



Online User Soft Token Information Instructions

Step 1: Download Symantec VIP Access

Prior to beginning the setup process, please download the Symantec VIP Access application on your primary device.

- **Desktop:** Visit the official Symantec VIP portal at <https://vip.symantec.com/>.
- **Mobile:** Search for "VIP Access" in the Apple App Store or Google Play Store.

Step 2: Collect Credential IDs

Identify and record the Credential ID for each user. Each ID typically begins with "SYMC" followed by eight numeric digits.

Step 3: Upload Information to Secure Portal

During your scheduled onboarding call with Cash Management, log in to the online banking portal and upload this completed document via a secure message.

Online User's Full Name	VIP Access Credential ID

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