



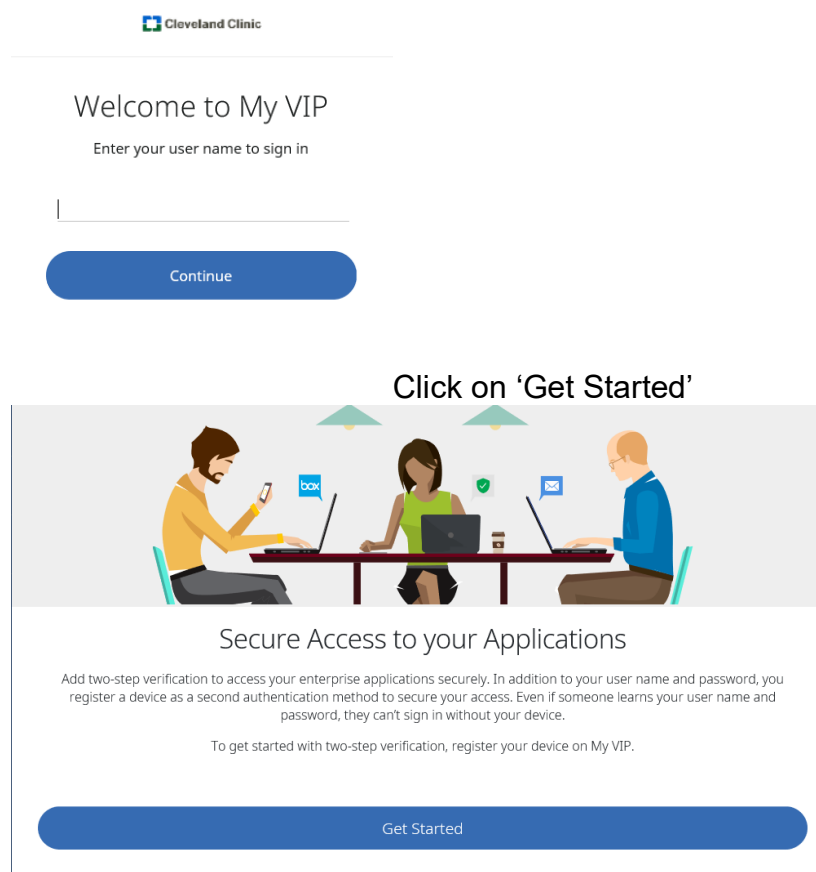
Cleveland Clinic

Symantec VIP Enrollment

You have recently been provisioned remote access for use on a personal device. In order to securely access CCF remote solutions, you will need to enroll your mobile device into the Symantec VIP portal. This self-service process will help you to configure your new second-factor authentication mechanism.

Note: The Symantec VIP Access App for mobile devices is available in the Google Play Store, Apple App Store, and Windows Mobile App Store and should be downloaded prior to enrollment.

To begin enrollment, visit <https://vipssp.ccf.org/myvip/>
Log in with your regular Network ID credentials.



The screenshot shows the 'My VIP' login page. At the top left is the Cleveland Clinic logo. The main heading is 'Welcome to My VIP'. Below it, the instruction 'Enter your user name to sign in' is followed by a text input field. A blue 'Continue' button is positioned below the input field. Below the login section is an illustration of three people (two men and one woman) sitting at a table with laptops, with the text 'Click on 'Get Started'' above them. Underneath the illustration is the heading 'Secure Access to your Applications' and a paragraph explaining two-step verification. At the bottom of this section is a blue 'Get Started' button.

Cleveland Clinic

Welcome to My VIP

Enter your user name to sign in

Continue

Click on 'Get Started'

Secure Access to your Applications

Add two-step verification to access your enterprise applications securely. In addition to your user name and password, you register a device as a second authentication method to secure your access. Even if someone learns your user name and password, they can't sign in without your device.

To get started with two-step verification, register your device on My VIP.

Get Started

Next, select VIP Access Mobile



VIP Access Mobile

Instantly approve a verification request or use security codes with a mobile app



From there, you will follow the detailed on-screen instructions to register your Symantec VIP

Troubleshooting

Shared credentials are not supported, each VIP user must be able to provide their own unique mobile device.

If your mobile device is lost or damaged or you no longer have access to your mobile device, you will need to use the Self Service portal to remove the old credential. You must 1) have access to your CCF email or 2) contact the Service Desk to request a Temporary Security Code to access the Self Service portal.

Once you have gained access to the Self Service Portal, locate the old credential name and click the arrow under the More Options icon and then Remove. When prompted, select Remove again.

My Devices		My Registered Computers			
	My VIP Name	SYMC45828713 ID	2019-11-04 11:29:18 Last used	● Enabled Status	
					<ul style="list-style-type: none">RemoveRenameTestSynchronize