

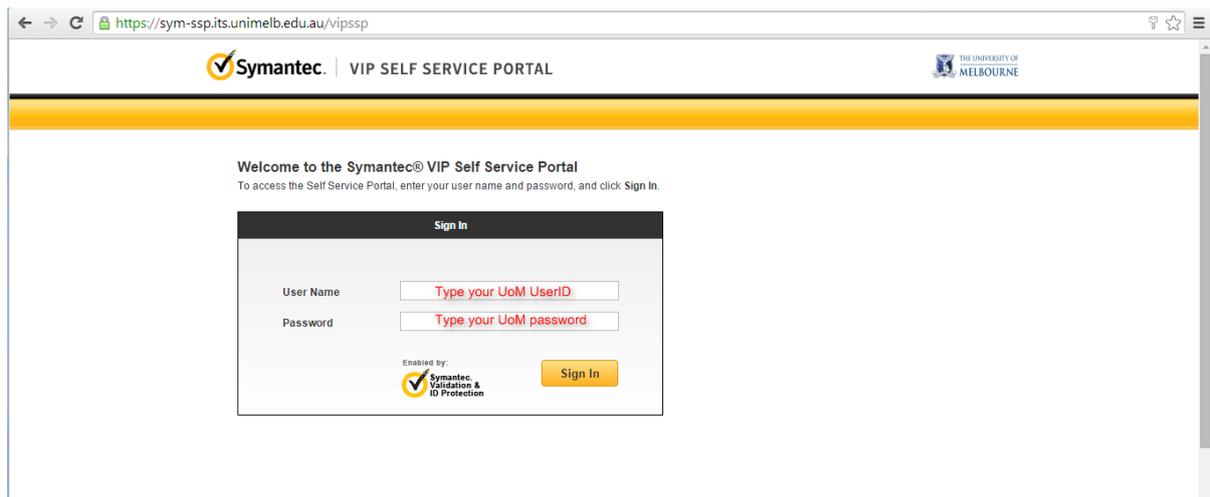
Self Service Portal and 2FA User Guide

Accessing Symantec Self Service Portal

Self Service Portal (SSP) is a web-based application which you can use to register, test, reset, or remove Symantec VIP credentials. You can go straight to the page using the following URL:

<https://sym-ssp.its.unimelb.edu.au>

Figure 1: SSP Page



Login

The SSP secured login page is the initial screen for users. Only users who have access to mgmt. VPN service will be able to login. To further enhance the security, this page is only accessible from University of Melbourne Network.

To login enter your Active Directory user name and password and then press 'Enter' or select the 'Sign In' button. (Same login that you use to logon to your computer)

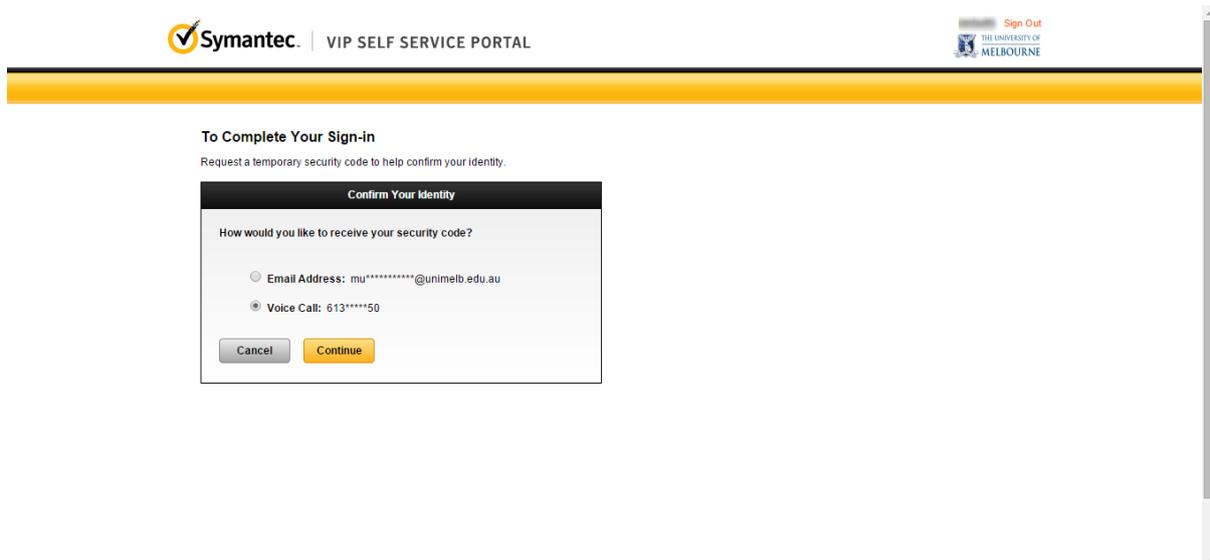
If you don't have registered Symantec VIP credentials or using Self Service portal of the first time. You will be prompted to confirm your identity by requesting temporary security code after successful validation of your Active Directory credentials.

You will be asked to choose the delivery method for temporary security code. Available delivery methods are email, Voice Call and SMS. Your contact details are extracted from Active Directory database, therefore if you don't have mobile phone or desk phone register in Active Directory it won't show on this screen.

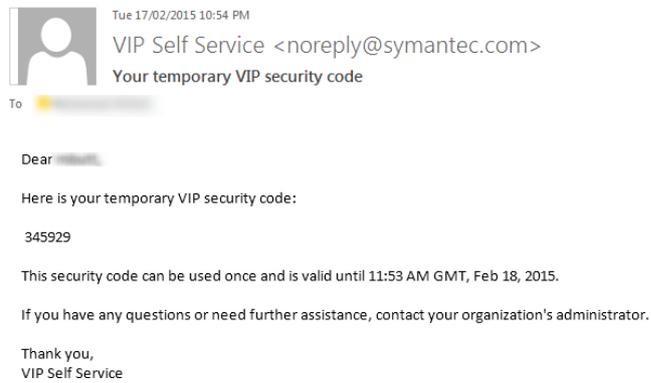
Note: If you are an external vendor and don't have access to University's email then you have to contact Service Centre on +61 3 83440888 to complete credential registration.

Select the most convenient method and click on 'Continue' button

Figure 2: SSP Temp Security Code Page



If you chose email as a delivery option then you will receive an email from with six digit security code



Type the temporary security code you have received in the self-service portal

✓ A temporary security code has been sent to mu*****@unimelb.edu.au.

Enter Your Temporary Security Code

Confirm Your Identity

Security Code:

Back Sign In

Next page will request you to register your credentials. Symantec VIP Access Credential is a software (Application) that generates a unique security code for your account about every 30 seconds. You use that code to access your account.

You can download Desktop (Mac OS and Windows) from UoM Software Self Service Portal, or directly from Symantec website <https://idprotect.vip.symantec.com/desktop/home.v>

To download credential on your smart phone, search for VIP Access in appropriate store E.g. Google Play, Windows Marketplace or Apple App Store.

Once you have credentials installed, click on **Register** on self-service portal

✓ You have successfully signed in.

Select Your Credential

Select the type of credential you want to register.



VIP Credential
Use a VIP mobile application or VIP security credential to securely access your organization's services.

REGISTER

Follow the instruction on next page to complete registration.

Register Your Credential

* Required Information

*Credential Type: VIP Credential

*Credential Name: 
Enter a simple name that is easy to remember.

*Credential ID: 

[What is a Credential ID?](#) Close

Credential ID examples:
Your credential contains a unique alphanumeric ID.



VIP Security Token
(Back)



VIP Security Card
(Front)



VIP Access

*Security Code: 

[What is a Security Code?](#) Close

Security Code examples:
Your credential provides a dynamic 6-digit code that changes every 30 seconds.



VIP Security Token
(Front)



VIP Security Card
(Front)



VIP Access

After successful registration you will be taken self-service portal home page.

 You have successfully registered Desktop.
Enter a security code from this credential the next time you Sign In.

Manage Your Credentials

This VIP Self Service Portal enables you to register, test, or reset credentials. You can also remove credentials from your account.

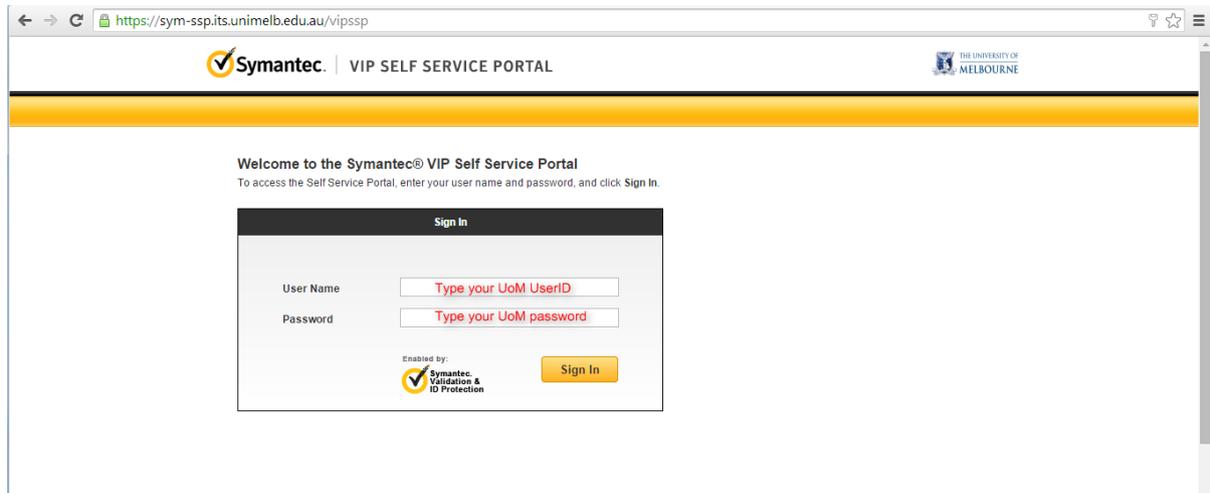
Your Registered Credentials		Register another credential?		<input type="button" value="Register"/>
Credential Name	Credential ID	Type	State	Actions
Desktop	VSST81797666	VIP Credential	Enabled	

Your Registered Devices		Only 20 remembered devices can be registered to your account at any one time. Contact your administrator to remove a currently-remembered device.		
Device Name	Credential ID	Type	State	Actions
No devices are currently registered with this account.				

Temporary Security Code [Get](#)
Get a temporary security code to access organization services.

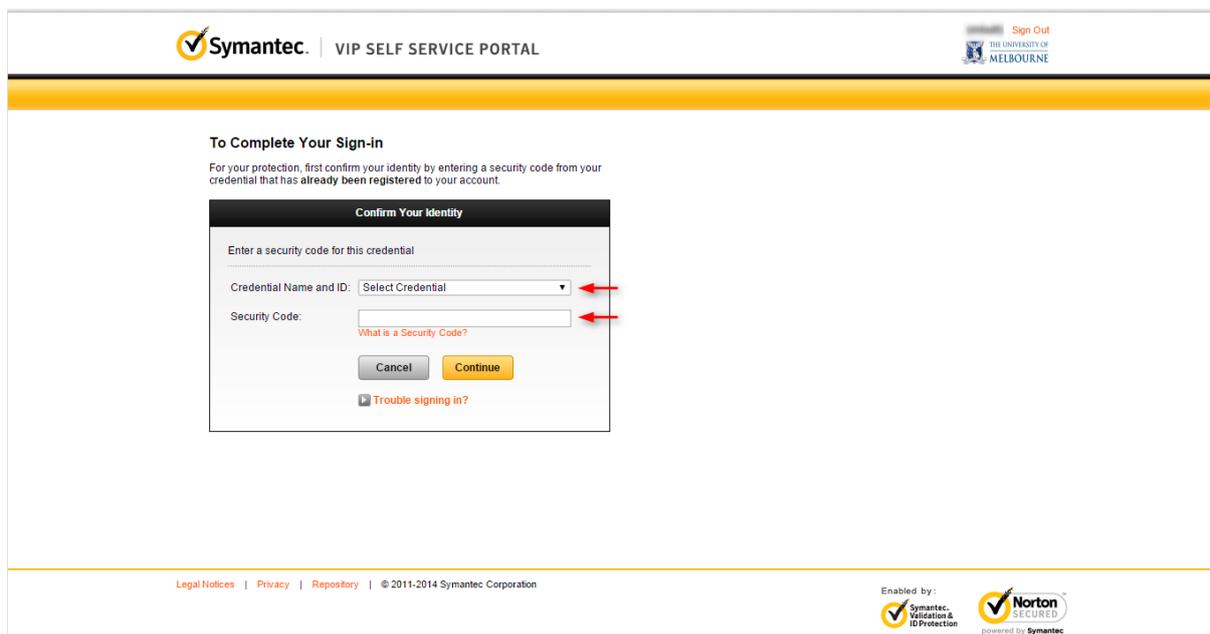
Logging to Self-Service Portal after initial setup

Once you have completed initial setup and registered your VIP credentials, subsequent access to self-self-page will be through two factor authentication i.e. you will be required to provide your Active Directory credentials and Symantec security code.



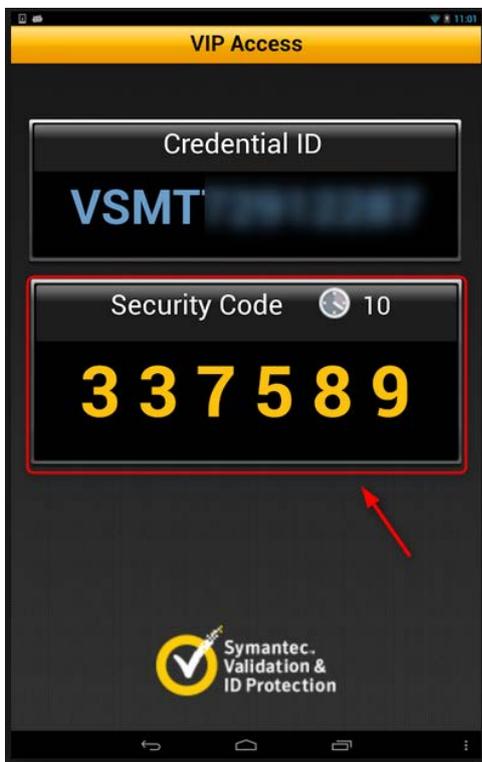
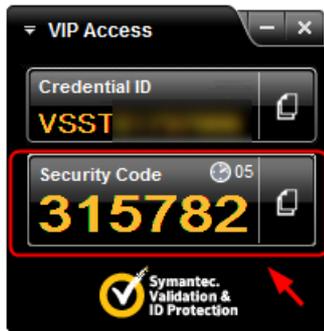
The screenshot shows a web browser window with the URL <https://sym-ssp.its.unimelb.edu.au/vipssp>. The page header includes the Symantec logo and "VIP SELF SERVICE PORTAL" on the left, and "THE UNIVERSITY OF MELBOURNE" on the right. The main content area features a "Welcome to the Symantec® VIP Self Service Portal" message with instructions: "To access the Self Service Portal, enter your user name and password, and click Sign In." Below this is a "Sign In" form with two input fields: "User Name" (with placeholder text "Type your UoM UserID") and "Password" (with placeholder text "Type your UoM password"). A "Sign In" button is located to the right of the password field. At the bottom of the form, it says "Enabled by: Symantec Validation & ID Protection" with a logo.

Next page will challenge you for 2nd factor authentication. Choose your credential ID from the drop down and type in the security code displayed on the credentials.



The screenshot shows the second page of the login process. The header is identical to the previous page. The main content area features a "To Complete Your Sign-in" message with instructions: "For your protection, first confirm your identity by entering a security code from your credential that has already been registered to your account." Below this is a "Confirm Your Identity" form. It has a dropdown menu labeled "Credential Name and ID:" with the text "Select Credential" and a downward arrow. Below the dropdown is a "Security Code:" input field with a placeholder text "What is a Security Code?". There are "Cancel" and "Continue" buttons. At the bottom of the form, there is a link "Trouble signing in?". Two red arrows point to the dropdown menu and the security code input field. The footer includes "Legal Notices | Privacy | Repository | © 2011-2014 Symantec Corporation" on the left, and "Enabled by: Symantec Validation & ID Protection" and "Norton SECURED powered by Symantec" on the right.

Screenshot below displays the location of security code on Windows desktop and Android smart phone.



Maintaining Symantec VIP Credential

Self Service portal gives you access to maintain your credentials. You can easily test, reset, or remove Symantec VIP credentials. You can also generate temporary security code in case you have lost or don't have access to your Symantec VIP credentials.

Testing and Removing Existing VIP Credentials

Once you have successfully logged on to Symantec Self-Service portal, you will see a list of all the credentials registered under your name. To test, rename or remove a particular token, click on the arrow button under the Action column.

You have successfully registered phone.
Enter a security code from this credential the next time you Sign In.

Manage Your Credentials
This VIP Self Service Portal enables you to register, test, or reset credentials. You can also remove credentials from your account.

Your Registered Credentials

Only 2 credentials can be registered to your account at any one time. To register another credential, remove one currently-registered credential first. [Register](#)

Credential Name	Credential ID	Type	State	Actions
phone (Push Enabled)	VSTZ-XXXXXX	VIP Credential	Enabled	Rename Test Remove
Desktop	VSST-XXXXXX	VIP Credential	Enabled	Test

Your Registered Devices

Only 20 remembered devices can be registered to your account at any one time. Contact your administrator to remove a currently-remembered device.

Device Name	Credential ID	Type	State	Actions
No devices are currently registered with this account.				

Temporary Security Code [Get](#)
Get a temporary security code to access organization services.

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Enabled by: Symantec Validation & ID Protection, Norton SECURED powered by Symantec

Generating Temporary Security Code

You can request temporary security code from self-service portal if you are unable to use your registered VIP credentials.

To do that, logon to self Service portal using your Active Directory credentials (Same login that you use to logon to your computer)

Welcome to the Symantec® VIP Self Service Portal
To access the Self Service Portal, enter your user name and password, and click [Sign In](#).

Sign In

User Name:

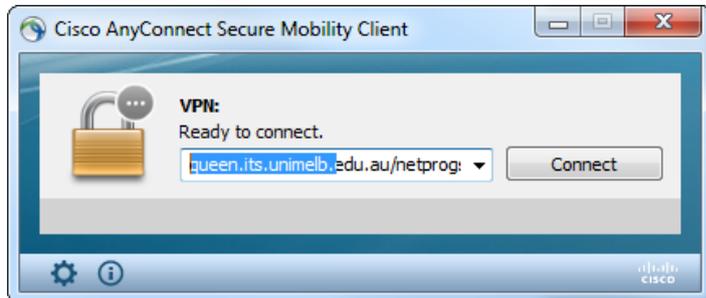
Password:

Enabled by: Symantec Validation & ID Protection [Sign In](#)

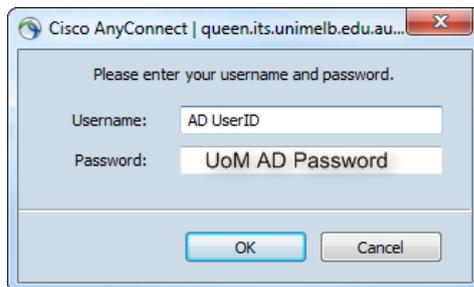
Using Mgmt. VPN after 2FA deployment

Once you receive email notification that 2FA has been enabled on your VPN tunnel, you will be required to use your AD credentials and Symantec Security Code to login

At the moment when you connect to VPN, you launch Cisco AnyConnect Client. Type in the VPN gateway address E.g. **queen.its.unimelb.edu.au/its** and click on connect.



This is followed by Authentication prompt.



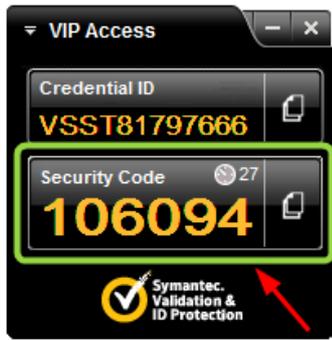
After 2FA deployment, authentication prompt will change and display option for Security code (Second Password).



In Username, type in your UoM Active Directory UserID.

In Password field, type in your UoM Active Directory password.

In Security Code, type in the security code displayed on your Symantec VIP Access credentials and click on OK. E.g.



Note: Security Code field may show up as Second Password on initial login.