

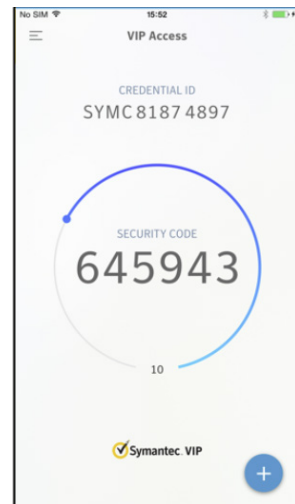
Federal Student Aid Two Factor Authentication (TFA) How to Switch from a Physical Token to a Soft Token

This document will guide you through the process of replacing your current physical token (key fob) with a “soft token” by downloading and registering the Symantec VIP Access application (app) on your mobile device (phone or tablet). VIP Access is an app that allows your mobile device to generate the six-digit security code that is used in combination with your FSA User ID and password to access Federal Student Aid Web sites. Both the physical token and soft token provide the same high level of online security.

Physical Token



Soft Token (VIP Access App)



Please read the entire document before proceeding.

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.
- Once you switch to a soft token, your physical token will be available to be re-registered by another employee or you to switch back to physical. You cannot use both a physical token and a soft token at the same time. If necessary, you may switch back to the physical token at any time.
- 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 mobile device.

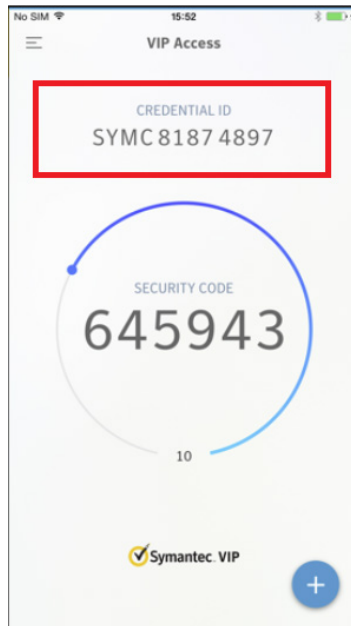
Step 1 – Download and install the VIP Access app

- a. On your mobile device, go to <https://m.vip.symantec.com>.
- b. Click “Download Now.”
- c. Select device type (iOS or Android).

- d. Prompt to App Store.
You will need a valid account to access and download software from the App store.
- e. Download and install the app on your device.
- f. Open the VIP Access app.
- g. When you open the app for the first time, please click the “X” at the top to close the “New Features” screen.
- h. **Note:** When you open the VIP Access app, the security code field will be immediately populated with the six-digit security code and the 30 second countdown will begin. Unlike the physical token that requires you to push a button to generate each unique security code, a new security code is generated by VIP Access every 30 seconds, as long as the app is open. This allows you to choose the code at the point you are ready for it.
- i. 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 Web site 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://nsldsfa.ed.gov>
 - Partner Enterprise Business Collaboration (PEBC): <https://partners.ed.gov>
- c. Click “Register/Maintain Token.”
- d. Enter your FSA User ID and password. Click “Login.”
- e. Read the Privacy Act statement and click “Continue.”
- f. Read the Rules of Behavior, click the check box, and click “Accept.”
- g. On the Self Service Menu, select “Replace and register new token” and click “Submit.”
- h. Select “Replaced” from the drop down menu and click “Submit.”
- i. On your mobile device, open the VIP Access app.
- j. Enter the Credential ID displayed on the screen in the Serial Number 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.



- k. Reenter the Credential ID in the Confirm Serial Number field and click “Submit.”
- l. Synchronize your token by entering **two consecutive** Security Codes: first, enter the Security Code displayed on the screen.
- m. Wait until the Security Code changes, and then enter the **new** Security Code displayed on the screen. Click “**Submit**.”
- n. When the “**Success**” message is displayed, your soft token is associated with your FSA User ID and is ready for use. Close your browser.
- o. **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.
- p. 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 Web site 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, while the app is open.
- e. Click “**Validate**” to continue and complete the login process.

When this process is complete, return your physical token to your Primary Destination Point Administrator (PDPA) for storage or use by another employee.

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.