TRUSTGATE
SECURE TRANSACTION. TRUSTED BUSINESS

QUEST 3+

QUEST 3+ LOGIN & CERTIFICATE ACTIVATION USER GUIDE

V1.1

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SECTION A: INTRODUCTION & SOFTWARE REQUIREMENTS

1. This document describes the detail user guide for users on using MyTrustIDesktop application requirement for digital certificates activation into USB token and access Quest 3+ portal.

   *The screenshots in this guide were captured on a **Windows 11** operating system. Depending on the operating system installed on your computer, the appearance may vary slightly.*

2. The operating system compatibility for the MyTrustIDesktop application is as follows:
   - Windows 10
   - Windows 11

3. **For new devices (PC/Laptop), ensure the USB token driver is installed before proceeding** to **the next section.** Please refer to the first-time installation steps provided inside the USB token case or **CLICK HERE** to access the first-time USB token installation user guide.

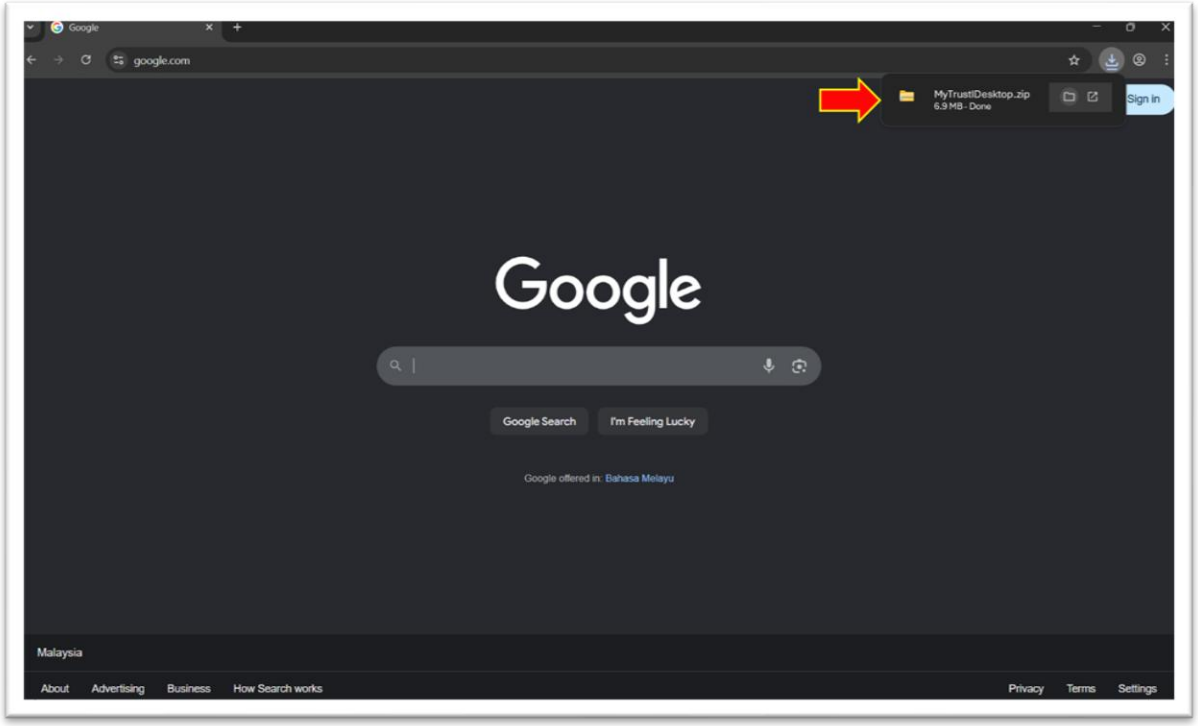
4. **Please ensure that any older MyTrustIDesktop app versions (1.1 or earlier) are uninstalled before installing the latest version.**

   Open MyTrustIDesktop app and click on **'About'** to check the app version.

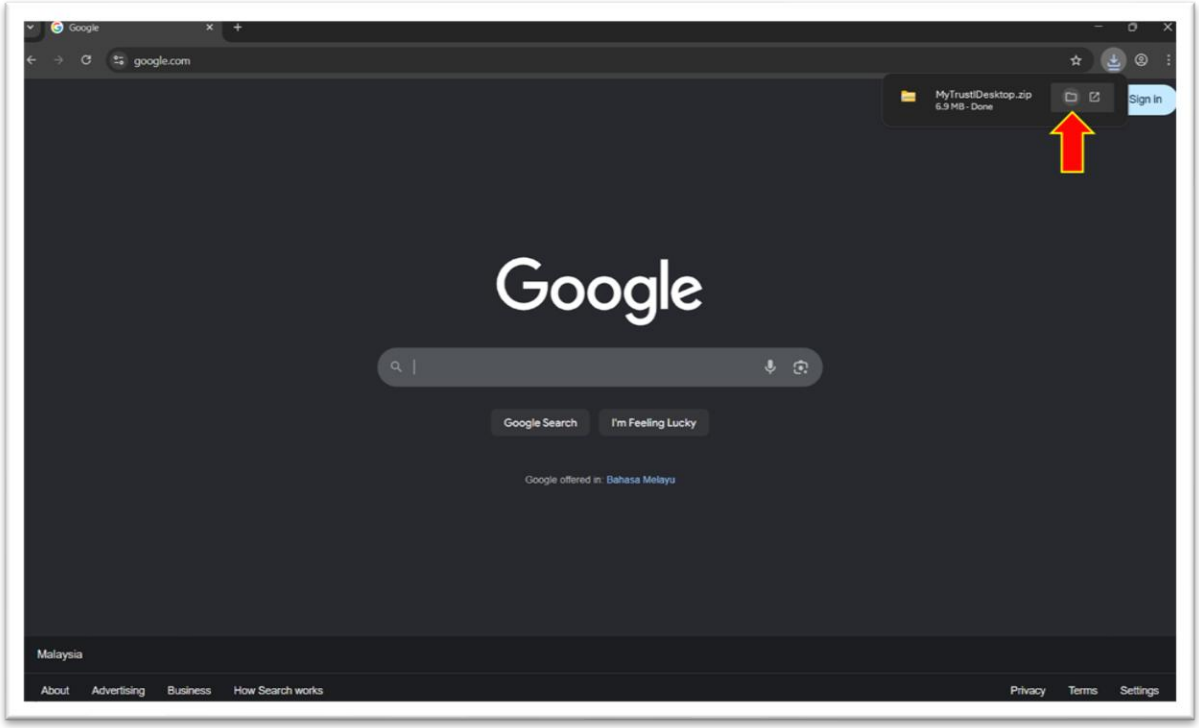


SECTION B: DOWNLOAD & INSTALL MyTrustIDesktop APP ON COMPUTER

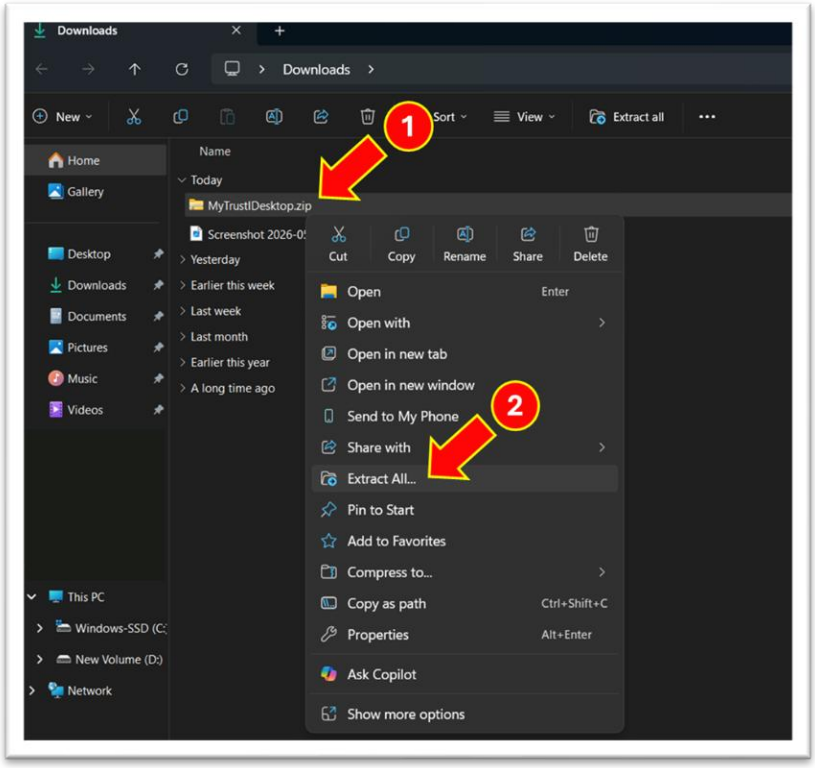
1. Please **CLICK HERE** to download MyTrustIDesktop installer.

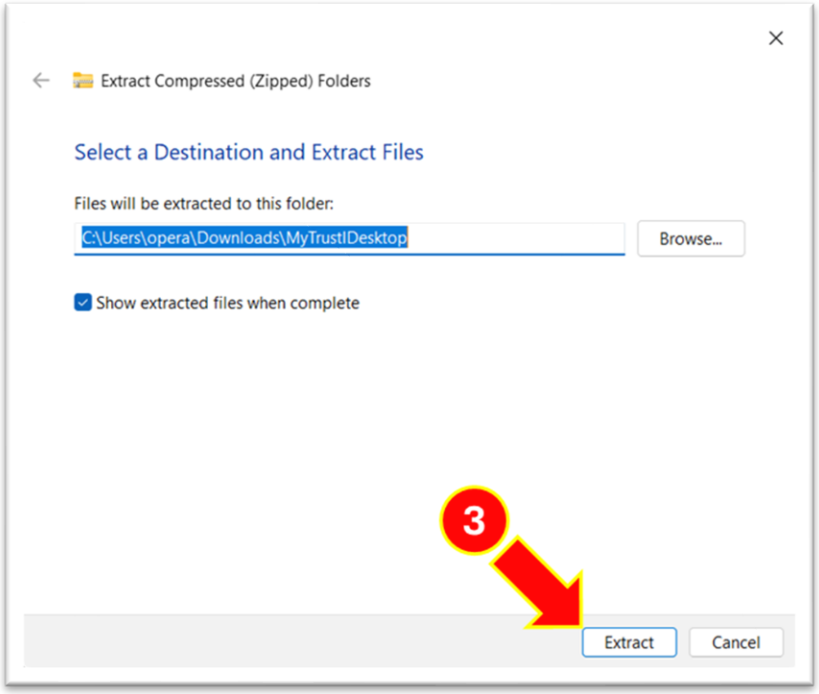


2. Go to the downloaded folder or click the folder icon to go to download folder.

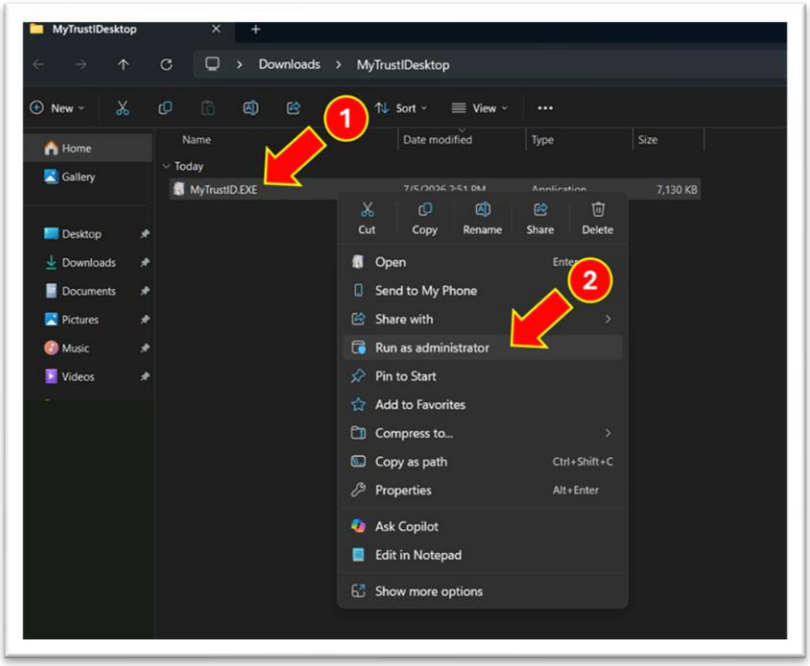


3. **Right click** on the *MyTrustIDesktop.zip*, click on **'Extract All'** and click **'Extract'.**

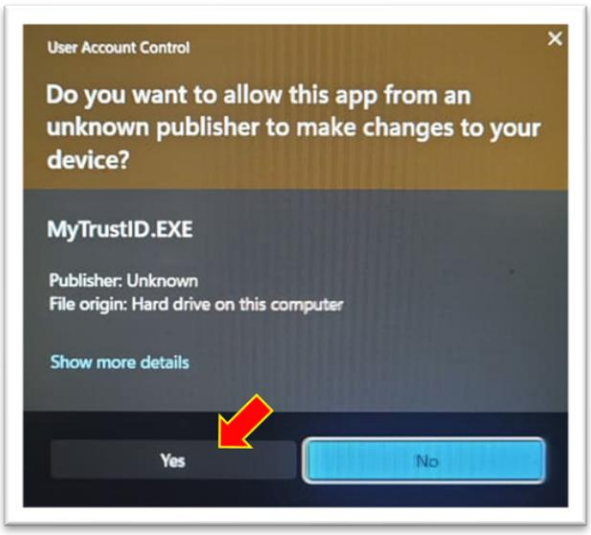




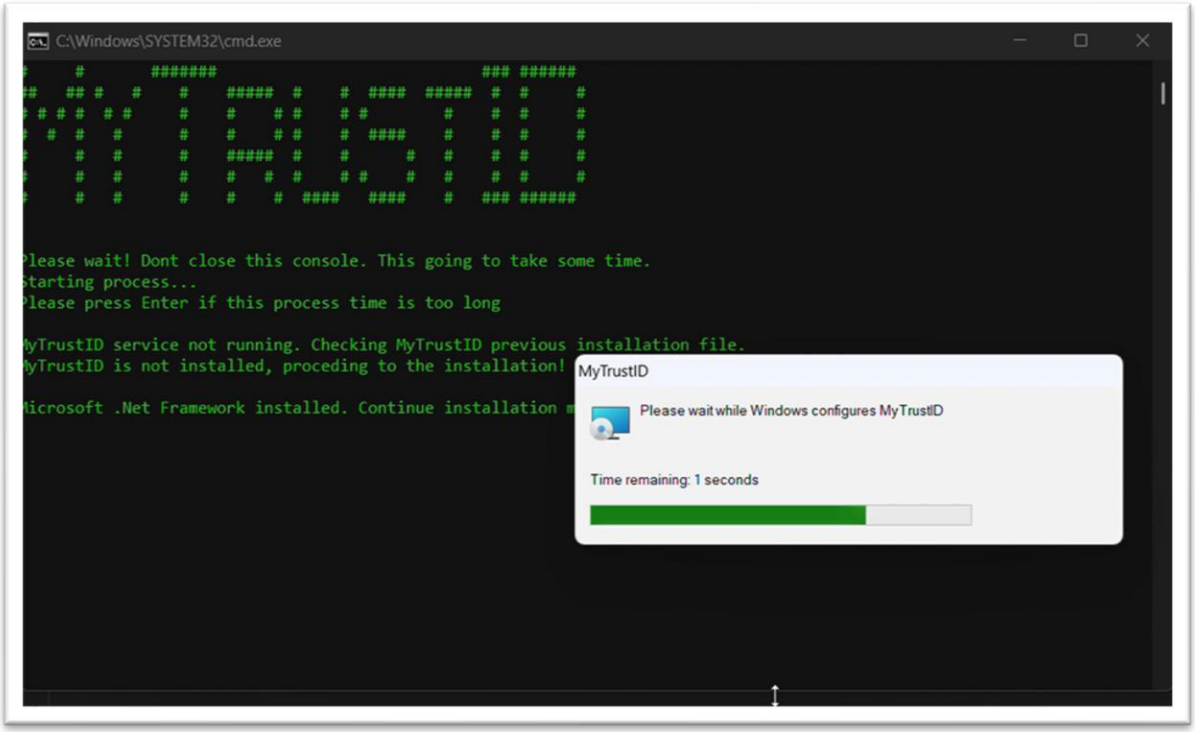
4. **Right click** on the *MyTrustID.EXE* and click on **'Run as administrator'**.



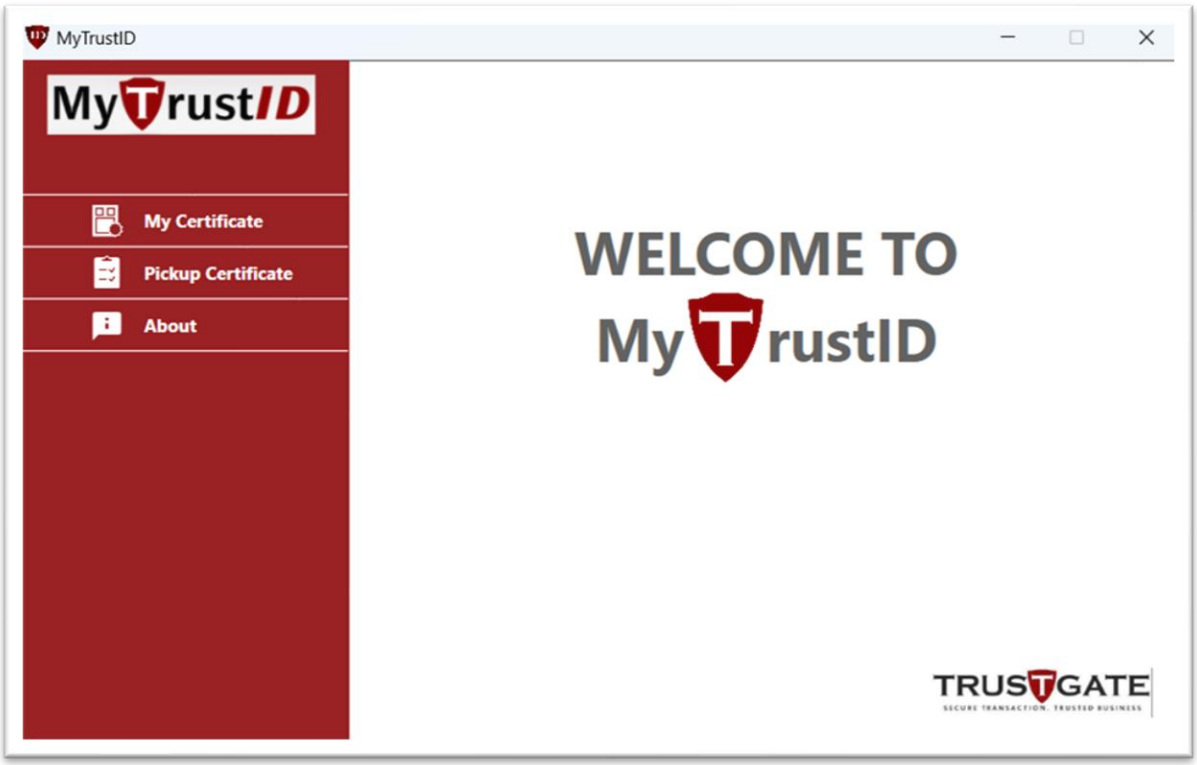
5. User Account Control may prompt on your computer for confirmation. Click **'Yes'**.



6. The installation console will appear with a progress bar. Wait until the installation completes.



7. MyTrustIDesktop application will automatically run open once successfully installed.



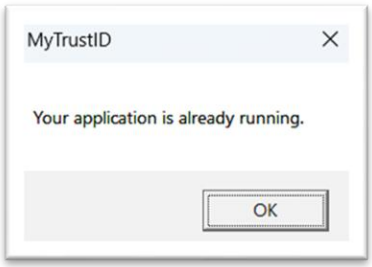
SECTION C: LOGGING IN TO THE QUEST 3+ PORTAL

1. **Insert the Quest 3+ USB token** into the computer. Please ensure only **ONE (1) USB token** is connected at a time.

2. Open MyTrustIDesktop app on your computer.



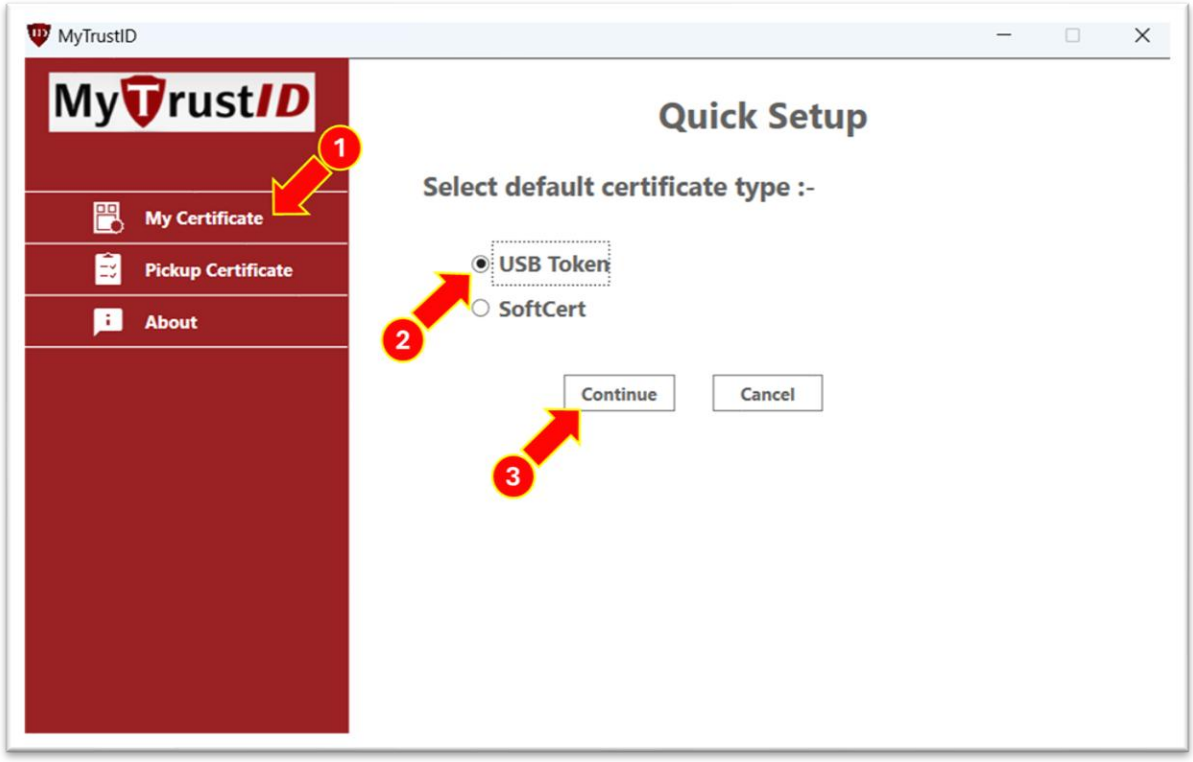
Note: *If the following prompt appears, it means the MyTrustIDesktop app is already running in the background.*



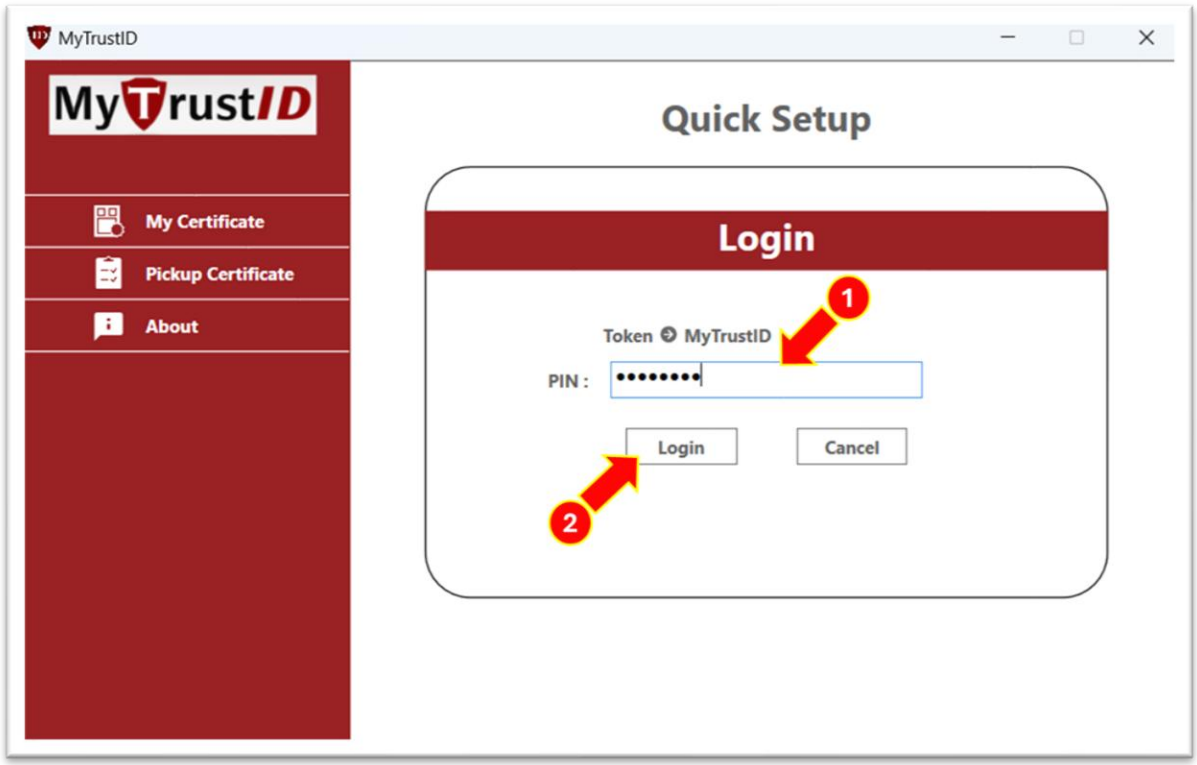
Click on the point up arrow icon at the system tray in the lower-right corner of the taskbar and double click on the MyTrustIDesktop icon to open the application window.



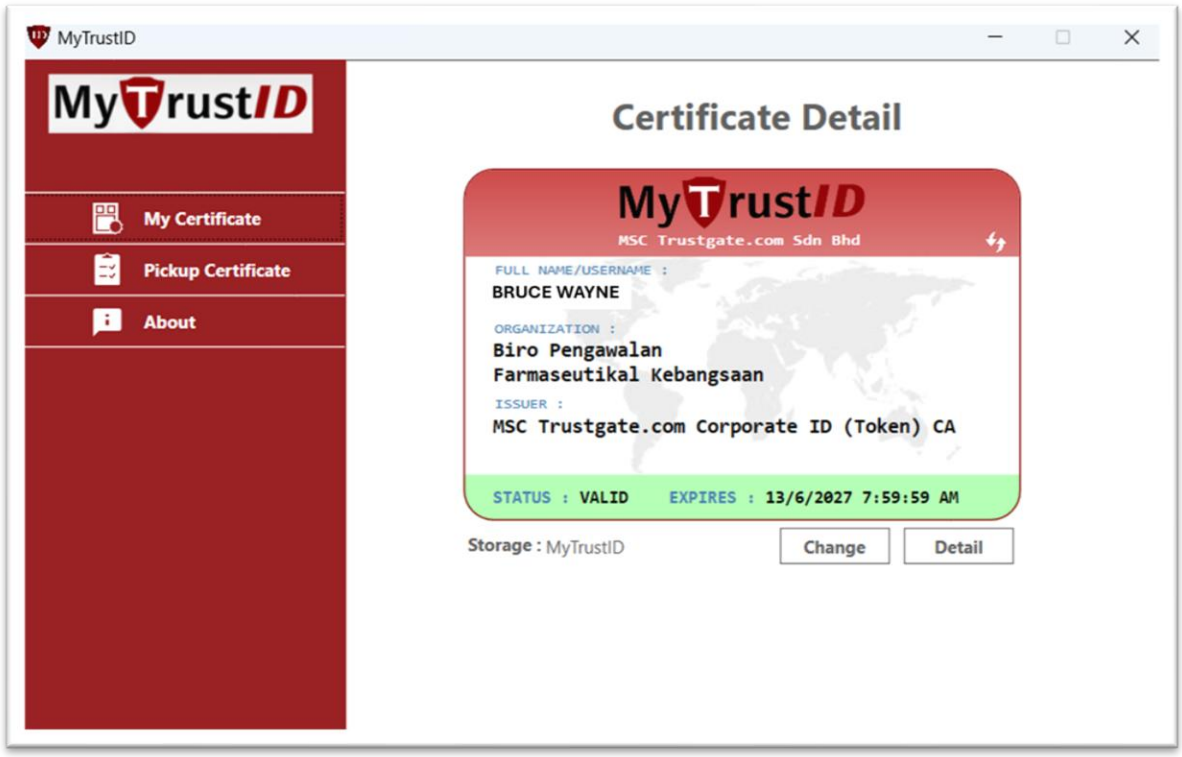
3. Click on **'My Certificate'**, choose **'USB Token'** and click on **'Continue'** button.



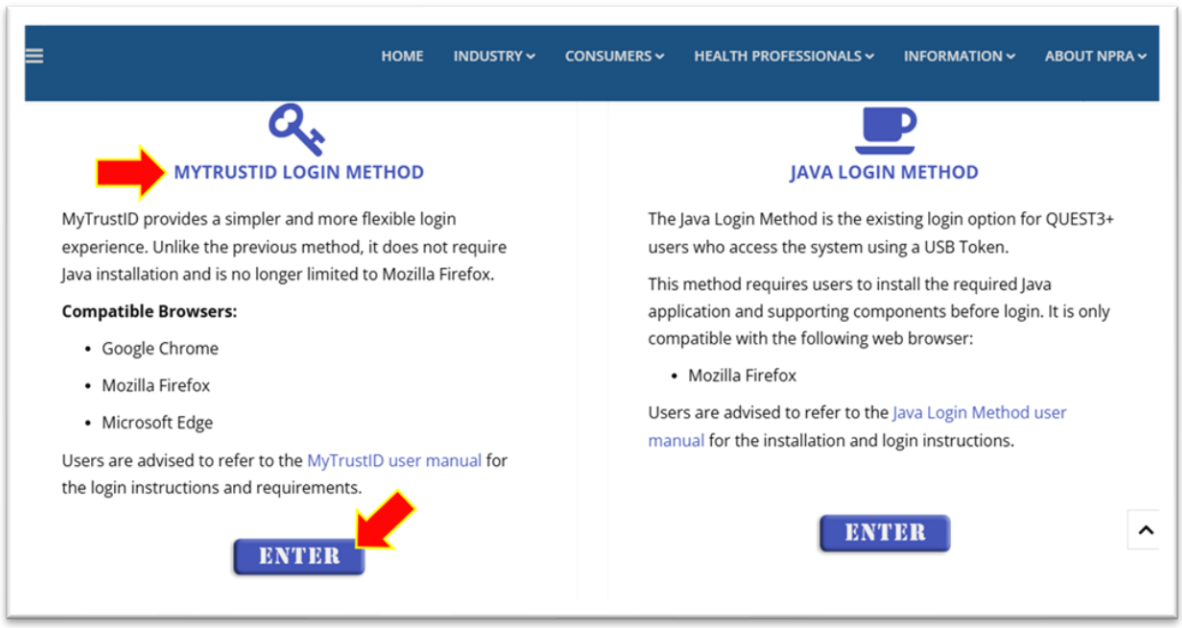
4. Enter the USB token PIN and click **'Login'**.



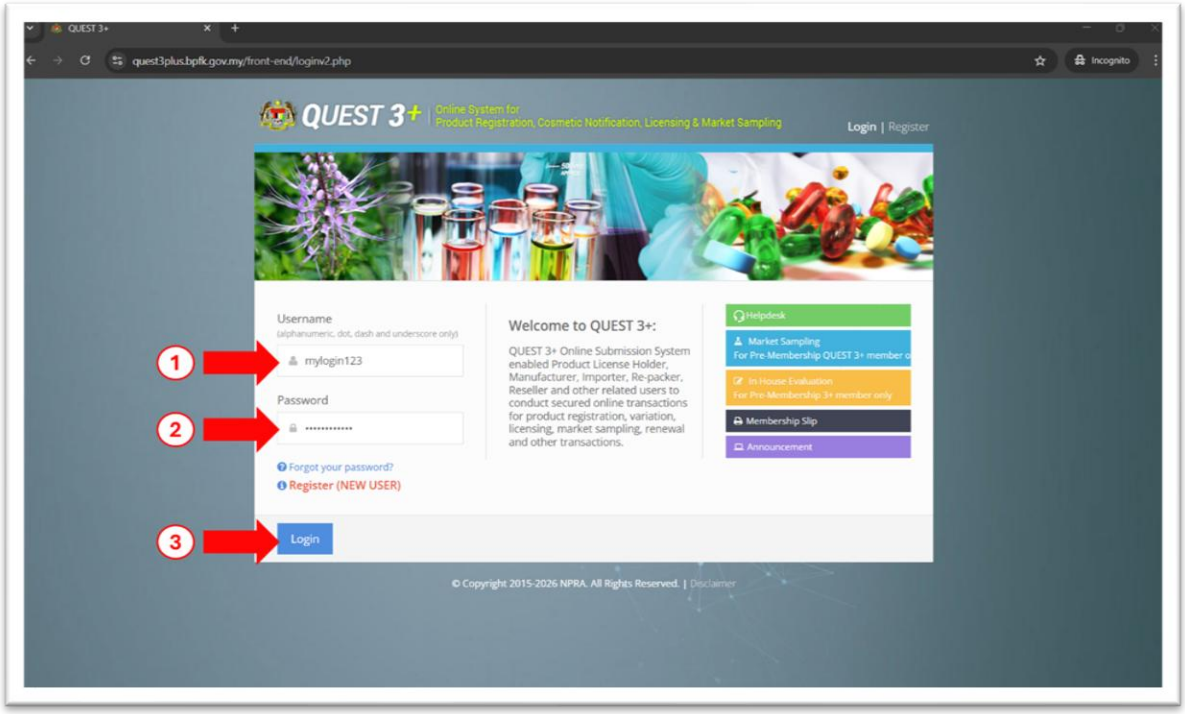
5. MyTrustIDesktop will read the USB token and display the details of the digital certificate.



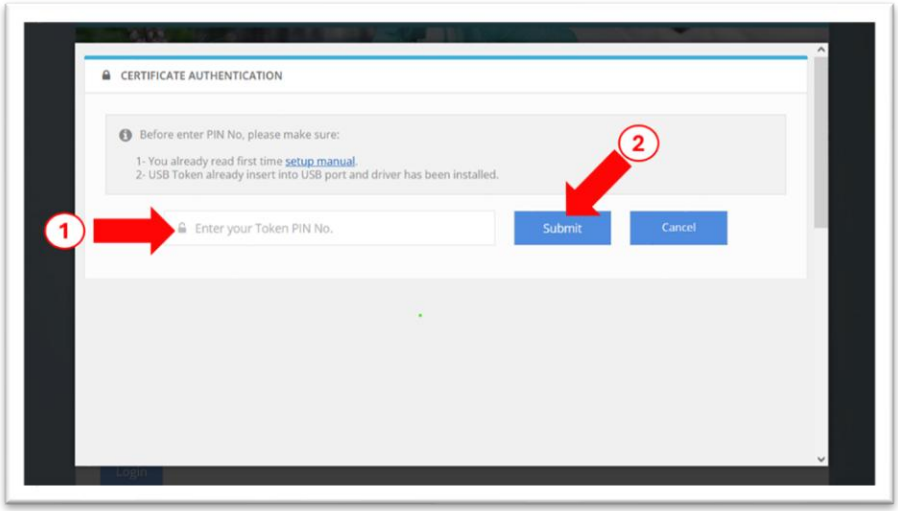
6. Go to Quest 3+ login portal. Choose **'MyTrustID Login Method'**.



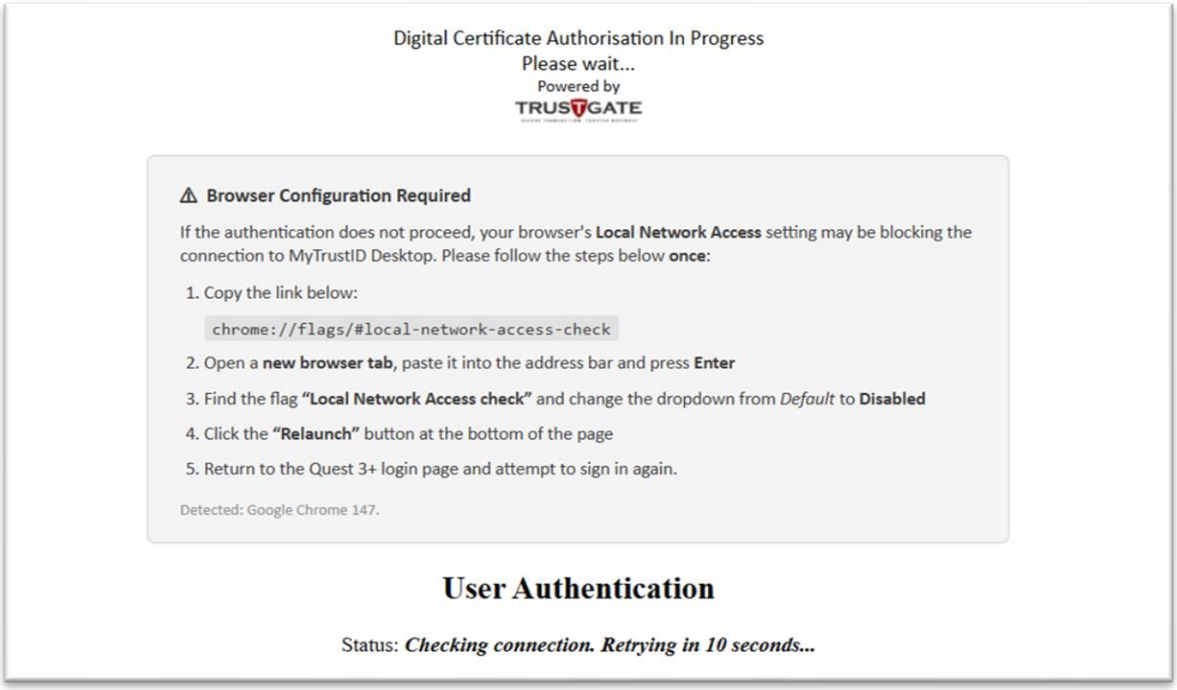
7. Enter Quest 3+ login USERNAME and Password and click **'Login'**.



8. Enter the USB token PIN number and click **'Submit'**.



9. The authentication page will start loading with alert on browser configuration requirements.

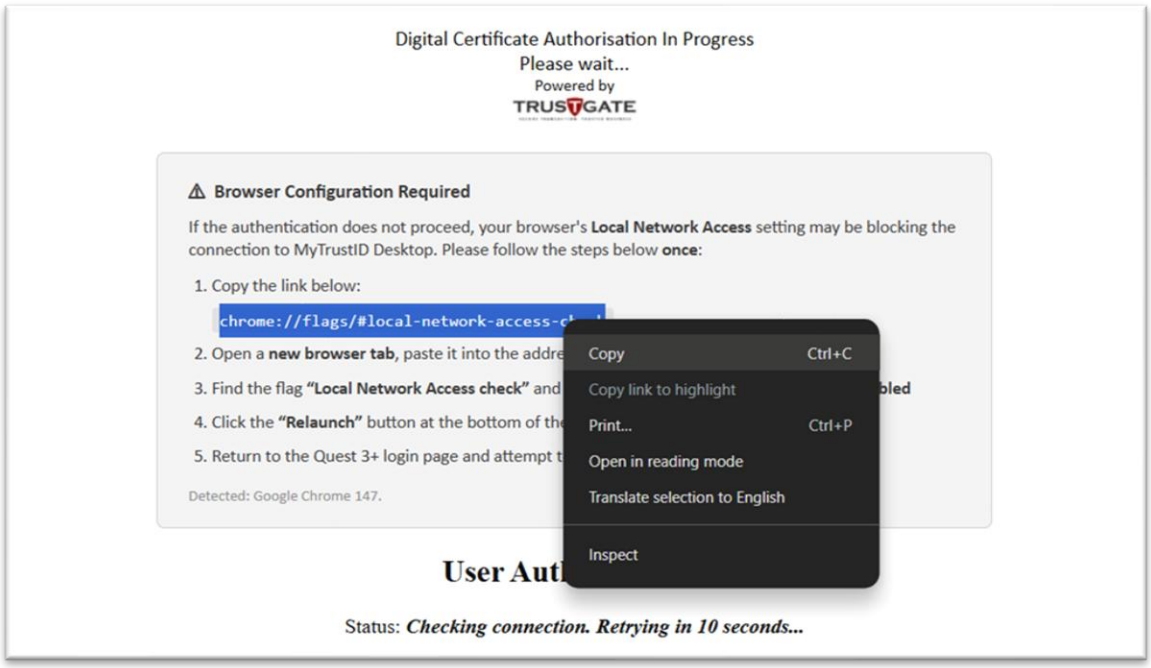


If the authentication page keeps loading and does not proceed, please continue with the ***'Browser Configuration Required'*** *steps below.*

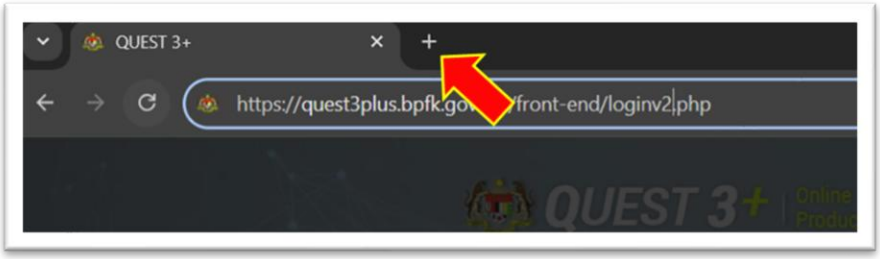
10. Copy the link below:

Google Chrome:
chrome://flags/#local-network-access-check

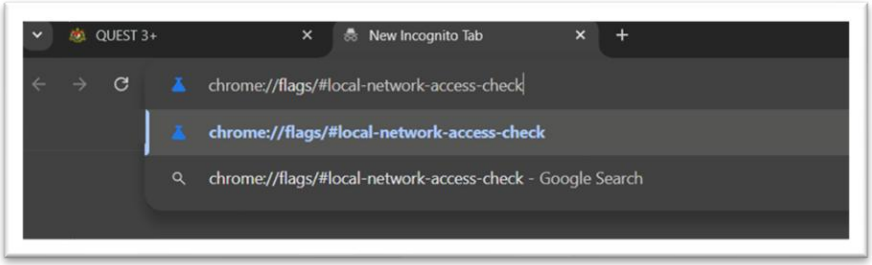
Microsoft Edge:
edge://flags/#local-network-access-check



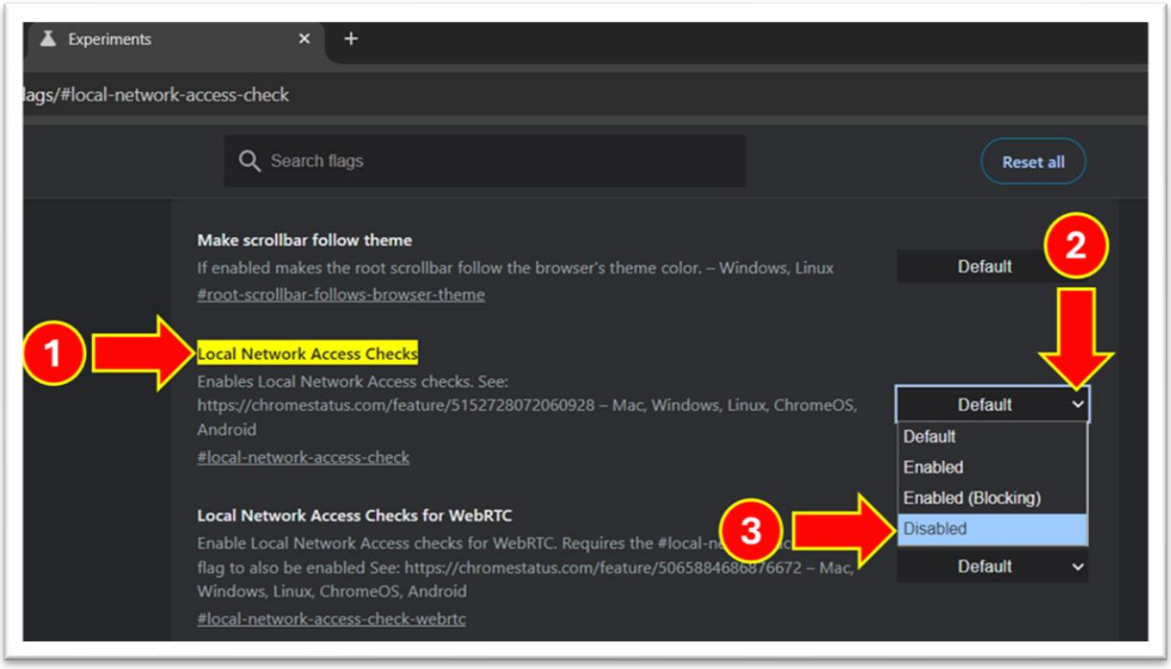
11. Open a new browser tab by click the **'+'** icon on top of the browser.



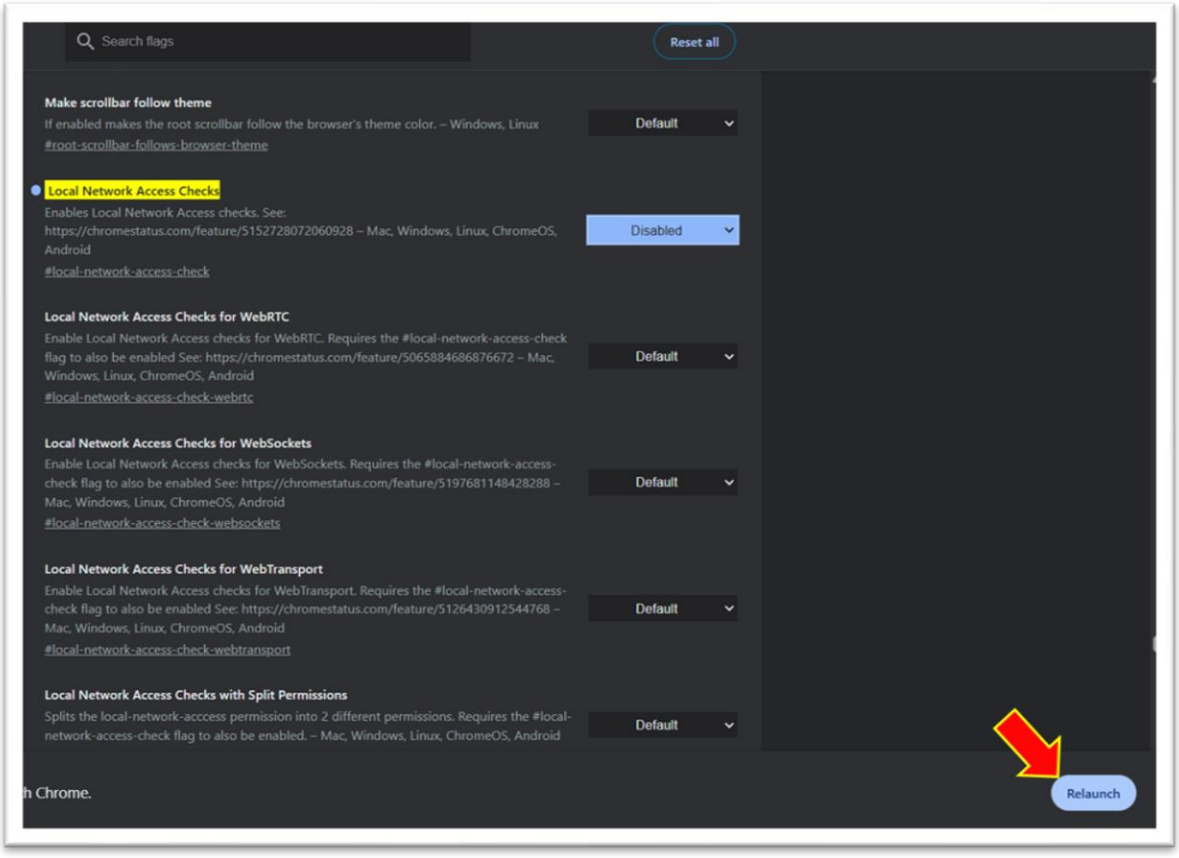
12. Paste the copied link into the address bar and press **Enter.**



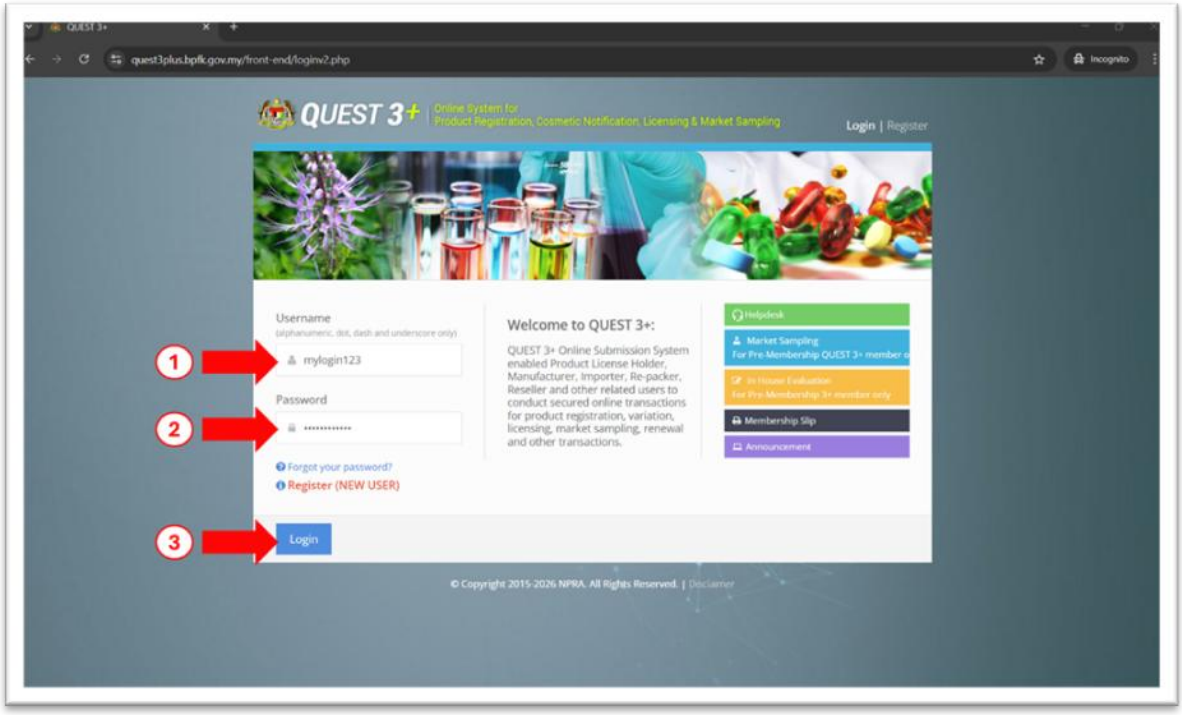
13. Find the flag **'Local Network Access Check'**, click the dropdown and change from ***Default*** to ***Disabled*.**

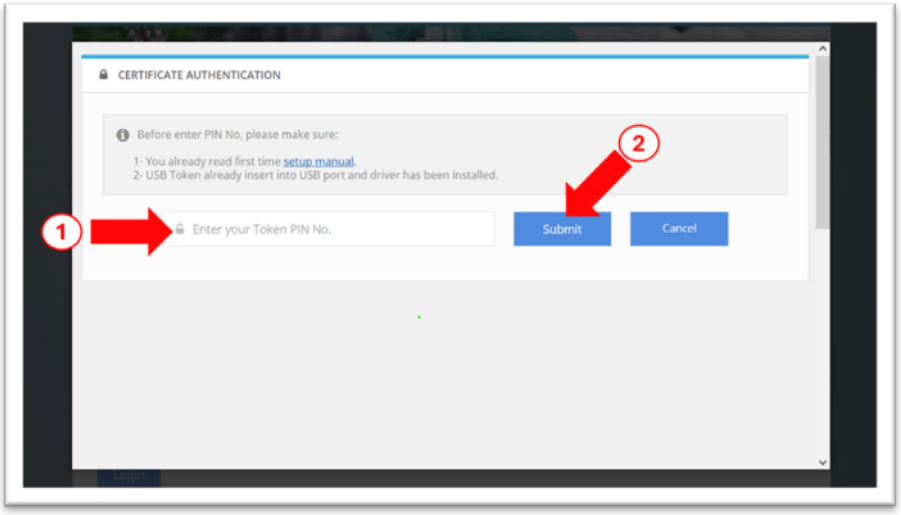


14. Click **'Relaunch'** button at the bottom right of the browser.

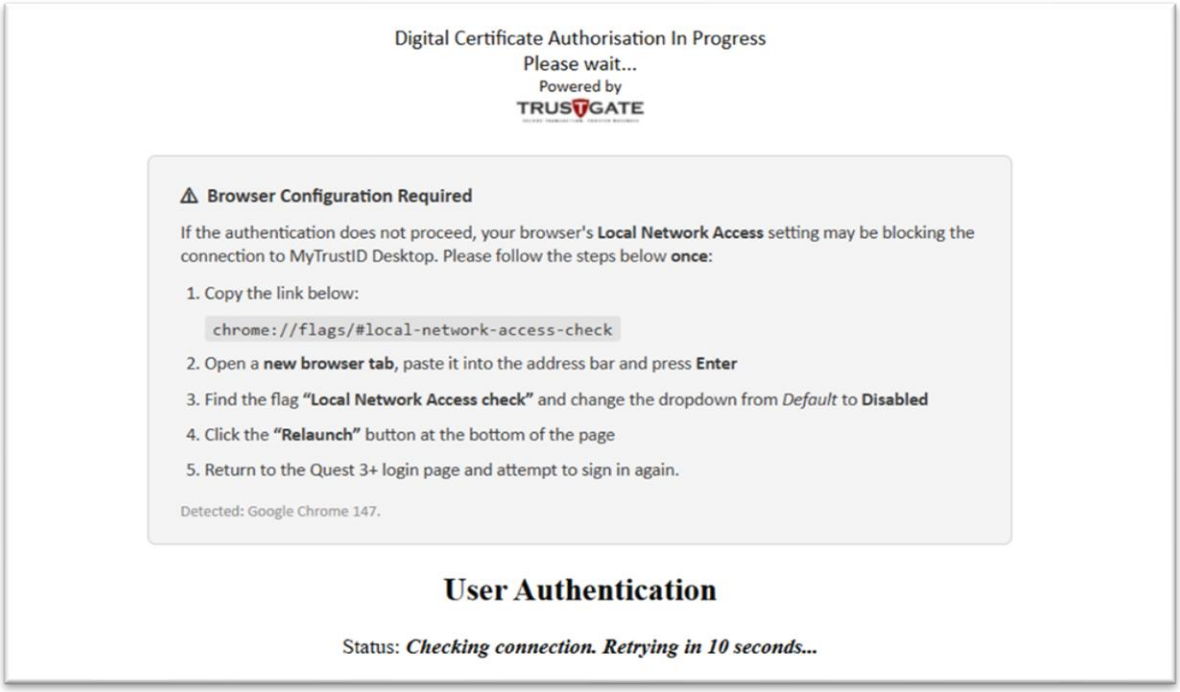


15. Return to the Quest 3+ login page and attempt to sign in again.

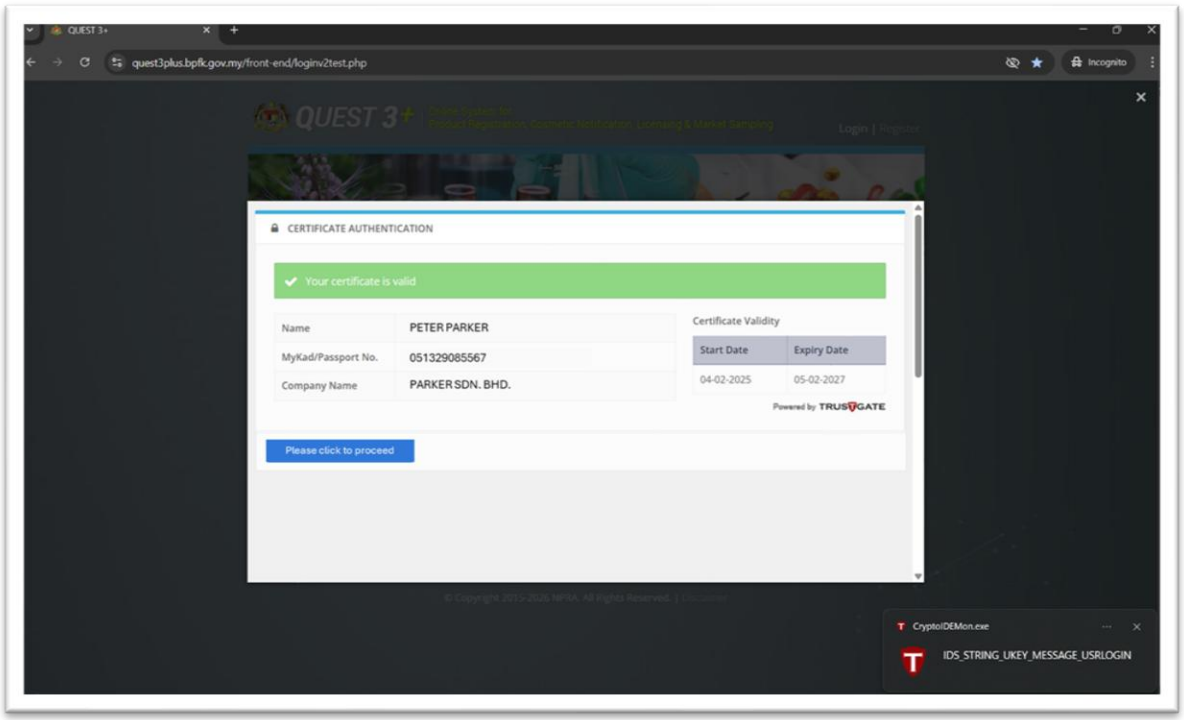




16. The authentication page will start loading and automatically read your digital certificate via MyTrustIDesktop.

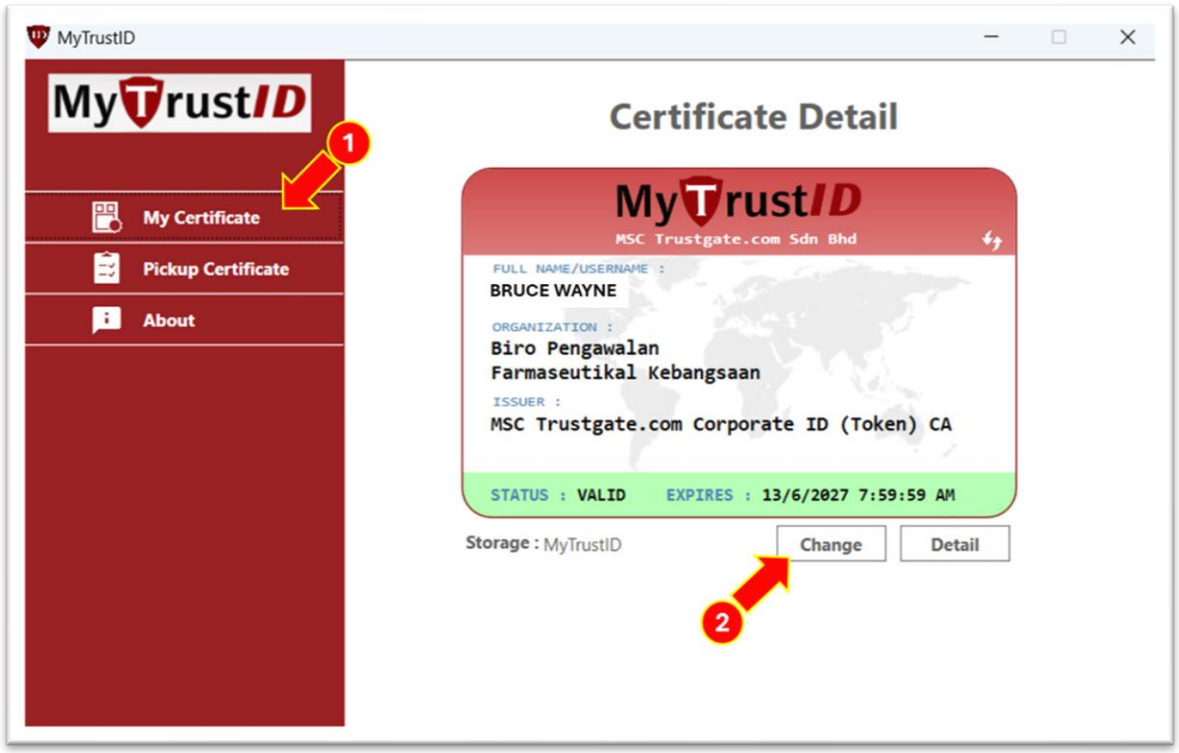


17. Please click **'Please click to proceed'** button to continue to your Quest 3+ Dashboard.

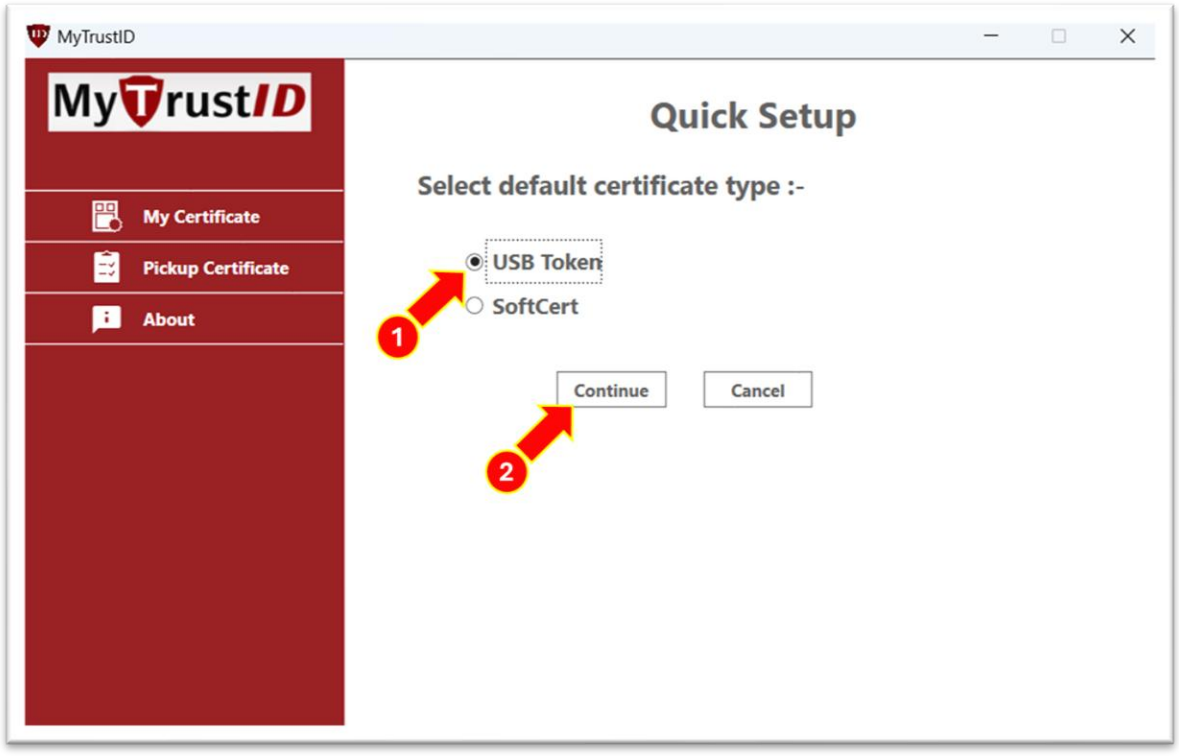


SECTION D: SWITCH & READ USB TOKEN IN MyTrustIDesktop APP

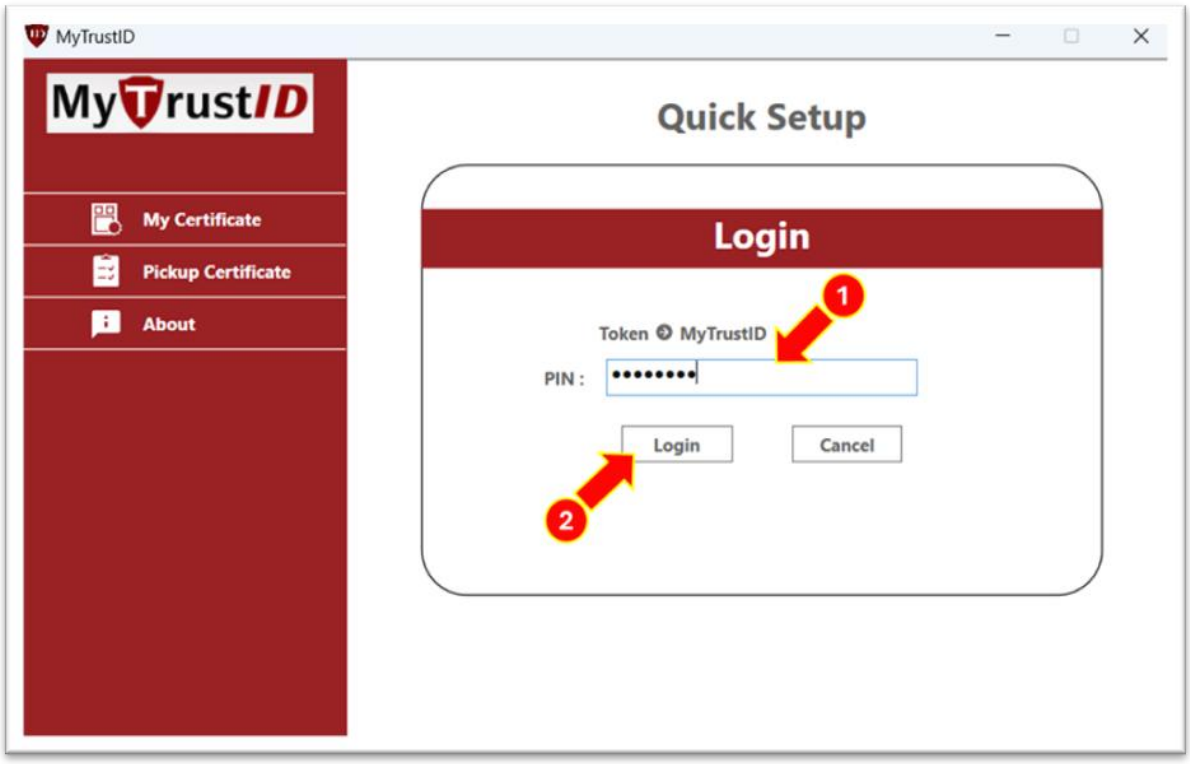
1. Plug out and insert a different USB token from computer.
2. Open MyTrustIDesktop app, click **'My Certificate'** and click **'Change'**.



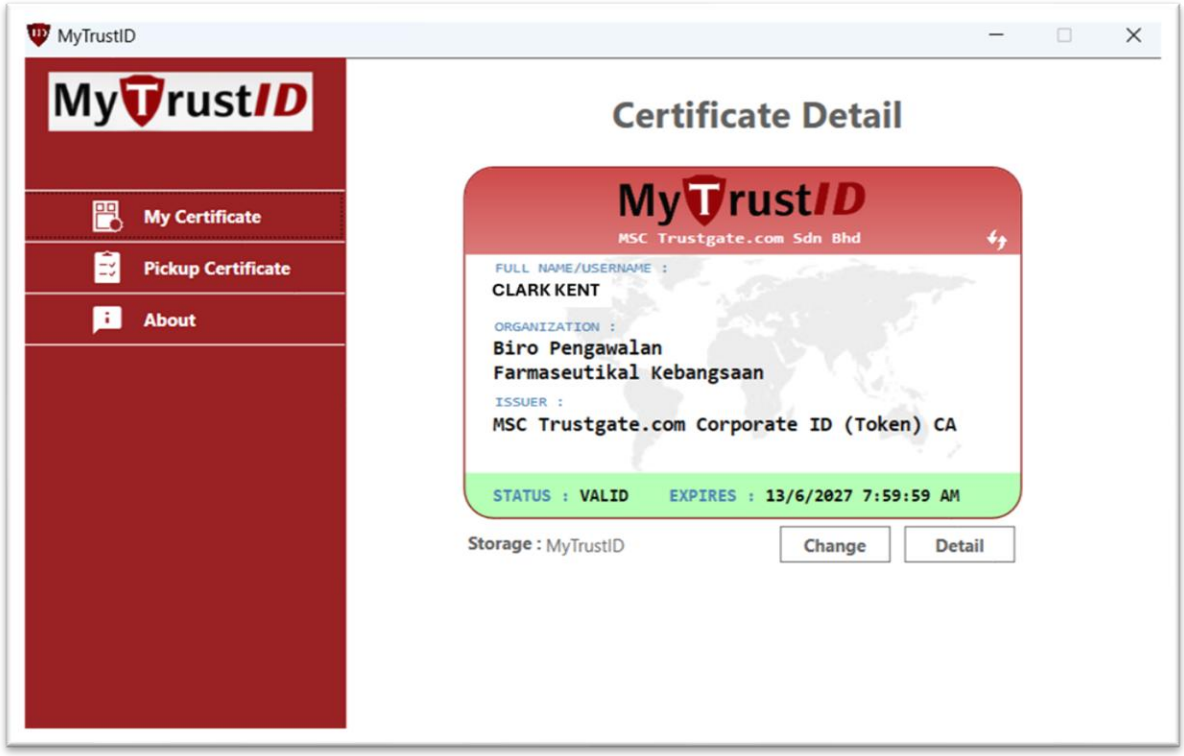
3. Choose **'USB Token'** and click **'Continue'**.



4. Enter the USB token PIN and click **'Login'**.



5. MyTrustIDesktop will read the USB token and display the details of the digital certificate.



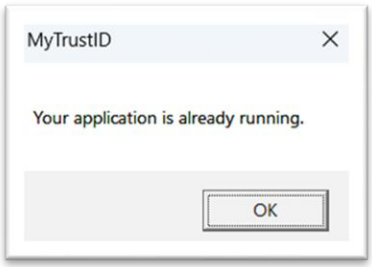
SECTION E: DIGITAL CERTIFICATE ACTIVATION

1. **Insert the Quest 3+ USB token** into the computer. Please ensure only **ONE (1) USB token** is connected at a time.

2. Open MyTrustIDesktop app on your computer.



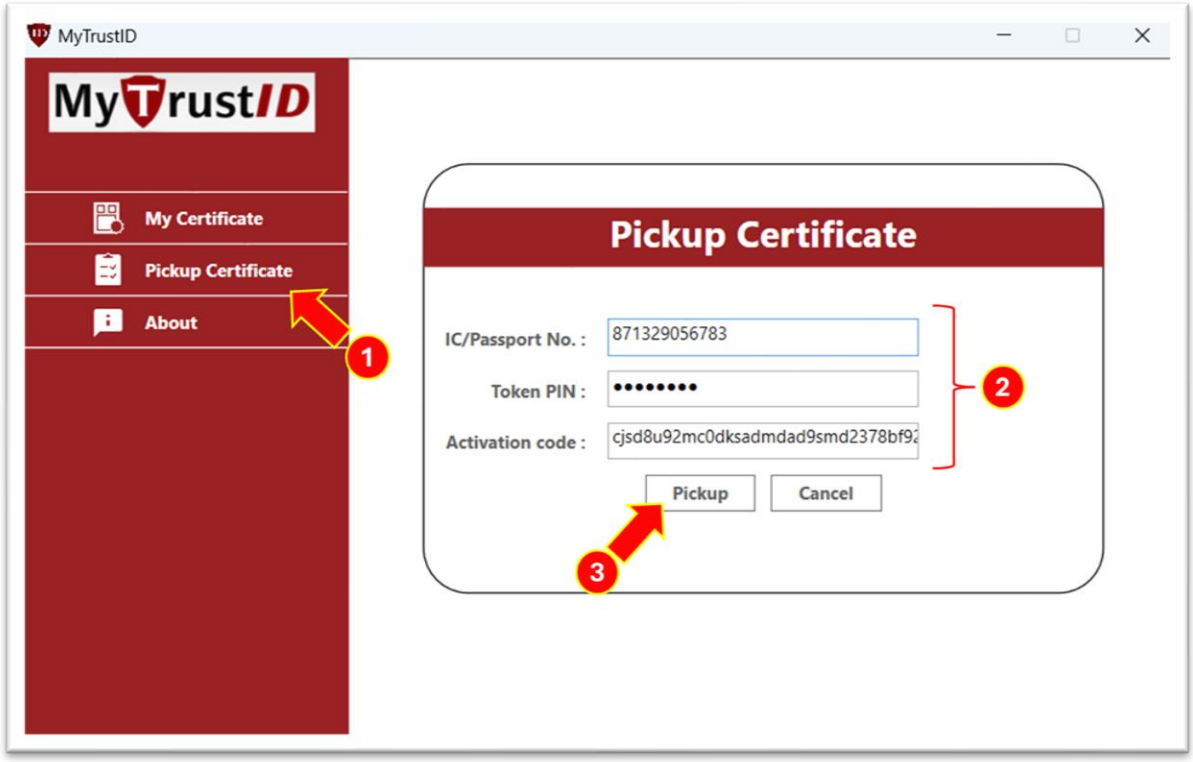
Note: *If the following prompt appears, it means the MyTrustIDesktop app is already running in the background.*



Click on the point up arrow icon at the system tray in the lower-right corner of the taskbar and double click on the MyTrustIDesktop icon to open the application window.



3. Click **'Pickup Certificate' >** Enter the **IC/Passport No, Token PIN** and **Activation Code > click 'Pickup'.**



Note: *Please check activation email from Trustgate for the Activation Code. Copy and pastes the activation code from the email into MyTrustIDesktop app.*

A confirmation pop-up will appear once the digital certificate has been successfully loaded into your USB token. You can then proceed to use the token to log in to the Quest 3+ portal. **Refer Section C** of this user guide.

---------- END OF USER GUIDE ----------