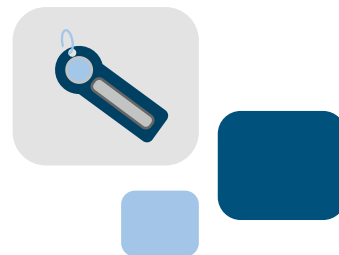


BUSINESS QUICK REFERENCE GUIDE VIRTUAL TOKENS



[Support Resources](#) > [Quick Reference Guides](#) > [Virtual Tokens](#)

Virtual security tokens have replaced hard tokens. The virtual token can be displayed on a computer or on a mobile device.

DOWNLOAD & INITIAL SIGN ON

1. Download your virtual token, **VIP Access**, to your mobile device or your desktop (can't be both):
 - To download a virtual token, **VIP Access**, to your mobile device type **m.vip.symantec.com** in your mobile browser.
 - To download to your PC or Mac desktop go to <https://idprotect.vip.symantec.com/desktop/download.v>.
2. To register your token, enter your Credential ID number (located above the secure token code on the screen of your virtual token) where it says **Device Serial Number (back)**. You will only be asked to do this the first time you sign on.
3. Where it says **Key Fob Token Code (front)** enter your Secure Token Code.
4. Click **Submit**.

SUBSEQUENT SIGN ONS

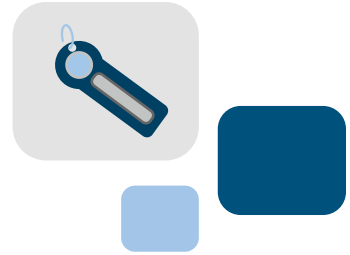
1. At each subsequent login you will be required to enter a **Security Code** after you submit your **WTB Online ID** and **Password**.
2. If you are using a desktop virtual token, you will only be able to access the token from that computer, unless you are capable of using remote login to that computer to login to WTB Online.
3. If you are using a mobile device virtual token, you are able to login to WTB Online from any computer as long as you have your mobile virtual token from your smart phone or mobile device.
4. If a company has multiple users for WTB Online, users can share the same mobile virtual token, or users can share a desktop virtual token, if they access the site from only one computer.

TROUBLESHOOTING & DEVICE DETAILS

1. If you have locked yourself out of WTB Online because of an incorrect Token Security Code, have your Administrator call us at 800.788.4578. Once the Administrator's identity has been verified, we will assist in unlocking the user.
2. If you need to disable a credential to switch to another type, please have your Administrator call us at 800.788.4578. Once the Administrator's identity has been verified, we can assist in switching credential types.



BUSINESS QUICK REFERENCE GUIDE VIRTUAL TOKENS CONTINUED



3. VIP Access for Mobile is a free credential. Carrier charges may apply for download and activation. A mobile data plan with internet access is required.
4. Supported Carriers: AT&T, Sprint, T-Mobile, Verizon Wireless
 - a. T-Mobile users – ‘VIP Access’ is available for the Android, BlackBerry, Windows and Selected Java-enabled devices.
 - b. Verizon Wireless users – ‘VIP Access’ is available for Android, BlackBerry, Windows and selected BREW-enabled devices.
 - c. See full list of support phones at <http://m.vip.symantec.com/supportedphones.v>

