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# INSTALLATION GUIDE

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Install and activate entrust

**PANAMAREGISTRY.COM.PA** 

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AUTORIDAD MARITIMA DE PANAMA

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# App installation and token activation mobile smart device environment

## *Installation*

To install the application, you need to open the application store on your device (app store or play store) and look for the app “Entrust Identity”



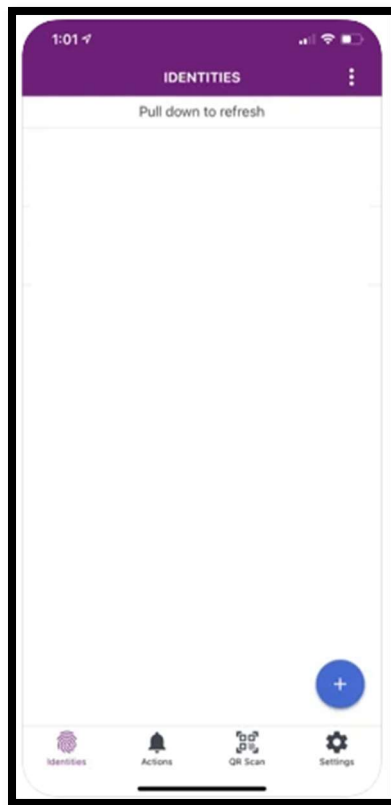
Application icon


Download the app and wait for the device to install it.

Once downloaded and installed in your device you can proceed to the activation steps.

## Activation

Once you open the app you should see something similar to the following image



Select  (+) to add a new identity, this starts the activation process

From the options listed you can use QR code activation and manual activation, QR code activation is highly recommended since its faster and require less steps.

### QR Code activation

Once you select QR code from the list your camera app will start (you may be asked to allow this to happen, if you are asked allow it).

With the camera app open scan the QR code from the mail you received then the token was created.

Once scanned the entrust app will fill in the required information (address, name, serial number activation code) the name is set to AMP by default but feel free to change it if you wish, at this point just select next.

You should be asked to input a 4-digit PIN number twice; this PIN is created by you and should be something that can be remembered easily.

Once you input the PIN the token will be active and you can proceed to access the site:

<https://panamaregistry.com.pa/>

## Manual Activation

Once you select manual activation the app will ask you to fill in some information (address, name, serial number activation code) this information can be found in the mail you received when the token was created, the name is set to AMP by default but feel free to change it if you wish, once you fill in the information select next.

You should be asked to input a 4-digit PIN number twice; this PIN is created by you and should be something that can be remembered easily.

Once you input the PIN the app should give you a registration code, you need to send this activation code to us, you can send it to [helpdesk@amp.gob.pa](mailto:helpdesk@amp.gob.pa) remember to add your username when sending the code.

Once we receive the registration code we will proceed to activate the token inside the system, you will be notified via mail when the token is activated.

Once your token gets activated you can proceed to access the site:

<https://panamaregistry.com.pa/>

# Install Entrust in a PC environment

Download entrust, you can use the following URL: <https://www.entrust.com/resources/identity-and-access-management/support/entrust-identity-app>



For Windows operative system the recommended option is the one marked below.

## *Application download Windows*

**Windows**

Beginning May 9, 2012, the Windows Mobile 6.x Marketplace service is no longer available. To replace the service Entrust is now hosting the application download; it is the same version previously available through Microsoft, and there is no need to upgrade.




Entrust Identity App now bundles the .NET Compact Framework component required by the application as part of the download package. Note that this increases the download size to just over 6.7 MB.

<a href="#">Entrust Identity Soft Token App (Windows 8 and Later)</a>	
<a href="#">Entrust Identity Soft Token App (Windows Desktop)</a>	

## *Application download Apple*

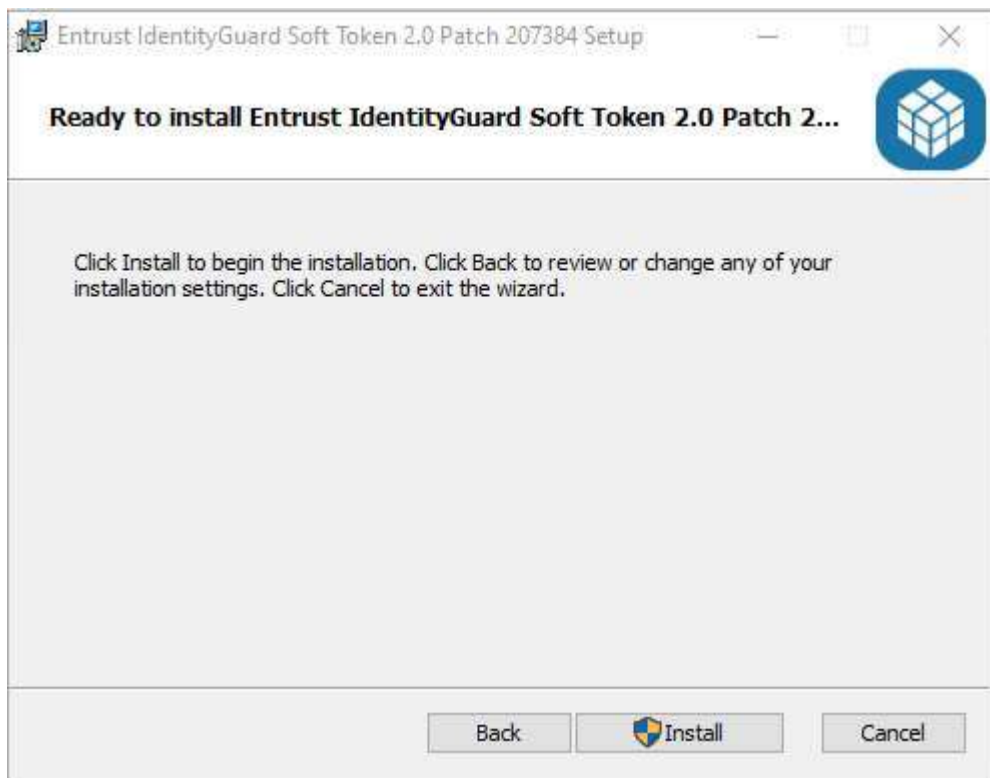
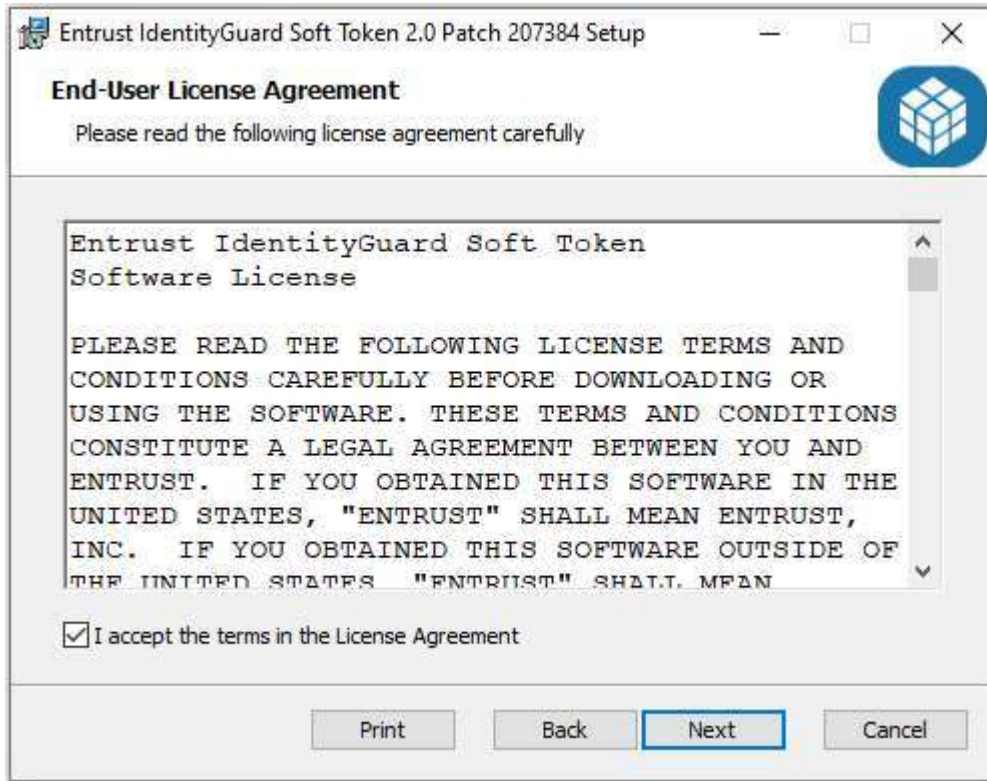
For iOS systems you may choose the option that best suit your system.

**Apple**

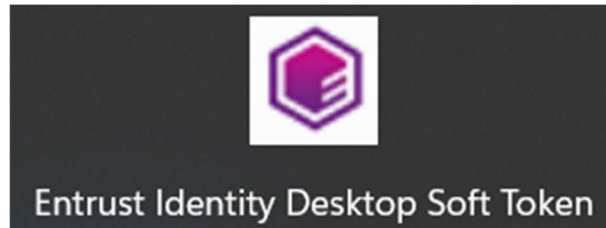
<a href="#">Entrust Identity Soft Token App (iOS 8.0 and Later)</a>	
<a href="#">Entrust Identity Soft Token App (MacOS)</a>	
<a href="#">Entrust Identity Smart Credential App (iOS 8.0 and Later)</a>	

Once downloaded execute the setup, if prompted for authorization you will need approve the installing.

Go through the installation process by selecting next on the windows and accepting the term of the license and finally selecting install, there is no need to change the default options in any of the windows that shows.



After the installation completes you should have a new app installed in your PC Called "IdentityGuard Soft Token"



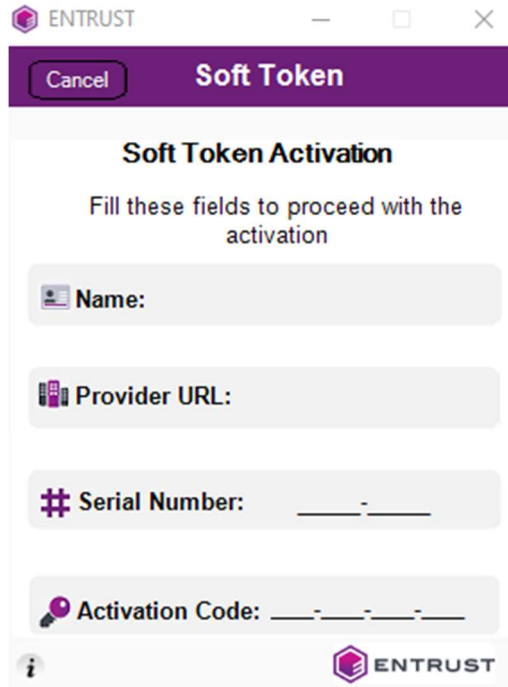
Application's logo

Now that the app is installed in your device you can proceed to the activation step.



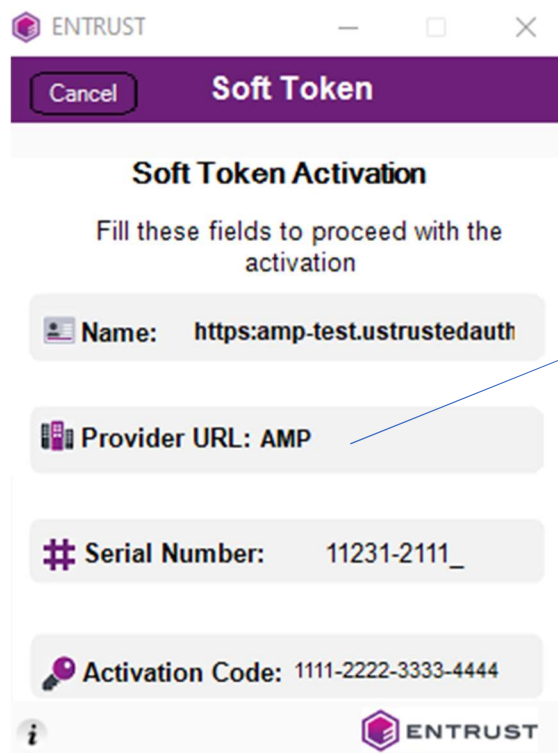
# Token activation PC environment

Open the application and you should see the following window pop up



The information needed can be found inside the activation mail you received when the token was created.

You need to fill in the information asked by the app as shown in the following example image



This name can be changed for something else if you wish, by default the app will fill it in as AMP.

If you have more than 1 token active with AMP you will need to change the second token name to something else Ex.: AMP-2, AMP-"USERNAME"

NOTE: the activation mail is a one time use mail, you cannot reuse it once you activate your token, it is recommended that you delete the mail once used. If you need to reactivate you token in another device due to the current PC being changed or the app was deleted you need to send a mail requesting a new activation mail to [helpdesk@amp.gob.pa](mailto:helpdesk@amp.gob.pa)

Once the information was correctly filled in you need to select save, the app will ask you to input a PIN twice, this PIN is created by you and should be something that can be remembered easily.



ENTRUST

## CHOOSE IDENTITY PIN

The identity requires you to protect the application with a PIN. Enter a PIN.

Identity PIN Rules

**You must enter a PIN containing 4 digits.**

1 2 3

4 5 6

7 8 9

0 x

Once the PIN is inserted twice the app will give you a registration code, you need to send this activation code to us, you can send it to [helpdesk@amp.gob.pa](mailto:helpdesk@amp.gob.pa) remember to add your username when sending the code.

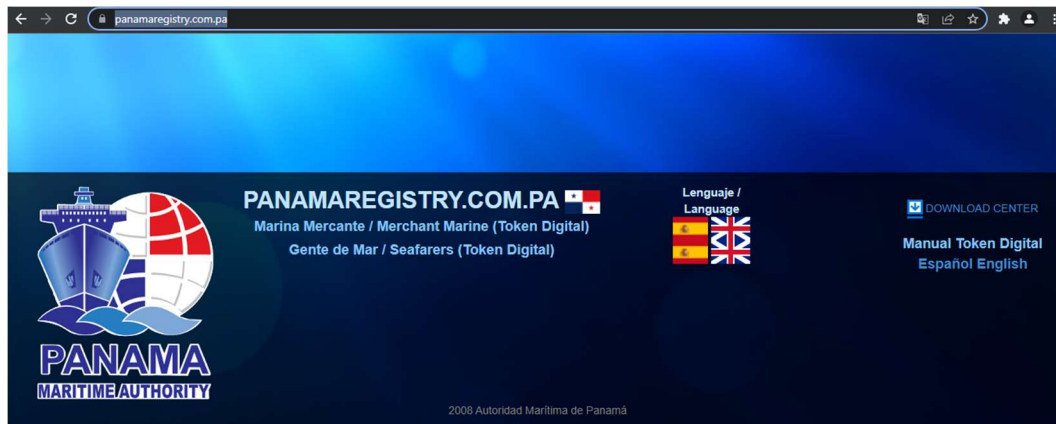
Once we receive the registration code we will proceed to activate the token inside the system, you will be notified via mail when the token is activated.

Once your token gets activated you can proceed to access the site:

<https://panamaregistry.com.pa/>

# Accessing the system

Once the token is activated you can proceed to the website: <https://panamaregistry.com.pa/> there you need to select a directorate base on which directorate approved you token.



To select a directorate, select the flags beside the directorate name (Merchant Marine or Seafarers) these flags indicate the language you will use inside the system, once selected a login form should appear.

**Note:** to access the merchant marine area your browser may need additional configurations. For a guide regarding this configuration refer to the guide posted in the main page of <https://panamaregistry.com.pa/> website called “Guía de Configuración del Navegador”

A screenshot of the Merchant Marine login form. The page has a white background with a dark blue header. The header contains the Panama Maritime Authority logo on the left and the text 'PANAMA MARITIME AUTHORITY' on the right. Below the header, the text 'General Directorate of Merchant Marine' is displayed. On the right side, there are two input fields labeled 'Operator:' and 'Location:'. The main content area is a light gray box with the text 'Log In' at the top. Below this is the Panama Maritime Authority logo and the text 'AUTORIDAD MARITIMA DE PANAMA' and 'Configuration Manual ES / EN'. There are three input fields: 'Login:' with a user icon, 'Password:' with a lock icon, and 'Token:' with a shield icon. Each field has a corresponding input box. Below these fields is a 'Send Request' button. At the bottom of the page, there is a dark blue footer with the text 'Panama Maritime Authority | © Rights Reserved 2022' and 'If you find any translation error, please [contact us](#)'.

**Merchant Marine login form**



INICIO - AYUDA - CERRAR SESION

Dirección General de Gente de Mar

Usuario:

Log In

AUTORIDAD MARÍTIMA DE  
**PANAMÁ**

Configuration Manual [ES](#) / [EN](#)

**Login:**

**Password:**

**Token:**

### Seafarers login form

Once you reach the login form of the directorate you need you will need to fill it in with the information asked, where:

**Login**= Username, ID received via mail once the token was created.

**Password**= received with the username mail.

**Token**= 8 random numbers that the entrust app gives every 30seconds.

If the information you fill in is correct you should be granted access to the system, if the information is wrong you should receive an invalid login, password or token error.

If you fail more than 5 times while trying to log in the token will be locked, you should receive an email notifying you about the lock.

If your token gets locked you will need to send a mail to [helpdesk@amp.gob.pa](mailto:helpdesk@amp.gob.pa) asking for your token to be unlocked. The mail should contain the username (ID) of the locked token, it is recommended that the mail you use to send the request be the registered token mail (the one used in the form requesting the token) you can use the same method to ask for a new password.