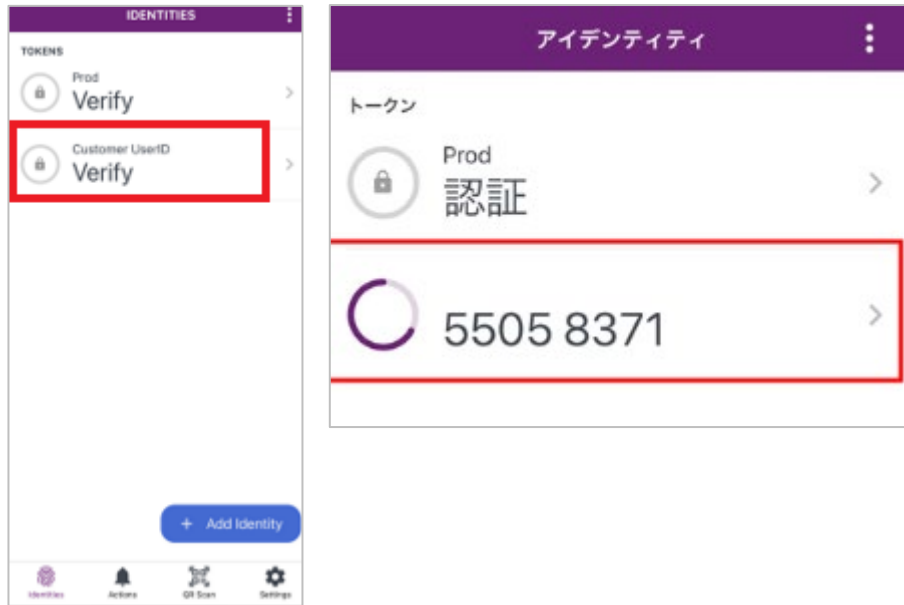# Entrust Token Validation

Need to know:

You must be enrolled in U.S. Bank online banking to register for an Entrust token.
Refer to *Entrust Enrollment Token* for step-by-step instructions to register for a token.

Token validation

A. Open the Entrust app. From the **Identities** main page and select the token that displays for your online banking username.

B. To unlock the token, enter the 4-digit PIN or use biometrics (Face/Touch ID).

- If Face/Touch ID is set up, it may initiate automatically after selecting the token.
- The PIN is only used in the app if you opt to not use biometrics, or the biometrics feature is not working.
  - This PIN never needs to be provided over the phone.

C. Once successfully unlocked, an 8-digit number will appear. Provide this number to the banker when asked. Note: each number will only be valid for 30 seconds as indicated by the circle to the left of the number.

If authentication is unsuccessful – attempt again.

1. Wait for number to expire and refresh, then provide the new 8-digit number.
2. If the number fails again, shut down the application, reopen and repeat the validation process.