



# Access Health Connecticut

## Symantec VIP soft Token Installation Guide

# Getting Started

# Getting Started

**Before an user can start using Multi-factor Authentication (MFA) for logging in to the CTHIX - Consumer portal or CTHIX - Worker portal applications, you need to install a Symantec VIP client or Symantec VIP application on your desktop or mobile device.**

# Getting Started

## *Symantec VIP Application: What It Looks Like*



# Entering One-time Passcode (OTP)

- Both the mobile and desktop Symantec VIP applications generate unique passcode (OTP) every 30 seconds.
- This is a 6-digit number that needs to be entered on the MFA screen i.e. after the user has entered their username and password on the application login page and authenticated (1st factor of authentication).
- The MFA screen is the second-step (2nd factor of authentication) of the two-factor authentication process for privileged users.

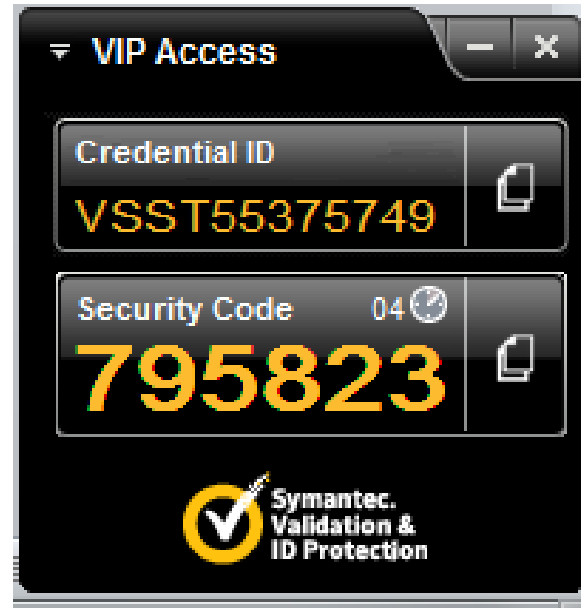
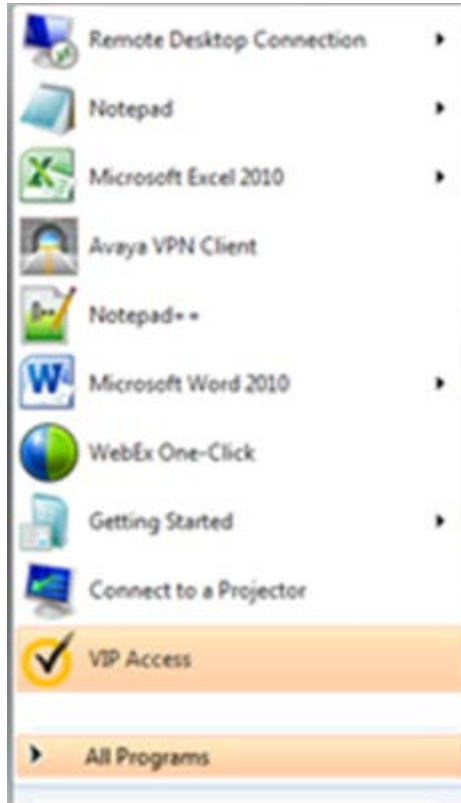
# Symantec Desktop Version

*You must have administrative permission for your computer to install VIP Access Desktop.*

For your Desktop Download go to:

<https://idprotect.vip.symantec.com/desktop/download.v>

# Accessing on a desktop/laptop computer:



# Symantec Mobile Version

Mobile VIP Application, depending on the type of smartphone that a user has, download at:

<https://vipmobile.verisign.com/home.v>

Select the type of smartphone, and then follow the corresponding instructions to install

# For An iPhone Search for “VIP Access” in the App Store and Install for free



Following is the screenshot from the Symantec site on how to install on Windows Phones:

<https://vipmobile.verisign.com/enterwpnumber.v>

The screenshot shows a webpage titled "VIP Access: Windows® Phone". Below the title, it says "Choose an option to download VIP Access. A mobile data plan with Internet access is required." On the left, there is an image of a Windows Phone displaying the "VIP Access" app interface with a security code "279513". On the right, there are three options:

- Enter a URL:** "Download by entering [m.vip.symantec.com](https://m.vip.symantec.com) into your phone's default browser." The URL "m.vip.symantec.com" is circled in red.
- Search Windows Marketplace for Mobile:** "Go to the site from your phone and search for VIP Access."
- Send a Text Message to Your Phone:** "Receive the download link in a text message:" The phone number "+1 3128412952" is circled in red, along with a "Send Message" button. Below the number, it says "United States [Change](#)".

At the bottom, it says "Carriers Supported: AT&T, Sprint, T-Mobile, Verizon".

So, if you have a Windows phone, open the web-browser on that phone and enter the url **m.vip.symantec.com**.

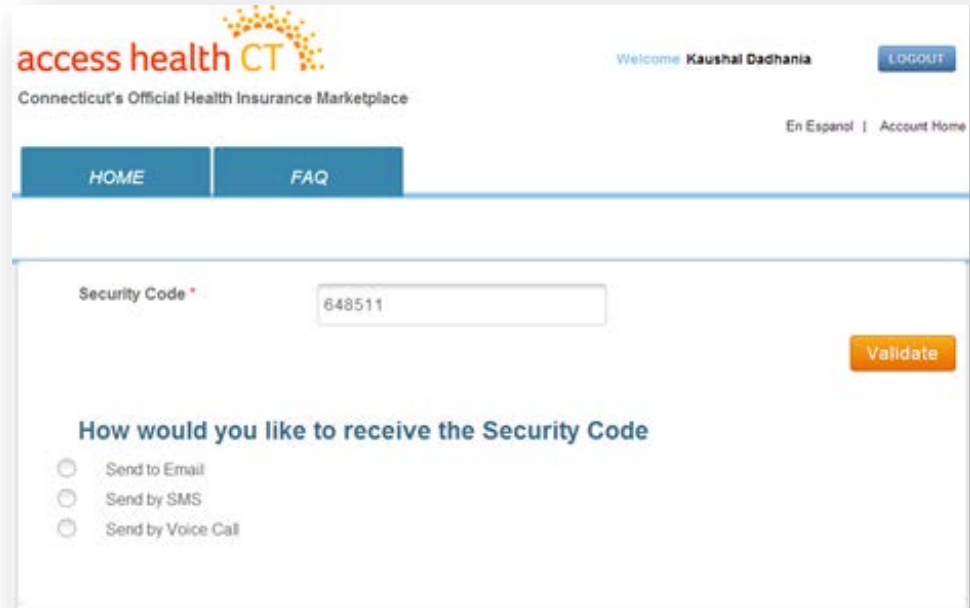
There will be a "Download Now" button on that page. Once the users click on that link, they will be taken to their App Store equivalent for Windows phone.

# Next Steps

- You may need to go to the Apple Store to download the software, which is free
- Once you have received the “Credential ID” (it is Alpha-numeric and 12 characters), you will need to copy it to this email.
- Once you are certified, Access Health will send you your certification number, User ID and temporary password.
- You will need to log in to the web portal and re-set your password.
- Using the Symantec VIP soft token on your computer or mobile device, enter the security that is showing (Hint: The code changes every 30 seconds, so you may want to wait until the clock is close to 30)

# Accessing Broker Portal

- If the software is installed on your computer or mobile device, enter the Security Code ID field and hit “Validate.”



The screenshot displays the 'access health CT' portal interface. At the top left is the logo, and at the top right, it says 'Welcome Kaushal Dadhania' with a 'LOGOUT' button. Below this is the text 'Connecticut's Official Health Insurance Marketplace' and 'En Espanol | Account Home'. A navigation bar contains 'HOME' and 'FAQ' buttons. The main content area features a 'Security Code \*' label next to a text input field containing '648511'. To the right of the input field is an orange 'Validate' button. Below the input field, the heading 'How would you like to receive the Security Code' is followed by three radio button options: 'Send to Email', 'Send by SMS', and 'Send by Voice Call'.

# Accessing Broker Portal

- If for any reason you do not have the software (Security Code) then select one of the options (SMS, phone, etc.) in order to obtain a security code. Use that number in the Security Code ID field and hit “validate”.

# Symantec Option

- The point about having the Symantec app on the phone is that you are most likely to have the phone with you wherever you go – most people I know keep their phone with them 24/7 these days. You can use ANY internet connected device (desktop, laptop, ipad, slate, phone...) to log into the CTHIX Consumer Portal, so you can use anybody's computer to do business or login to your Broker account. The key to logging in to your Broker account from anywhere is having the Symantec VIP security code with you.

# Symantec Option

- If, however, you are in the office and do not have the phone with you...then you can use the security code generator on the CTHIX system to get a security code by email (although that takes a few minutes). I've pasted a picture of the Security Screen below. If you don't have your phone handy, under the Heading "How would you like to receive the Security Code" click on the radial button for "Send me a code by email" and then click "Get Password". You should get a system generated password in your email in a few minutes. You would then copy from the email and paste it into the "Security Code" space and click "Validate".

# Symantec Option

access health CT  
Connecticut's Official Health Insurance Marketplace

Hi, [Kunal Dasgupta](#) | [Logout](#)

[Home](#) | [FAQ](#)

En Español | Account Home

Security Code \*

[Verify](#)

How would you like to receive the Security Code

Send to Email

Send by SMS

Send by Voice Call

[Get My Account](#)

# Terms

- **Symantec VIP:** Symantec Validity and Identity protection application that generates a unique Credential ID, which needs to be associated with users who need to use Multi-factor authentication to login to CTHIX – Consumer Portal and Worker Portal applications.
- **Privileged Users:** Privileged Users are users such as Brokers, Assisters, Call Center Supervisors, Super Users, etc. who deal with users' privileged-data information. Privileged Users need to use Multi-factor Authentication to authenticate to Consumer Portal and Worker Portal applications

# Terms

- **One-time Passcode (OTP):** One-time Passcode is a code that changes intermittently. For Symantec VIP Application, it generates a new OTP code every 30 seconds.
- **Credential ID:** Credential ID is an alphanumeric no. that serves as the unique identified for Symantec VIP application

# Terms

**Multi-factor Authentication (MFA):** Multi-factor authentication (MFA) means using more than one form of authentication mechanism to login to an application or a system. For CTHIX Consumer Portal and CTHIX – Worker Portal applications, MFA involves authenticating via:

1. User ID / Password on the initial login screen
2. One-time Passcode (OTP) from the user's Symantec VIP desktop or mobile application

**Thank You**