



Symantec VIP Quick Start Guide

# Enabling Help Desk

Version 1.0

Author

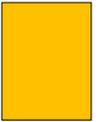
Travis Harmon





## Table of Contents

Introduction .....	2
Creating a User in VIP Manager .....	3
Locating Users in VIP Manager .....	4
Enrolling a User Credential in VIP Manager.....	5
Generating a Temporary Security Code in VIP Manager .....	6
Disabling a User in VIP Manager .....	8
Removing a User in VIP Manager.....	9
Appendix A: Additional Resources and Guides.....	10



## Introduction

Symantec VIP is a comprehensive cloud multi-factor authentication service that has many components that can be administered in several ways. This guide is designed to assist Help Desk or day-to-day admins of the service with some of the most frequently asked questions. These questions are specifically related to day-to-day tasks and may not include general best practices for implementation and front end configuration. Please see the additional documentation at the end of the guide for configuration and implementation guides.

**This is an informative “HOW TO” document to assist VIP Help Desk Admin with the creation, administration of users on a day-to-day basis.**

## Creating a User in VIP Manager

In many scenarios, users are created automatically in the cloud portal through user self-registration on via the VIP Self Service Portal. For scenarios where users don't use the VIP Self Service Portal, users can be created directly in the cloud. To do this, navigate to the **Users** tab in **VIP Manager** and select **Add New User** in the portal. To complete this step, only User ID is required, but you do have the option to assign a credential ID at this time as well.

### VIP Manager > User > Add New User

Symantec | VIP MANAGER

Dashboard | Users | Credentials | Account | Policies | Reports | Help

Dashboard > Users

Search User ID or Credential ID

Manage Users | 31 Results Export to CSV Add New User

Filter By	User ID	User State	Last Validated
<input checked="" type="checkbox"/> User State <input type="checkbox"/> Enabled <input type="checkbox"/> Disabled <input type="checkbox"/> Locked <input checked="" type="checkbox"/> User Information First Name	<b>user4</b> Enabled user4	VIP Access for Mobile VSMT29715217 (asdfa) Enabled VIP Access Push Available	Last Validated: Jan 12, 2017 01:59 PM
	<a href="#">Edit Details</a>	<a href="#">Disable Credential</a>	<a href="#">Generate Temporary Security Code</a>

Then:

Dashboard | Users | Credentials | Account | Policies | Reports | Help

Dashboard > Users > Add User

### Add New User \* Required Information

Complete the user and credential fields to add a user.

User	* User ID: <input type="text"/> PIN: <input type="text"/> Confirm PIN: <input type="text"/> <small>* Required Information</small>
Credential	Type: <input type="text" value="Select"/> *Credential ID: <input type="text"/> Name: <input type="text"/>

## Locating Users in VIP Manager

Locating users can be done using our dashboard filter. Under the **Users** tab, you can either search for a User ID, by details of the credential the user registered, or sort several fields including:

- User State
- User Information
- Credential State
- Last Validated Within Timeframe

These are all located on the left hand side under the **User** tab in the **VIP Manager** console.

### VIP Manager > Users > (Left hand side)

The screenshot shows the 'Manage Users' interface in the VIP Manager console. The top navigation bar includes 'Dashboard', 'Users', 'Credentials', 'Account', 'Policies', 'Reports', and 'Help'. The 'Users' tab is active, and the page title is 'Manage Users | 31 Results'. A search bar is present with the placeholder text 'Search User ID or Credential ID'. Below the search bar, there are filter options for 'Filter By' and 'Clear All'. The filter sidebar on the left includes sections for 'User State' (with checkboxes for Enabled, Disabled, and Locked) and 'User Information' (with input fields for First Name, Last Name, Email, and Department). The main content area displays a table of users with the following columns: User ID, User State, and Last Validated.

User ID	User State	Last Validated
user4 Enabled user4	No VIP, SMS, or Voice credential is associated with this user.	Last Validated: Jan 12, 2017 01:59 PM
user2 Enabled user2 th19497376@yopmail.com	VIP Access for Mobile SYMC82371878 (ipad) Enabled VIP Access Push Available	Last Validated: Jan 11, 2017 07:38 AM
max Enabled Max Briar Max@mail.local	No VIP, SMS, or Voice credential is associated with this user.	Last Validated: Jan 04, 2017 09:51 AM

## Enrolling a User Credential in VIP Manager

In this section we will be assigning a credential to a user. Many times this is handled by a user directly using the VIP Self Service Portal. In scenarios where that is not available or not the preference of the user, we can Edit an existing user's details and add the credential on behalf of the user. To accomplish this, we must locate the user in the **Users** tab and click **Edit Details** under the appropriate user. Once the user details are displayed, you must scroll down to the **Credential** section and select the **Add** option.

**VIP Manager > Users > Locate user > Edit Details > Credential > Add**

Dashboard > Users

Search User ID or Credential ID

Manage Users | 31 Results

Export to CSV Add New User

Filter By Clear All

User State

Enabled

Disabled

Locked

User ID	User State	Last Validated
user4 Enabled user4	No VIP, SMS, or Voice credential is associated with this user.	Last Validated: Jan 12, 2017 01:59 PM

Edit Details Disable Credential Generate Temporary Security Code

Then:

Credential

No credentials are associated with this user.

Add

## Generating a Temporary Security Code in VIP Manager

Generating a temporary passcode for a user can be done in a few ways, either from the user profile, or from the user Dashboard. We will explore both options. Temporary security codes can be generated in a few different ways:

- Expires
  - o 1 day
  - o Custom timeframe
- Usage
  - o Multiple Use
  - o One-time Use

The most efficient way to generate temporary security codes is to locate the correct User ID in the User dashboard and click **Generate Temporary Security Code** and select one of the temporary code options listed above.

### VIP Manager > Users > Generate Temporary Security Code

The screenshot shows the 'Manage Users' interface in VIP Manager. The top navigation bar includes Dashboard, Users, Credentials, Account, Policies, Reports, and Help. The main content area displays a table of users with columns for User ID, User State, and Last Validated. The 'Generate Temporary Security Code' button is highlighted in yellow for the user 'user4'.

Filter By	User ID	User State	Last Validated
<input checked="" type="checkbox"/> User State <input type="checkbox"/> Enabled <input type="checkbox"/> Disabled <input type="checkbox"/> Locked	user4 Enabled user4	No VIP, SMS, or Voice credential is associated with this user.	Last Validated: Jan 12, 2017 01:59 PM
<input checked="" type="checkbox"/> User Information First Name <input type="text"/> Last Name <input type="text"/> Email <input type="text"/> Department <input type="text"/>	user2 Enabled user2 th19497376@yopmail.com	VIP Access for Mobile SYMC82371879 (ipad) Enabled VIP Access Push Available	Last Validated: Jan 11, 2017 07:38 AM
<input checked="" type="checkbox"/> Users	max Enabled Max Briar Max@mail.local	No VIP, SMS, or Voice credential is associated with this user.	Last Validated: Jan 04, 2017 09:51 AM

Then:

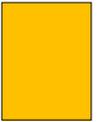
The dialog box titled 'Generate Temporary Security Code' has the following options:

- Expires:**
  - 1 day
  - Customize
- Usage:**
  - Multiple Use
  - One-time Use

**Note:** This will replace the current temporary security code, if one exists. To edit an existing code, go to Edit Details.

Buttons: Cancel, Generate

## Enabling Help Desk



Temporary security codes can also be generated from inside the user profile. To access this location, you must click the **Edit Details** button mentioned in step 4, then select **Generate** under the **Temporary Security Code** section. This will open up the temporary code menu shown above.

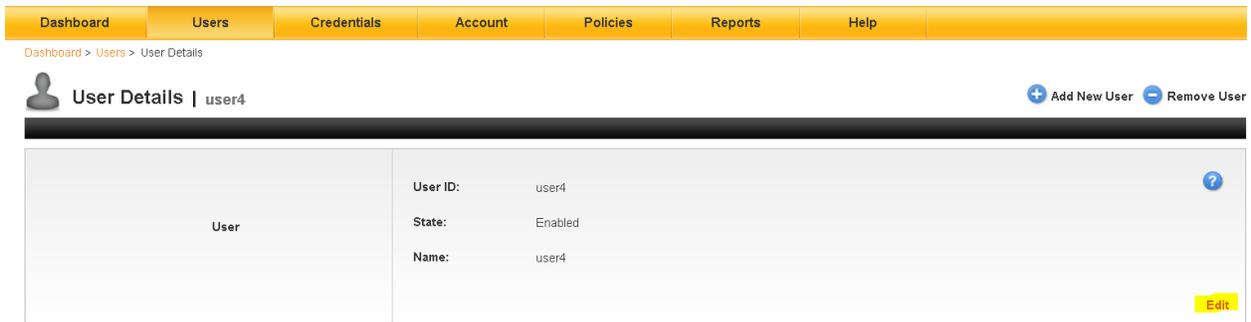
**VIP Manager > Users > Locate user > Edit Details > Temporary Security Code > Generate**

Temporary Security Code	No temporary security codes are associated with this user.  
-------------------------	--

## Disabling a User in VIP Manager

To disable a user, simply navigate to the User Details page, select **Edit** under the User section, and toggle the user's state to **Disabled**.

**VIP Manager > Users > Locate user > Edit Details > User > Edit > Set state to Disabled**



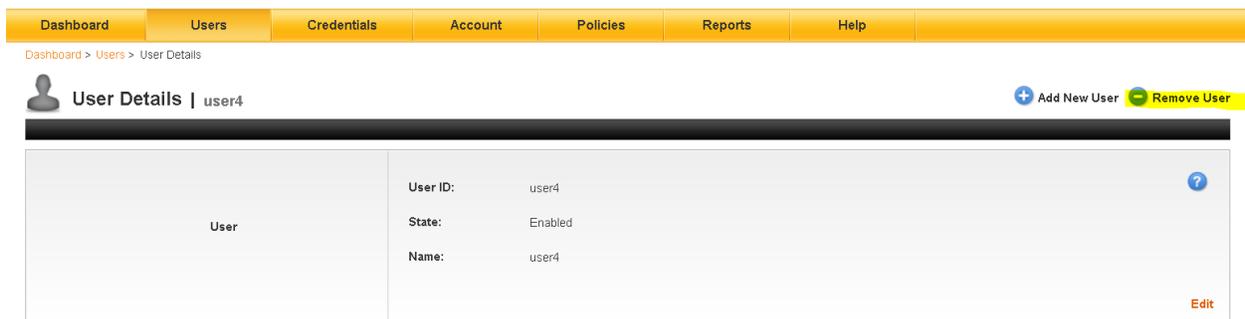
Then:



## Removing a User in VIP Manager

Managing users is typically handled with an LDAP Sync, but in the case we need to manually remove a user from the cloud, this can be accomplished with just a few clicks. To remove a user, you must navigate to their user profile and select **Remove User**. To access this location, you must click the **Edit Details** button mentioned in step 4. The flow is:

**VIP Manager > Users > Locate user > Edit Details > Remove User**

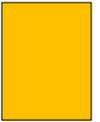


Dashboard > Users > User Details

User Details | user4 + Add New User - Remove User

User	User ID: user4	<a href="#">?</a>
	State: Enabled	
	Name: user4	

Edit



## Appendix A: Additional Resources and Guides

[Symantec VIP Quick Start Guides](#)

[Symantec VIP Documentation](#)

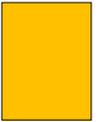
[Symantec VIP Manager](#)

### **Symantec Technical Support**

<https://my.symantec.com>

#### **Phone Support:**

[https://support.symantec.com/en\\_US/contact-support.html](https://support.symantec.com/en_US/contact-support.html)



### About Symantec

Symantec Corporation (NASDAQ: SYMC) is an information protection expert that helps people, businesses, and governments seeking the freedom to unlock the opportunities technology brings —anytime, anywhere. Founded in April 1982, Symantec, a Fortune 500 company operating one of the largest global data intelligence networks, has provided leading security, backup, and availability solutions for where vital information is stored, accessed, and shared. The company's more than 20,000 employees reside in more than 50 countries. Ninety-nine percent of Fortune 500 companies are Symantec customers. In fiscal 2014, it recorded revenue of \$6.7 billion. To learn more go to [www.symantec.com](http://www.symantec.com) or connect with Symantec at: [go.symantec.com/socialmedia](http://go.symantec.com/socialmedia).

For specific country offices and contact numbers, please visit our website.

Symantec World  
Headquarters 350 Ellis St.

Mountain View, CA 94043  
USA+1 (650) 527 8000

1 (800) 721 3934

[www.symantec.com](http://www.symantec.com)

Copyright © 2015 Symantec Corporation. All rights reserved. Symantec, the Symantec Logo, and the Checkmark Logo are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners. 5/2015