

SYMANTEC VIP SOFT TOKEN

The Symantec VIP Soft Token replaces your physical security token and is required to approve ACH and Wire payments in FHB Commercial Online (FCO). It generates secure, one-time codes to verify your identity.

DOWNLOAD THE APP

1. Go to: <https://vip.symantec.com/> and click **Download**
2. Select one device (please note that each FCO user can **ONLY** have one token ID, so you may not download the app to multiple devices.)

Mobile (easiest/no IT admin access required)

- iOS (iOS 15.0 or later) → VIP Access for Mobile
- Android (Android 13.0 or later) → VIP Access for Mobile

Computer

- Mac (macOS Sierra 10.12 or later (supported on Intel, M1, and M2 architectures)) → VIP Access for Computer
- Windows (Windows 10 or Windows 11 (native desktop mode only)) → VIP Access for Computer

Note: Administrative permissions are required to install the desktop version.

INSTALL & OPEN

3. Launch the app after downloading it to your device.
4. Your Token **Credential ID (AAAA XXXX XXXX)** will appear. This is your unique token ID.

REGISTER YOUR TOKEN IN FCO

5. Complete the linking of your Token Credential ID to your FCO user profile.

BEGIN USING YOUR VIP SOFT TOKEN

6. Log into FCO.
7. To approve payments:
 - a. Launch the VIP app from your device.
 - b. Enter the **security code from the app** into FCO.

First-Time Use:

- You will need to enter **two consecutive VIP codes**.
- After that, only one code is required per payment approval/authorization.

RETURN OLD TOKEN

8. Once your VIP soft token is active, return your physical token to FHB via branch or mail.

