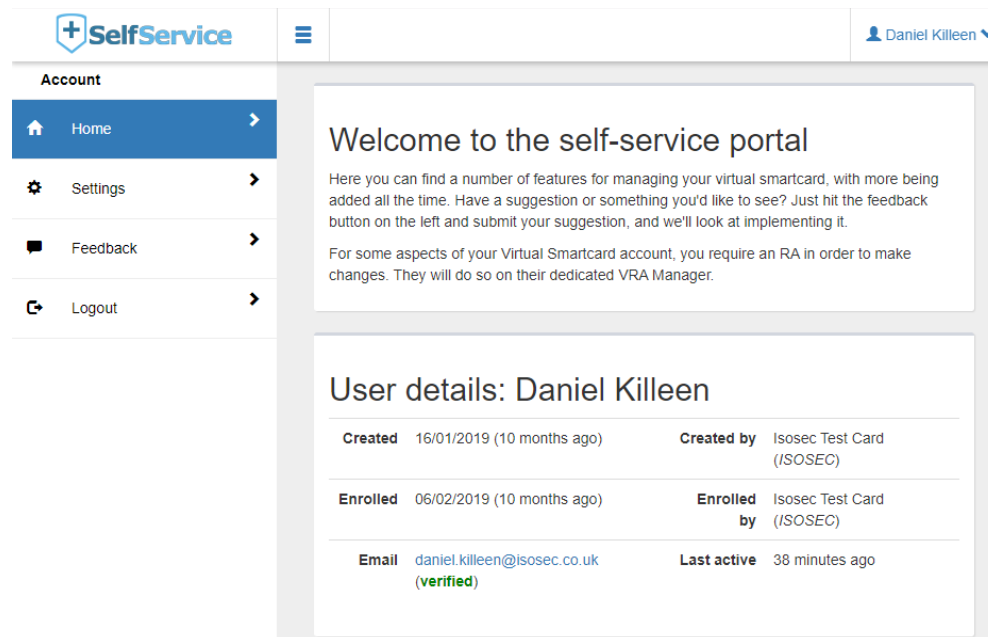
+ Self Service

Please enter the SMS code that was just sent to the number ending 1783 (if this number is incorrect, please contact your RA).

[Login](#)

[Re-send SMS code](#)

After authentication, you'll be logged into the Self-Service Portal and presented with your User Details.



5.2 Home & User Details

The Home screen will allow you to review any information associated with your Virtual Smartcard, this includes:

- Associated Email Address
- Associated Windows Account
- Associated Devices

A Registration Authority will need to be contacted if any of this information is incorrect.

5.3 Settings Page

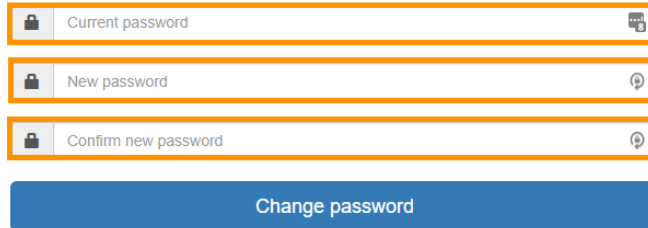
The Settings page will allow you to change your passcode or associated Security Questions.

5.4 Changing a Virtual Smartcard Passcode

If you wish to change your Virtual Smartcard passcode after logging into the Self-Service Portal, you'll be prompted to complete the below form:

Change your password

You can change the passcode you use to log into your Virtual Smartcard by using the below form. Your passcode must be at least 6 characters and contains at least 1 number and letter.



Current password

New password

Confirm new password

Change password

The current passcode must be re-entered prior to entering the new passcode - To note, the new passcode needs to be between 8-30 characters and must include at least 1 letter & 1 number.

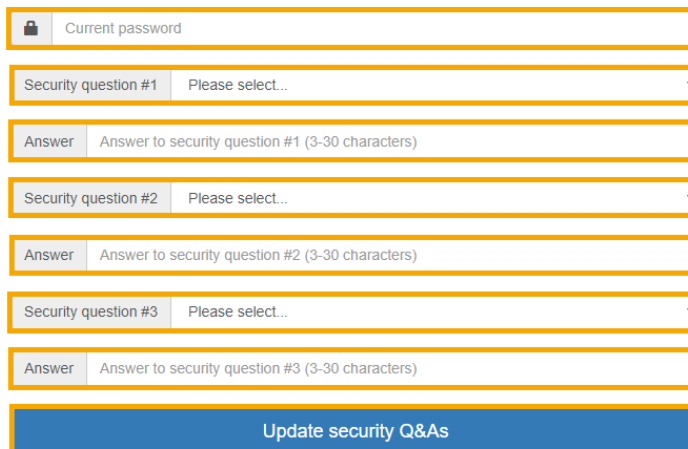
5.5 Changing Registered Security Questions

This form will allow you to change your Security Questions & Answers. Select 3 new Security Questions from the drop-down menu and enter the corresponding answers.

The current passcode must be re-entered in order to amend these.

Change security questions

Using the below form, you can change the security questions and answers used to reset your virtual smartcard's passcode, in the event of losing it or becoming locked out.



Current password

Security question #1 Please select..

Answer Answer to security question #1 (3-30 characters)

Security question #2 Please select..

Answer Answer to security question #2 (3-30 characters)

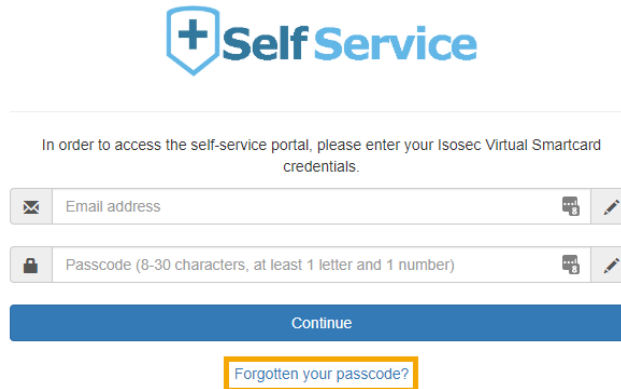
Security question #3 Please select..

Answer Answer to security question #3 (3-30 characters)

Update security Q&As

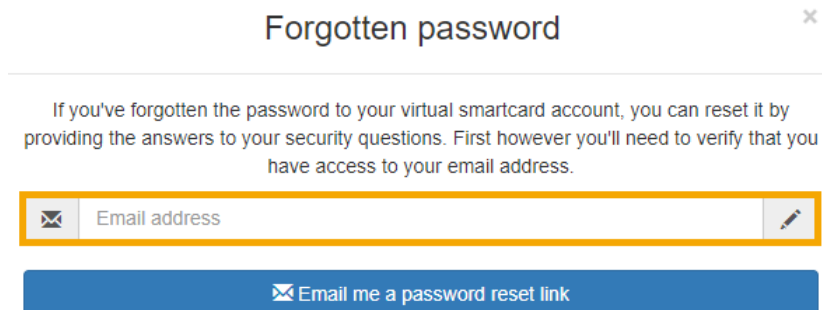
6. Resetting A Passcode

A Virtual Smartcard passcode reset can be requested by accessing the Self-Service Portal - Select the **“Forgotten your passcode?”** link to start the reset process.



The screenshot shows the 'Self Service' portal login page. At the top is the 'Self Service' logo. Below it is a heading: 'In order to access the self-service portal, please enter your Isosec Virtual Smartcard credentials.' There are two input fields: 'Email address' and 'Passcode (8-30 characters, at least 1 letter and 1 number)'. Below the fields is a blue 'Continue' button. At the bottom, there is a link 'Forgotten your passcode?' which is highlighted with a yellow box.

When prompted, enter the email address associated with your Virtual Smartcard and select **“Email me a passcode reset link”**



The screenshot shows a modal window titled 'Forgotten password' with a close button (X) in the top right. The text inside says: 'If you've forgotten the password to your virtual smartcard account, you can reset it by providing the answers to your security questions. First however you'll need to verify that you have access to your email address.' Below this is an 'Email address' input field with an envelope icon on the left and an edit icon on the right. At the bottom is a blue button with an envelope icon and the text 'Email me a password reset link'.

An email will be sent to your email address - Select the **“Reset passcode”** button to be taken to the reset page.

Daniel, forgotten your passcode?

We've just received your request to reset the passcode for your Virtual Smartcard. To reset your passcode, please click the link below **whilst connected to your organisation's network**. This link will expire in 1 hour.

[Reset passcode](#)

If that doesn't work, you can copy-paste the following into your browser:

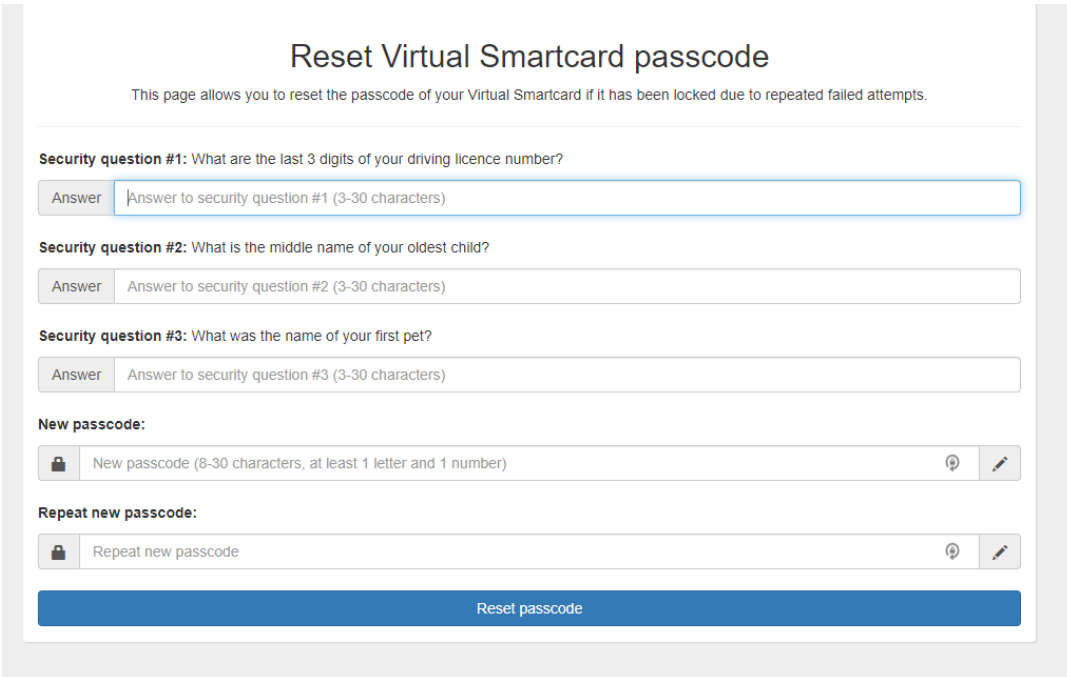
<https://ysct1.isoec.co.uk/self-service/resetPasscode.php?Email=daniel.killeen%40isoec.co.uk&resetPasscodeToken=be477c30914eca0aee78c1c6c0f4ced3>

Didn't request a reset?

If you didn't request to reset your passcode, please ignore this email. If you continue to receive such emails, please contact your support team.

In order to complete the reset process, you will need to answer the security questions you registered at the time of enrolment.

If you don't remember the answers to the questions, contact your Registration Authority to reset your passcode for you. Once the passcode has been reset, you'll be able to follow steps in **Section 5.5** of this document to change your security questions via the Self-Service Portal.



After entering the answering each question, enter the new passcode - The minimum requirement for a new passcode is 8-30 characters with at least 1 letter & 1 number.

Select **“Reset passcode”** to complete the process. Once complete, you can close the tab or access the Self-Service Portal.

