

How to Install and Register Symantec VIP Access

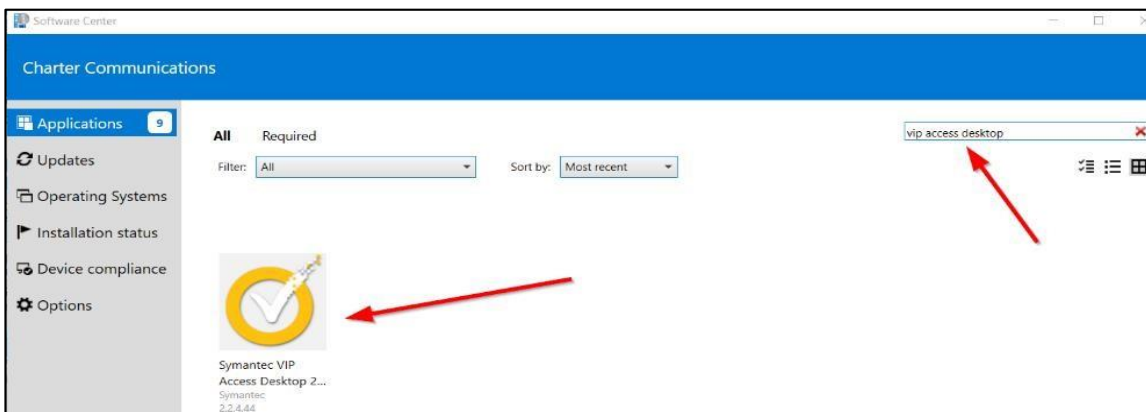
This article instructs users on how to effectively install Symantec VIP (Validation ID Protection) and register the Symantec Credential ID(s) to be used for VPN or VDI (Virtual Desktop Infrastructure) access. Symantec VIP has different environments, note the details in the instructions to ensure the appropriate steps are followed. Please note, you must install and register the VIP Access application to be able to use the Symantec VIP Credential.

HOW TO INSTALL SYMANTEC VIP

Charter Managed Windows Computer

All laptops issued have VIP Access by default. The program can be found in the Start Menu under **All Programs > VIP Access**. If you do not have it installed:

1. Go to **Start > Microsoft Systems Center > Software Center**.
2. In the search bar search for **VIP Access Desktop**.
3. Select **VIP Access Desktop** then click Install in the lower right.
 - If you are unable to install, create an Incident Ticket under the **Service Catalog > Enterprise Applications > Symantec VIP > Issue with App Client Software**



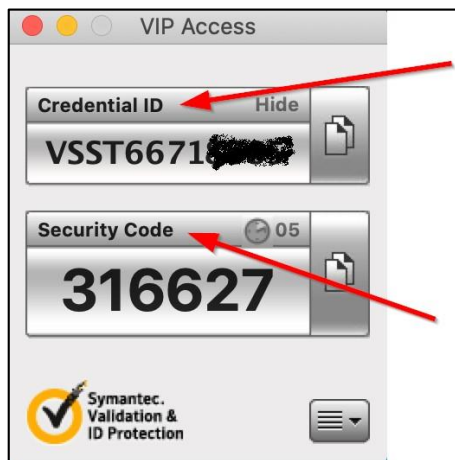
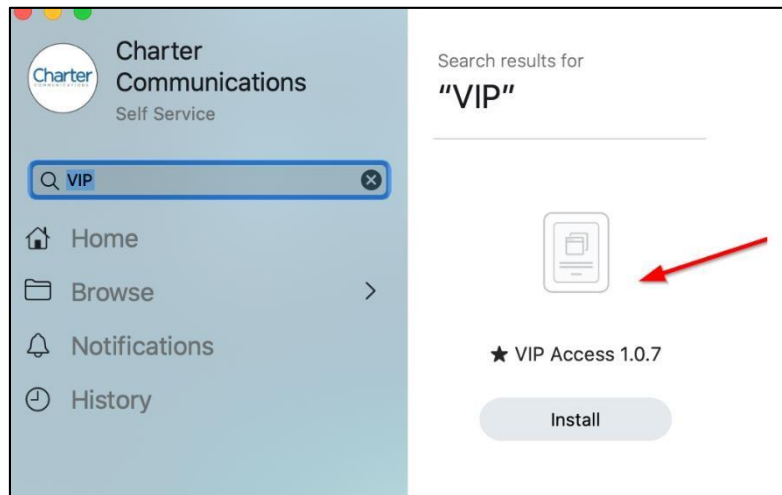
4. When run, VIP Access will open this interface on your desktop. Note the Credential ID and security Code.



Charter Managed Mac Computer

All laptops should have VIP Access by default. The program can be found in the launchpad as **VIP Access**.

If you do not have it installed, install from Self Service. See [KA10677](#) for information on using Self Service.



When run, VIP Access will open this interface on your desktop. Note the Credential ID and security Code.

Non-Charter Issued Computer

A free download is available on the Symantec VIP website which can be used: <https://vip.symantec.com/>.

- Note: The IT Support Desk and Charter IT teams are unable to assist in installing the application on a non-charter owned device. Contact the device owner or Symantec VIP support for assistance in the installation.
- Symantec VIP Support: https://techdocs.broadcom.com/us/en/symantecsecurity-software/identity-security/vip/vip_access.html?locale=EN_US

Mobile Devices

Download and install the Symantec VIP Access program from the Apple App Store or Android Play Store depending on the device Operating System.

- **Note:** The IT Support Desk and Charter IT teams are unable to assist in installing the application on a non-charter owned device. Contact the device owner or Symantec VIP support for assistance in the installation.
- Symantec VIP Support: https://techdocs.broadcom.com/us/en/symantecsecurity-software/identity-security/vip/vip_access.html?locale=EN_US

HOW TO REGISTER OR MANAGE A SYMANTEC CREDENTIAL ID

Contact the IT Support Desk at 888-415-0012. Credentials can only be managed via Symantec VIP Administrators and the easiest way to contact an administrator is to call the IT Support Desk

ADDITIONAL INFORMATION

- Contact the IT Support Desk at 888-415-0012 for immediate assistance.
- Direct link to this article: <https://charter.cherwellondemand.com/CherwellPortal/IT/KnowledgeArticle/10399>