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Job Aid Title: Requesting a Norton Symantec Credential

Purpose: The purpose of this job aid is to provide step by step instructions for requesting and receiving a Norton Symantec credential.

Prerequisites:
1. Email Account
2. Mobile phone number

Start Job Aid:
1. Open a new browser session
2. Enter **https://www.sep.va.gov** to go to the ***Stakeholder Enterprise Portal***

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3. Click to go to the *Login to Stakeholder Enterprise Portal* page.

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4. Click to display the Continue Login Process pop up window.

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5. Click **Continue** to display the *Sign into Norton Account* page.

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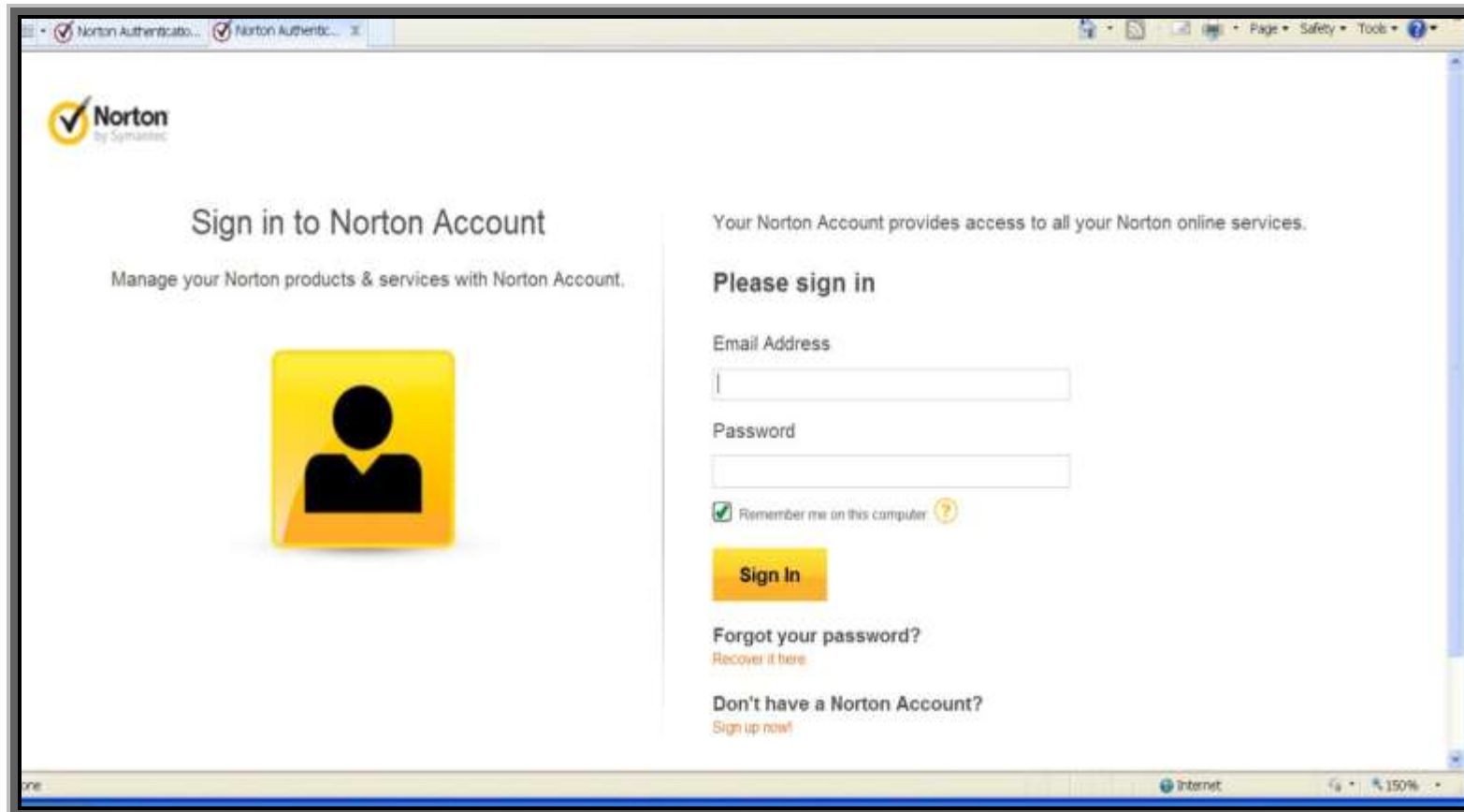
6. Click to display the **Norton Signup Account** page.

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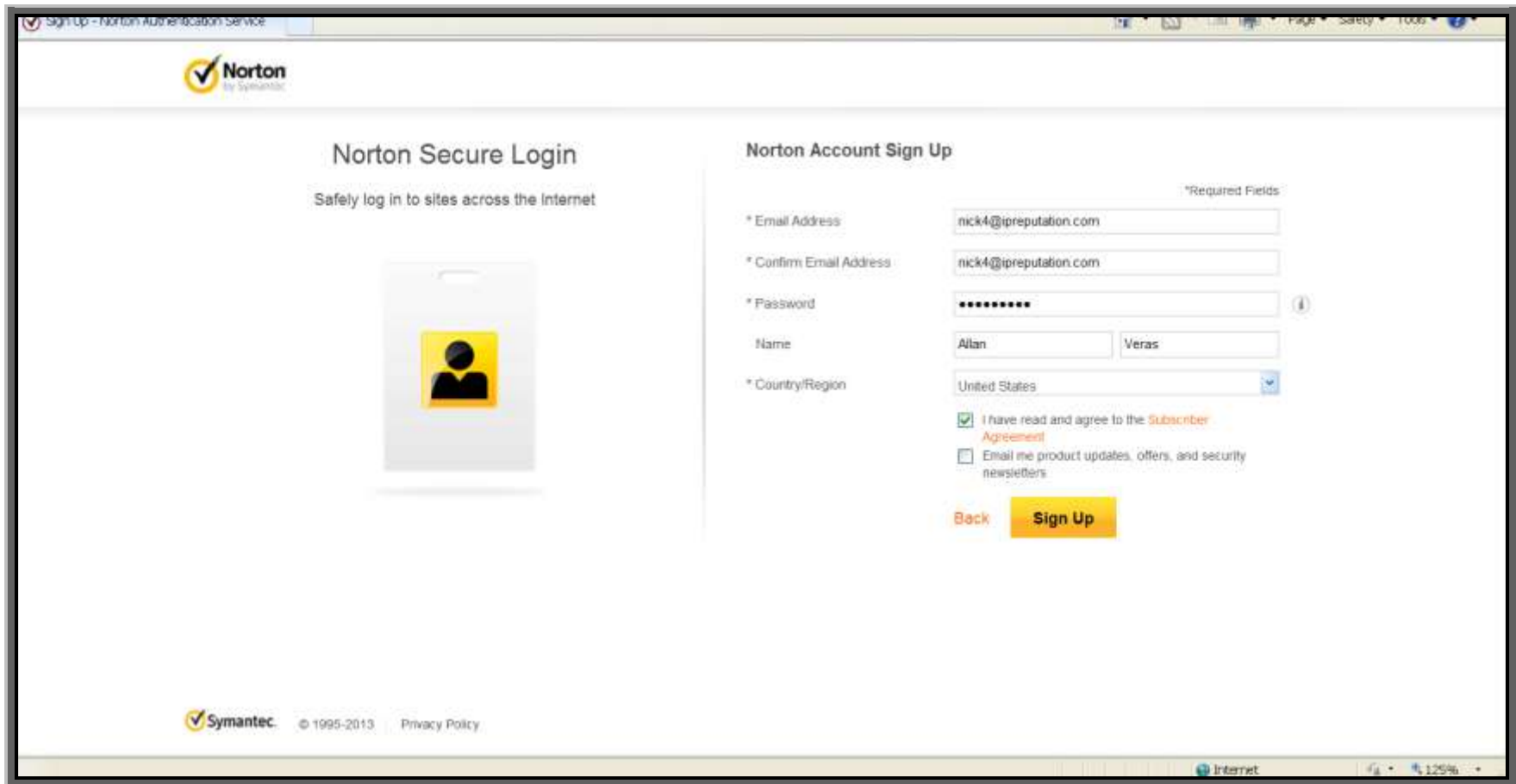
7. Enter email address and choose a password.

8. Enter First and Last name

9. Check ☑ I have read and agree to the Subscriber Agreement the Subscriber Agreement after you have read and agreed to the terms.

10. Click **Sign Up** to submit your information and to go to the *Account Creation Successful* page.

- Note: Norton sends a confirmation email message to the email address entered above.
- Note: Leave this browser session open, by opening another browser session, when you check for the confirmation email.

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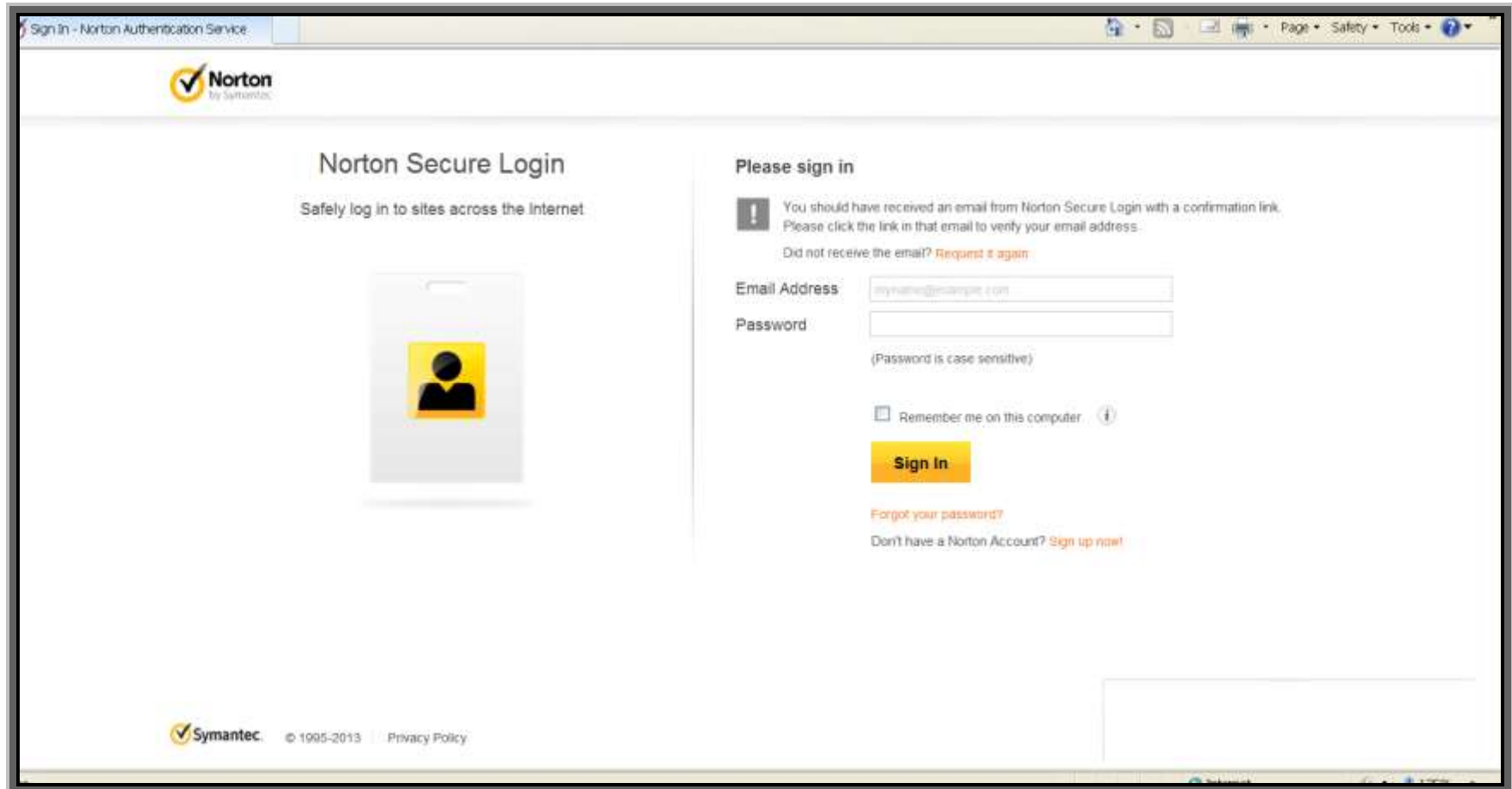
11. The above page should display with the following message and a confirmation email is sent to the email address listed.

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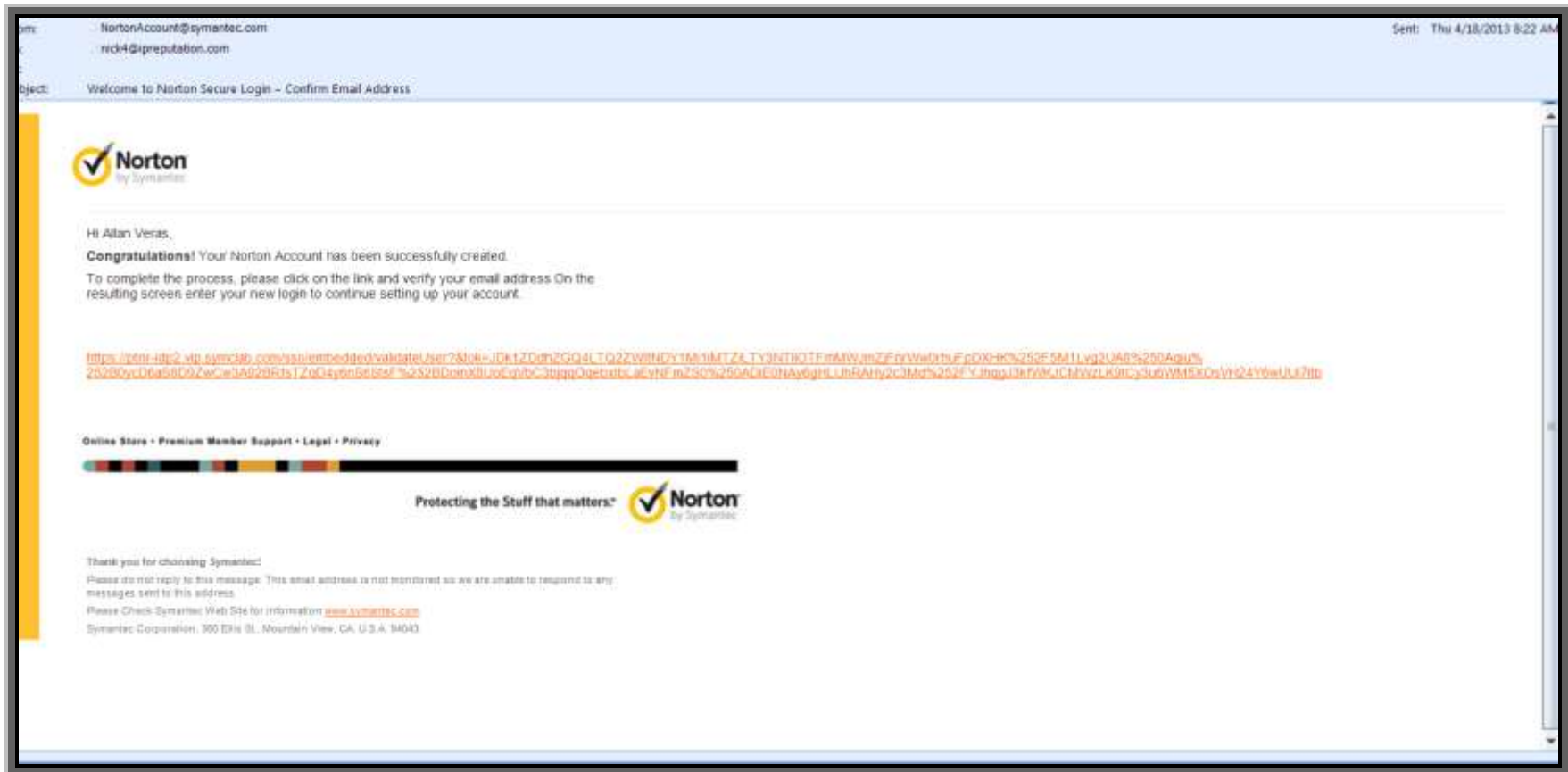
12. Open another browser session and go to your email account to open the confirmation email from
NortonAccount@Symantec.com.

- o Note: If you did not receive a confirmation email, switch browser sessions and click _____ to resend the confirmation email.

13. Click on the email verification link.

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14. Redirected to the Norton Login page.

15. Enter email address and password and Click

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Identity Confirmation

Next steps on the following pages:

- Provide some personal information. Only your name and contact information will be saved after confirmation.
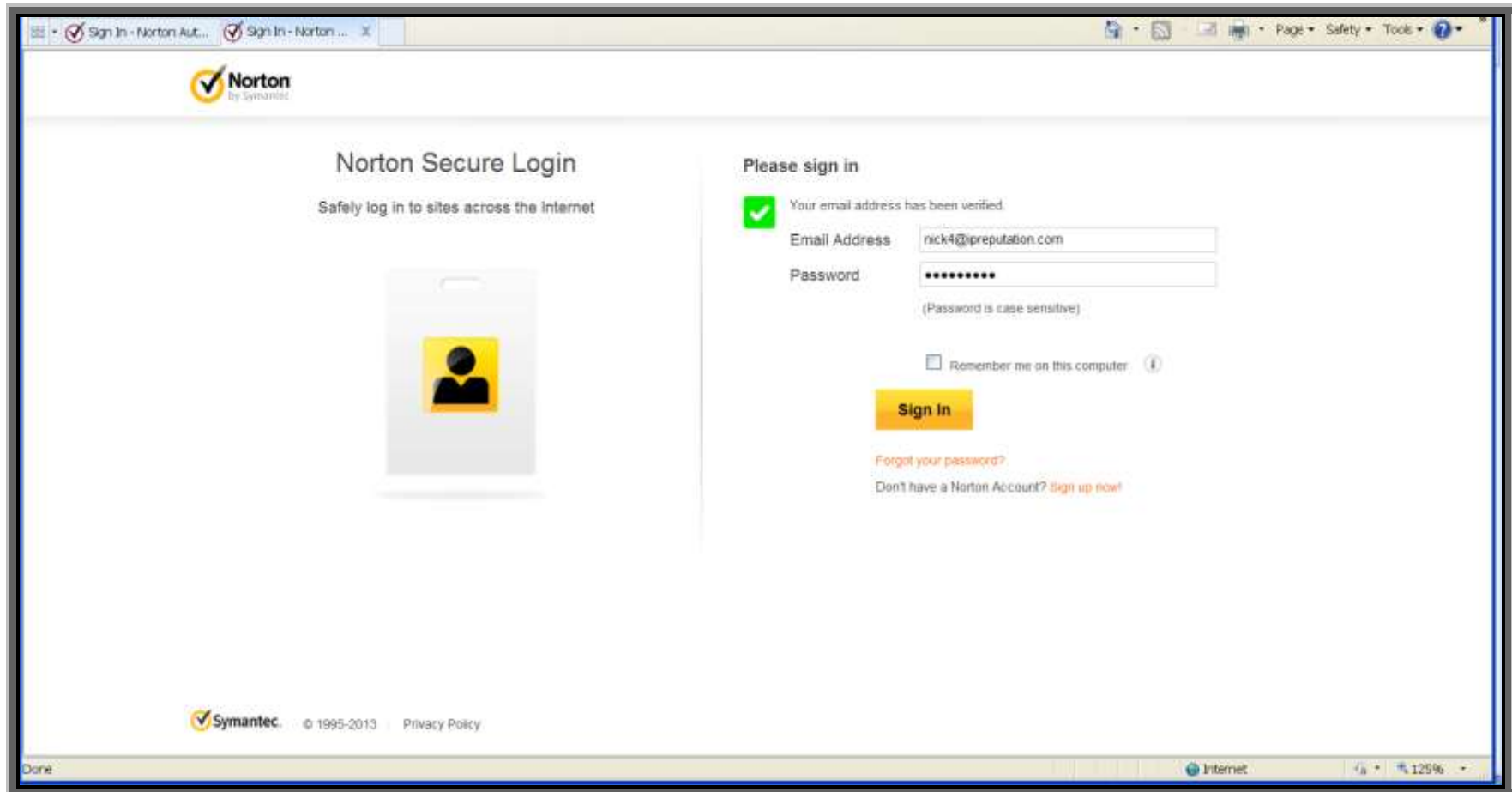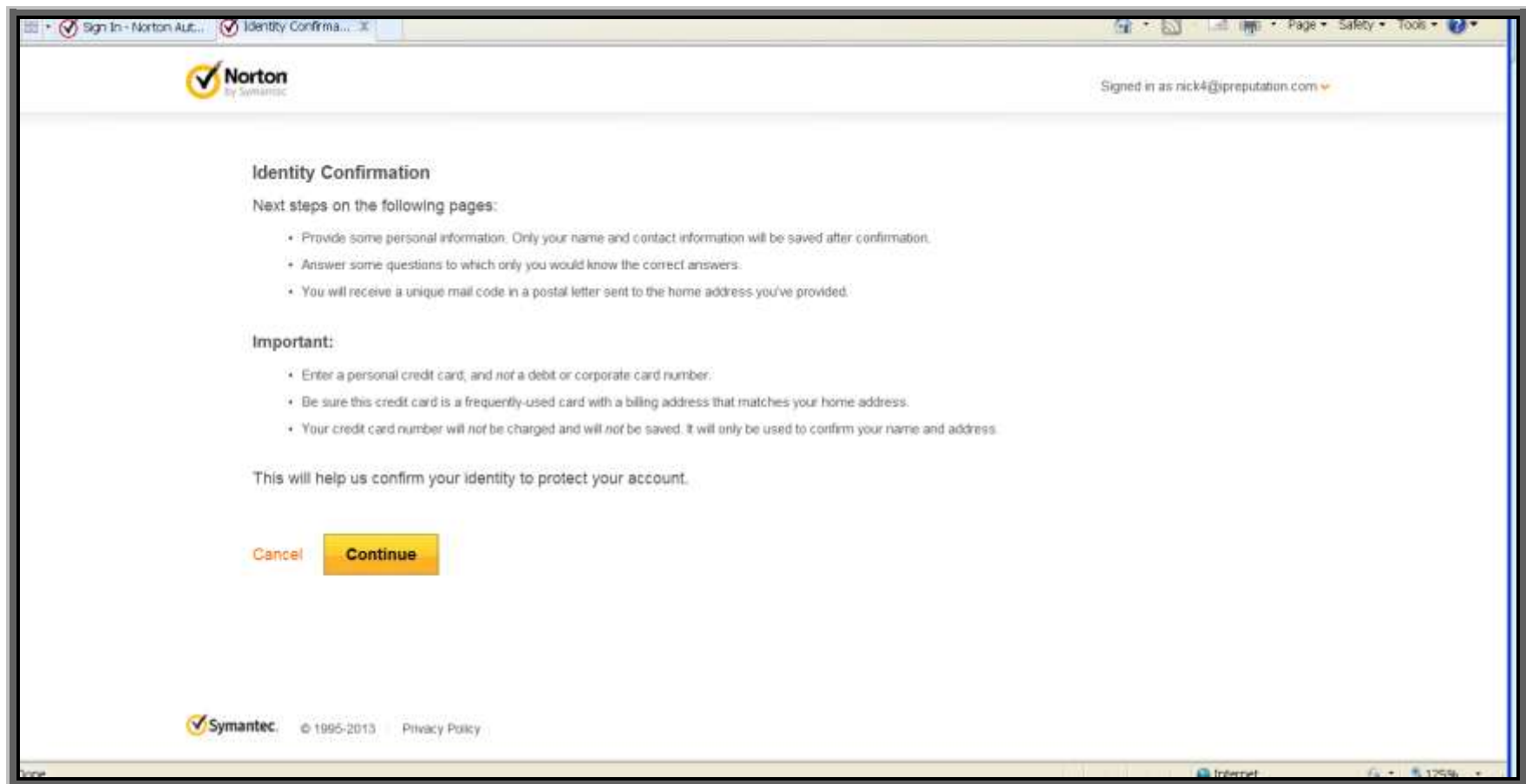- Answer some questions to which only you would know the correct answers.
- You will receive a unique mail code in a postal letter sent to the home address you've provided.

Important:

- Enter a personal credit card; and *not* a debit or corporate card number.
- Be sure this credit card is a frequently-used card with a billing address that matches your home address.
- Your credit card number will *not* be charged and will *not* be saved. It will only be used to confirm your name and address.

This will help us confirm your identity to protect your account.

Cancel   Continue

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16. Please read the information under "Next steps on the following pages" and "Important" and Click   **Continue**

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17. Enter personal information and click **Continue** . Please be aware that you are being timed during the entire identity proofing session within Norton (as seen under the title **Identity Confirmation** on your screen). Once you enter SEP the timer will no longer be present.

- Note: Cell phone must be able to receive text messages prior to each login. If you do not have a home phone number, leave this field blank.
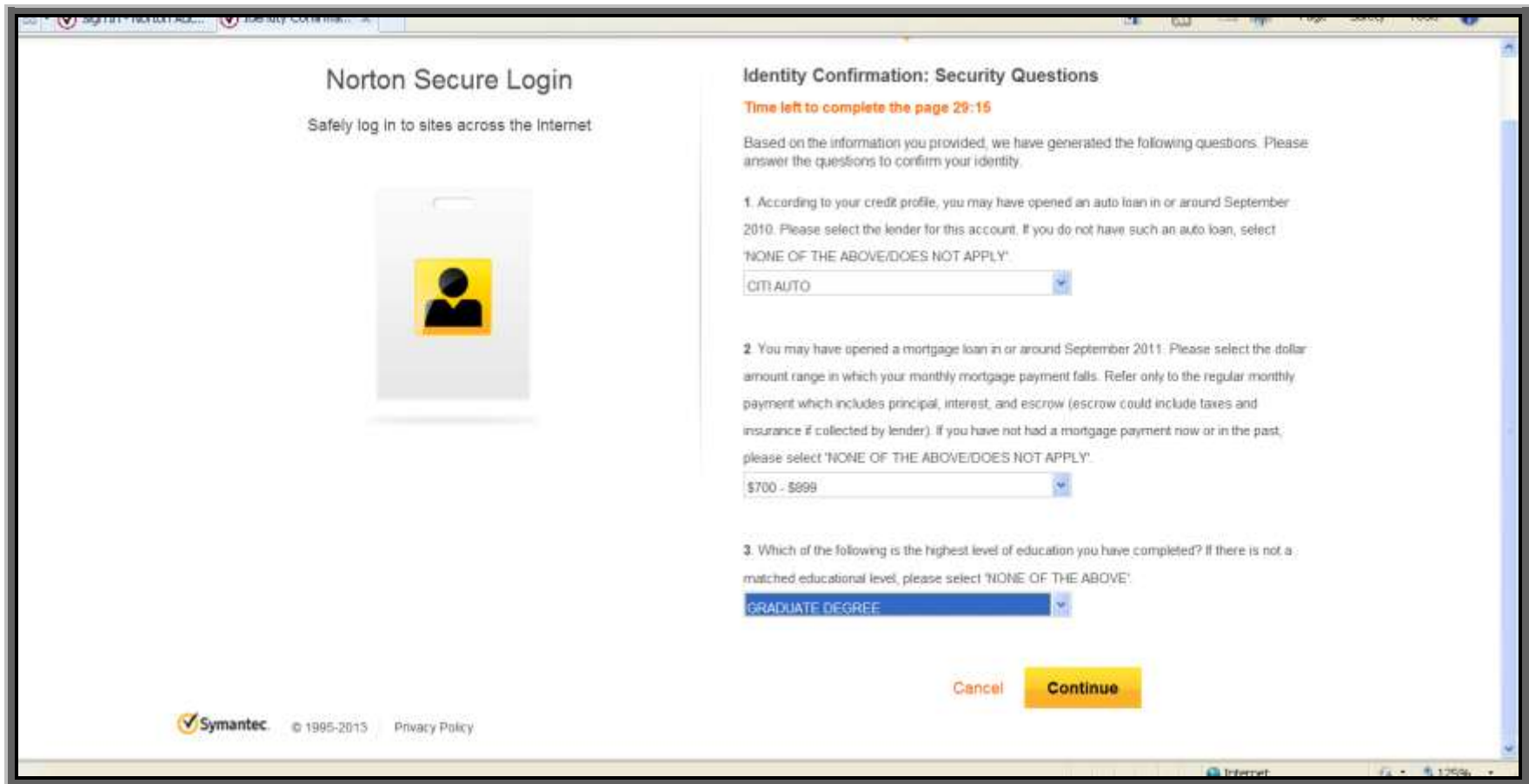
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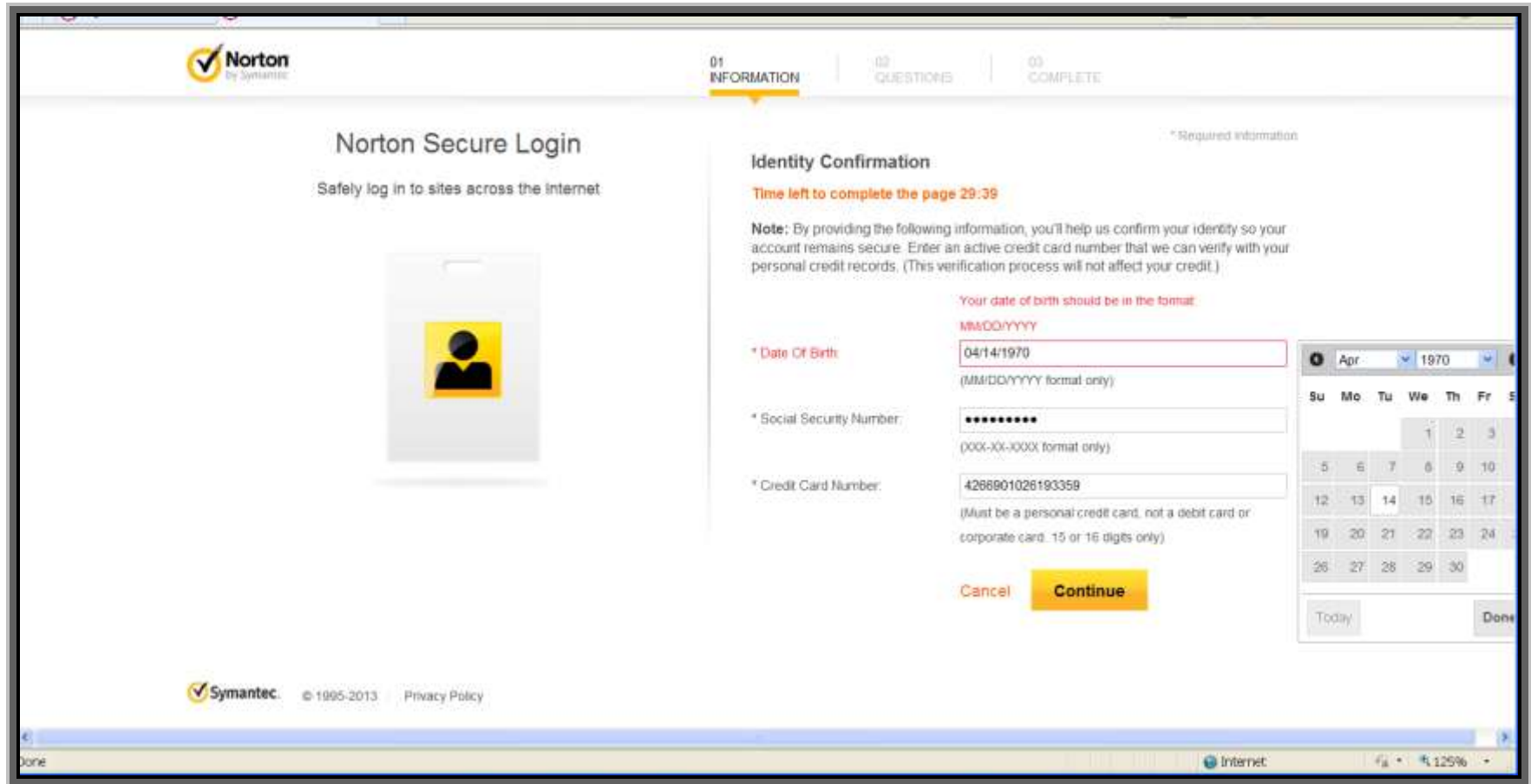
18. Enter DOB (MM/DD/YYYY format only), SSN (XXX-XX-XXXX format only) and Credit Card number and click [Continue] .
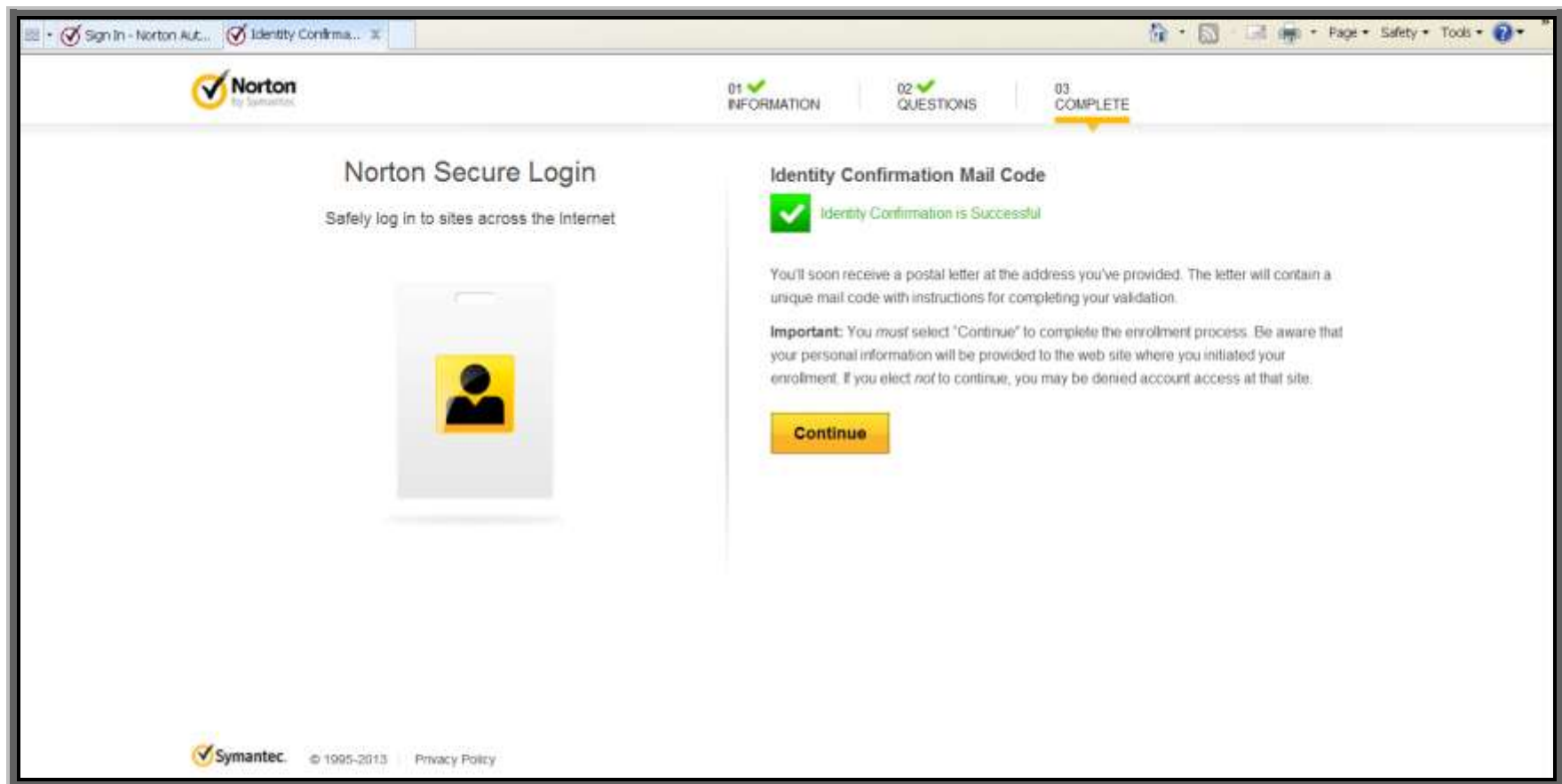
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19. Answer the knowledge-base questions and click ![Continue] .

20. If successfully passed the identity proofing process, a postal letter with a mail code will be sent to the home address listed.
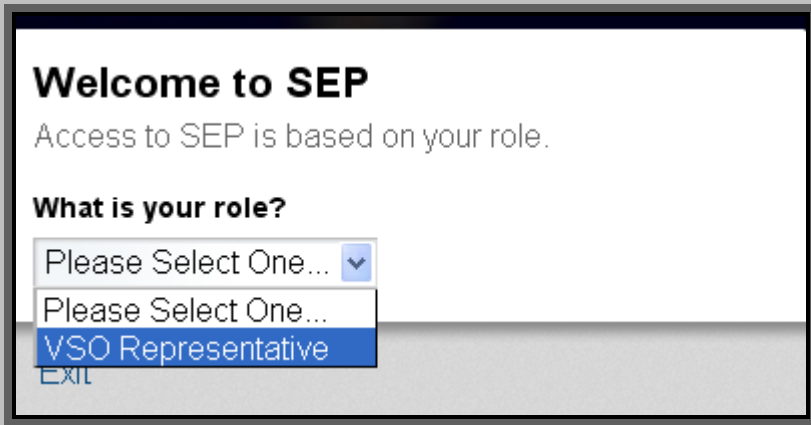
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21. Click **Continue** to return to the website from which the enrollment was initiated.

Congratulations – You have successfully been identity proofed and will be issued a Norton Symantec credential.

- Note 1: You will receive a letter in approximately a week that will contain instructions on the next steps.
- Note 2: You will also receive an email containing instructions on the next steps. Save this email until you Receive the letter from NortonAccount@Symantec.

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Welcome to SEP

Access to SEP is based on your role.

What is your role?

Please Select One... ▾

Please Select One...
VSO Representative

Exit

22. Redirected to Access to SEP page.
23. Select the VSO Representative from the drop down list box.

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Welcome to SEP.

Help us understand what your role on SEP is so we can get you the proper access.
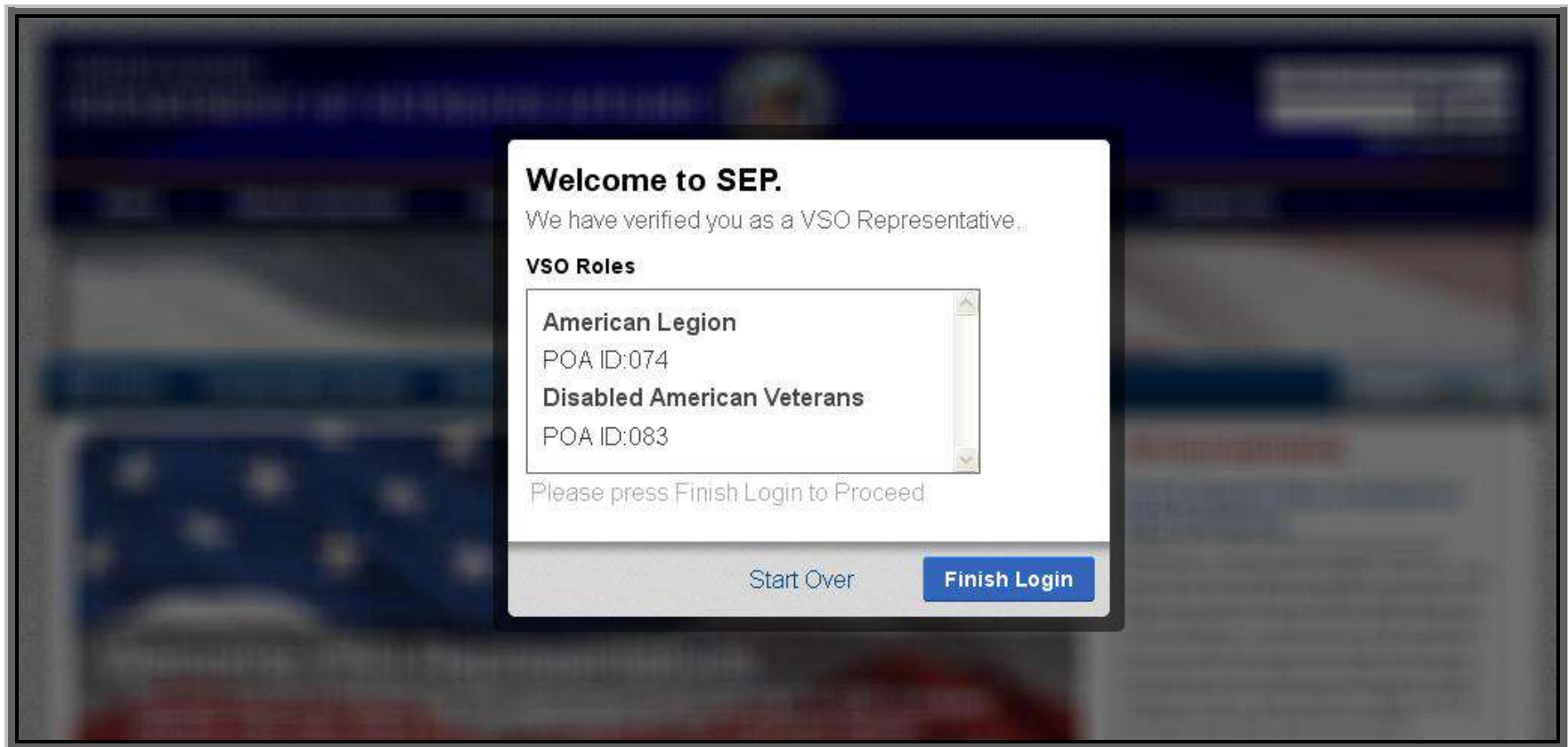
What type of user are you?

VSO Representative

What is your OGC Accreditation Number?

Up To 7 Digits.

< Go Back   CONTINUE

24. Presented with a dialog box. Enter your OGC Accreditation (Registration) number. Click the **CONTINUE** button. You will be brought to a screen that displays all your VSO Roles and POA associations.

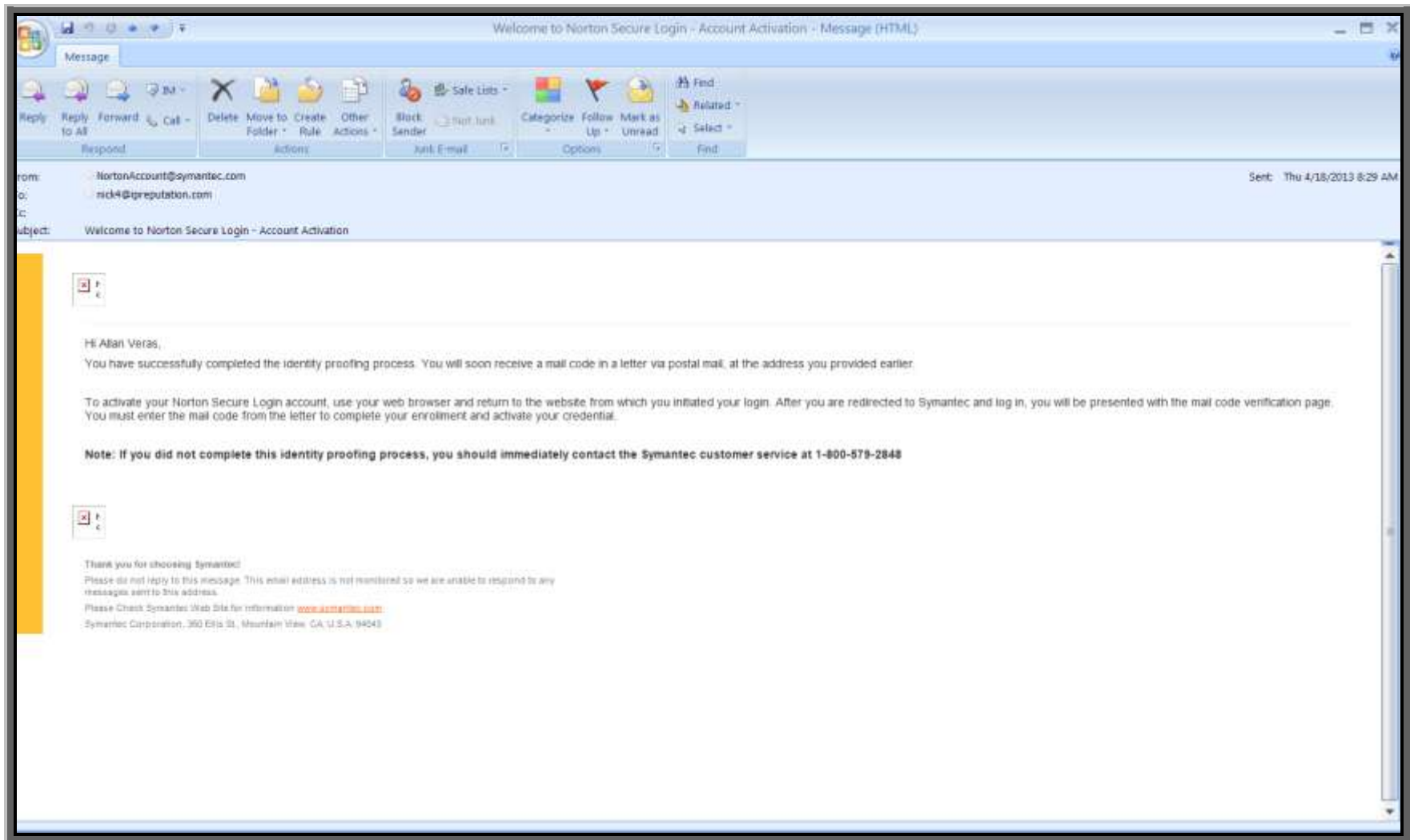# United States Department of Veterans Affairs

25. Click the **Finish Login** button to receive a SEP message advising that you must wait to receive the postal letter from Symantec before you can access the SEP application.

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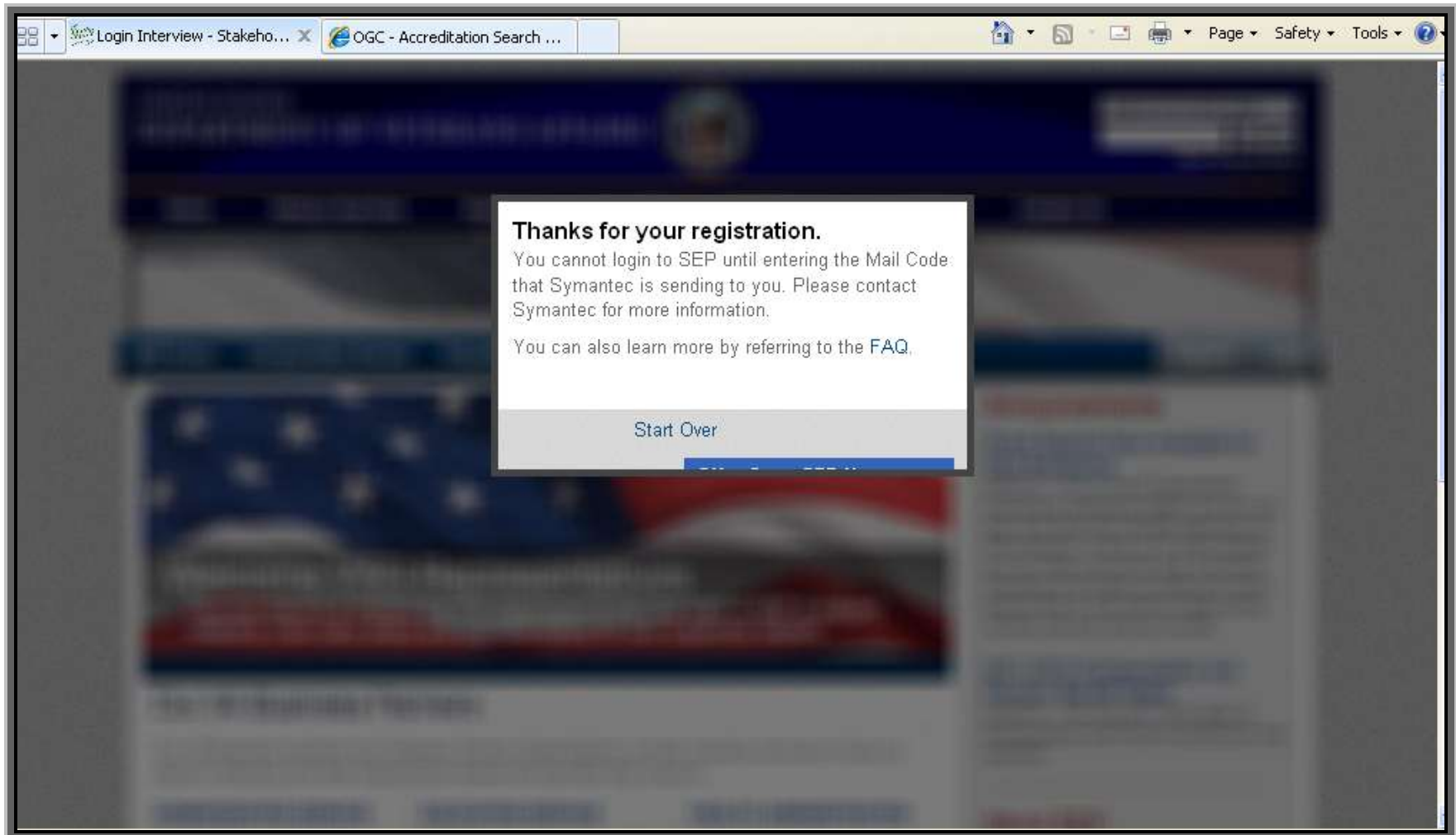
26. Exit VSO Registration Screen.

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27. Once the postal letter arrives, access the application website (www.sep.va.gov).   Above is an example of the email that you will receive advising you to wait for the postal letter.   Below is a sample of the postal letter.

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Test Case
123 Testing Case Lane
Pinellas Park, FL 33781

Thank you for choosing the Symantec Norton Identity Provider Service.

On **3-20-13**, you initiated the enrollment process for an *Enhanced* assurance identity credential and successfully completed the Experian^{TM} PreciseID^{SM} identity proofing process. This process complies with Federal Identity Credentialing and Access Management requirements for identity proofing at Assurance Level 3 as specified in NIST Special Publication SP 800–63–1.

To complete the enrollment process, use your web browser and return to the website from which you initiated your login. After you are redirected to Symantec and log in, you will be presented with the mail code verification page. You must enter the following transaction code: (**123456789**), and follow the instructions to complete your enrollment and activate your credential.

Note: If you did not complete this identity proofing process, you should immediately contact the Symantec customer service at 1-800-579-2848

Symantec Customer Service

(Example of the Letter you should receive in the mail).

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28. Once you have receive your Mail Code Letter. Return to SEP and click [Login to SEP] .

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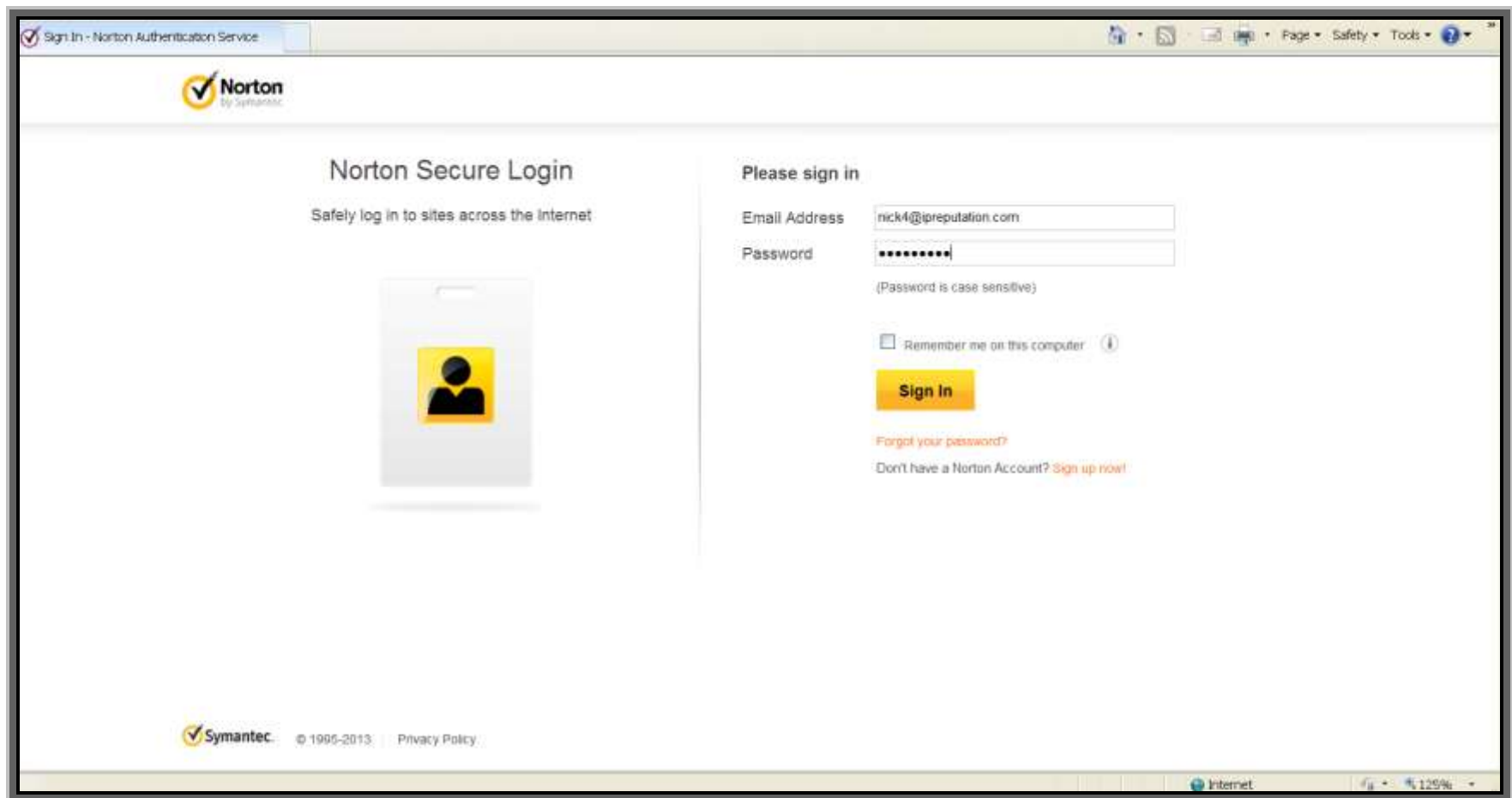

29. Click ![Login with Norton] to display the **Continue Login Process** pop up window.

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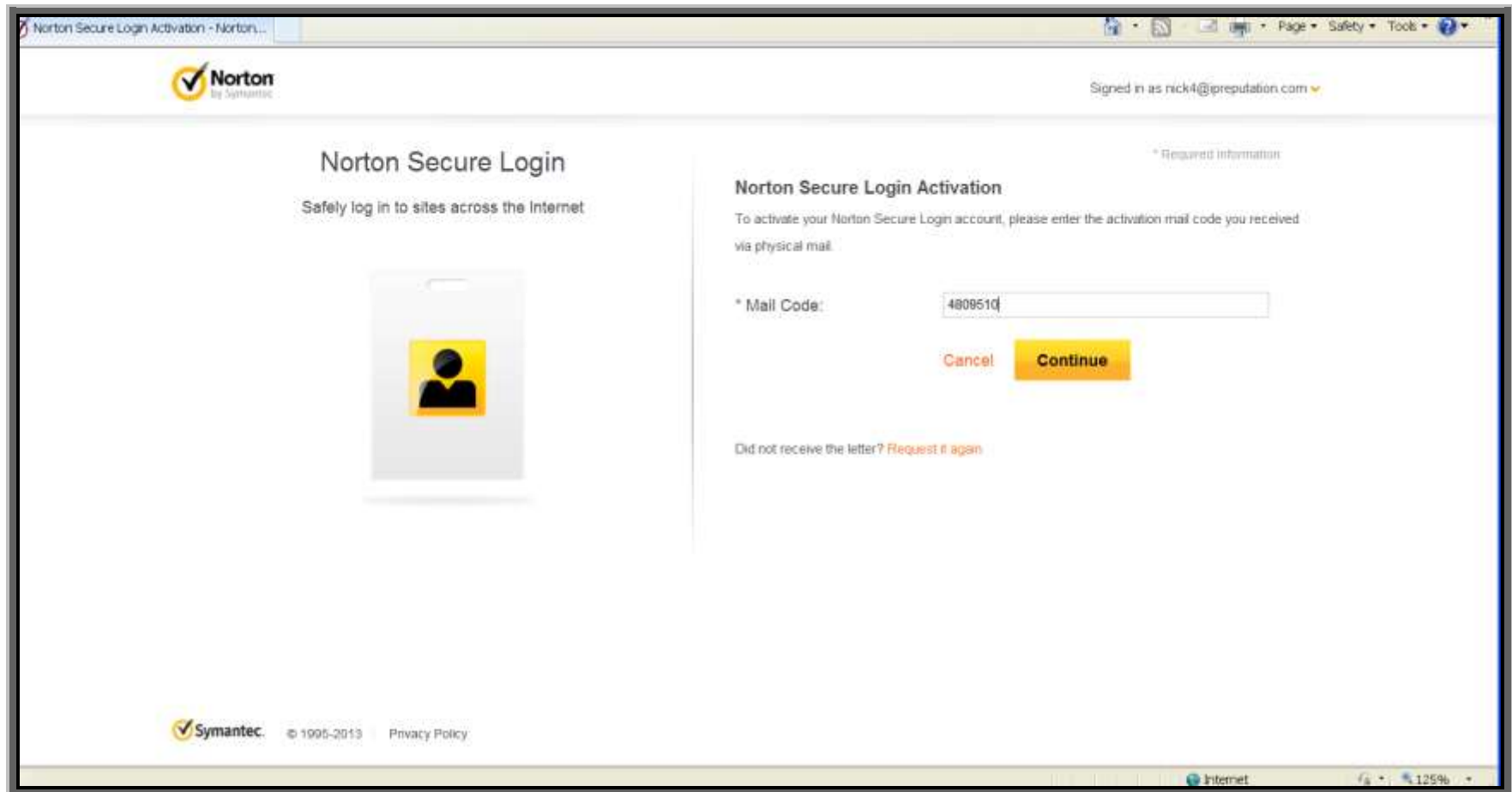30. Continue Login Process Message is displayed, click ![continue] .

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31. You will be redirected to the Norton Sign In page. Enter username and password and click .

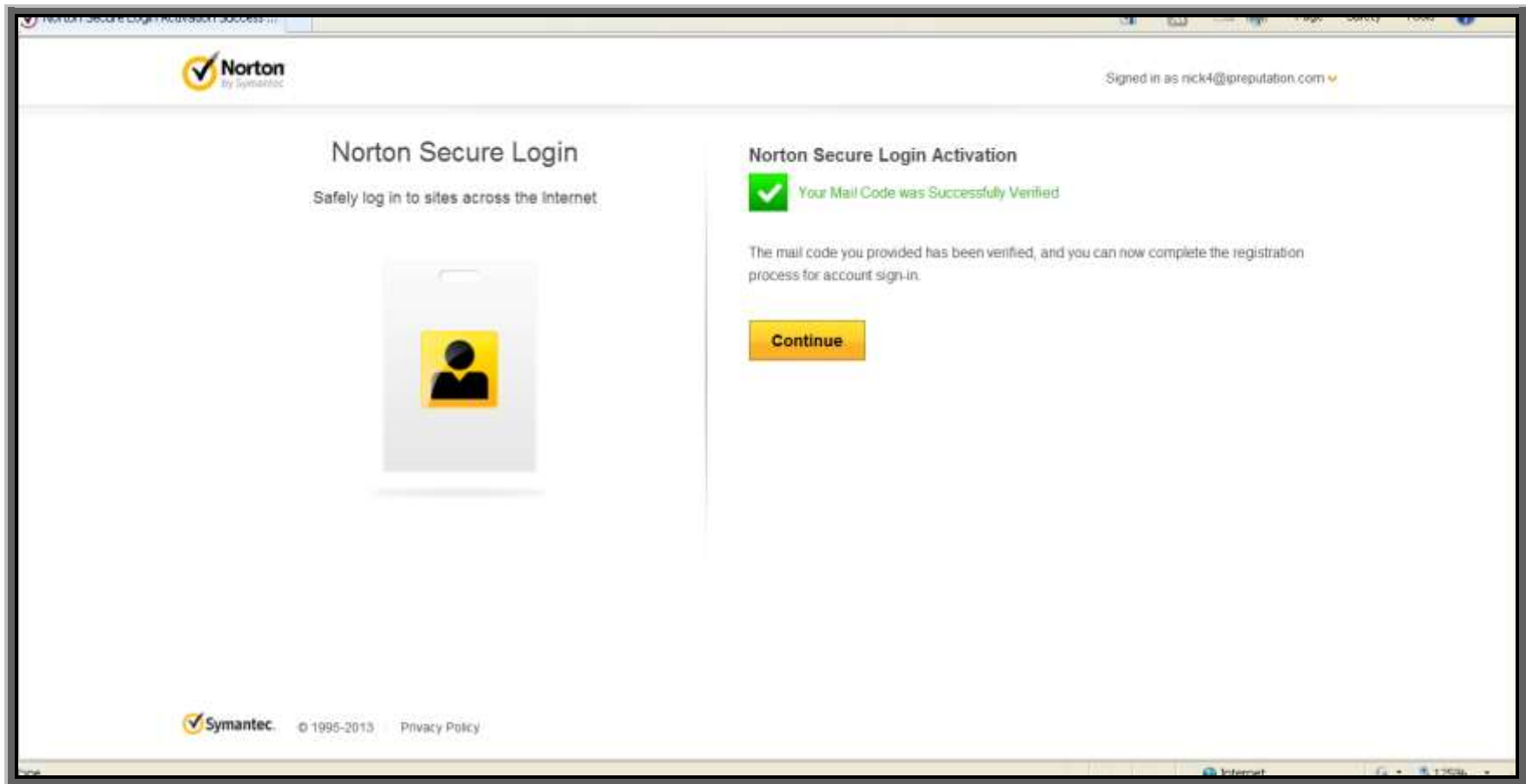# United States Department of Veterans Affairs

32. Presented with the Login Activation page. Enter mail code received in the postal letter, click [Continue].
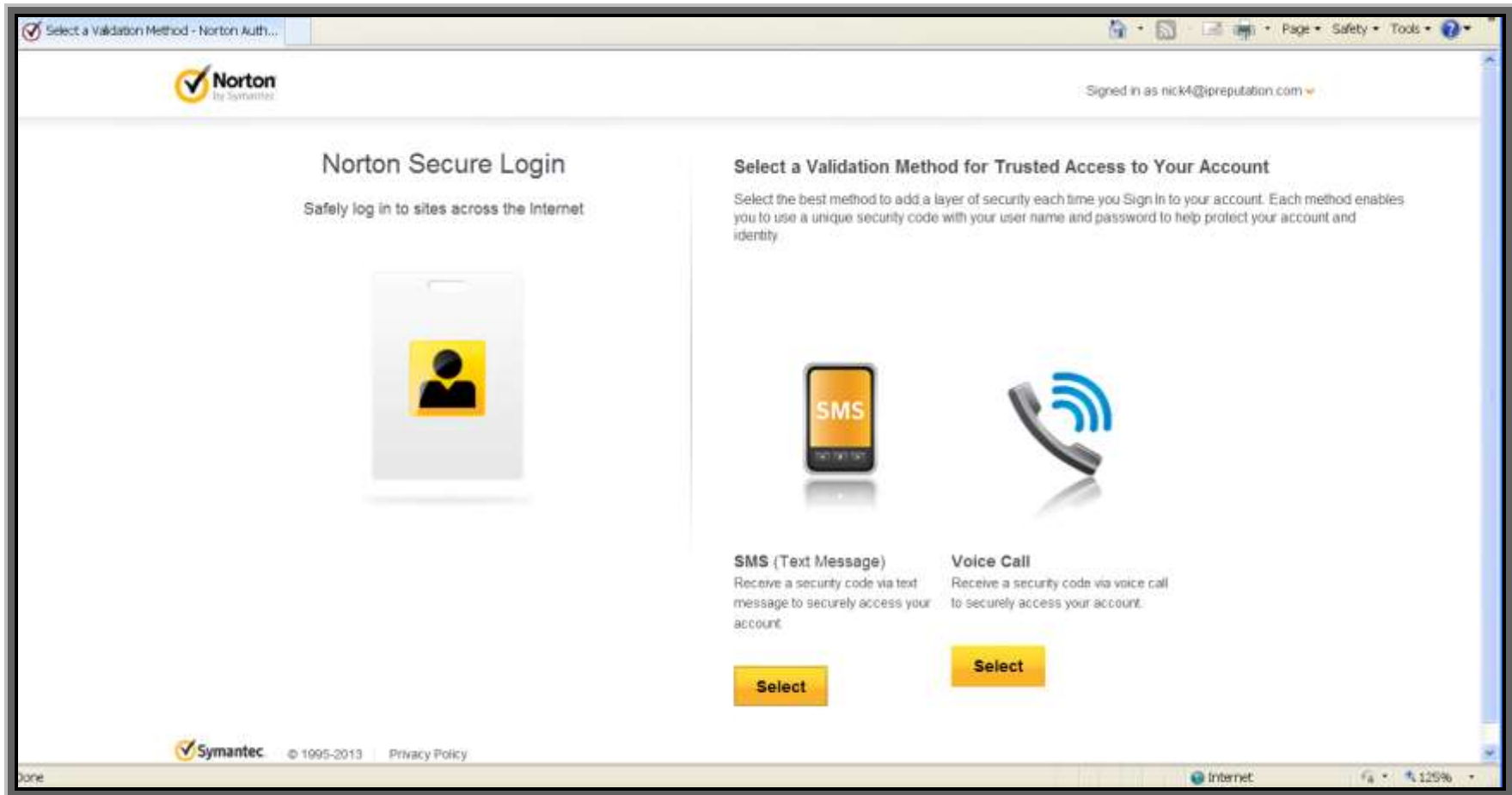
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Validation Setup Successful

You have successfully completed validation setup.

33. Message should appear: stating "You have successfully completed validation setup and click .
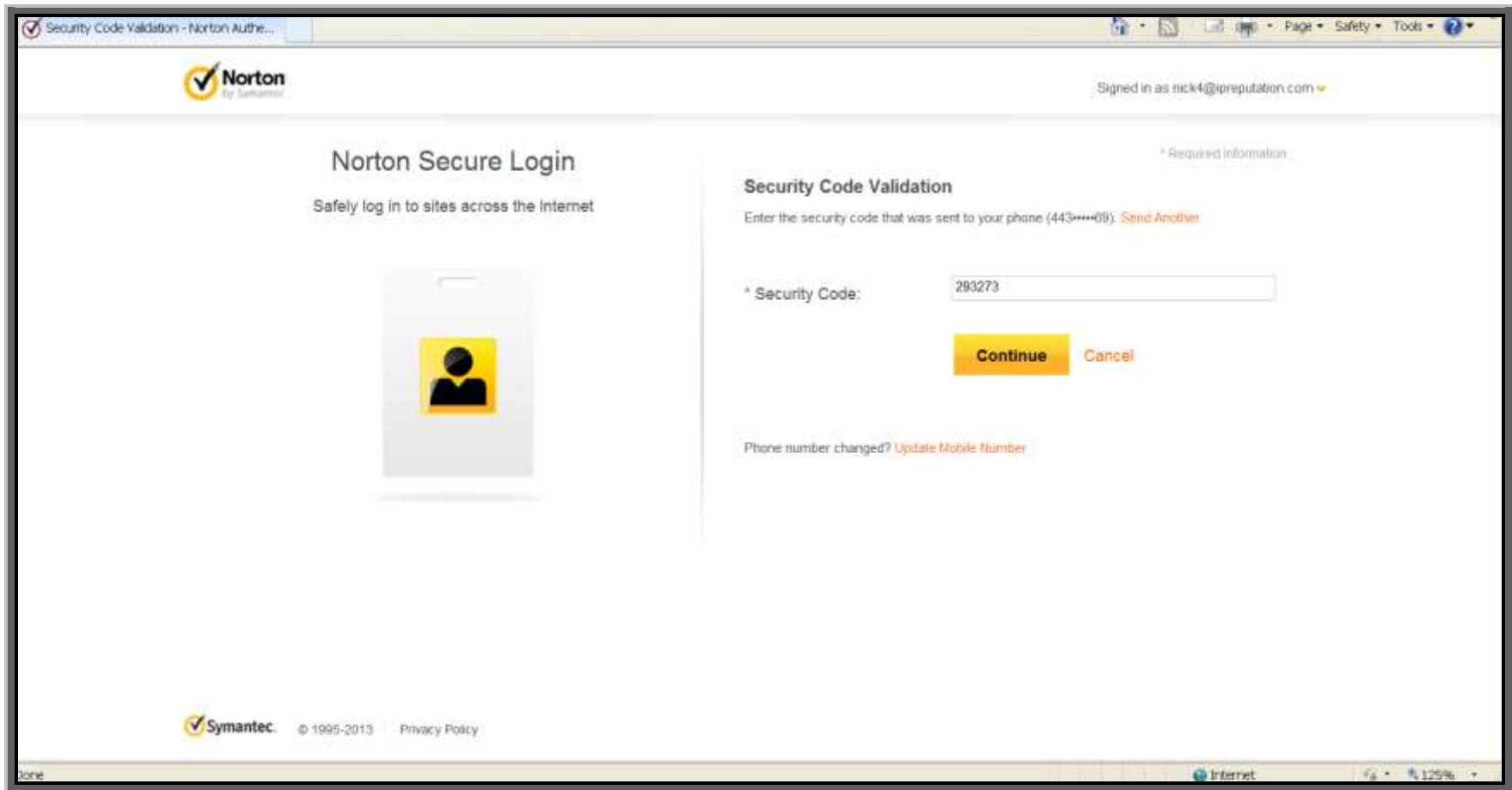
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34. During each login, user must [Select] one of the two options: 1) SMS [SMS icon] (security code will be sent by text. *Mobile phone must be able to receive text messages) **OR** 2) Voice Call [Voice Call icon] . (* A new code will be sent to you each time you log in.)

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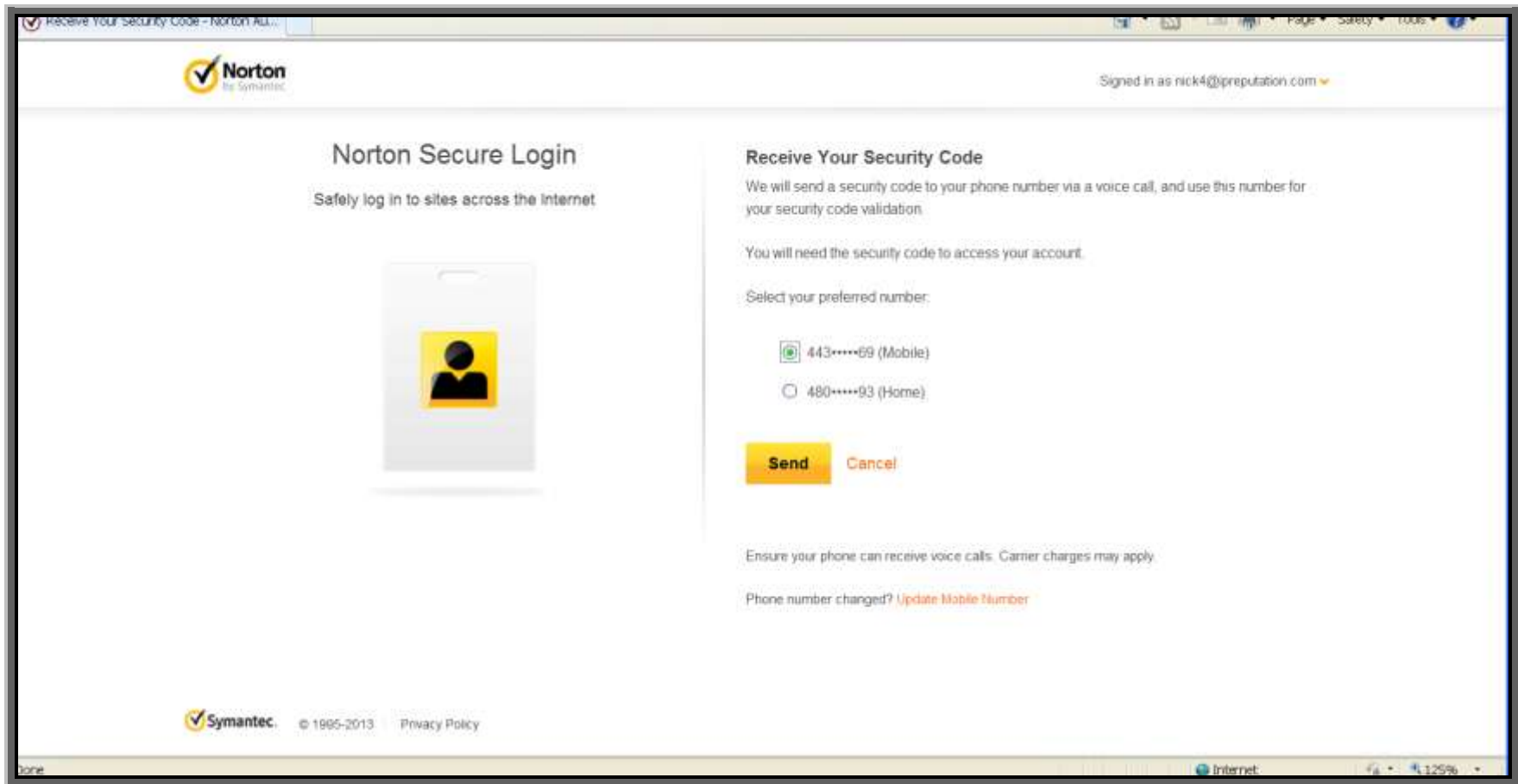
35. For Voice Call Option, **Select** to receive the security code by either home phone or mobile phone. (Security code is received via phone call. Next screen will let you select for the message to be delivered to your home or mobile phone.)
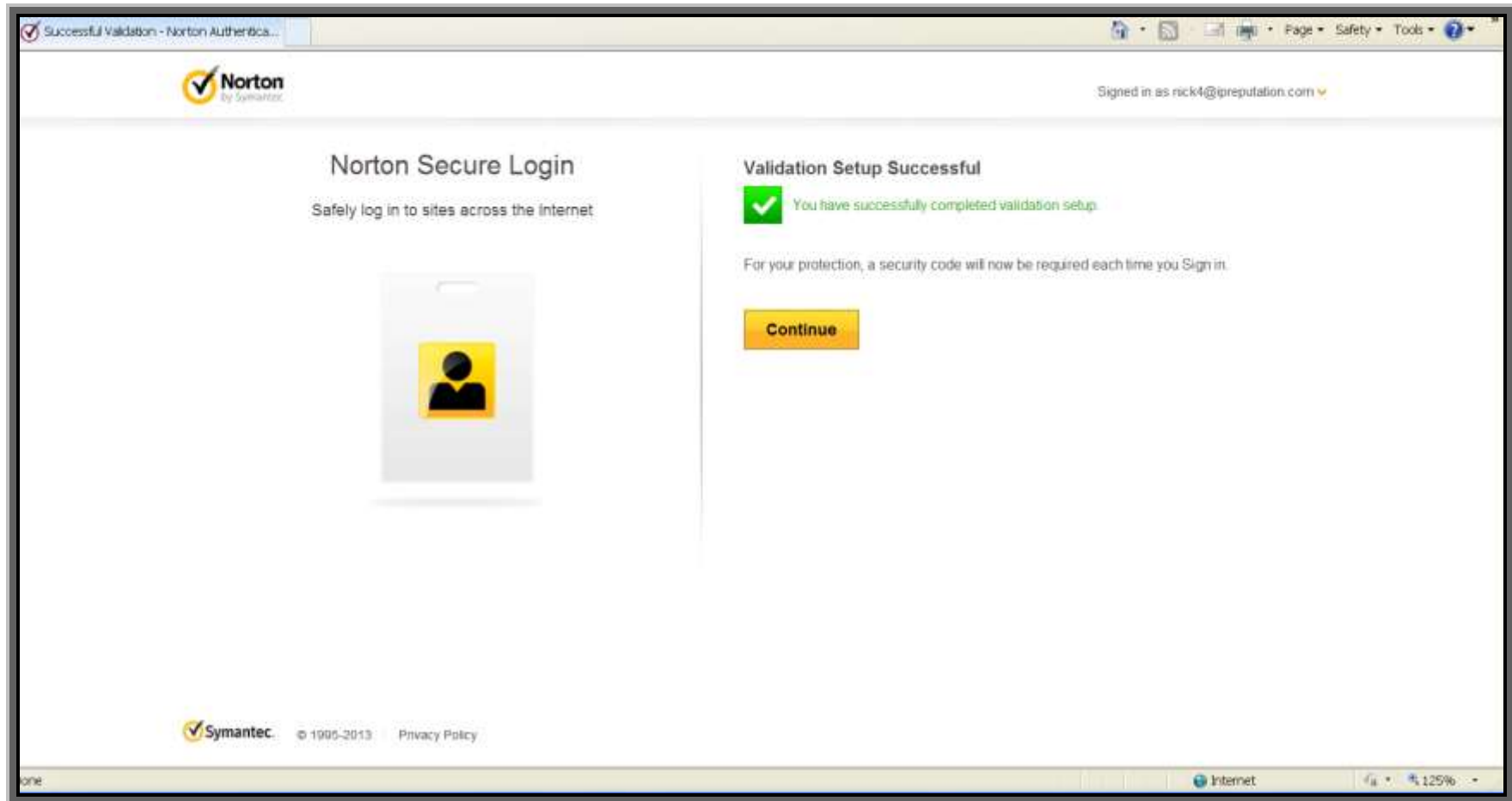
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36. The security code will arrive by text message to your mobile phone or a phone call will be received at the phone number selected

with Voice message stating the security code. Enter the security code and click [Continue].

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Validation Setup Successful

You have successfully completed validation setup.

37. The following message should display

Continue

38. Click [Continue] to enter the SEP site.

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39. User is now logged into the SEP application. (Remaining SEP steps/screenshots to start here…)