SYNOVUS®

GATEWAY

Symantec VIP
Token User Guide

Contents

Purpose

This document is intended to give you the background information and procedures that you need to set up Symantec Tokens to authorize transactions.

Audience

This document is intended for administrative users with business and commercial accounts.

CHAPTER 1: SYMANTEC VIP TOKEN CODES

The cloud-based Symantec Validation and ID Protection (VIP) service blocks unauthorized access to networks and applications while preventing access by malicious, unauthorized attackers. This extra layer of security can be helpful to authorize transactions.

The VIP service generates VIP token codes that are six digits long, accessible via a physical VIP token (also called a *fob*) or the VIP Access mobile app*. Each code is valid for one-time use and expires if not utilized within a preset period of time or upon issuance of another code.

Synovus Gateway requires VIP token codes to authorize ACH and wire payments.

## Configuring Symantec VIP Token Codes

Administrative users can configure Symantec VIP tokens for additional users, but users must install the VIP Access mobile app, download VIP Access for the computer, or obtain a fob from Synovus.

> Note: There is an additional $75 fee to obtain a physical/hard token fob. For more information, contact your Treasury Management Consultant or Synovus Customer Care at 1-888-SYNOVUS (796-6887).

To install the app:
1. Do one of the following:
   a. On an iOS device, open the Apple App Store.
   b. On an Android device, open the Google Play store.
2. Search for VIP Access and install the app.
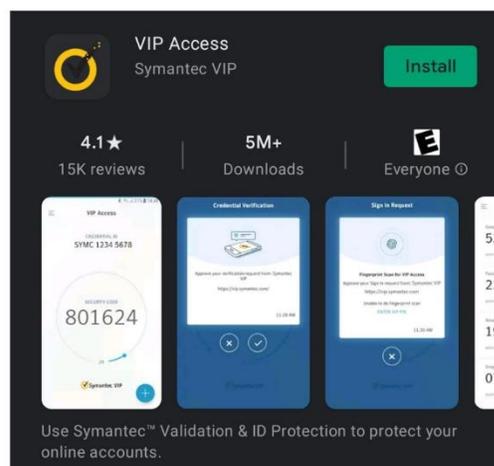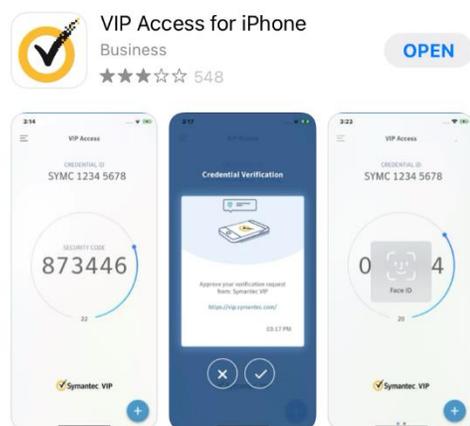
*The VIP Access Mobile App requires your mobile service provider's data and / or text plan. Message and data rates may apply.

To install on a computer:
1. Navigate to vip.symantec.com
2. Select your operating system and follow the prompts to install VIP Access on your computer.
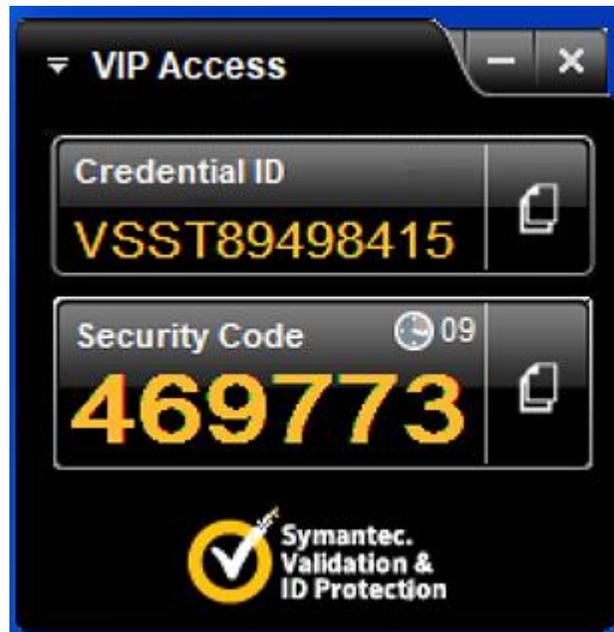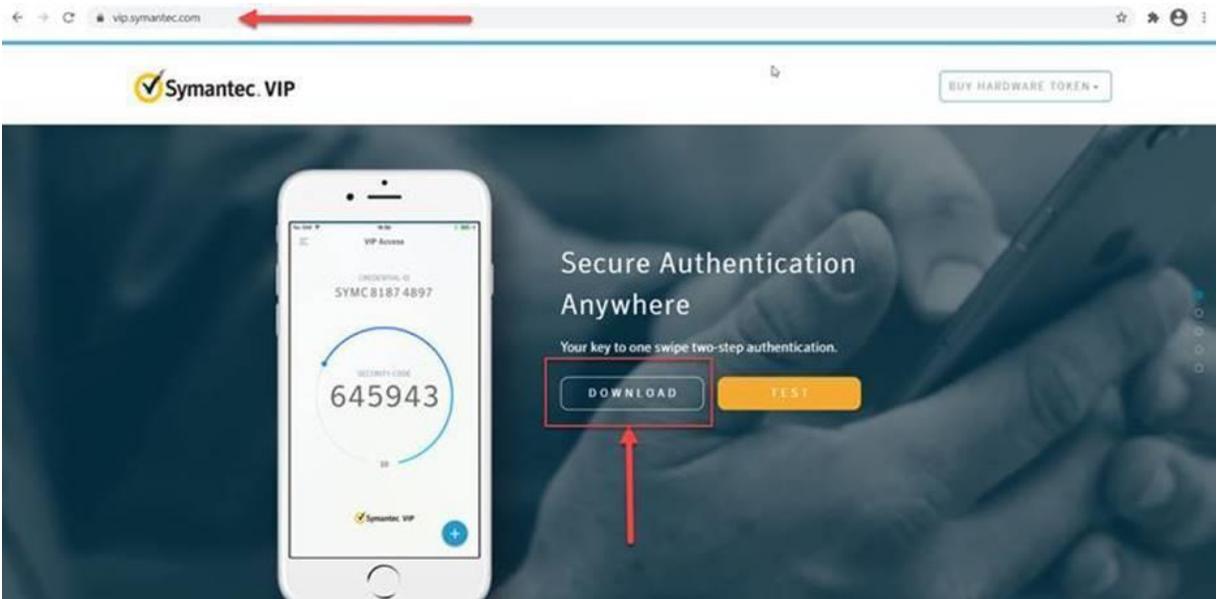
Managing Portal Access

Manage Portal Access allows administrative users to manage user access to additional Synovus Gateway services, including the ability to add token access for payment authorization.

Once additional users have installed the VIP Access mobile app or obtained a fob, the admin can configure their Symantec VIP Token.

Each physical VIP token has a unique serial number, called a *credential ID*, which is located on a barcode on the back of the token. In the VIP Access mobile app, the credential ID appears on the top of the app window.

To set up a user's token access, users will need to provide their credential IDs to their admin. The admin will then need to select their user's name (or your name if setting up your own token access) and enter the credential ID. When registering a Symantec credential ID, the admin must include the alphanumeric characters and remove any spaces, e.g., "SYMC1122335566".

To manage token access:
1. Navigate to Manage users and click or tap Manage Portal Access.
2. Select the desired user from the drop-down list.
3. Click or tap to expand Symantec Token Credential and enter the user's credential ID.

Payment Authorization

A drafted payment must be approved before it is processed. Before drafted payments can be approved, token access must be set up in Manage Portal Access.
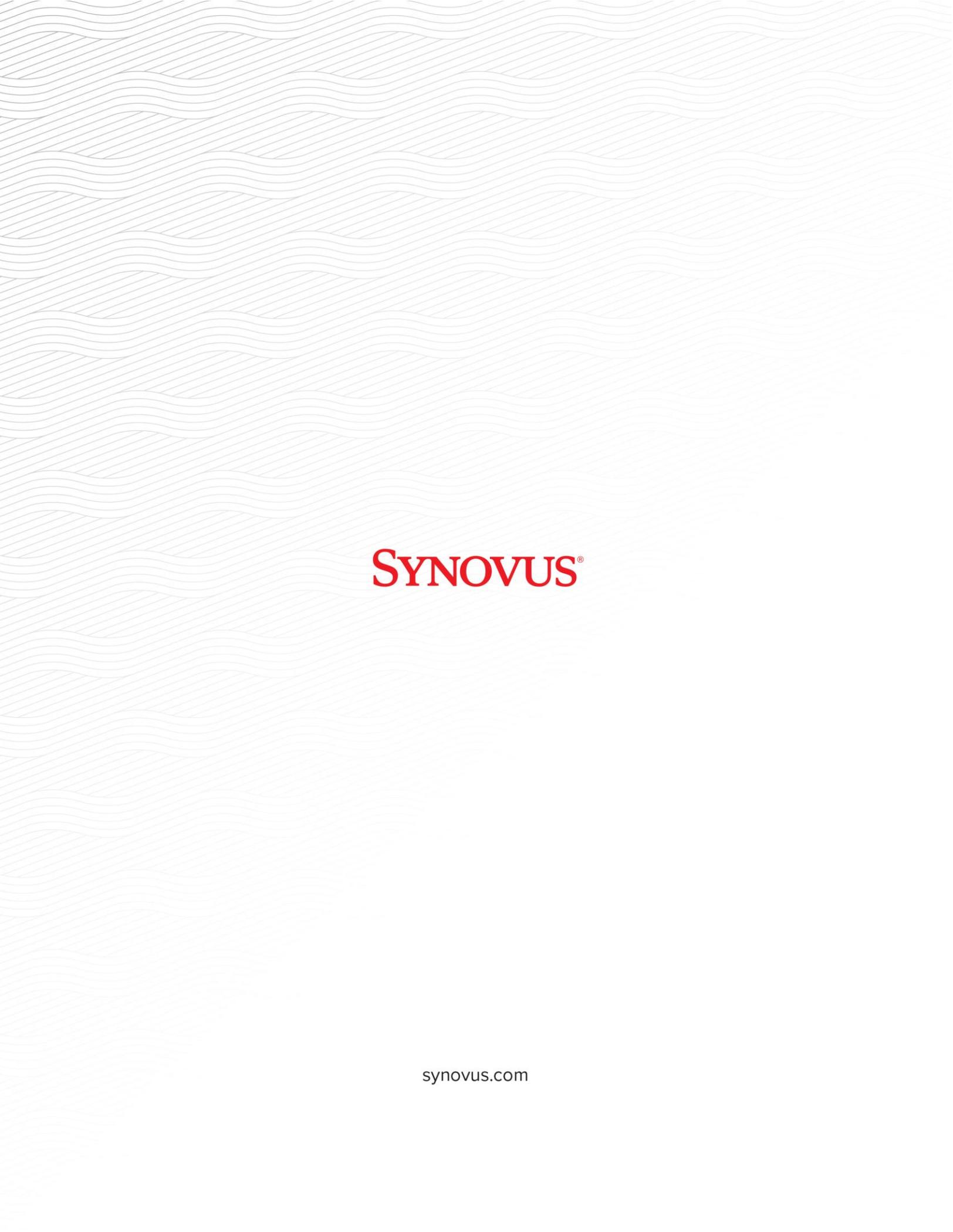
To approve a payment:
1. Open your Symantec VIP Access mobile* or desktop app.
2. Enter the security code.

> Note: The first time a user approves a payment they will be prompted to enter a code and then enter a different code a second time for security purposes. This is a one-time occurrence and will not need to be repeated every time a payment requires approval.

For additional instructions on approving payments, Synovus Gateway ACH User Guide or Synovus Gateway Wire Transfer User Guide.

*The VIP Access Mobile App requires your mobile service provider's data and / or text plan. Message and data rates may apply.

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