



# Digital Soft Tokens with Business Online Banking

## User Guide

*Technology Delivered by Symantec VIP*



First National Bank  
and Trust Company<sup>®</sup>

## User Guide Contents

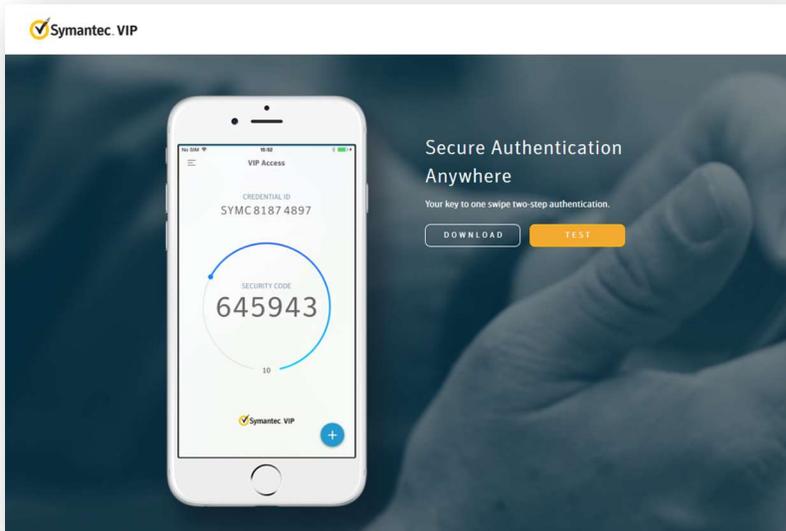
Digital Soft Tokens with Business Online Banking.....	2
Initial Download of Symantec VIP Digital Token .....	2
First-time Registration of Symantec VIP Digital Token with Business Online Banking .....	3
Standard Usage of Symantec VIP Digital Token with Business Online Banking .....	4
Multiple Digital Tokens for Same User .....	5
Disposal of Current Hard Tokens / Security Fob.....	5

## Digital Soft Tokens with Business Online Banking

For business clients that utilize ACH or Wire services through First National Bank and Trust’s business online banking system, a digital token is used for additional security. The digital token, known as Symantec VIP, provides an extra layer of security by validating the user’s identity using a security code from a mobile or desktop app.

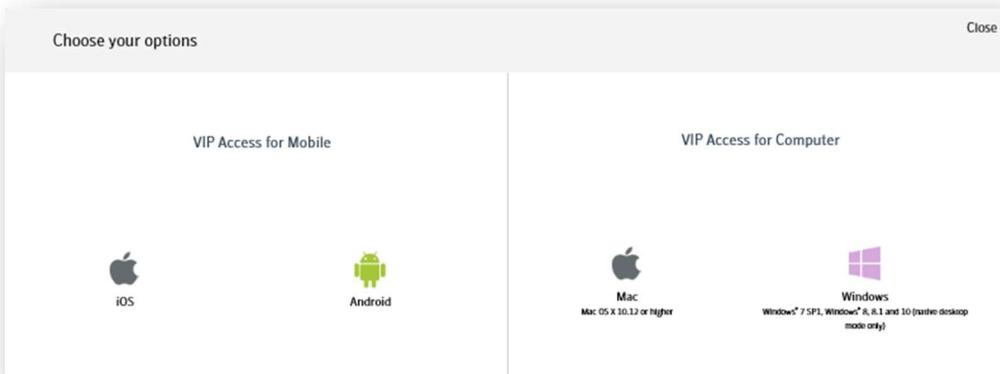
### Initial Download of Symantec VIP Digital Token

1. Visit <https://vip.symantec.com/> and select the “Download” button in the middle of the screen.



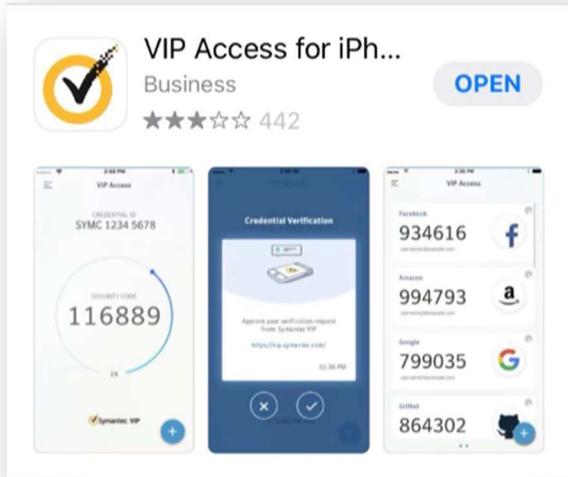
2. Select your download option:

- VIP Access for Mobile - iOS devices
- VIP Access for Mobile – Android devices
- VIP Access for Computer – MAC
- VIP Access for Computer – Windows



**Please note:** Downloading the Symantec VIP Access token to your computer may require administrator login credentials to your workstation. If you do not have administrator credentials, you will need to have your IT team login with administrator credentials to complete the download.

**Quick Tip:** Downloading the VIP Access App to your mobile device will not require Administrator credentials. If your IT team is unavailable, downloading the Symantec VIP Access Mobile app from the App Store or Google Play would be an easy and convenient option for you. The app looks like the icon shown below.

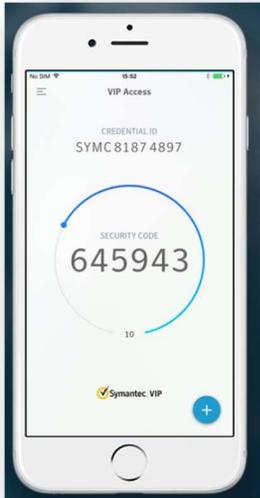


### First-time Registration of Symantec VIP Digital Token with Business Online Banking

1. Once you've successfully downloaded the Symantec VIP Access digital token to your computer or mobile device, log in to Business Online Banking at [www.bankatfirstnational.com](http://www.bankatfirstnational.com) or through the FNBT Business Mobile Banking app.
2. The first-time you initiate an ACH or Wire transaction, you will be prompted to **Register** your Symantec token.

A screenshot of the 'Registration' form in the Business Online Banking app. The form is titled 'Registration' and contains the following fields: 'Enter your VIP Credential information', 'Credential ID', 'First Security Code', and 'Second Security Code'. At the bottom, there is a link that says 'If you are experiencing issues, please contact us' and two buttons: 'Cancel' and 'Submit'.

3. Each Symantec token has a unique credential ID that is used to register the token to the online banking account. Enter the Credential ID from your token into the Registration screen in Business Online Banking.



*Symantec VIP Access  
Token via Mobile App*



*Symantec VIP Access  
Token via Desktop App*

4. After entering the Credential ID associated with your token, you will then need to enter two subsequent Security Codes generated by the token.

5. Clicking **Submit** will register the token to your First National Bank and Trust Business Online Banking account.

6. You will be taken to the next Security Code screen. Wait for your token to generate a third Security Code and enter it here. This will complete your transaction.

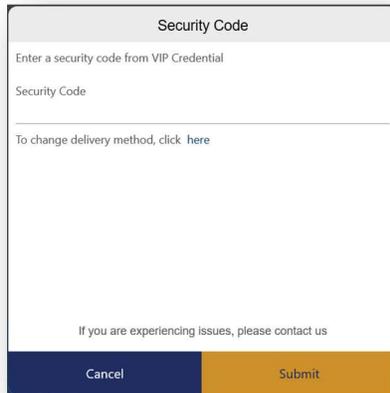
7. Registering your token is a one-time process. Once the first-time registration is complete, the next time you initiate or approve an ACH or Wire transaction, you will only be prompted to enter one Security Code to complete the transaction.

### Standard Usage of Symantec VIP Digital Token with Business Online Banking

1. Log in to Business Online Banking at [www.bankatfirstnational.com](http://www.bankatfirstnational.com) or using the FNBT Business Mobile Banking app.

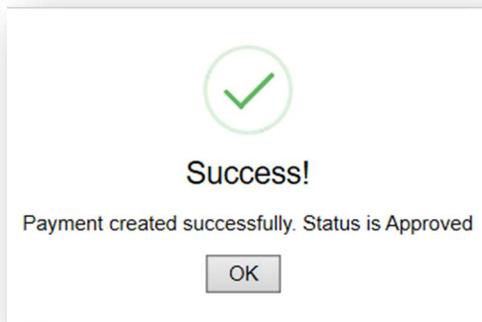
2. When initiating or approving an ACH or Wire transaction, you will be prompted to enter the Security Code from your Symantec digital token.

3. Open your Symantec VIP Access digital token on your computer or phone and enter the Security Code that appears into the Security Code field within Business Online Banking.



The screenshot shows a web form titled "Security Code". At the top, it says "Enter a security code from VIP Credential". Below this is a text input field labeled "Security Code". Underneath the field, there is a link that says "To change delivery method, click here". At the bottom of the form, there is a small line of text: "If you are experiencing issues, please contact us". At the very bottom, there are two buttons: a blue "Cancel" button on the left and an orange "Submit" button on the right.

4. Once the code is successfully entered into Business Online Banking, the transaction will be successfully initiated or approved.



### Multiple Digital Tokens for Same User

**Please Note:** Digital tokens may be setup on a computer and mobile phone for the same business online banking user. The first device may be self-registered by you within our Business Online Banking system. If you would like to add a second device, please call 1-888-255-2114 and we can set it up for you. This would allow you to have a token on your computer desktop and mobile device for convenient access to payment initiation and approvals anytime, anywhere.