

# App Download and Credential submission

## Instructions to Download an App.

For Android: Go to Google Play Store

For Apple: Go the App Store

Search for **VIP Access**

It may display with Symantec VIP – the Logo is a Circle with Check Mark in the middle

- click install

**Before you can approve transactions you will need to send the Bank a secure message with the Credential ID from the Soft Token or the Serial number from the Hard token via the secure message system within our Online Banking System.**

## How to submit the credential or serial number to the bank for use.

1. To send the secure message within Online Banking from the menu bar please:

- Select Services - then Messages - click the New icon.
- In the To\* box - Use the drop down to choose Token Credentials Add/Delete
- In the subject line put Add Token Credentials.

Within the body of the message, please include

- A. Company Name
- B. Your Name
- C. Your User ID
- D. Your VIP Access Credential ID – this is found in the APP on your Smart Phone or I-pad. It starts with 4 letters and has 8 digits for a total of 12 characters
- E. If you are submitting a hard token provided to you by the bank it will be the S/N: - it starts with AVT and has 9 digits for a total of 12 characters