

Federal Student Aid Two Factor Authentication (TFA) How to Install and Register a TFA Token for New Users

What is Two Factor Authentication (TFA)?

TFA is a process which requires an authorized user to log in to Federal Student Aid systems with two types of information:

- Something that you know is the First Factor – your FSA User ID and password.
- Something that you have is the Second Factor – a TFA token that generates a six-digit security code.

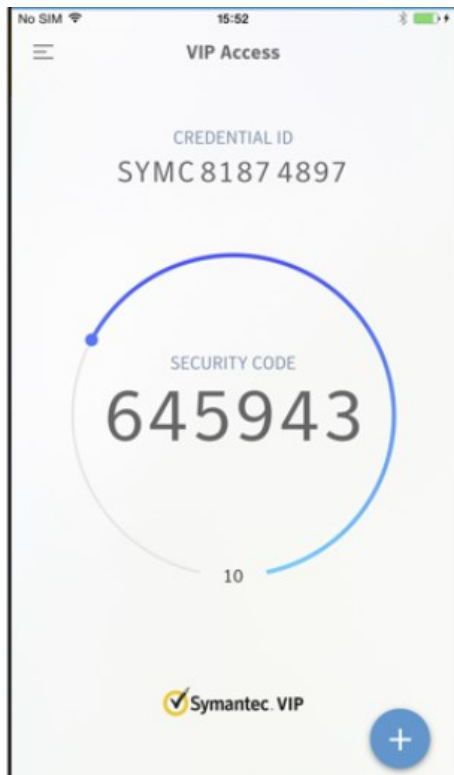
The TFA token generates the security code that is used with your FSA User ID and password.

TFA tokens for use with Federal Student Aid systems come in two forms: a physical token (key fob) and a “soft token” application (“app”) that runs on your mobile device (phone or tablet). We recommend using the soft token app if you have a compatible mobile device.

You may only register one TFA token to your FSA User ID. Choose the form of token you will be using and follow the instructions below to set up your token.

Please read the entire document before proceeding.

Soft Token (VIP Access app)



The following instructions will guide you through the process of downloading, installing, and registering a soft token app on your mobile device (phone or tablet). The app is a commercial product named VIP Access, provided by Symantec Corporation.

Physical Token



The following instructions will guide you through the process of registering a physical TFA token.

Important Notes:

- Before proceeding, determine whether your device is supported by the Symantec ID Protection software (VIP Access). VIP Access is available for most iOS and Android devices. Visit <https://m.vip.symantec.com> from your computer to confirm that your device model is listed. If your device is not supported, or you do not wish to use the soft token app, contact your Primary Destination Point Administrator (PDPA) to obtain a physical token.
- We recommend using Wi-Fi if possible when downloading the VIP Access app to your mobile device. Carrier charges may apply for download and activation. A mobile data plan with Internet access is required. Federal Student Aid is not responsible for any data charges incurred when downloading the app. Once activated, using the VIP Access app does not transfer any data to or from your device.

Customer Support


If you need assistance with these instructions, contact the TFA Support Center at 1-800-330-5947, option 2, or by e-mail at support@aimstfa.ed.gov.

Step 1 – Download and install the VIP Access app

- a. On your mobile device, go to <https://m.vip.symantec.com>.
- b. Click “**Download.**”
- c. Select device type (iOS or Android).
- d. Prompt to App Store.
- e. You will need a valid account to access and download software from the App store.
- f. Download and install the app on your device.

Continue to **Step 2.**

Important Notes:

- Only physical tokens issued by Federal Student Aid can be used to access Federal Student Aid systems.
- The TFA token must be in your physical possession when you register it, and when you use it to log into a Federal Student Aid system.
- The token generates a six-digit security code that is valid for 30 seconds.
- To generate the six-digit security code, press the “power” button  on the front of the token. Wait until the screen clears before pressing the button again for a new six-digit security code.

Customer Support

If you need assistance with these instructions, contact the TFA Support Center at 1-800-330-5947, option 2, or by e-mail at support@aimstfa.ed.gov.

Step 1 – Obtain a TFA token

If you have not already received a physical TFA token, obtain a token from your organization’s Primary Destination Point Administrator (PDPA).

Continue to **Step 2.**

Step 2 – Register your soft token for use with your FSA User ID

- a. Be sure you have your mobile device available before starting the registration process.
- b. On your computer, go to the login screen of the Federal Student Aid website you want to access:
 - Common Origination and Disbursement (COD): <https://cod.ed.gov>
 - FAA Access to CPS Online: <https://faaaccess.ed.gov>
 - SAIG Enrollment Site: <https://fsawebenroll.ed.gov>
 - Customer Engagement Management System (CEMS)/FDMS: <https://feedback.edpartner.ed.gov>
 - eCDR Appeals System: <https://ecdrappeals.ed.gov>
 - FSA Partner Connect: <https://fsapartners.ed.gov>
 - HEAL Online Processing System (HOPS): <https://hops.ed.gov/hops>
 - National Student Loan Data System (NSLDS): <https://nslsdfap.ed.gov>
 - Partner Enterprise Business Collaboration (PEBC): <https://partners.ed.gov>
- c. You will see blank spaces labeled User ID and Password; do not enter anything at this time.
- d. Click “Register/Maintain Token.”

Step 2 – Register your token for use with your FSA User ID

- a. Be sure you have your token available before starting the registration process.
- b. On your computer, go to the login screen of the Federal Student Aid website you want to access:
 - Common Origination and Disbursement (COD): <https://cod.ed.gov>
 - FAA Access to CPS Online: <https://faaaccess.ed.gov>
 - SAIG Enrollment Site: <https://fsawebenroll.ed.gov>
 - Customer Engagement Management System (CEMS)/FDMS: <https://feedback.edpartner.ed.gov>
 - eCDR Appeals System: <https://ecdrappeals.ed.gov>
 - FSA Partner Connect: <https://fsapartners.ed.gov>
 - HEAL Online Processing System (HOPS): <https://hops.ed.gov/hops>
 - National Student Loan Data System (NSLDS): <https://nslsdfap.ed.gov>
 - Partner Enterprise Business Collaboration (PEBC): <https://partners.ed.gov>
- c. You will see blank spaces labeled User ID and Password; do not enter anything at this time.
- d. Click “Register/Maintain Token.”

Register/Maintain Token

Change

Login - FSA Access and Identity Manag

* Required

* User ID:

- e. Enter your FSA User ID and Password, and click “**Login.**” This will open the New Token Registration section.
- f. Complete “Step One – Enter Profile information.”
- g. Complete “Step Two – Enter Token Serial Number” information.
 - On your mobile device, open the VIP Access app.
 - Enter the Credential ID displayed on the screen in the **Serial Number/Credential ID** field. The Credential ID consists of four letters (VSMT, SYMC, SYMZ, or VSTZ) followed by eight numeric digits (for example: SYMZ12345678). Enter the letters and numbers with no spaces between them.

Register/Maintain Token

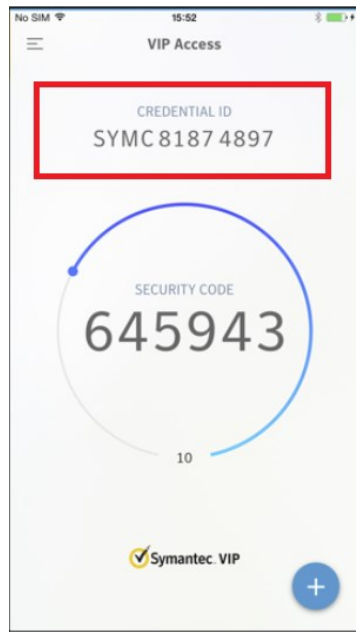
Change

Login - FSA Access and Identity Manag

* Required

* User ID:

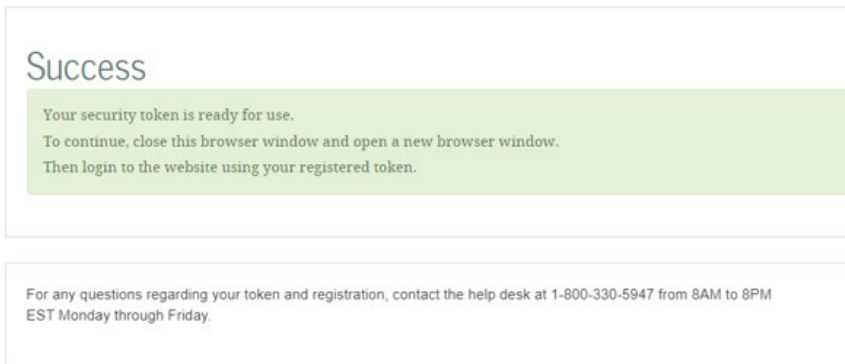
- e. Enter your FSA User ID and Password, and click “**Login.**” This will open the New Token Registration section.
- f. Complete “Step One – Enter Profile information.”
- g. Complete “Step Two – Enter Token Serial Number” information.
 - Enter the Token Serial Number (S/N) printed on the back of the token in the **Serial Number/Credential ID** field. The Serial Number is AVT followed by 9 digits, e.g., AVT123456789 or FT followed by 10 digits, e.g., FT1234567890.



- Reenter the Credential ID in the **Serial Number/Credential ID** field and click **“Continue.”**
- h. Complete “Step Three – Choose Challenge Questions and Enter Responses.”
- i. Complete “Step Four: Read and Agree to the Terms of Service.”
 - Scroll through the Terms of Service.
 - Click the Checkbox and then click **“Submit.”**

- Reenter the Token S/N in the **Serial Number/Credential ID** field and click **“Continue.”**
- h. Complete “Step Three – Choose Challenge Questions and Enter Responses.”
- i. Complete “Step Four: Read and Agree to the Terms of Service.”
 - Scroll through the Terms of Service.
 - Click the Checkbox and then click **“Submit.”**

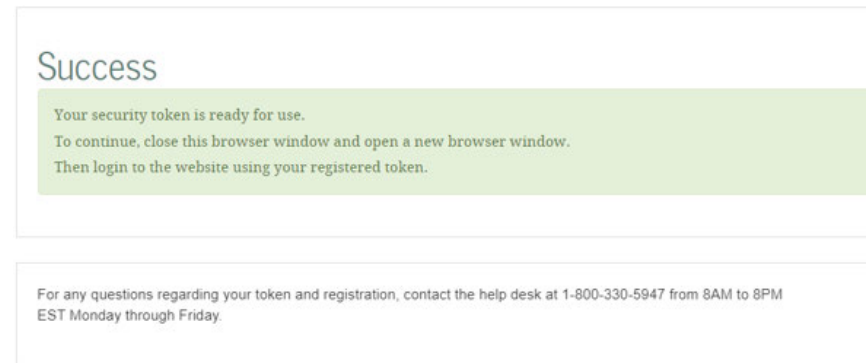
- j. On the **Token Security Code** Entry Screen, you will be prompted to enter two **consecutive** security codes to synchronize your token. The security code changes every 30 seconds.
- Open the VIP Access app on your mobile device.
 - Enter the six-digit security code displayed on the screen.
 - Wait until the security code changes, and then enter the **new** six-digit security code displayed on the screen. Click **“Submit.”**
- k. When the **“Success”** message is displayed, your soft token is associated with your FSA User ID and is ready for use. Close your browser.



Note: You only need to register a token once. After the token is registered, it is ready for use with any Federal Student Aid website listed above in step 2 without additional registration. No matter which system you choose to complete the registration, the same token registration is applicable for all Federal Student Aid websites that require TFA.

- l. Continue to **Step 3.**

- j. On the **Token Security Code** Entry Screen, you will be prompted to enter two **consecutive** security codes to synchronize your token. The security code changes every 30 seconds.
- Press the button on your token to generate a security code. Enter the six-digit security code displayed on the screen in the first box.
 - Wait until the screen clears, and then press the button to generate a new security code. Enter the new six-digit security code displayed on the screen in the second box. Click **“Submit.”**
- k. When the **“Success”** message is displayed, your token is associated with your FSA User ID and is ready for use. Close your browser.



Note: You only need to register a token once. After the token is registered, it is ready for use with any Federal Student Aid website listed above in step 2 without additional registration. No matter which system you choose to complete the registration, the same token registration is applicable for all Federal Student Aid websites that require TFA.

- l. Continue to **Step 3.**

Step 3 – Use your soft token to access Federal Student Aid systems

- a. On your computer, go to the login screen of the Federal Student Aid website you want to access.
- b. Enter your FSA User ID and password.
- c. On the Token Validation page, open the VIP Access app on your mobile device.
- d. Type the Security Code displayed on VIP Access in the Security Code field. Each Security Code is valid for 30 seconds. You can see the time remaining in the Security Code window. A new Security Code is generated by VIP Access every 30 seconds; as long as the app is open.
- e. Click “**Validate**” to continue and complete the login process.

Step 3 – Use your token to access Federal Student Aid systems

- a. On your computer, go to the login screen of the Federal Student Aid website you want to access.
- b. Enter your FSA User ID and password.
- c. On the Token Validation page, press the button on your token to generate a Security Code.
- d. Type the Security Code displayed on the screen of your token in the Security Code field. Each security code is valid for 30 seconds. Press the button again if you need to generate another code.
- e. Click “**Validate**” to continue and complete the login process.