

**Symantec Validation ID Protection (VIP) provides a second layer of security for computers and mobile devices. This self-service authentication process offers different registration options. Choose the one below which will work best for you.**

## Step 1

**Download the Symantec VIP Access App before beginning the enrollments steps.** (Review the appendix on page 5 of this guide if you have not downloaded the app.)



The app for mobile devices is available in the Google Play store, Apple App Store and Microsoft Store for Windows apps. On your mobile device of choice, download the application before beginning the enrollment steps below and is the preferred, most secure registration method.

**Note:** Each VIP user must be able to provide their own unique mobile device (e.g. two caregivers **cannot** share the same mobile device to access Symantec VIP). **Don't delete** the Symantec VIP app, you will need it each time you login to Workday remotely.

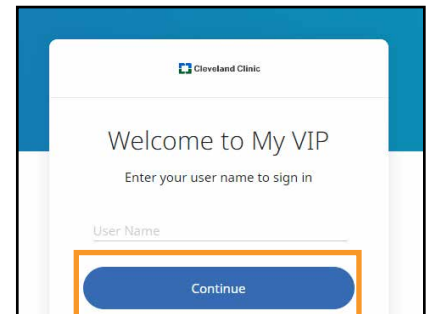
Caregivers with Cleveland Clinic-issued iPhones should already have the Symantec VIP app. If you are not already enrolled, you will be required to follow the registration steps below, which is what generates the one-time security code used for remotely accessing any Cleveland Clinic single sign on platform. If you get a new phone, you will be required to download the app again and re-register.

## Step 2

Visit the **My VIP** website <https://vipssp.ccf.org/myvip/> from any internet connection.

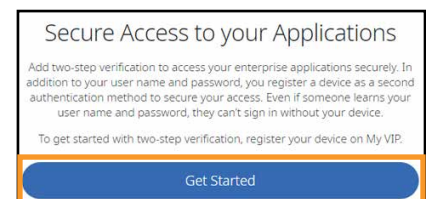
- Login with your **Cleveland Clinic Network ID credentials**.  
*Your Network ID and password is the same username and password you use to log on to your Cleveland Clinic computer to access your email; if using a shared workstation, such as a WOW or clinical workstation, it's the same username and password you use to access Outlook and MyLearning.*
- Click the **Continue** button.

**Note:** If you already have VIP set up and/or replaced your mobile phone without re-registering it, you will need to contact the IT Service Desk at 216.444.4357 to have your credentials reset. To verify if you are set up, you will be prompted to verify your credentials after clicking continue.



## Step 3

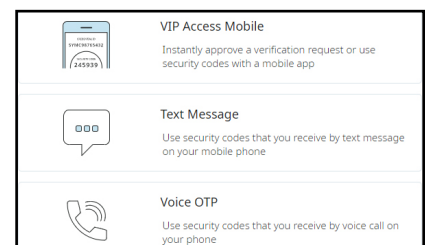
- Click the **Get Started** button.



## Step 4

Choose the secure access option that works best for you.

- I. **VIP Access Mobile (preferred, most secure option)** - see page 2 of this guide
  - a. Scan QR code
  - OR**
  - b. Register manually
- II. **Text Message or Voice OTP (One Time Passcode) Registration** - see page 4 of this guide



## I. VIP Access Mobile

Use the VIP Access app to **Scan QR code** on the screen to be automatically registered, or click the **Register Manually** button to input your required information. **Choose one of the options (a or b)** below to enroll your device.

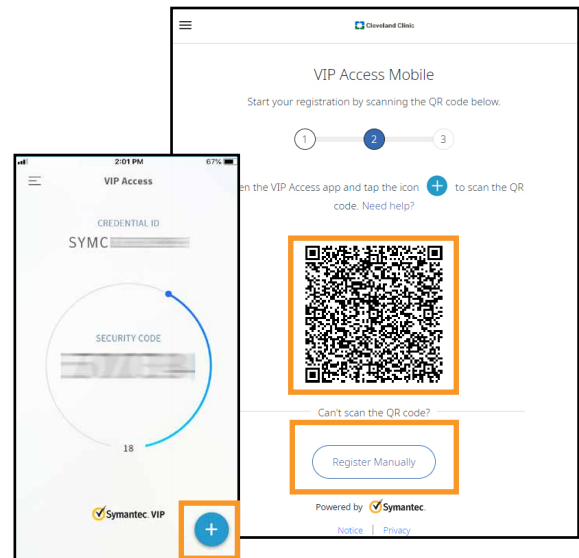
### a. Scan QR code

#### Step 1

- Open the VIP Access app as shown in the image to the right and click the **+** button on the bottom right of the screen. A screen with a window frame will appear. Point the camera at the QR code and follow the instructions to position the QR Code in the middle of the frame so that the QR code is in focus.

**Note:** You may need to adjust your camera privacy privileges within your device settings to use the VIP Access app as a QR code scanner.

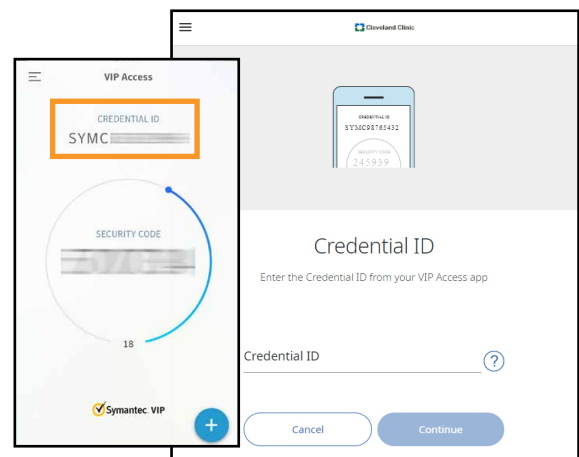
- Once complete, scan the QR code and continue to Final Step on page 3 of this guide.



### b. Register Manually

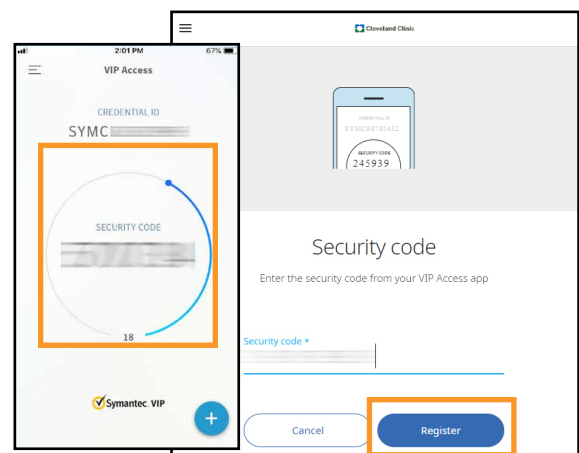
#### Step 1

- Locate the Credential ID by opening the VIP Access app as shown in the image to the right.
- Enter the **Credential ID** number.



#### Step 2

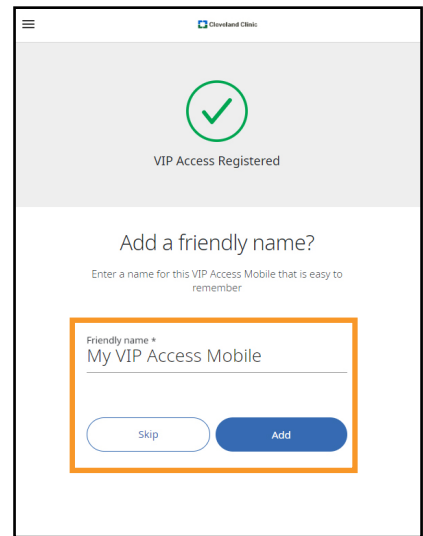
- Locate the security code within the VIP Access app as shown in the image to the right.
- Enter the **Security code**.
- Click the **Register** button.
- Continue to Final Step on page 3 of this guide.



## Final Step

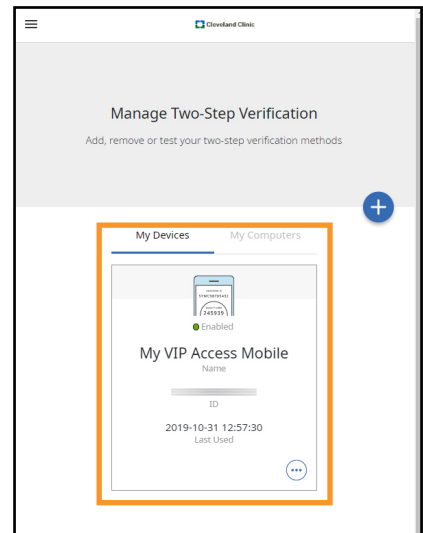
**Your device is now enrolled using the VIP Access app!**

You can choose to **Add** a custom name for the device, or **Skip** and keep the populated name.



**Enrollment is now complete.** Now you can review your verification options for your device by visiting the "My Devices" tab. You also have the options to **Remove**, **Rename**, and **Synchronize** your device using your verification options.

**Note:** If you'd like to add further security verification using **Text Message** or **Voice OTP (One Time Passcode) Registration**, please continue to page 4 of this guide for written instructions.



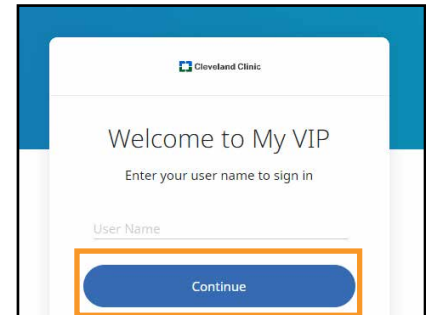
## II. Text Message or Voice OTP (One Time Passcode) Registration

### Step 1

Visit the **My VIP** website <https://vipssp.ccf.org/myvip/> from any internet connection.

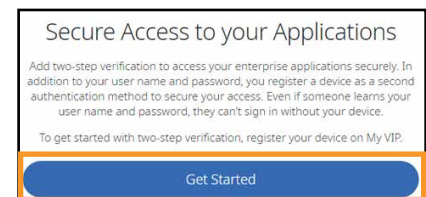
- Login with your **Cleveland Clinic Network ID credentials**.  
*Your Network ID and password is the same username and password you use to log on to your Cleveland Clinic computer to access your email; if using a shared workstation, such as a WOW or clinical workstation, it's the same username and password you use to access Outlook and MyLearning.*
- Click the **Continue** button.

**Note:** If you already have VIP set up and/or replaced your mobile phone without re-registering it, you will need to contact the IT Service Desk at 216.444.4357 to have your credentials reset. To verify if you are set up, you will be prompted to verify your credentials after clicking continue.



### Step 2

- Click the **Get Started** button.



### Step 3

Choose the **Text Message** or **Voice OTP (One Time) Passcode** registration option.

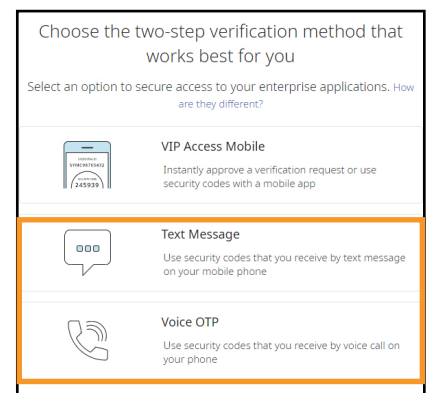
### Step 4

Enroll your **mobile phone number** by entering it within the content area.

### Step 5

Receive a security code via the preferred option you chose, text message or automated phone call.

- Enter the **Security code** within the content area.
- Click the **Register** button.

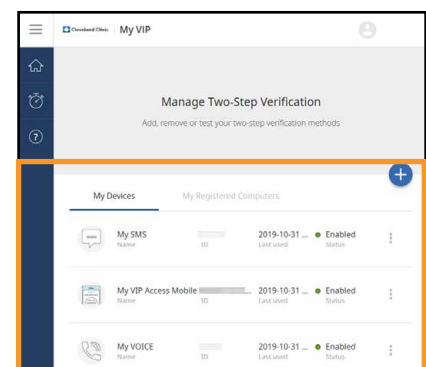


### Step 6

**Your device is now enrolled.**

You can choose to **Add** a custom name for the device, or **Skip** and keep the populated name.

At any point you can review your verification options for your device by visiting the "My Devices" tab. You also have the options to **Remove**, **Rename**, and **Synchronize** your device using your verification options.



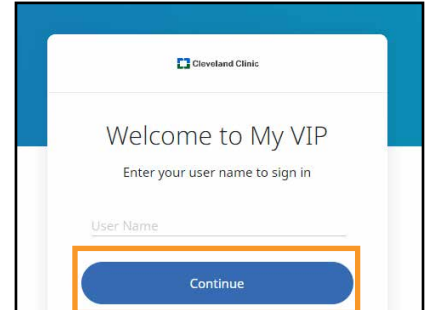
## Appendix: How to Install the VIP Access Mobile App

### Step 1

Visit the **My VIP** website <https://vipssp.ccf.org/myvip/> from any internet connection.

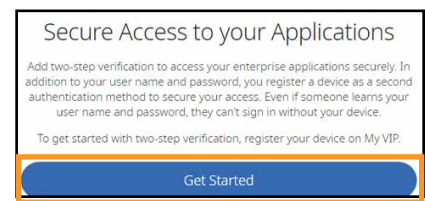
- Login with your **Cleveland Clinic Network ID credentials**.  
*Your Network ID and password is the same username and password you use to log on to your Cleveland Clinic computer to access your email; if using a shared workstation, such as a WOW or clinical workstation, it's the same username and password you use to access Outlook and MyLearning.*
- Click the **Continue** button.

**Note:** If you already have VIP set up and/or replaced your mobile phone without re-registering it, you will need to contact the IT Service Desk at 216.444.4357 to have your credentials reset. To verify if you are set up, you will be prompted to verify your credentials after clicking continue.



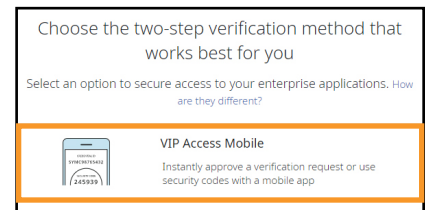
### Step 2

- Click the **Get Started** button.



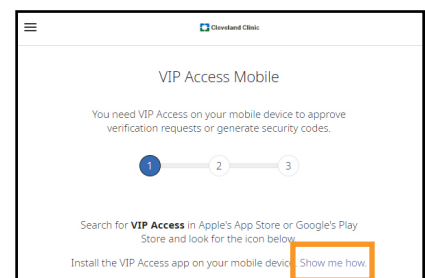
### Step 3

- Click **VIP Access Mobile** (preferred, most secure option).



### Step 4

- Click the **Show me how** link for download instructions.



### Step 5

To install the app...

- Click the **icon** associated with your device to view or download instructions.  
Instructions will guide you through downloading and installing the VIP Access app to your device from Apple App Store (iOS) or Google Play store (Android).
- After installing the VIP Access app, click the **Continue** button and follow instructions on page 2 of this guide.

