EB Security – Mobile Application Guide

This guide is to assist users to navigate through the different application screens, interfaces and features for the EntityBox Security Mobile Solution (EB Security)

Should you require more assistance, kindly send us an email:
support@entitybox.co.za

Testing this product will require a trial setup from the EntityBox Security Website.

This product **cannot** communicate to EntityBox Security Website, nor the On-Premise environment without proper configuration.

Required Steps to complete before making use of this guide:

1. EntityBox Website Registration
2. EntityBox Security Solution Installation and configuration

This guide will assume the above configuration has been completed.

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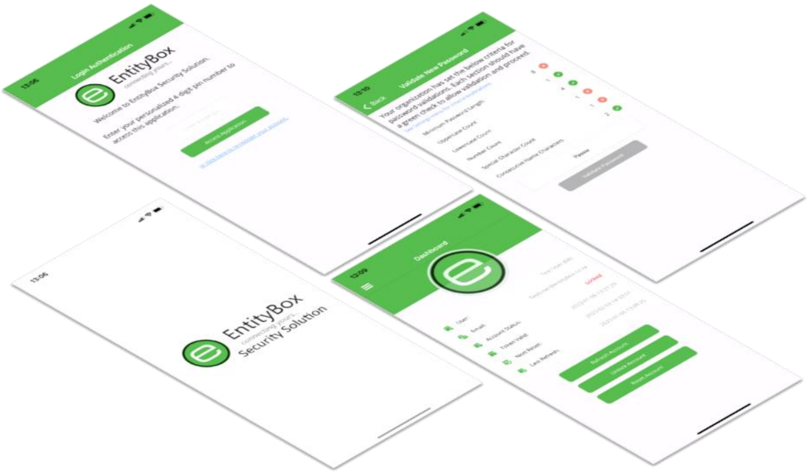
Get Started



ANDROID APP ON Google play

Download on the App Store

Download the Application from your preferred store.

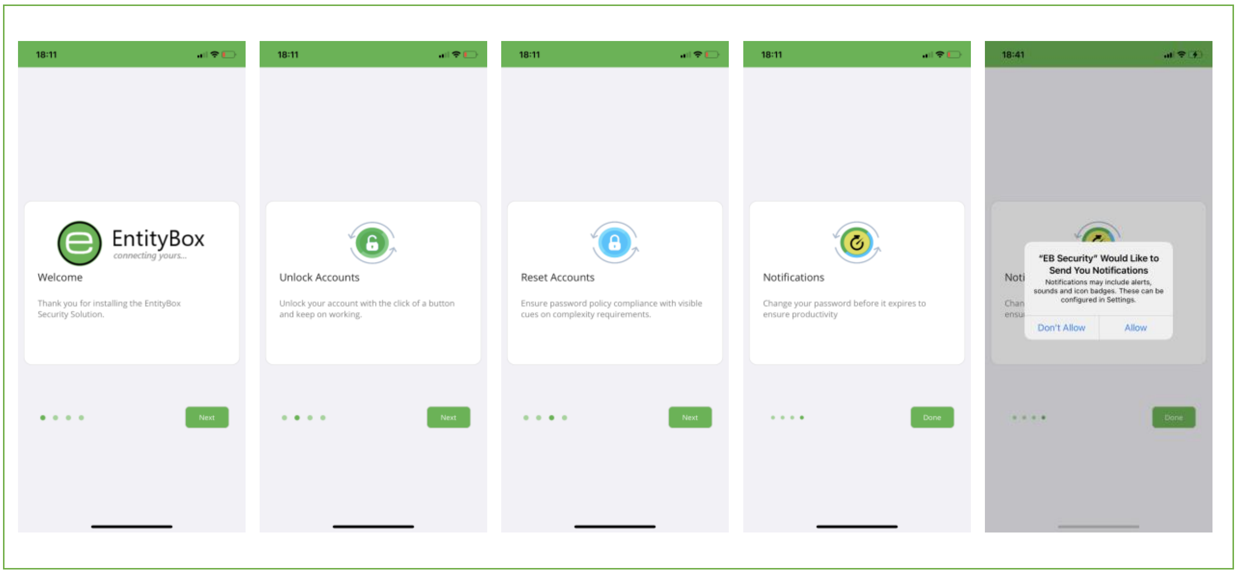
- Search in the store for “EntityBox Security”
- Click on the store links on the right
- Scan the QR Code with your device and then select the store

Once the application is installed, you can perform the registration tasks.

Application First Use

Navigate through the carousel slide pages on Application First Use by clicking the “Next” button.

➔ Allow Notifications when prompted to receive reminders on 7 days and 1 day before password expiry.



18:11

EntityBox
connecting yours...

Welcome

Thank you for installing the EntityBox Security Solution.

Next

18:11

Unlock Accounts

Unlock your account with the click of a button and keep on working.

Next

18:11

Reset Accounts

Ensure password policy compliance with visible cues on complexity requirements.

Next

18:11

Notifications

Change your password before it expires to ensure productivity

Done

18:41

“EB Security” Would Like to Send You Notifications

Notifications may include alerts, sounds and icon badges. These can be configured in Settings.

Don't Allow Allow

Done

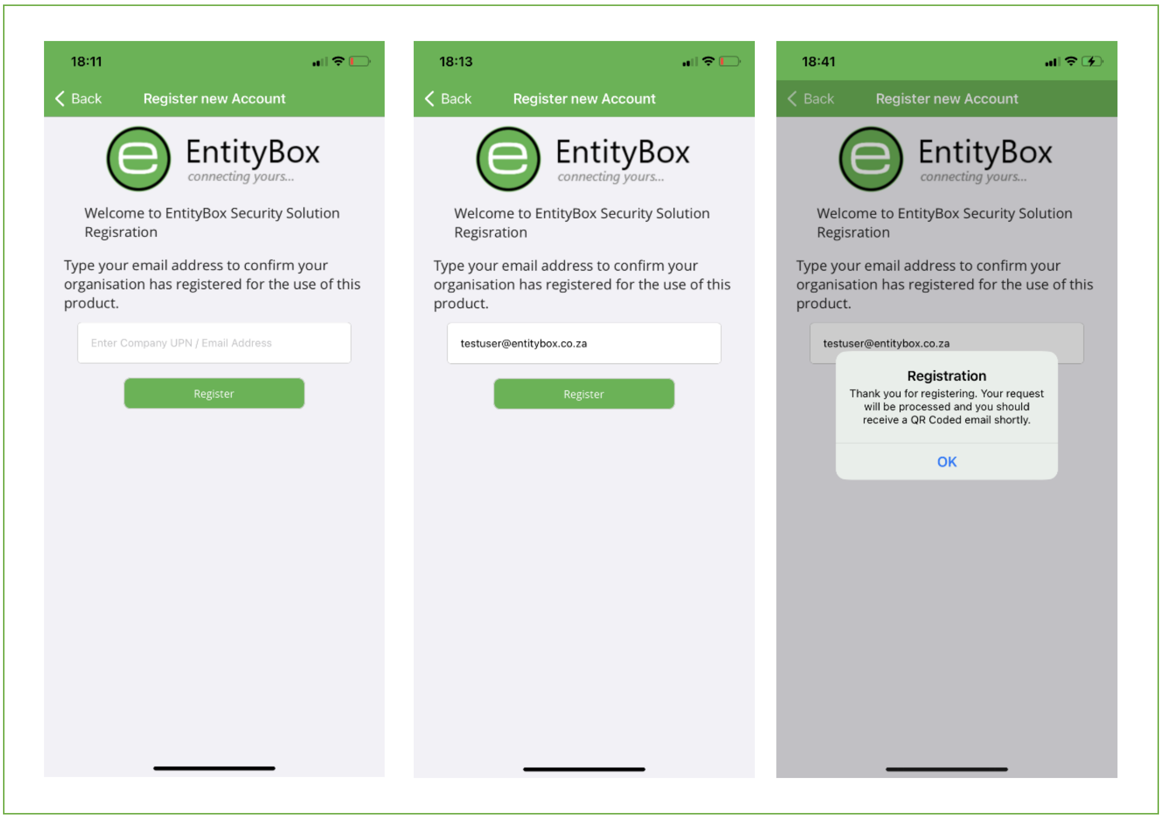
Registration

Corporate Email

- In order to register, you must enter your corporate email address,
  Free email address accounts cannot register.

- Once entered click on the "Register" button.

- You will be prompted to check your email address for the Unique QR Coded email.



18:11

Back Register new Account

EntityBox
connecting yours...

Welcome to EntityBox Security Solution Regisration

Type your email address to confirm your organisation has registered for the use of this product.

Enter Company UPN / Email Address

Register

18:13

Back Register new Account

EntityBox
connecting yours...

Welcome to EntityBox Security Solution Regisration

Type your email address to confirm your organisation has registered for the use of this product.

testuser@entitybox.co.za

Register

18:41

Back Register new Account

EntityBox
connecting yours...

Welcome to EntityBox Security Solution Regisration

Type your email address to confirm your organisation has registered for the use of this product.

testuser@entitybox.co.za

Registration

Thank you for registering. Your request will be processed and you should receive a QR Coded email shortly.

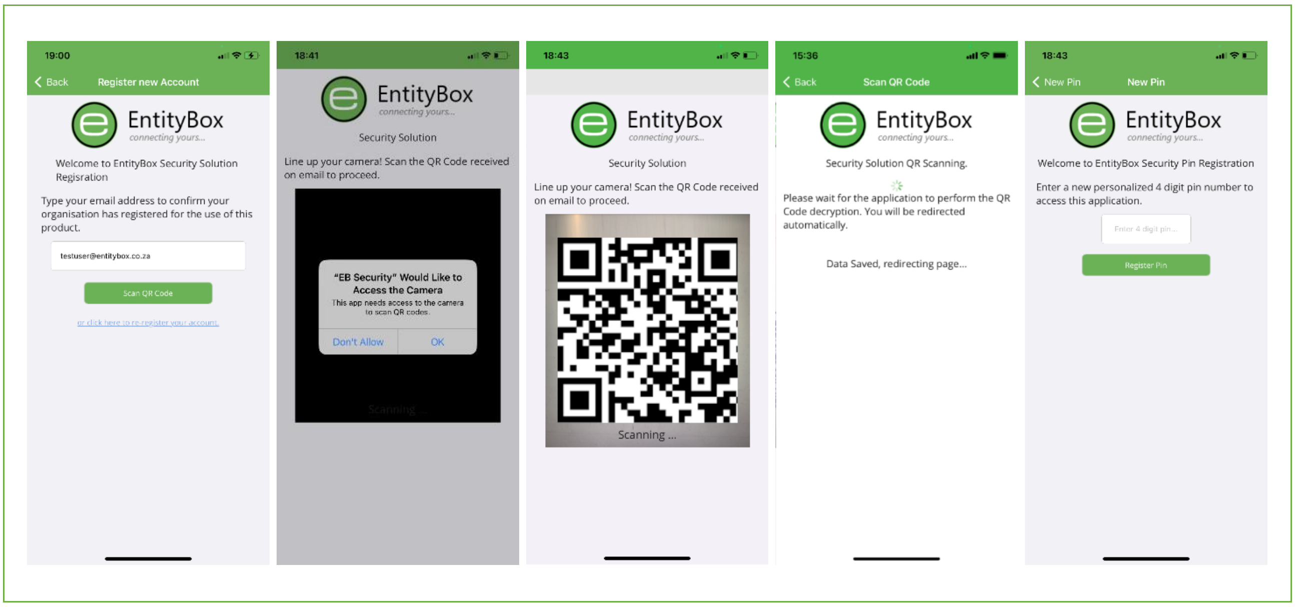
OK

Once you click the register button, there might be a slight delay as the application would try to reregister the account inside your organisation, and also check if it already exists.

If you receive an error at this stage, contact your organisation administrators or our support team to check if the system is correctly configured.

QR Code Scanning

- Upon receipt of the QR Coded email, open the application.
- Click on the “Scan QR Code” button
- Provide Access to make use of the camera in order to scan the QR code in the email



Welcome to EntityBox Security Solution Regisration

Type your email address to confirm your organisation has registered for the use of this product.

testuser@entitybox.co.za

Line up your camera! Scan the QR Code received on email to proceed.

“EB Security” Would Like to Access the Camera
This app needs access to the camera to scan QR codes.

Line up your camera! Scan the QR Code received on email to proceed.

Please wait for the application to perform the QR Code decryption. You will be redirected automatically.

Data Saved, redirecting page...

Welcome to EntityBox Security Pin Registration

Enter a new personalized 4 digit pin number to access this application.

Once the QR Code scanning is done, you will be presented with the Pin Selection Page.
Enter a unique 4 digit pin number to access the application in future.

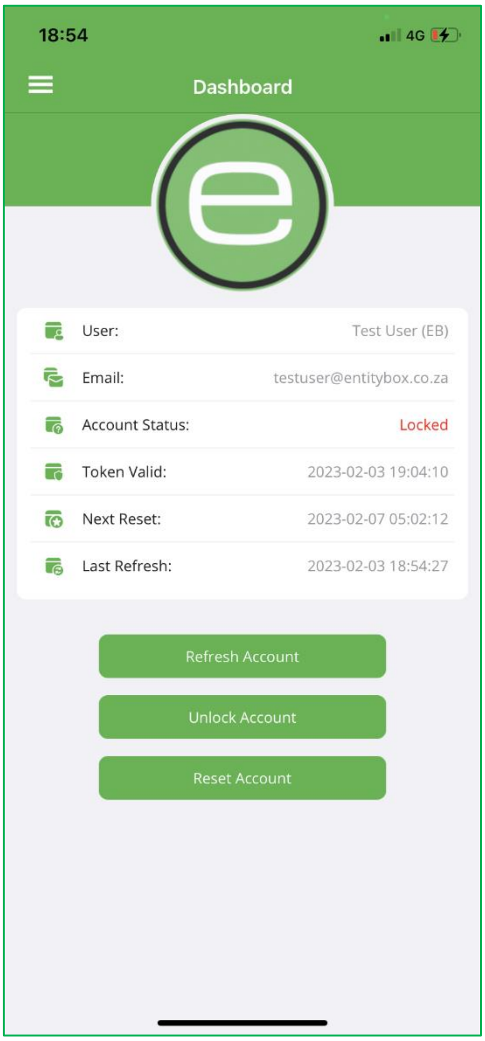
Do not forget this pin number as you will not be able to access the application without it!

If you receive an error on the QR Code, it will indicate that the QR Code does not match your account or you are trying to scan an old QR Code. Tap the blue link to re-register and receive an updated QR Code email by starting the registration process again.

Note that the pin number cannot be changed after inserted to the application.

If the pin number must be changed, the account must be removed from the application and/or the re-registration process must be performed again.

Dashboard



User:	Test User (EB)
Email:	testuser@entitybox.co.za
Account Status:	Locked
Token Valid:	2023-02-03 19:04:10
Next Reset:	2023-02-07 05:02:12
Last Refresh:	2023-02-03 18:54:27

The Main Dashboard will be displayed as the primary page after each login.

Menu	Description
User:	Display Name from On-Premise
Email:	Registered Email address
Account Status:	Enabled: Account Reset might be available. Disabled: No action can take place. Locked: Unlock or Reset might be available.
Token Valid:	Tokens auto expire after 20 minutes.
Next Reset:	Calculated result from organisational policy for the next reset to occur.
Last Refresh:	Last refresh of information on the dashboard.

Button	Description
Refresh Account:	Refresh the dashboard, token renewal and account information from On-Premise.
Unlock Account:	Available only if the Account Status is set to "Locked"
Reset Account:	Available only if allowed from the organisational policy after the last reset.

On Refresh of the dashboard, a new Token will be generated and will only allow for regeneration after 15 minutes (5 minutes before expiry). The Token is valid for 20 minutes at a time with a 5-minute grace refresh period.

Without a valid token, information will not be synchronized from your On-Premise environment.

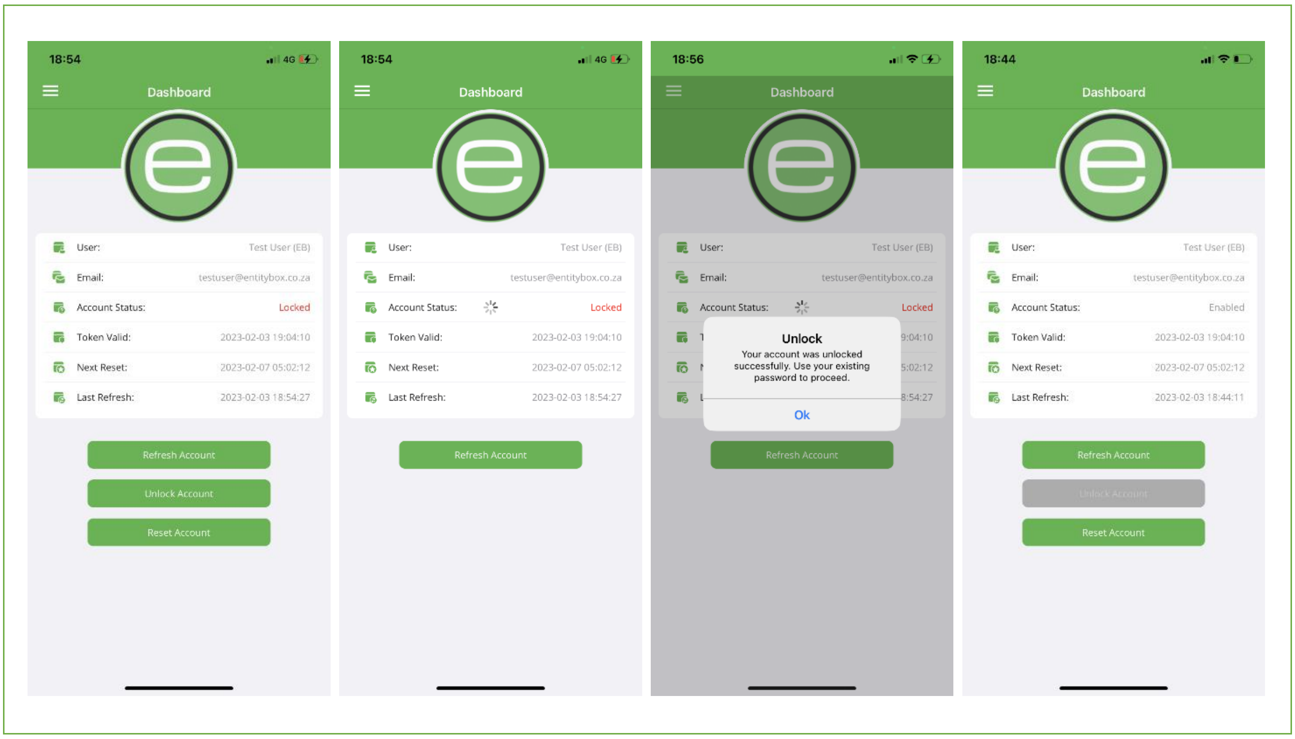
If the account refreshed and both Unlock and Reset buttons remains "greyed out" it could mean that the policy is not configured correctly, or the timing of your refresh is within the disallowed period to perform an account reset.

Unlock Account

Unlocking of the account will only be available if the following conditions are met:

- Account Token is valid and account information is refreshed.
- Account Status is shown as “Locked”

The Unlock button will otherwise appear “greyed out” or disabled.



User: Test User (EB)
Email: testuser@entitybox.co.za
Account Status: Locked
Token Valid: 2023-02-03 19:04:10
Next Reset: 2023-02-07 05:02:12
Last Refresh: 2023-02-03 18:54:27

User: Test User (EB)
Email: testuser@entitybox.co.za
Account Status: Locked
Token Valid: 2023-02-03 19:04:10
Next Reset: 2023-02-07 05:02:12
Last Refresh: 2023-02-03 18:54:27

User: Test User (EB)
Email: testuser@entitybox.co.za
Account Status: Locked

Unlock

Your account was unlocked successfully. Use your existing password to proceed.

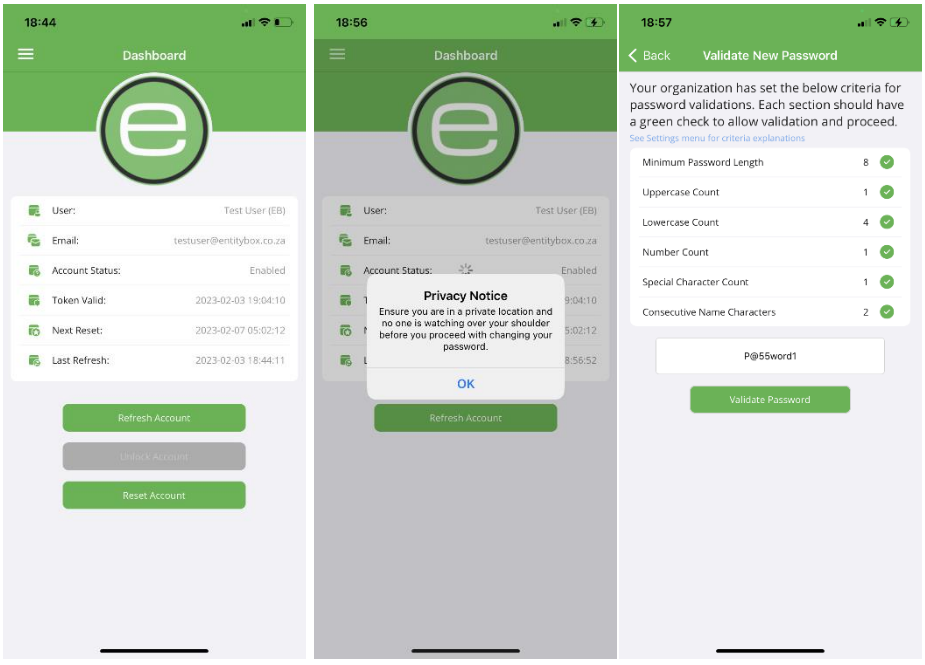
User: Test User (EB)
Email: testuser@entitybox.co.za
Account Status: Enabled
Token Valid: 2023-02-03 19:04:10
Next Reset: 2023-02-07 05:02:12
Last Refresh: 2023-02-03 18:44:11

Reset Account

Resets of an account will only be available if the following conditions are met:

- Account Token is valid and account information is refreshed.
- The Password Change Delay policy is set to allow the reset after a specified number of days since the last password reset.

The Reset button will otherwise appear "greyed out" or disabled.



User:	Test User (EB)
Email:	testuser@entitybox.co.za
Account Status:	Enabled
Token Valid:	2023-02-03 19:04:10
Next Reset:	2023-02-07 05:02:12
Last Refresh:	2023-02-03 18:44:11

Privacy Notice

Ensure you are in a private location and no one is watching over your shoulder before you proceed with changing your password.

Your organization has set the below criteria for password validations. Each section should have a green check to allow validation and proceed.

See Settings menu for criteria explanations

Minimum Password Length	8	✓
Uppercase Count	1	✓
Lowercase Count	4	✓
Number Count	1	✓
Special Character Count	1	✓
Consecutive Name Characters	2	✓

P@55word1

- Privacy notice will warn users that they will be working with sensitive data.
- The password validation process will start as soon as a user starts typing in a new proposed password for use.
- Visual cues will be shown to the user as set by the organisation policies

Reset Validation

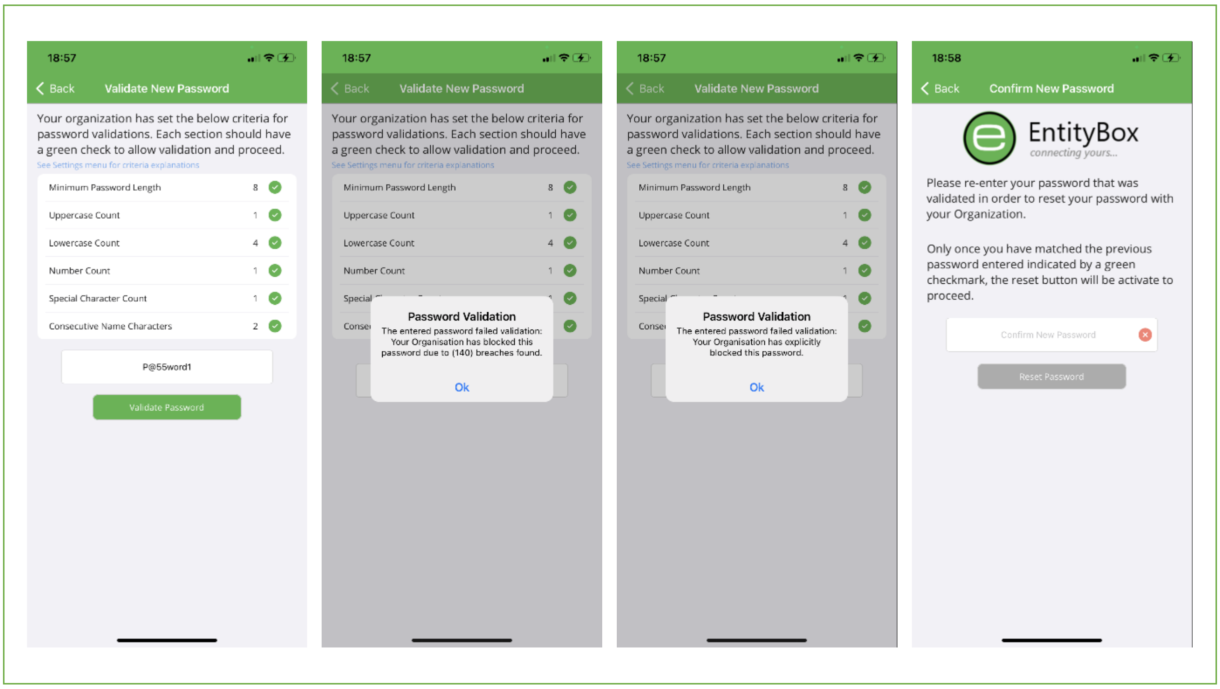
Multiple validations are checked before the user can proceed with resetting their password.

Each policy **must match** (green check-mark) before the "Validate Password" button will enable.

Upon "Validate Password" tap, the application will perform the following checks:

- Check the Organisation Explicit Block list for a partial or exact password match.
- Check if the password was breached on the internet previously and match the breach count against the Organisation policy setting.

  If this validation fails, the password is automatically added to the Explicit Block list.
- Check if the password is in the On-Premise solution password history list for the user and match against the Organisational Password History Allowed Count



Your organization has set the below criteria for password validations. Each section should have a green check to allow validation and proceed.

See Settings menu for criteria explanations

Minimum Password Length	8	✓
Uppercase Count	1	✓
Lowercase Count	4	✓
Number Count	1	✓
Special Character Count	1	✓
Consecutive Name Characters	2	✓

P@55word1

Password Validation

The entered password failed validation: Your Organisation has blocked this password due to (140) breaches found.

Password Validation

The entered password failed validation: Your Organisation has explicitly blocked this password.

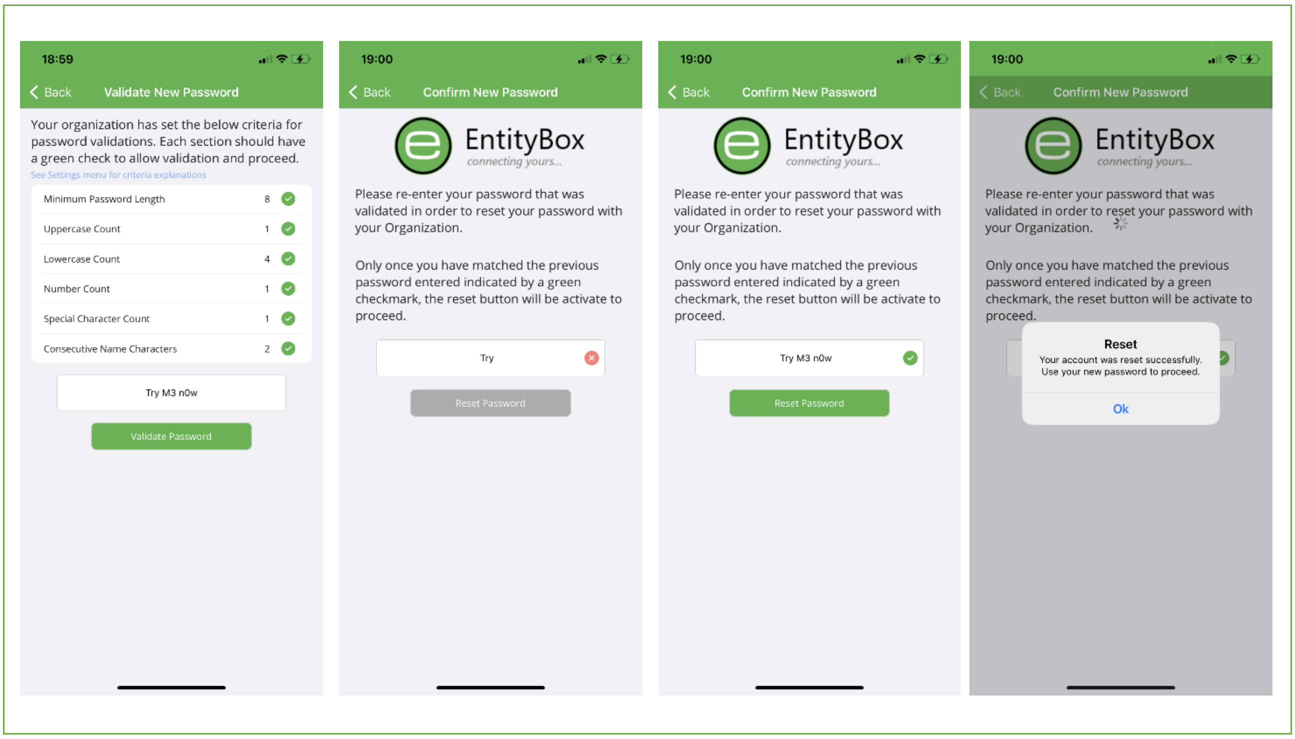
Please re-enter your password that was validated in order to reset your password with your Organization.

Only once you have matched the previous password entered indicated by a green checkmark, the reset button will be activate to proceed.

Reset Confirmation

After all the validations have passed, the user will be required to re-type the password from the previous page.

The Reset Password button will only be available after an exact match.



Your organization has set the below criteria for password validations. Each section should have a green check to allow validation and proceed.
See Settings menu for criteria explanations

Minimum Password Length	8	✓
Uppercase Count	1	✓
Lowercase Count	4	✓
Number Count	1	✓
Special Character Count	1	✓
Consecutive Name Characters	2	✓

Try M3 n0w

Please re-enter your password that was validated in order to reset your password with your Organization.

Only once you have matched the previous password entered indicated by a green checkmark, the reset button will be activate to proceed.

Try ✕

Please re-enter your password that was validated in order to reset your password with your Organization.

Only once you have matched the previous password entered indicated by a green checkmark, the reset button will be activate to proceed.

Try M3 n0w ✓

Please re-enter your password that was validated in order to reset your password with your Organization.

Only once you have matched the previous password entered indicated by a green checkmark, the reset button will be activate to proceed.

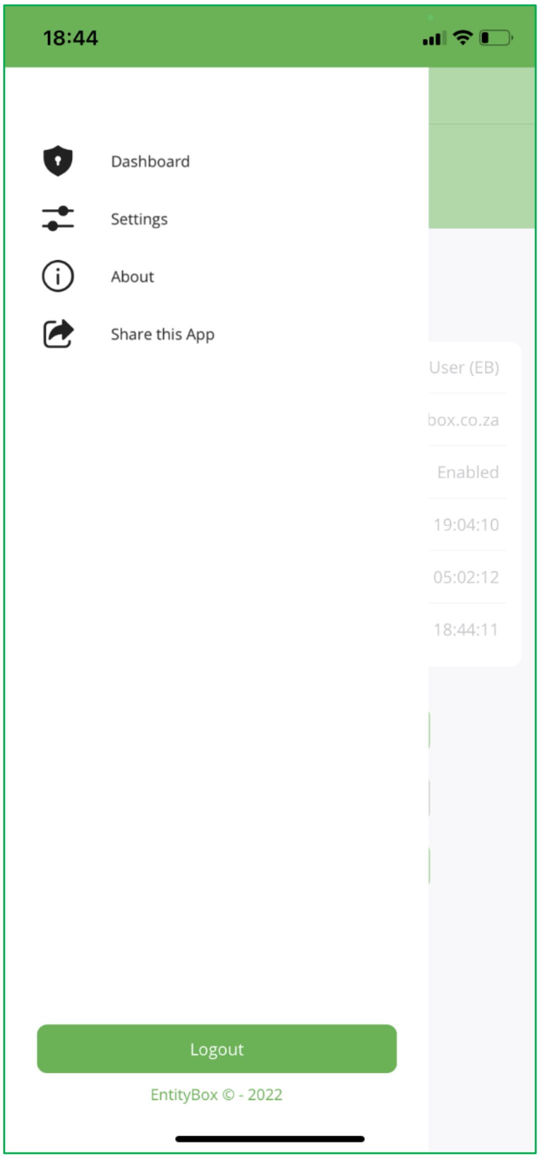
Reset
Your account was reset successfully.
Use your new password to proceed.

For security purposes, the validation checks mentioned before will be re-applied before actually committing the password to Active Directory.

Requesting the password to be re-typed by the end user also ensures they paid attention and remembers their password as this new password will be used from this point forward within the organisation.

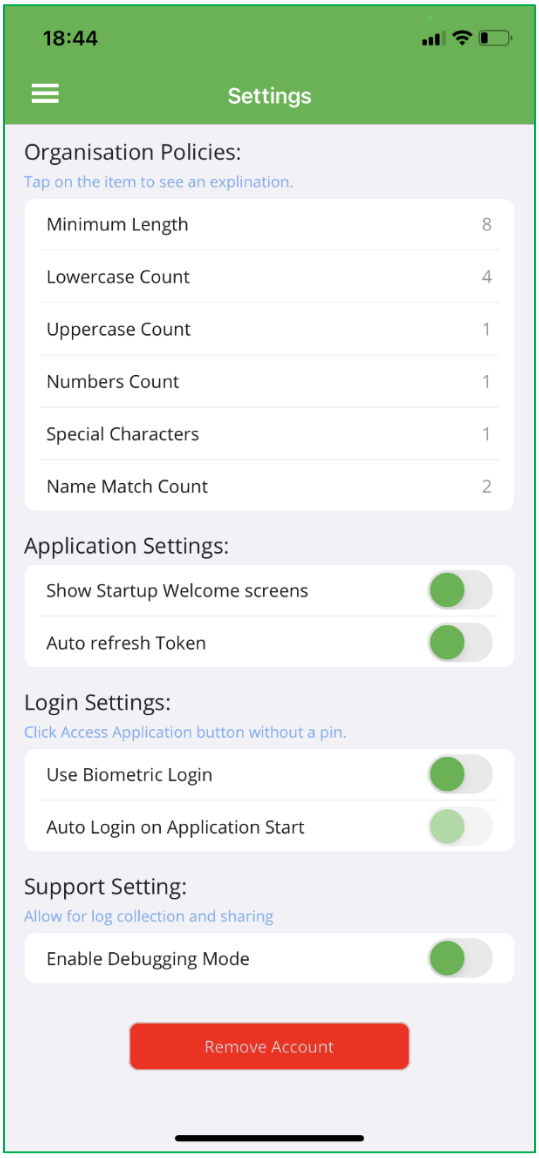
Navigation

All Navigation is kept on the left menu of the application.



Menu	Description
Dashboard	Main Purpose and interaction of the Application
Settings	Settings to customize the application use as well as basic information and help.
About	Information about EntityBox as a company
Share this App	QR Code and sharing options between users.

Basic Settings



18:44

Settings

Organisation Policies:

Tap on the item to see an explination.

Minimum Length	8
Lowercase Count	4
Uppercase Count	1
Numbers Count	1
Special Characters	1
Name Match Count	2

Application Settings:

Show Startup Welcome screens ●

Auto refresh Token ●

Login Settings:

Click Access Application button without a pin.

Use Biometric Login ●

Auto Login on Application Start ●

Support Setting:

Allow for log collection and sharing

Enable Debugging Mode ●

Application customization can be for each user.

Item	Description
Policies	Each policy used inside the **password validation** screens. Tap the item to see the description of the policy
Application	Show the Carousel slides on next application start-up. **See Getting Started** Auto Refresh Token: This setting will automatically attempt to refresh the token within the 5-minute grace period. **See Dashboard**
Login Settings	More information in **Biometric & Login Settings** below
Support	In the event of support assistance/request, turn on debugging and reproduce the problems experienced. On Disable of the debugging, the log information can be shared with Support or Administrators.
Remove Account	Remove the registered account completely from the application. This would place the application in the same state as if it was a fresh download and installation. **See Pin Reset**

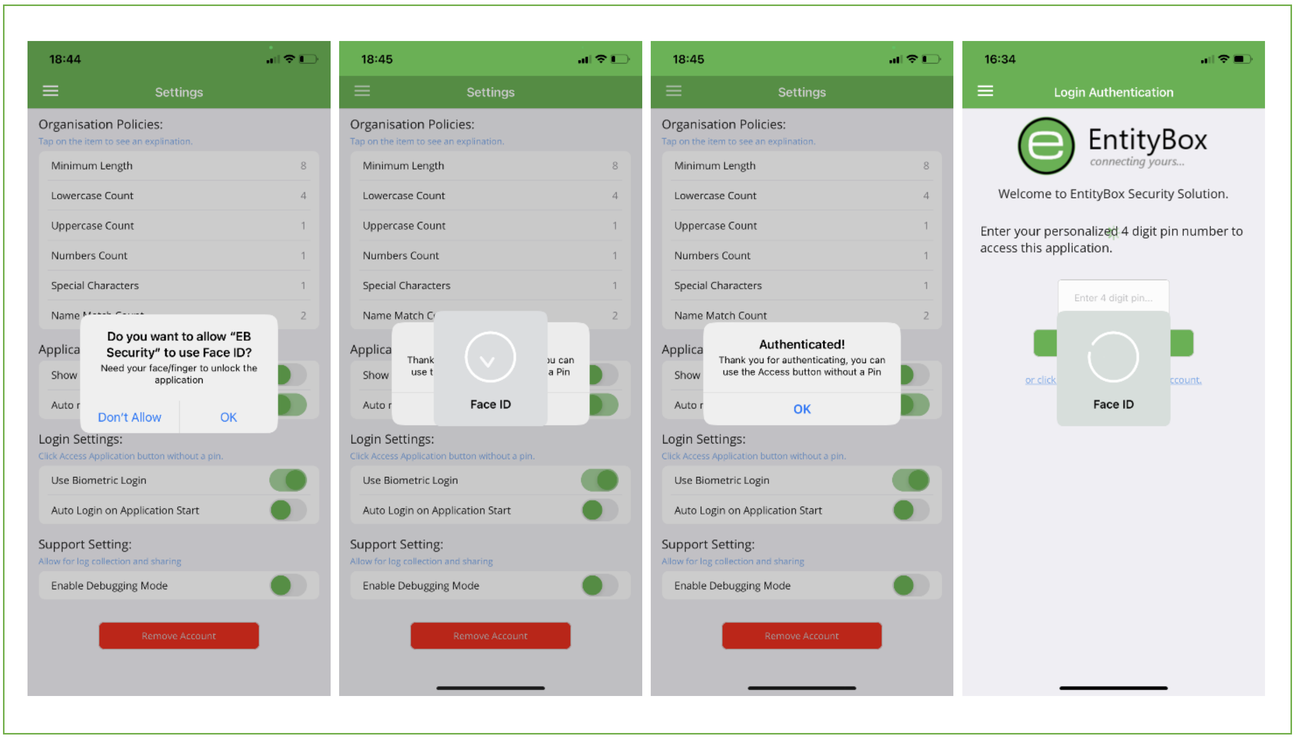
Biometric & Login Settings

Biometrics (Fingerprint or FaceID) can be enabled.

Allow the prompt from the operating system when the “Use Biometric Login” is enabled.

Immediate authentication will be tested to ensure the setting can Save.

Click the “Access Application” button on the Login screen **without any pin entered** to prompt biometrics.



18:44

Settings

Organisation Policies:
Tap on the item to see an explination.

Minimum Length	8
Lowercase Count	4
Uppercase Count	1
Numbers Count	1
Special Characters	1
Name Match Count	2

Applica
Show
Auto r

Do you want to allow “EB Security” to use Face ID?
Need your face/finger to unlock the application

Don’t Allow | OK

Login Settings:
Click Access Application button without a pin.

Use Biometric Login
Auto Login on Application Start

Support Setting:
Allow for log collection and sharing

Enable Debugging Mode

Remove Account

18:45

Settings

Organisation Policies:
Tap on the item to see an explination.

Minimum Length	8
Lowercase Count	4
Uppercase Count	1
Numbers Count	1
Special Characters	1
Name Match C	2

Applica
Show
Auto r

Thank … ou can
use t … a Pin

Face ID

Login Settings:
Click Access Application button without a pin.

Use Biometric Login
Auto Login on Application Start

Support Setting:
Allow for log collection and sharing

Enable Debugging Mode

Remove Account

18:45

Settings

Organisation Policies:
Tap on the item to see an explination.

Minimum Length	8
Lowercase Count	4
Uppercase Count	1
Numbers Count	1
Special Characters	1
Name Match Count	2

Applica
Show
Auto r

Authenticated!
Thank you for authenticating, you can use the Access button without a Pin

OK

Login Settings:
Click Access Application button without a pin.

Use Biometric Login
Auto Login on Application Start

Support Setting:
Allow for log collection and sharing

Enable Debugging Mode

Remove Account

16:34

Login Authentication

EntityBox
connecting yours...

Welcome to EntityBox Security Solution.

Enter your personalized 4 digit pin number to access this application.

Enter 4 digit pin...

or click … ccount.

Face ID

Once the biometric setting is enabled, the user can update the “Auto Login on Application Start” setting.

If this setting is enabled, the application will try to authenticate instantly once the application Login screen appears.

Support & Errors

Internet Requirement

Internet is a requirement for this application to function. Encrypted traffic is sent over a secure channel to EntityBox Servers and On-Premise. Without internet the application will indicate a connection error.

Pin Reset

Pin number cannot be reset in the application for security enhancement. The full registration must be performed if a pin number is forgotten.

If Biometrics still works, the user can login on the application and select the "Delete Account" button under Settings Page.

If no access to the application is possible, the user can click the blue link on the Login Page called "click here to re-register your account", followed by the second blue link "click here to re-register your account". The second blue link will serve as confirmation that the account must be removed.

Errors

Errors are placed as small notifications on the Dashboard page in order not to intrude on the application and functionality. If the users receive a lot of errors, this could be due to:

- Device communication over the internet
- Communication to On-Premise Servers
- Incorrect data received on decoding encryptions (Tampering)

It is recommended that the administrators of the organisation frequently check for problematic devices and errors in the Web console, or when a user report an issue.

Disclaimer

Although EntityBox try our best to deliver a robust and secure application, we try to keep mobile data consumption to an absolute minimum. EntityBox cannot assume any liability for damages, user negligence or any event that occurs on our platform. We recommend performing a trial period with selected technical users to ensure proper configuration before distribution to all users are done.

EntityBox complies with all legislative requirements in protection of personal information and no sensitive information is stored on our Servers, merely passed through our services between device and On-Premise, processed only to ensure delivery of our services as advertised. No information is forwarded to Third-parties without the customers' explicit consent in writing.

EntityBox is a registered trademark and should not be used without our consent.

Send your comments, requests and feature suggestions to our support: support@entitybox.co.za .