

United States Department of Veterans Affairs

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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The screenshot shows the homepage of the United States Department of Veterans Affairs Stakeholder Enterprise Portal. The browser address bar displays "Home - Stakeholder Enterprise Portal". The main header features the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. A search bar is located in the top right corner with the text "Search All VA Web Pages" and a "Search" button. Below the header is a navigation menu with links for "VA Home", "Veteran Services", "Business", "About VA", "Media Room", "Locations", and "Contact Us". A large banner area contains the "SEP Stakeholder Enterprise Portal" logo on the left and a "Login to SEP" button on the right. Below the banner is a secondary navigation menu with links for "SEP Home", "Compensation Service", "Education Service", "PC@HAC", "VR&E", and "VSO". The main content area is divided into two sections: a "Welcome VSO Representatives" section on the left with a background image of an eagle and the text "Representatives of Veteran Service Organizations can now login to SEP to support veterans. »", and an "Announcements" section on the right. The announcements include "2011-2012 Compensation and Pension Benefit Rates" dated 04/19/12 and "Direct Deposit Now Available for DEA Recipients" dated 03/02/12.

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

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The screenshot shows the top navigation bar of the VA website with the department name and logo. Below it is a search bar and a secondary navigation menu. The main content area is titled "Login to Stakeholder Enterprise Portal" and features two login options: "Login with Password" (using Norton Secure Login Service) and "Login with PIV" (using a VA-issued Smart Card). Each option has a corresponding button and a list of options below it. The footer contains "About Us" and "Site Map" links.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Search All VA Web Pages
Search
» Open Advanced Search

VA Home Veteran Services Business About VA Media Room Locations Contact Us

SEP Stakeholder Enterprise Portal Login to SEP

SEP Home Compensation Service Education Service Health Administration VRE VSO

Login to Stakeholder Enterprise Portal

Login with Password
A username and password provided by the Norton Secure Login Service.

Login with Norton

Password Options
You can register for a password, reset your password, and login by clicking the above button. You will be redirected to the Symantec page.

Norton
by Symantec

Login with PIV
A Personal Identity Verification (PIV) card is a VA-issued Smart Card.

Login with PIV

PIV Options

- Register your PIV card
- Reset your PIN

About Us Site Map

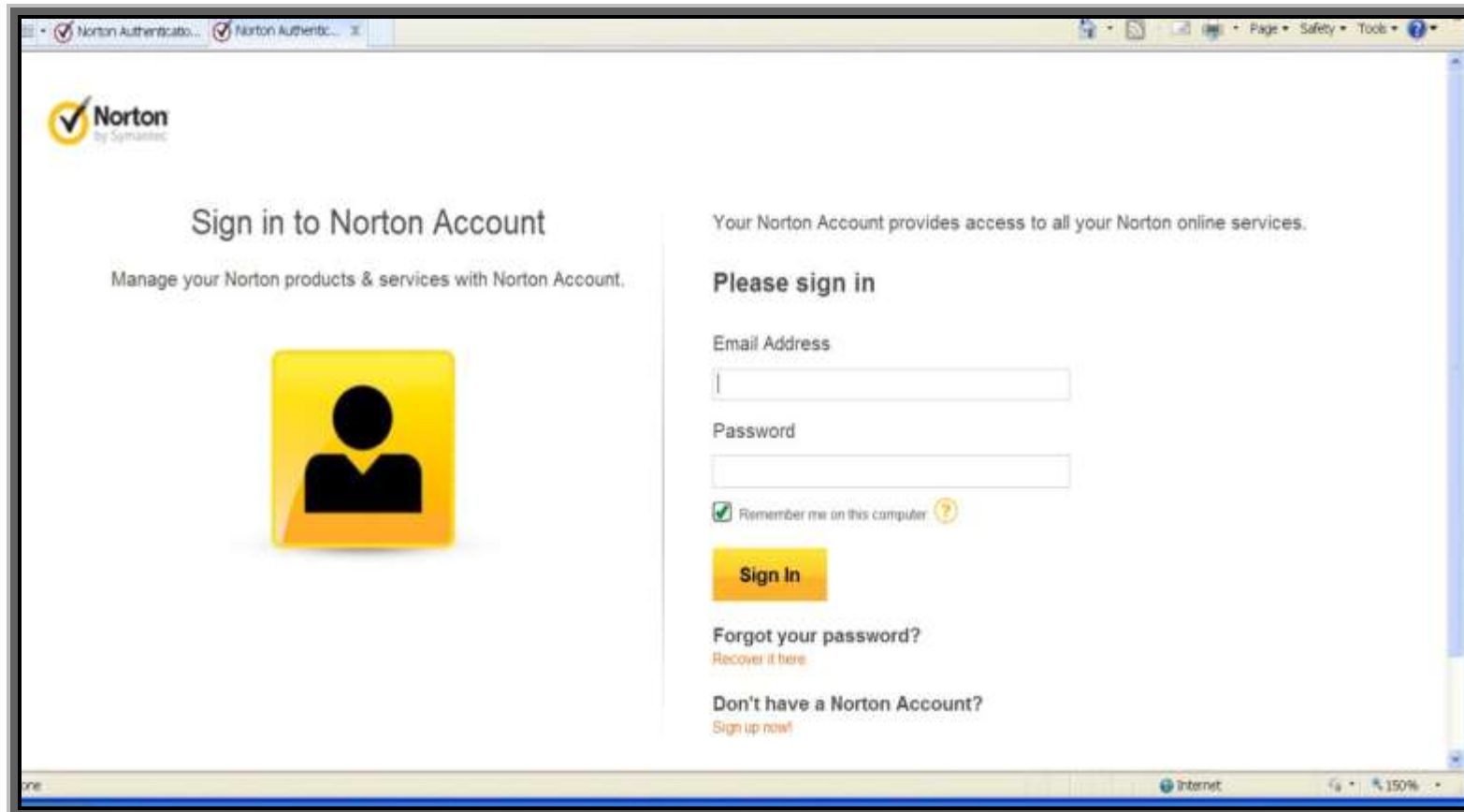
4. Click  to display the Continue Login Process pop up window.

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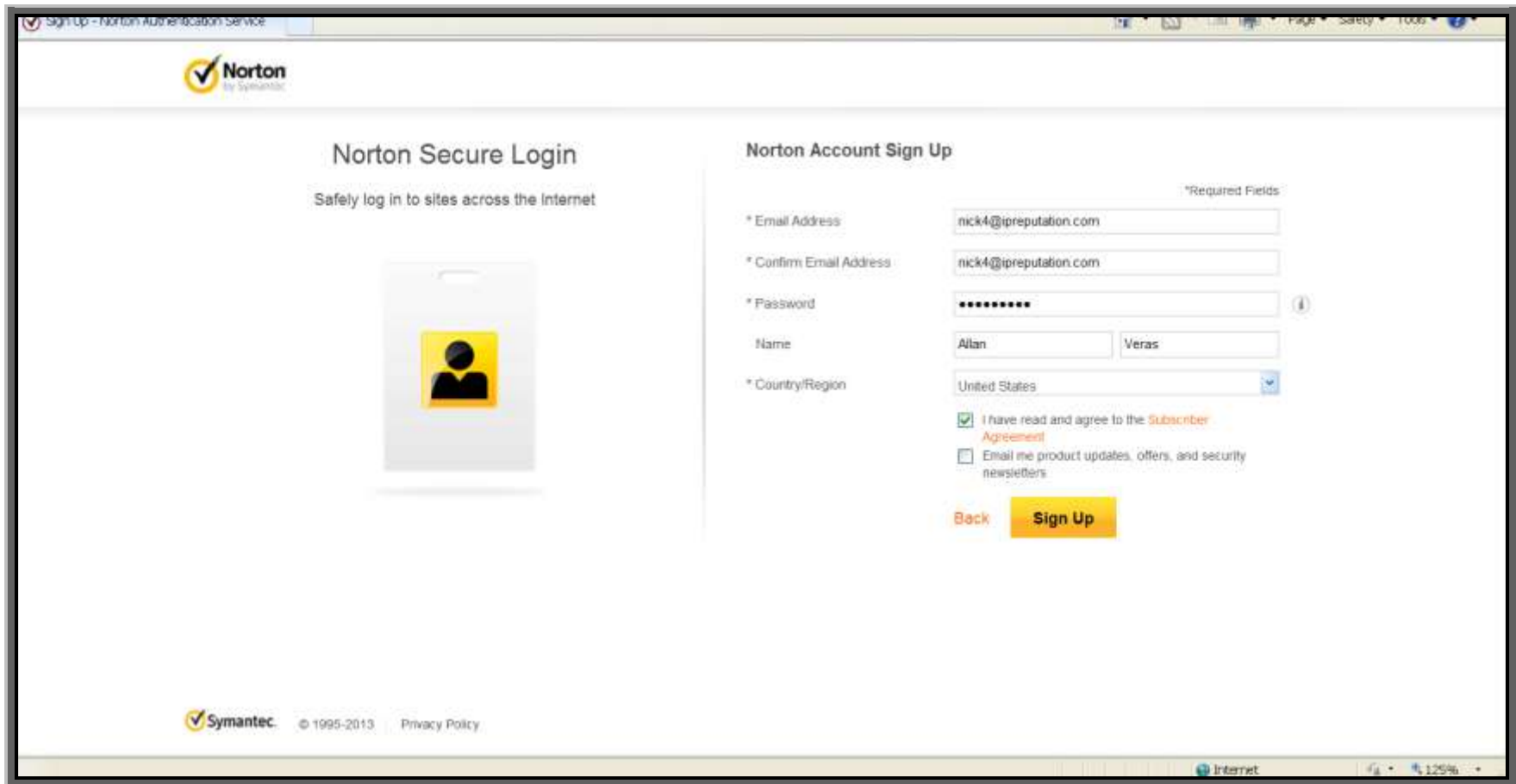
5. Click  to display the **Sign into Norton Account** page.

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6. Click [Don't have a Norton Account? Sign up now!](#) to display the **Norton Signup Account** page.


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7. Enter email address and choose a password.

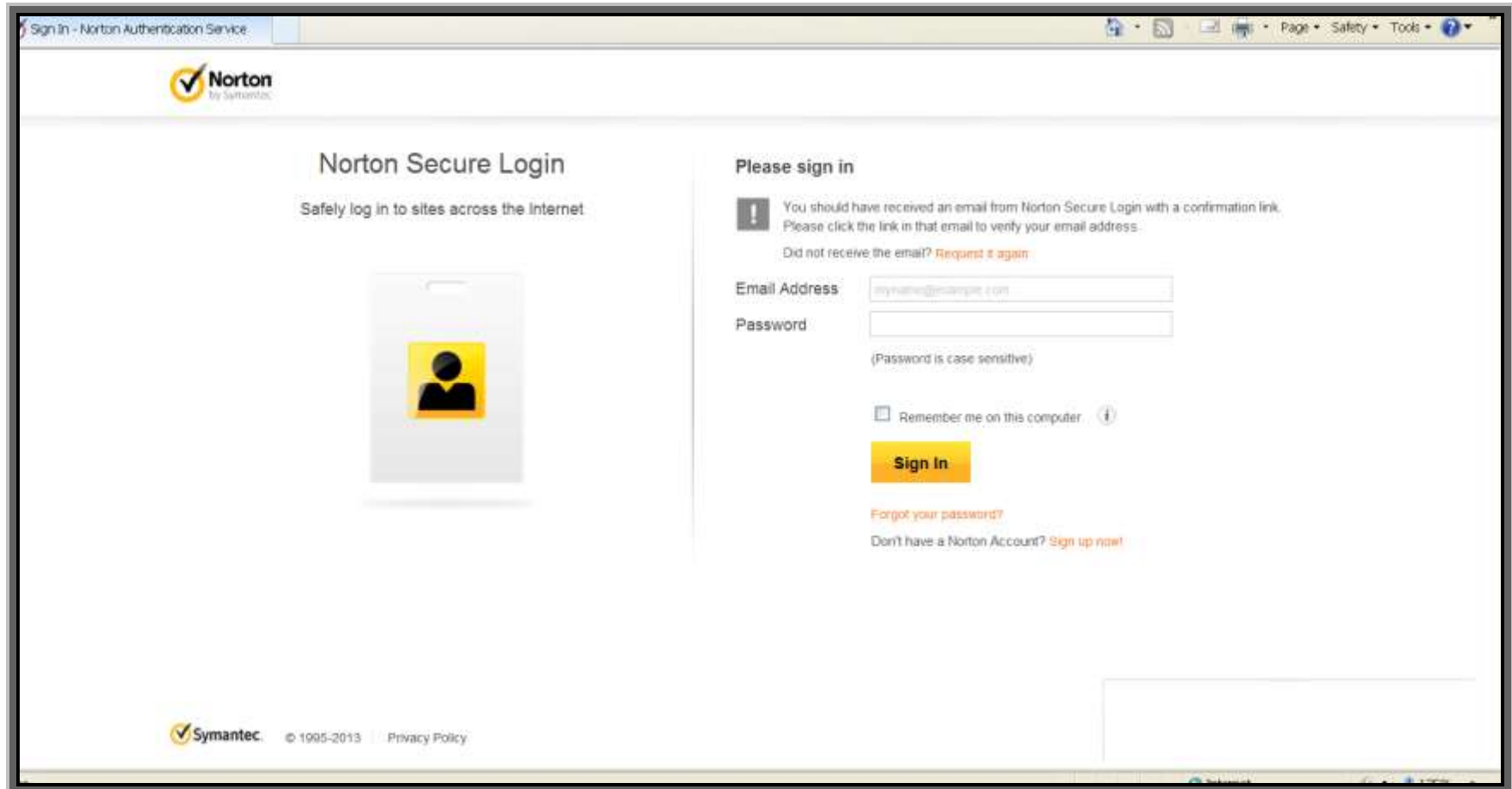
8. Enter First and Last name

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  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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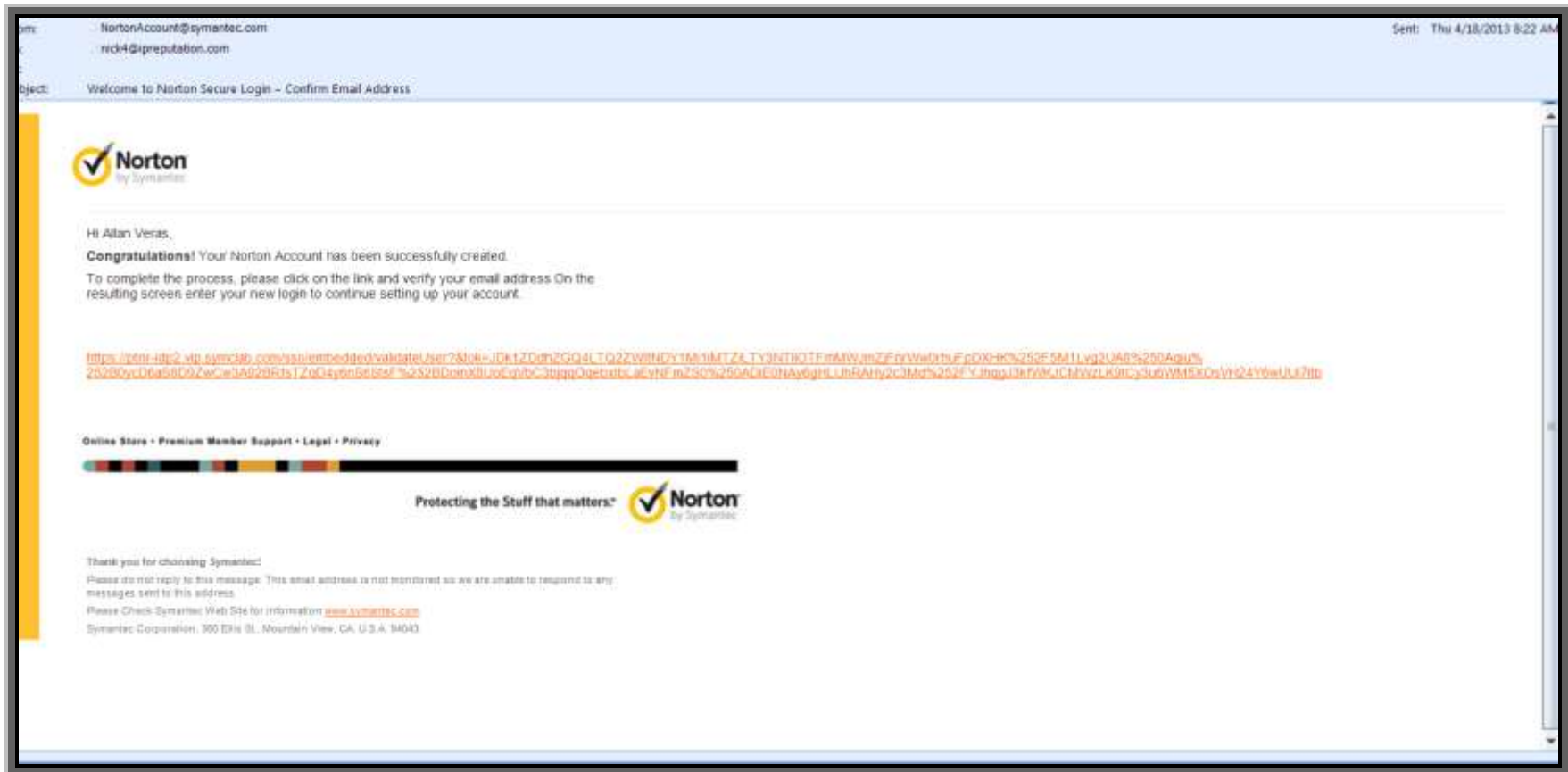


11. The above page should display with the following message and a confirmation email is sent to the email address listed.

 You should have received an email from Norton Secure Login with a confirmation link. Please click the link in that email to verify your email address.

and a confirmation

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

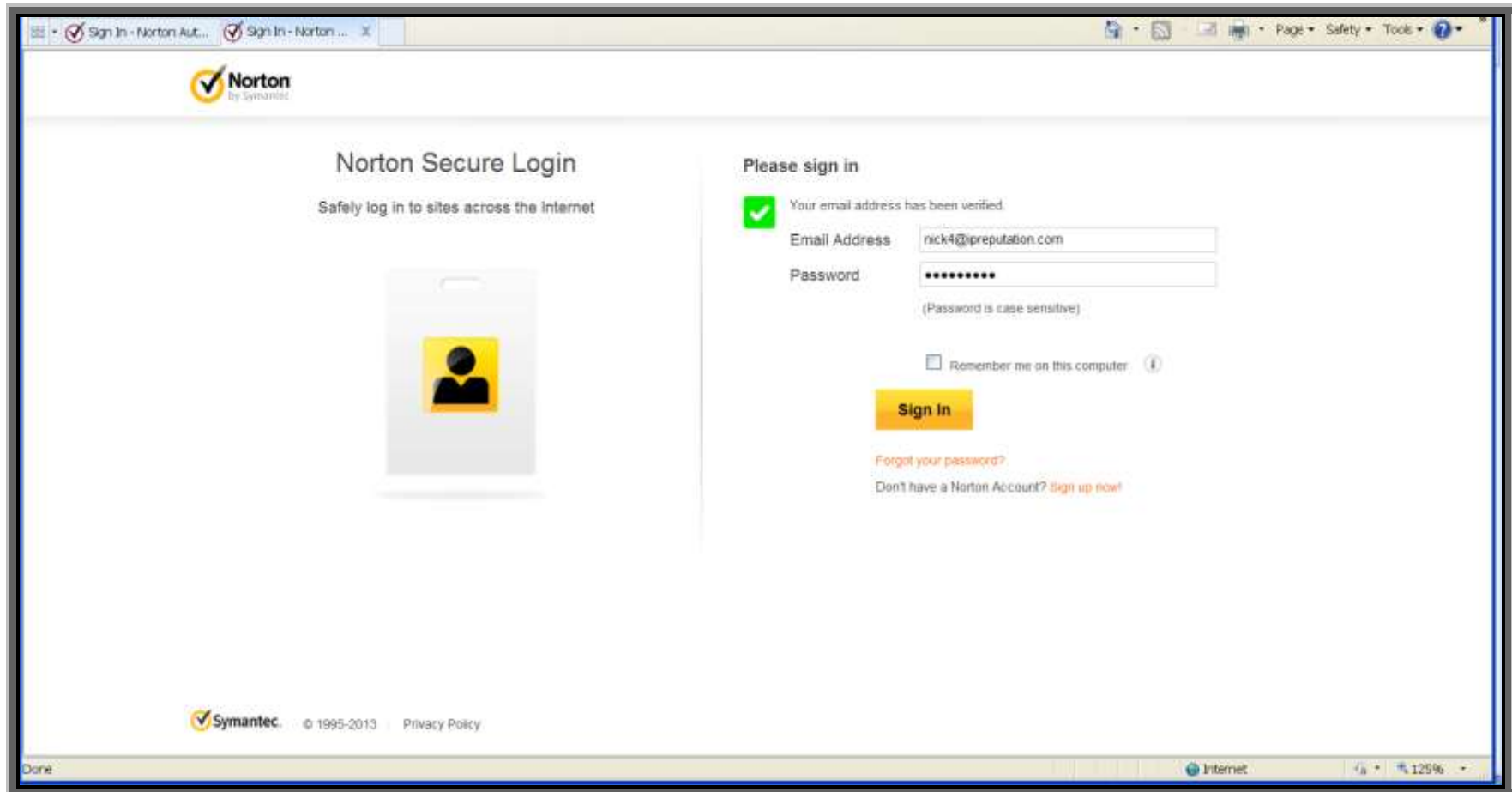
- Note: If you did not receive a confirmation email, switch browser sessions and click to resend the confirmation email.

Did not receive the email? Request it again

to

13. Click on the email verification link.

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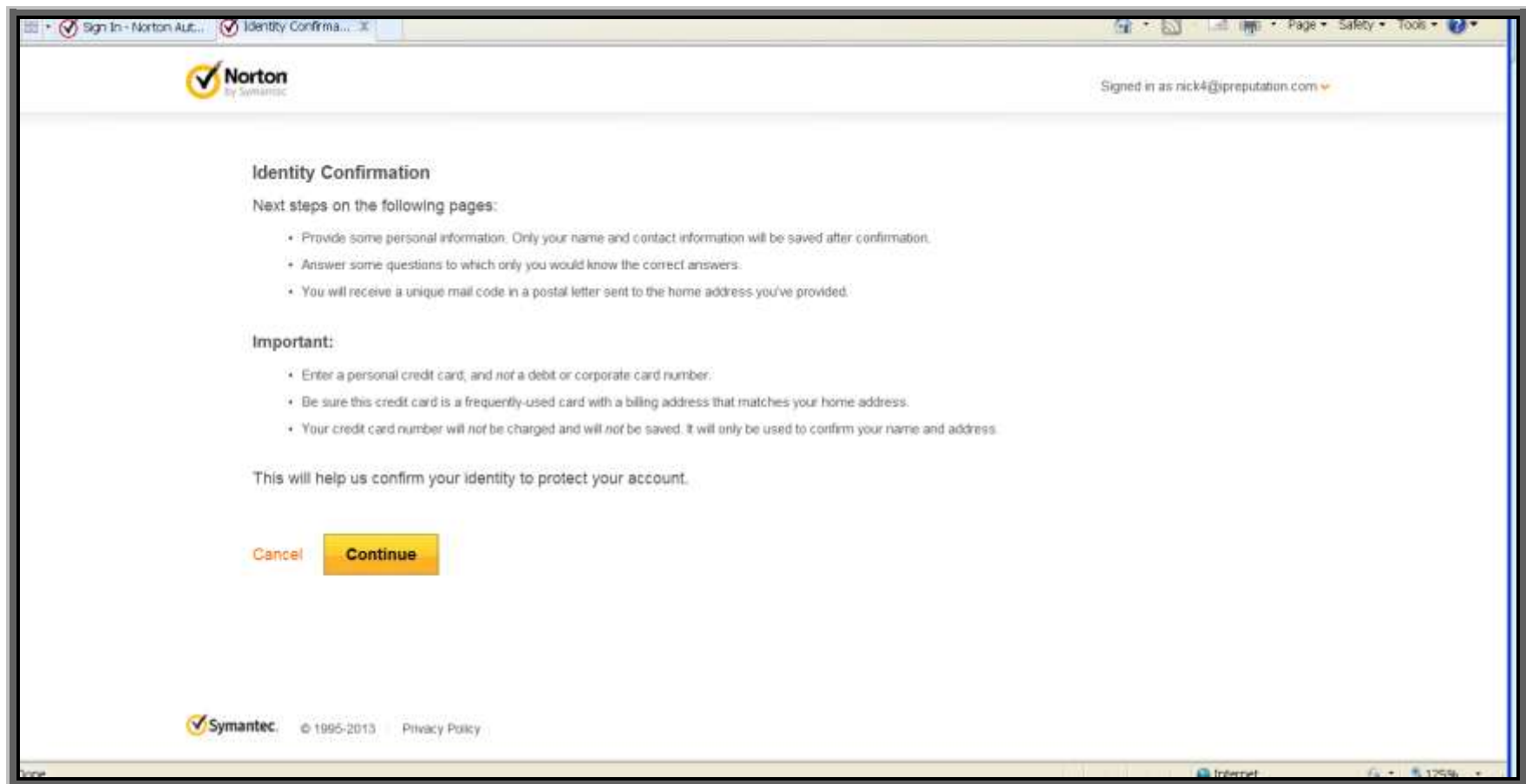


14. Redirected to the Norton Login page.

15. Enter email address and password and Click



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16. Please read the information under “Next steps on the following pages” and “Important” and Click

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Norton Secure Login

Safely log in to sites across the Internet

01 INFORMATION | 02 QUESTIONS | 03 COMPLETE

Identity Confirmation

Time left to complete the page 28:42

Complete the following information to confirm your identity:

* First Name: Alan

Middle Name:

* Last Name: Veras

* Home Address 1: 8970 E Shooting Star Dr

Home Address 2:

* City: Gold Canyon

* State: Arizona

* ZIP Code: 852182943

* Country: United States

Home Phone Number: +1 480-983-1993
(XXX-XXX-XXXX format only)

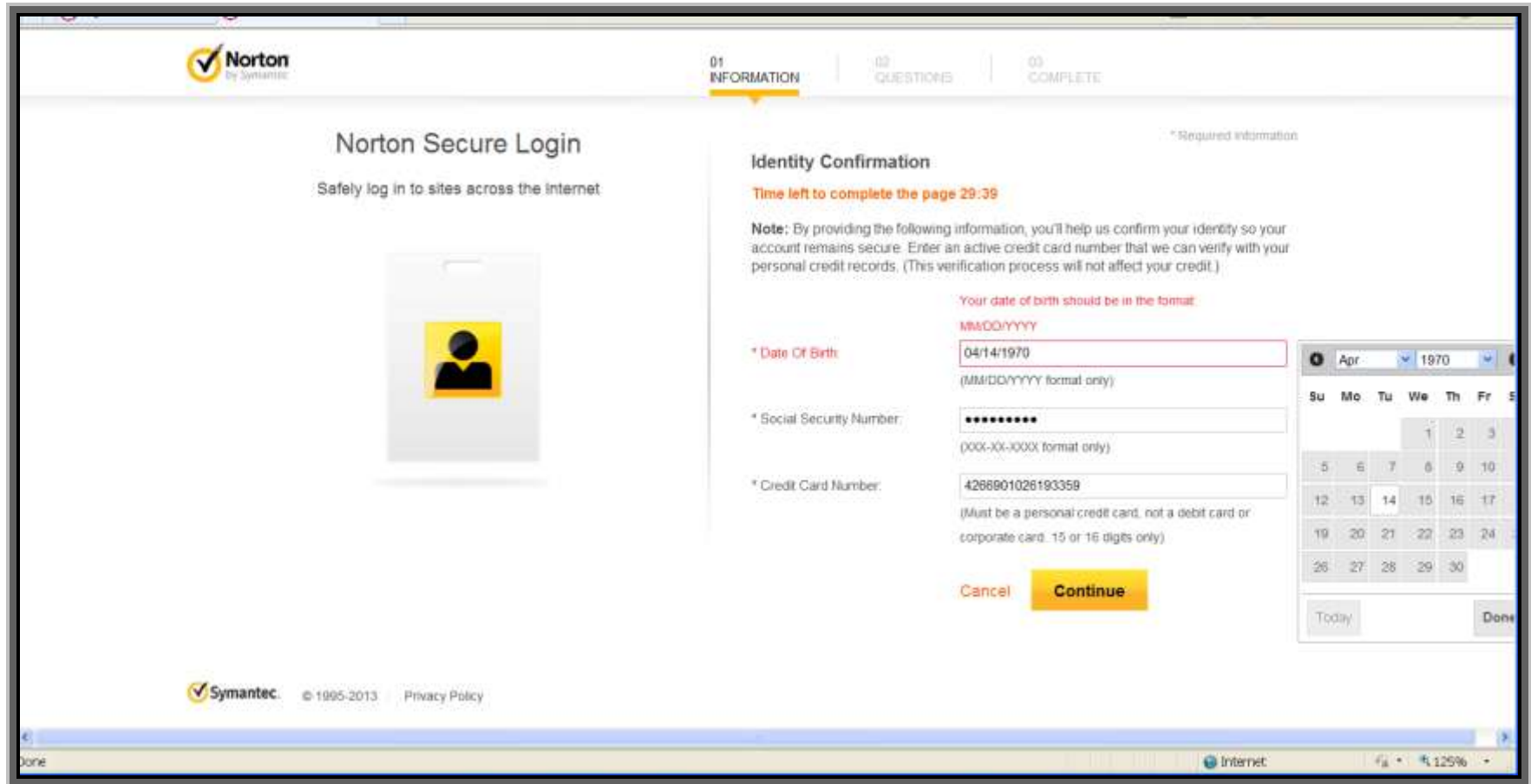
* Mobile Phone Number: +1 443-604-4068
(XXX-XXX-XXXX format only)

Continue

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.

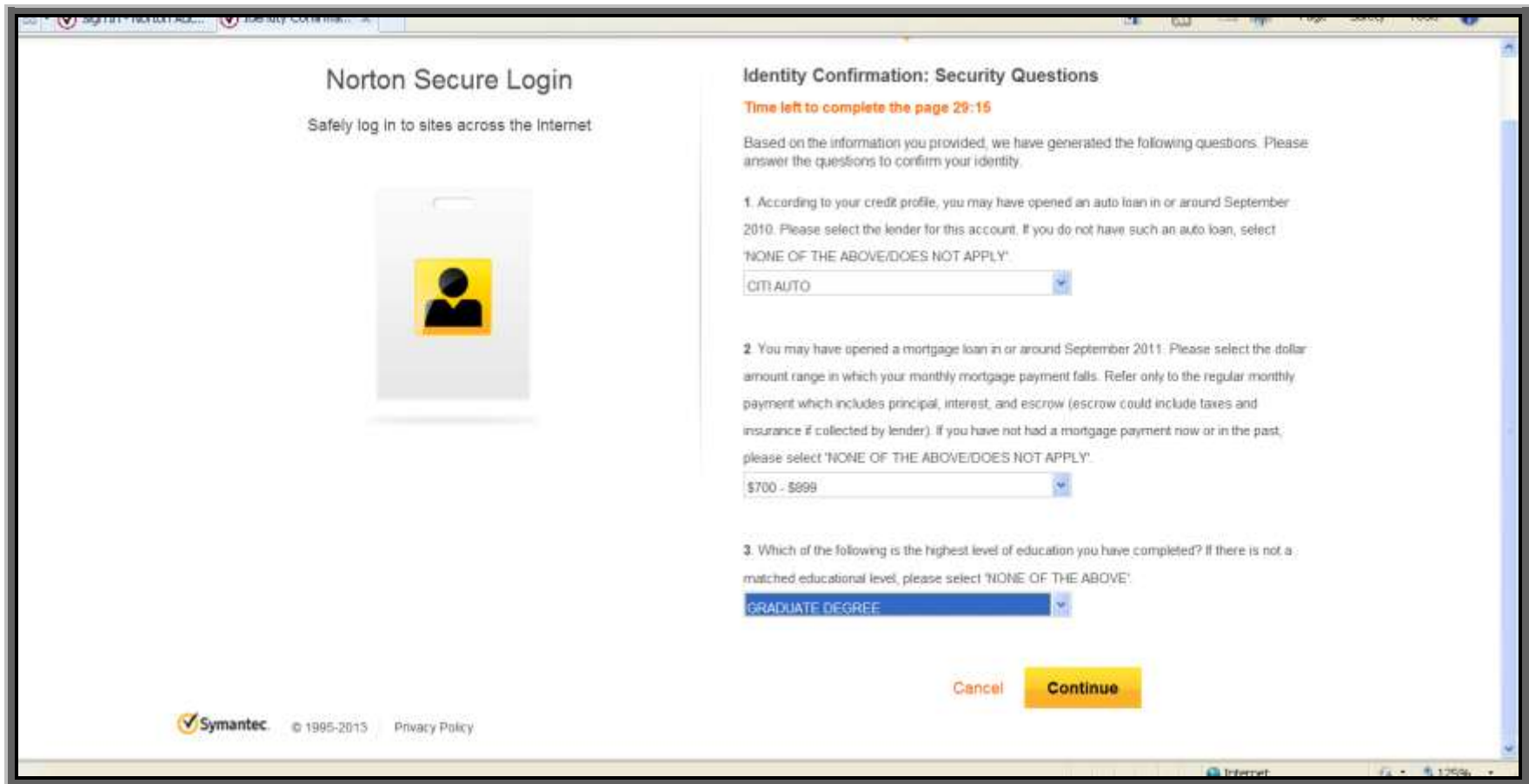
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18. Enter DOB (MM/DD/YYYY format only), SSN (XXX-XX-XXXX format only) and Credit Card number and click



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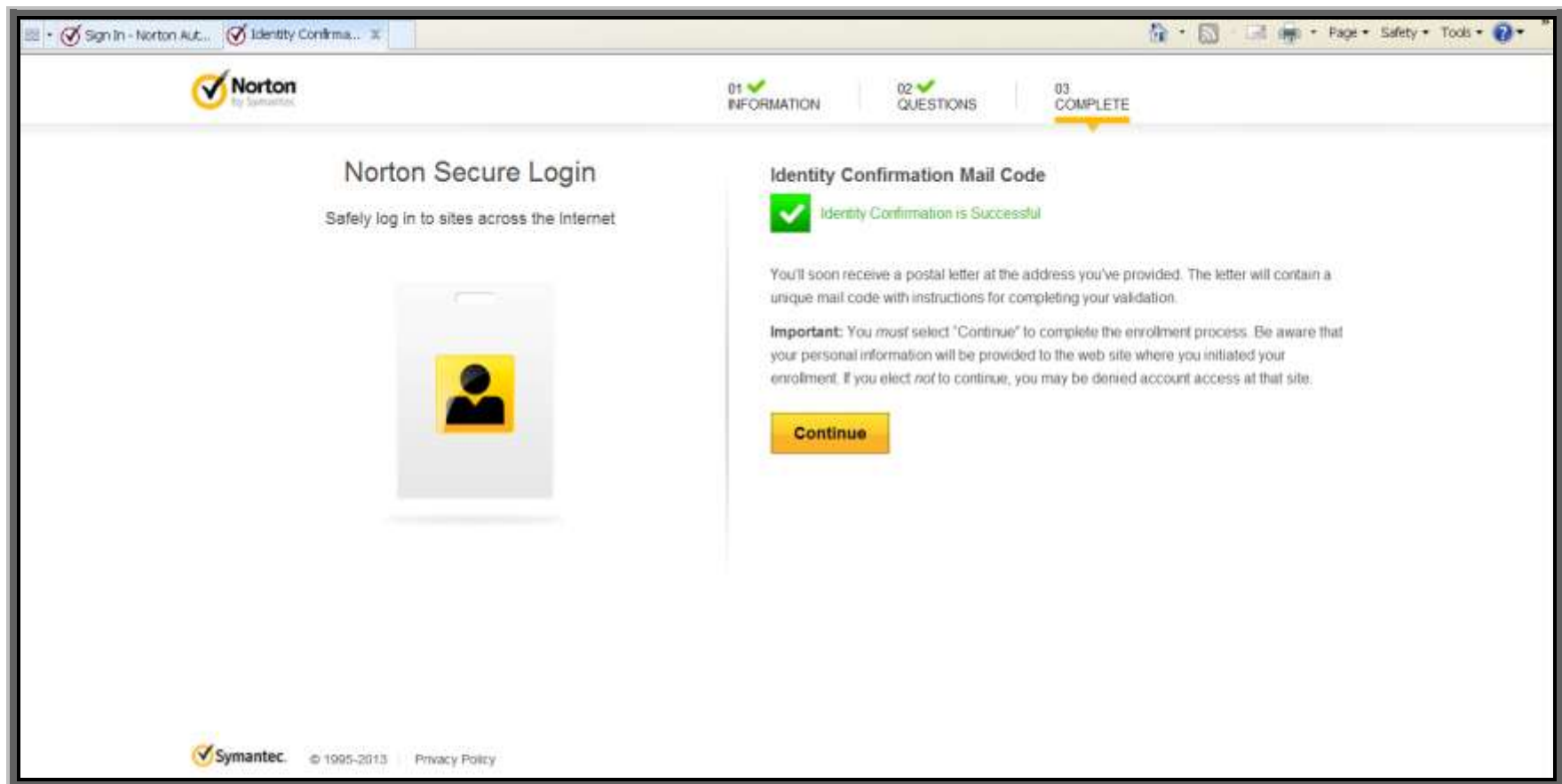


Continue

19. Answer the knowledge-base questions and click

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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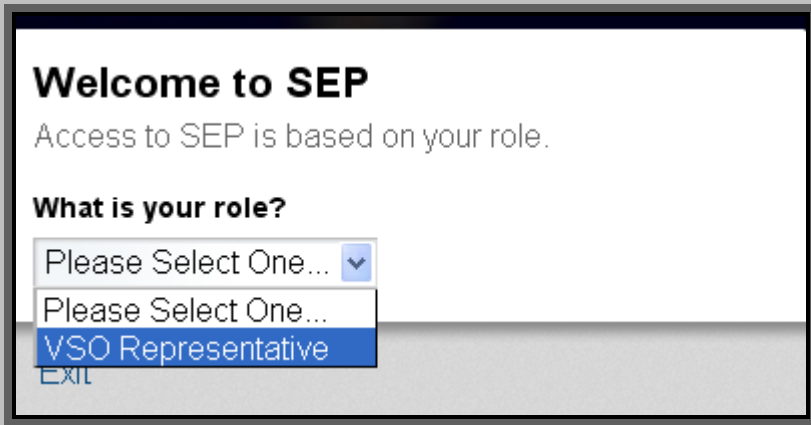


21. Click  to return to the website from which the enrollment was initiated.

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

The screenshot shows a web page titled 'Welcome to SEP'. Below the title is a sub-header 'What is your role?' followed by a dropdown menu. The dropdown menu is open, showing a list of options. The option 'VSO Representative' is highlighted in blue. Below the dropdown menu, there is a link labeled '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

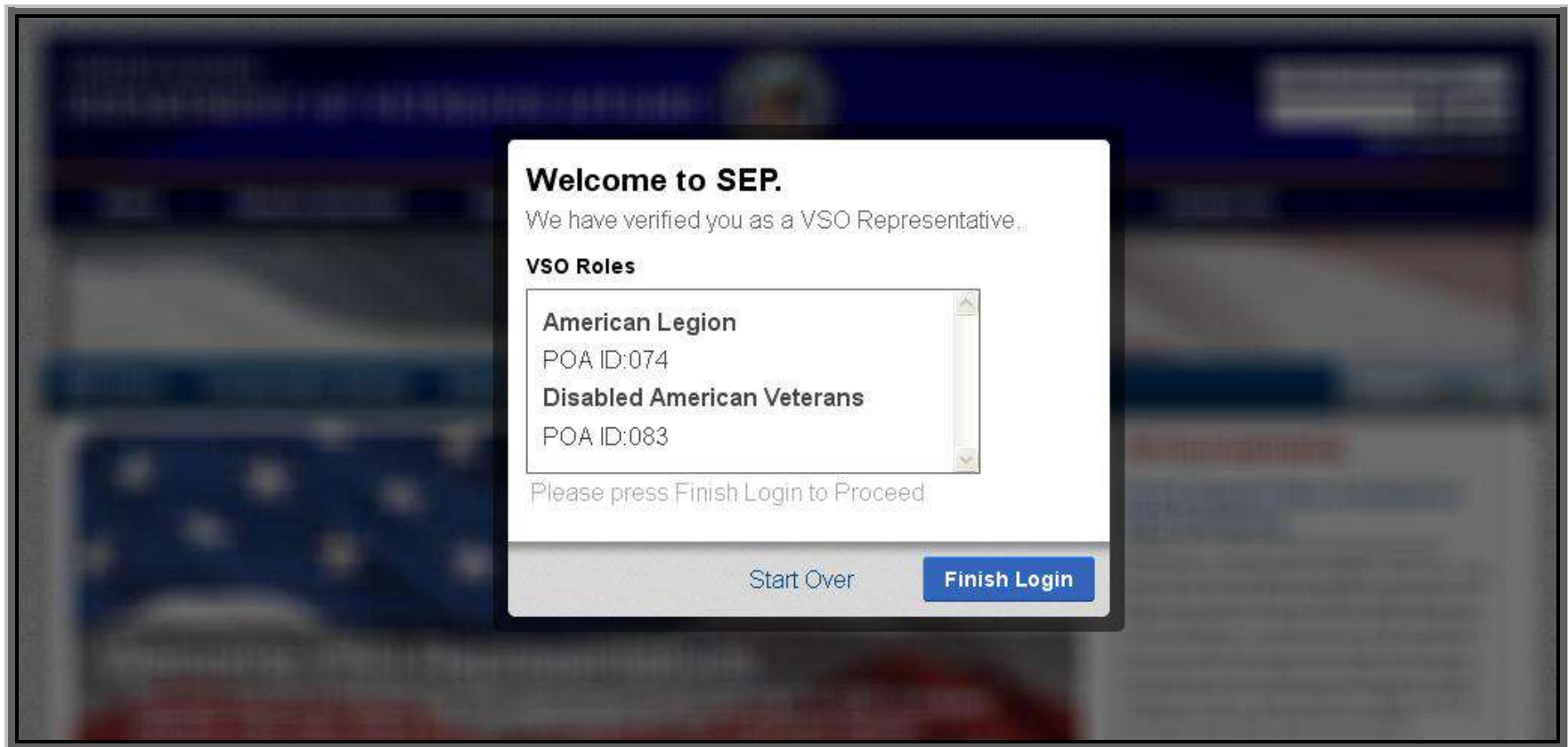
What is your OGC Accreditation Number?

Up To 7 Digits.

< [Go Back](#) **CONTINUE**

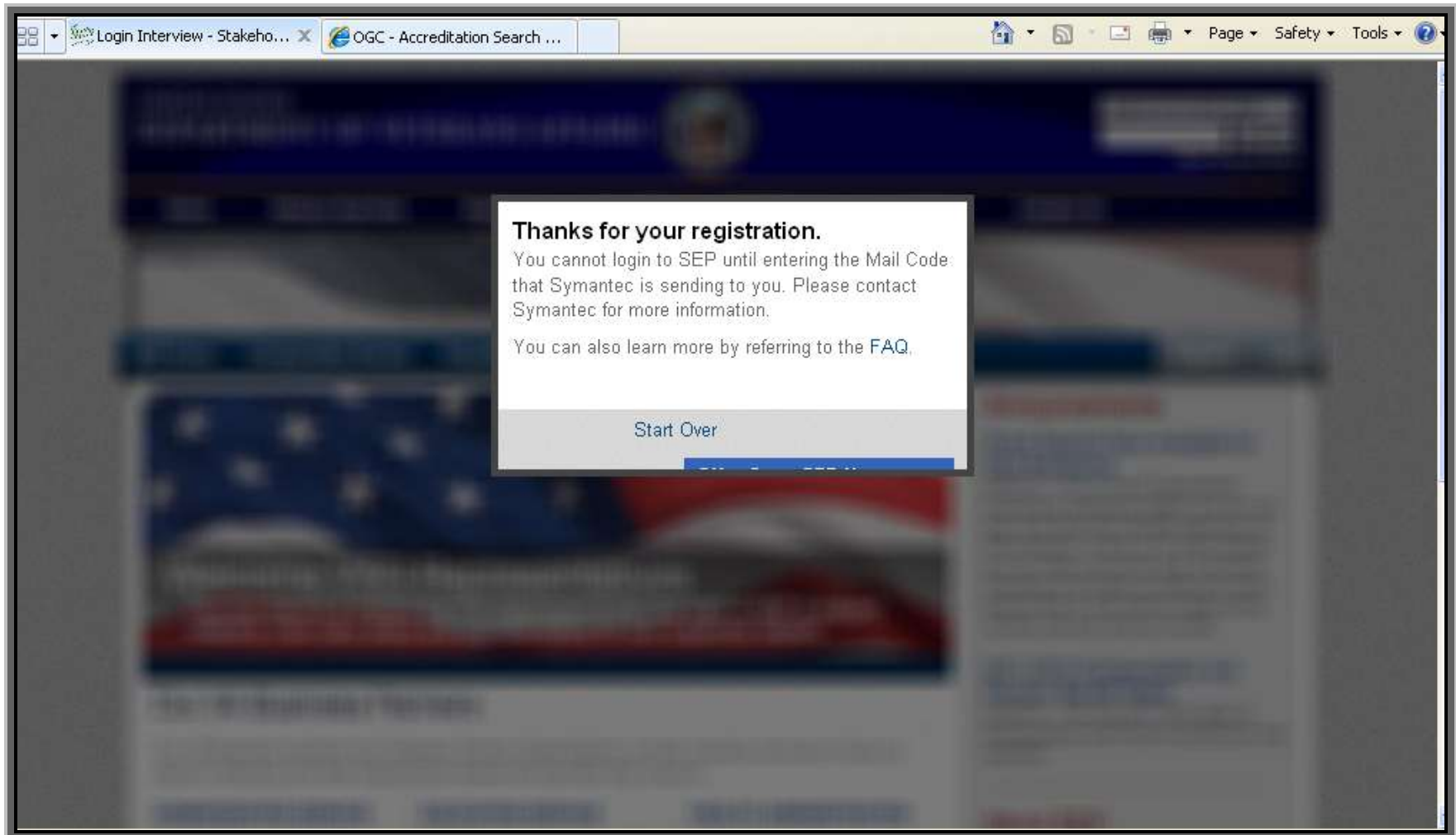
24. Presented with a dialog box. Enter your OGC Accreditation (Registration) number. Click the **CONTINUE** button. You will be brought to a screen that displays all your VSO Roles and POA associations.

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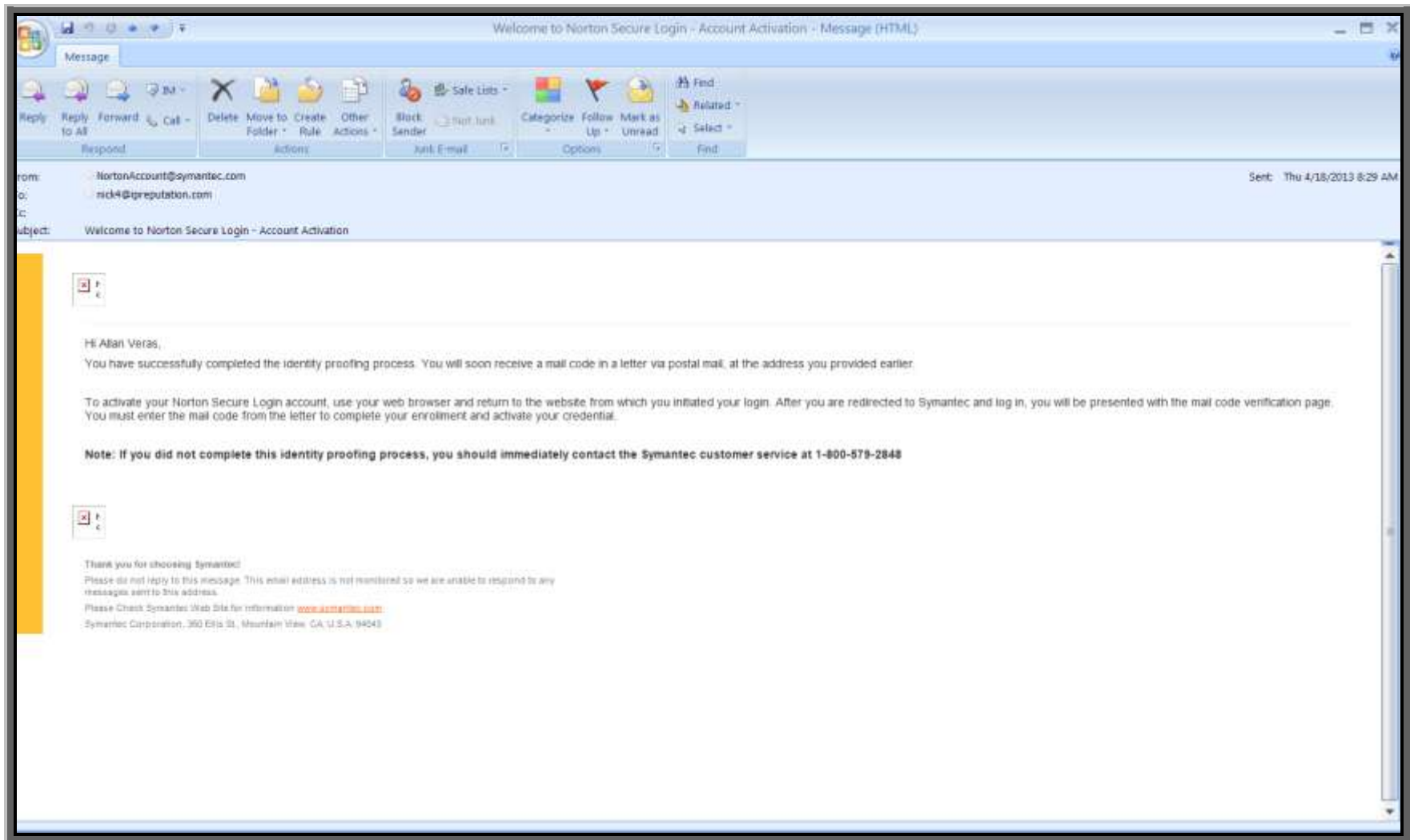
25. Click the **Finish Login** button to receive a SEP message advising that you must wait to receive the postal letter from Symantec before you can access the SEP application.

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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 ExperianTM PreciseIDSM 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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The screenshot shows the homepage of the Stakeholder Enterprise Portal (SEP) for the United States Department of Veterans Affairs. The browser's address bar displays "Home - Stakeholder Enterprise Portal". The page features the VA logo and a search bar with the text "Search All VA Web Pages" and a "Search" button. A navigation menu includes links for "VA Home", "Veteran Services", "Business", "About VA", "Media Room", "Locations", and "Contact Us". Below the navigation menu is a banner for the "SEP Stakeholder Enterprise Portal" with a "Login to SEP" button. A secondary navigation bar contains links for "SEP Home", "Compensation Service", "Education Service", "PC@HAC", "VR&E", and "VSO". The main content area is divided into two sections: a "Welcome VSO Representatives" section with a background image of an eagle and the text "Representatives of Veteran Service Organizations can now login to SEP to support veterans. »", and an "Announcements" section with two entries: "2011-2012 Compensation and Pension Benefit Rates" dated 04/19/12, and "Direct Deposit Now Available for DEA Recipients" dated 03/02/12.

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

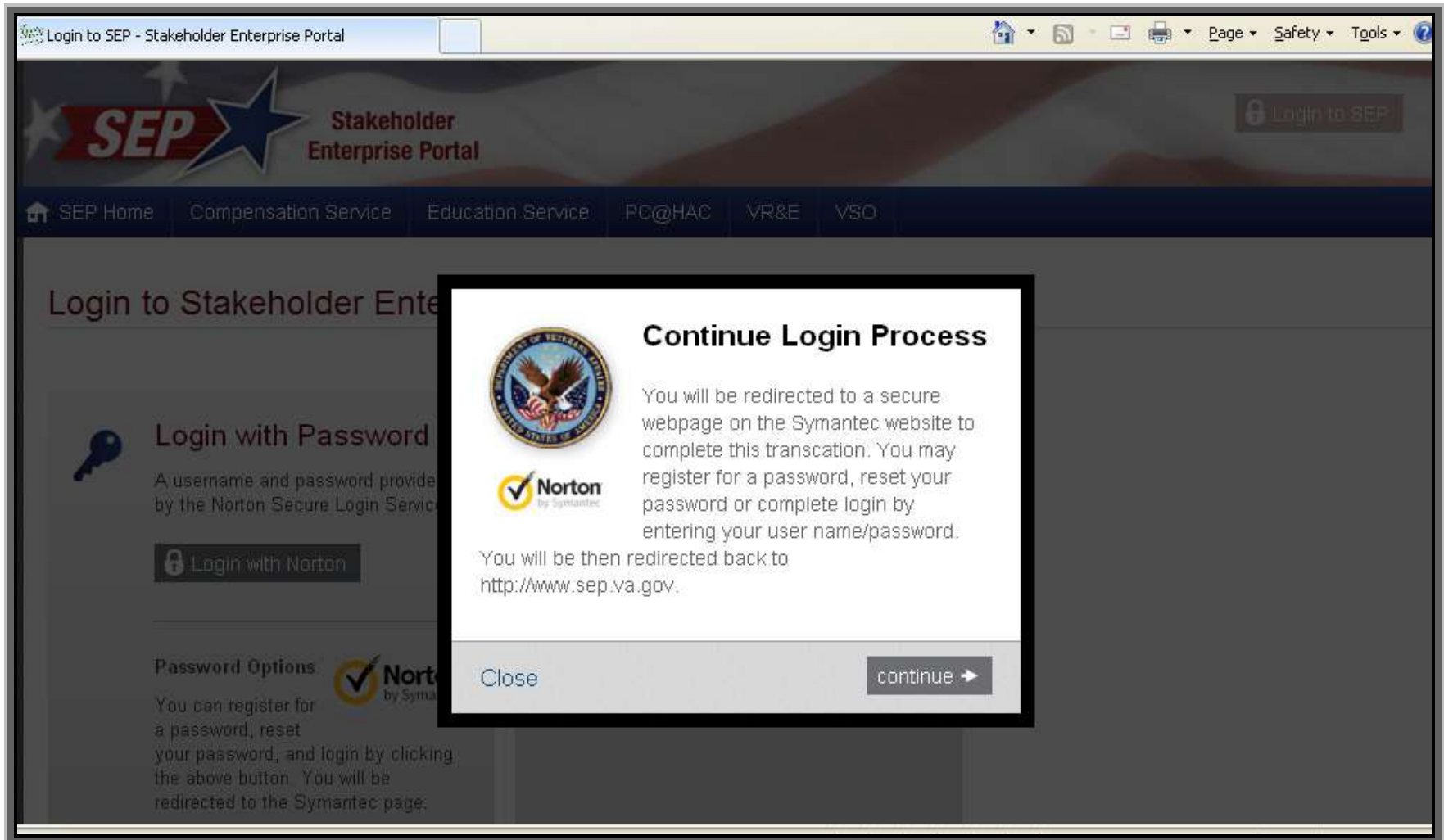


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The screenshot shows the top navigation bar of the VA website with the department name and logo. Below it is a secondary navigation bar for the Stakeholder Enterprise Portal (SEP) with links to various services. The main content area is titled "Login to Stakeholder Enterprise Portal" and features two primary login options: "Login with Password" (using Norton Secure Login Service) and "Login with PIV" (using a VA-issued Smart Card). Each option includes a descriptive paragraph and a red button with a lock icon. Below the password login section, there are "Password Options" and a Norton logo. Below the PIV login section, there are "PIV Options" listed as bullet points. At the bottom of the page, there are links for "About Us" and "Site Map".

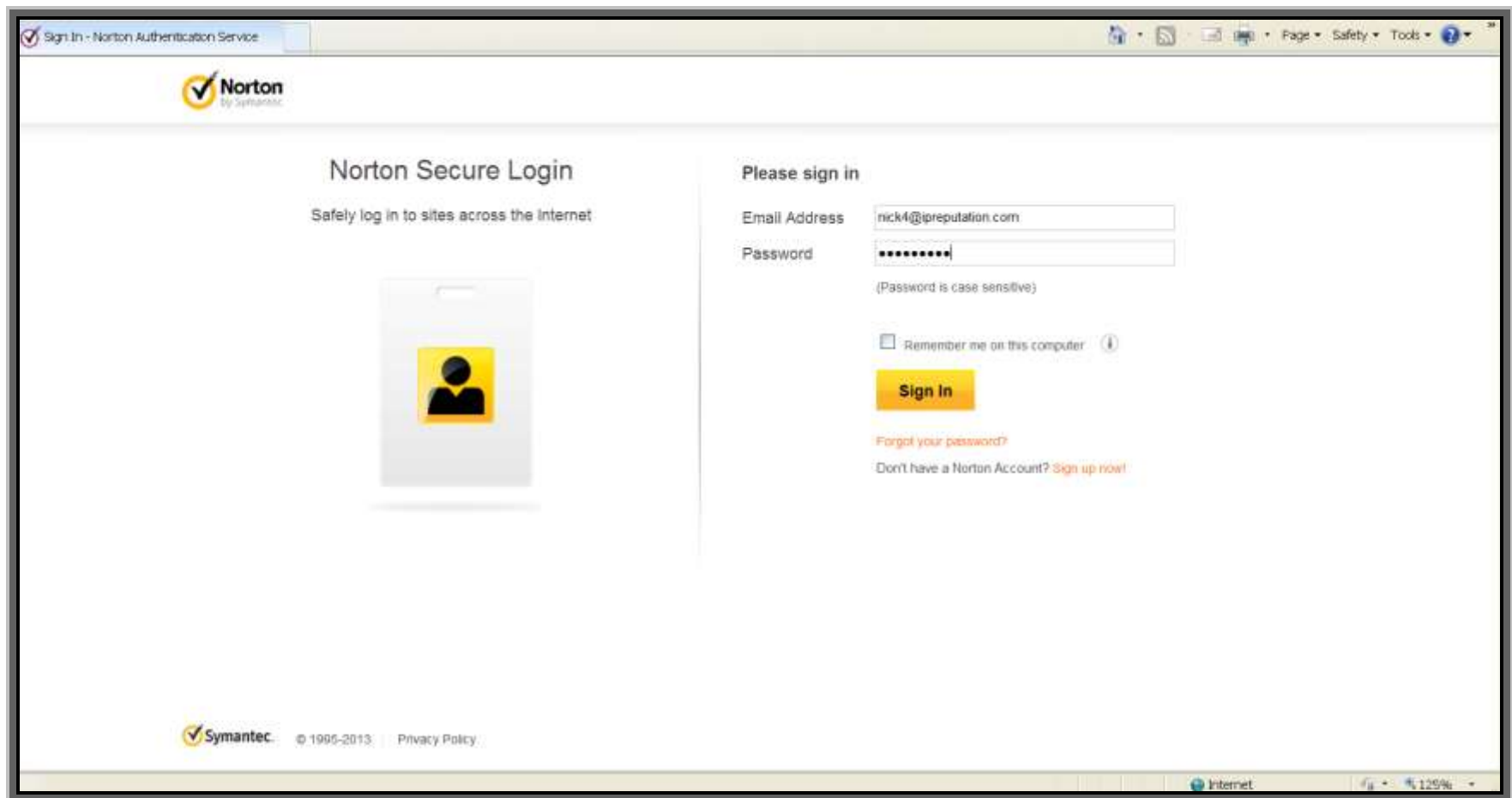
29. Click  to display the **Continue Login Process** pop up window.

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30. Continue Login Process Message is displayed, click  .

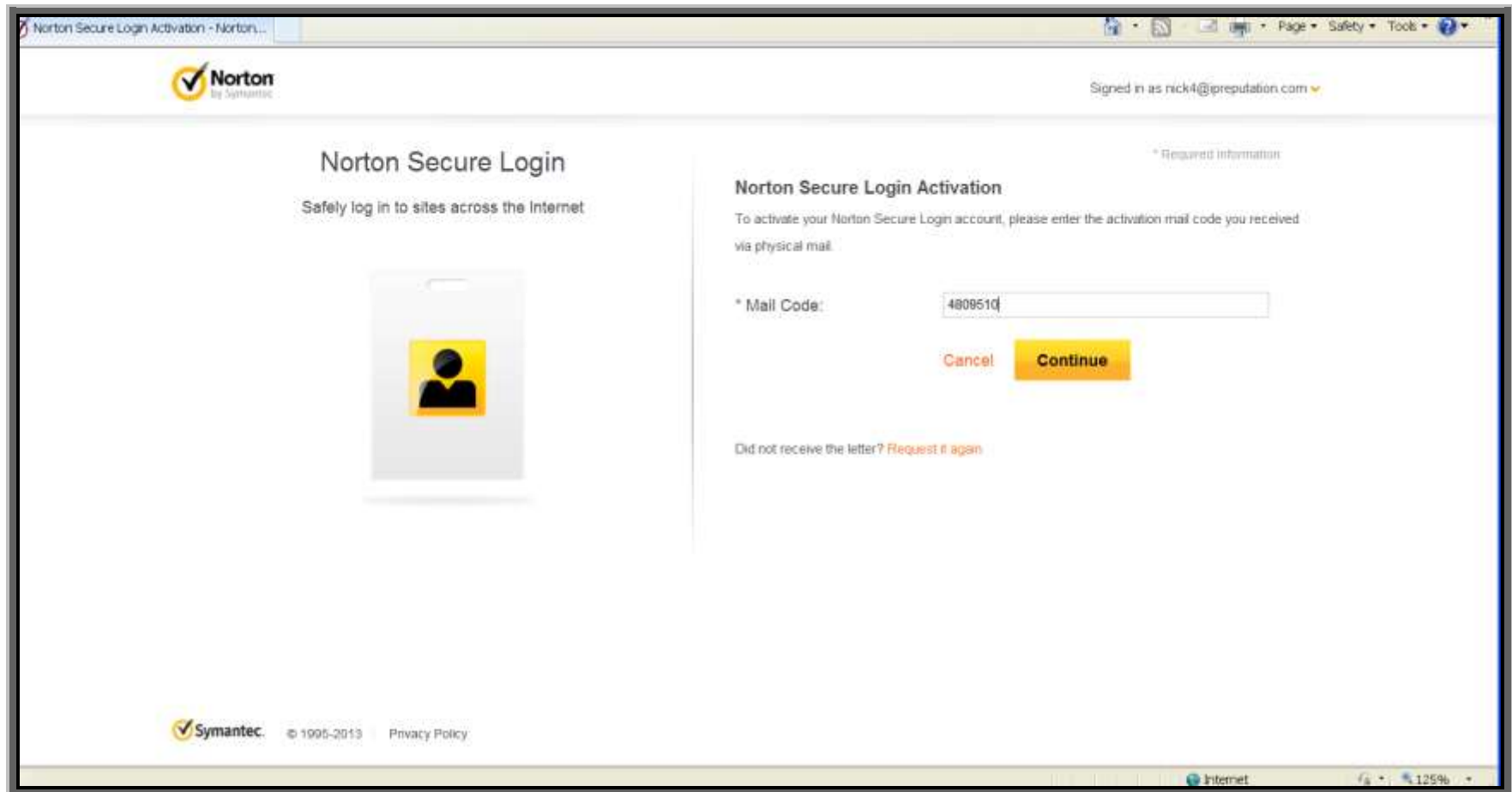
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31. You will be redirected to the Norton Sign In page. Enter username and password and click



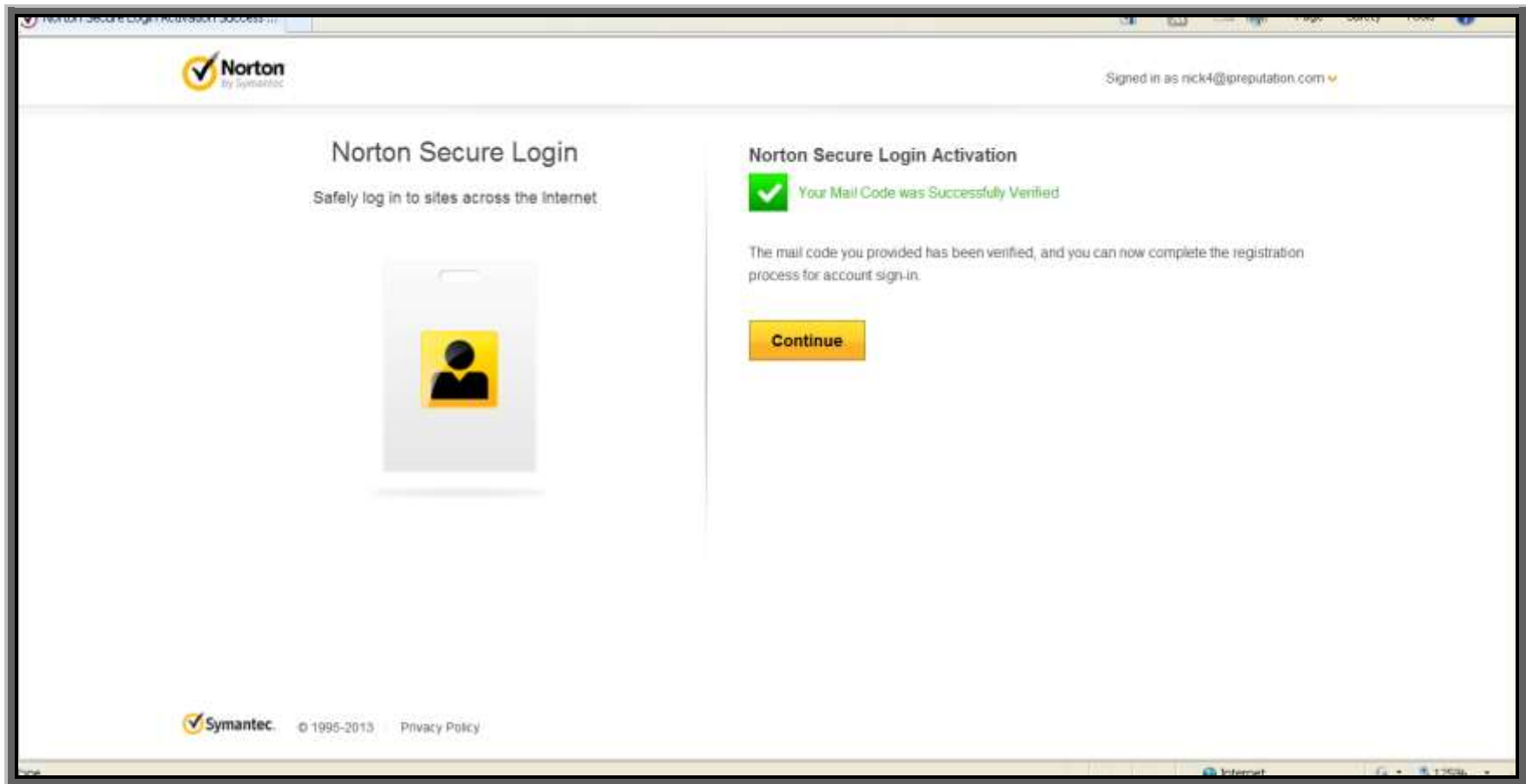
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32. Presented with the Login Activation page. Enter mail code received in the postal letter, click



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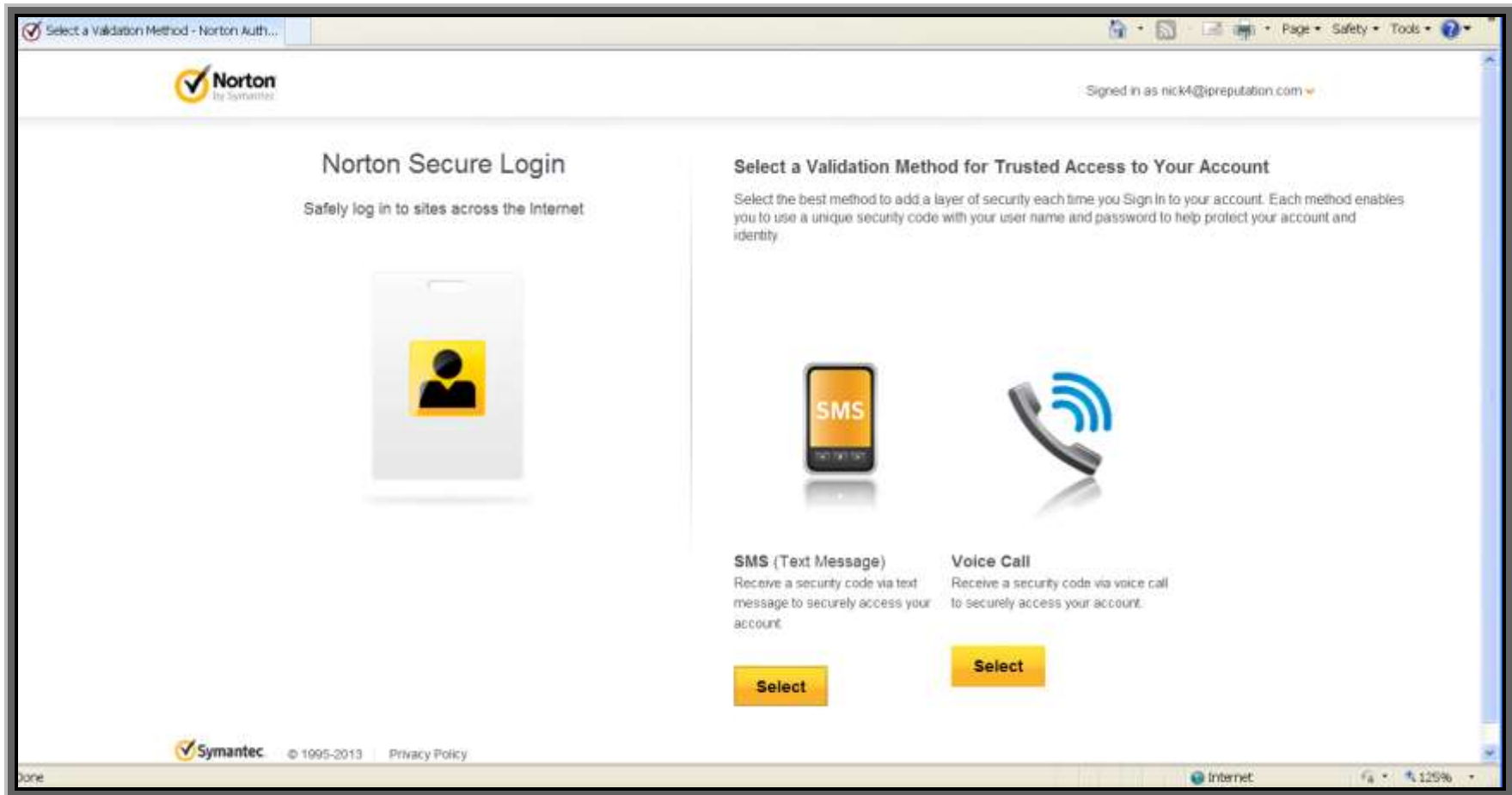
33. Message should appear:






click

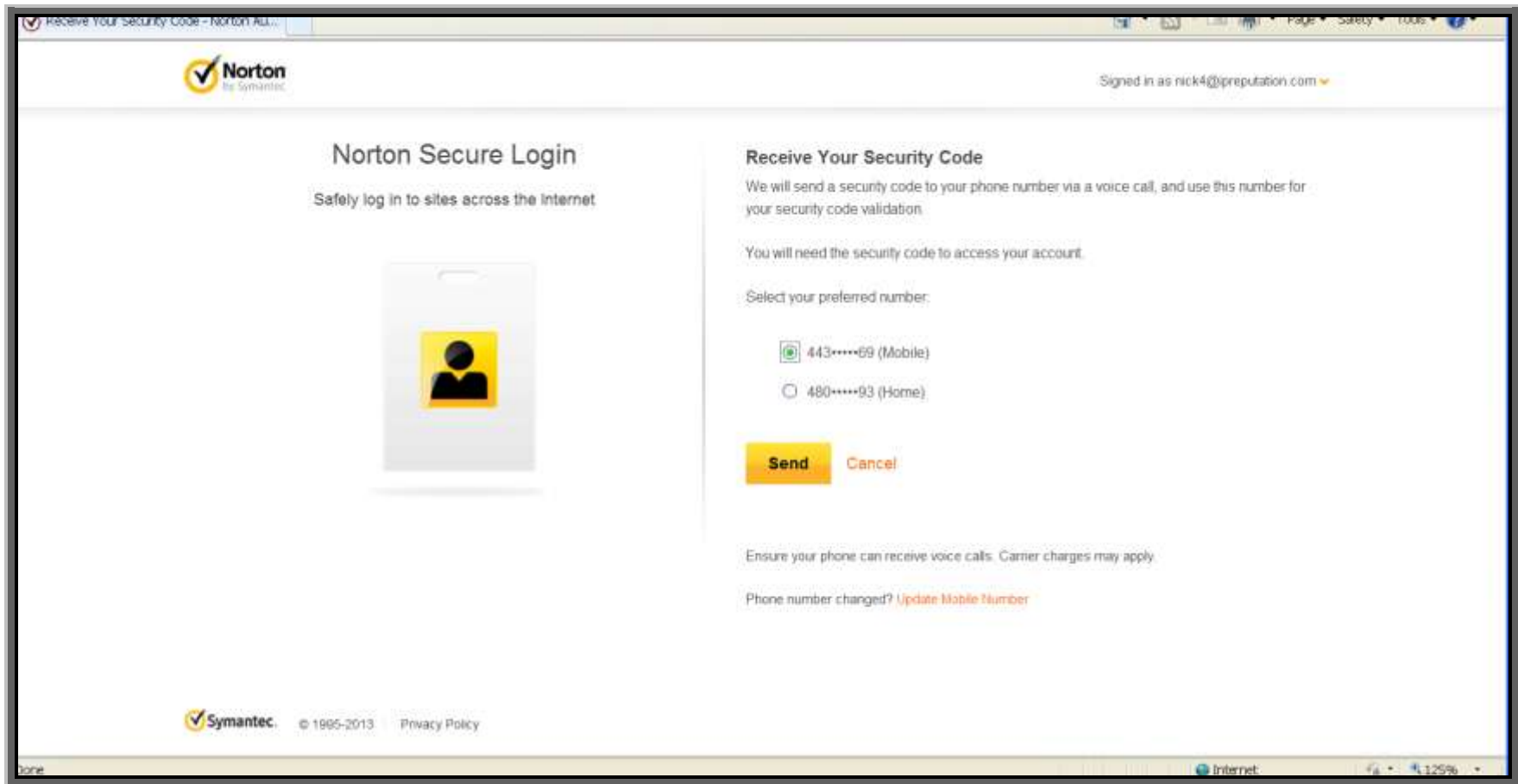
stating "You have successfully completed validation setup and


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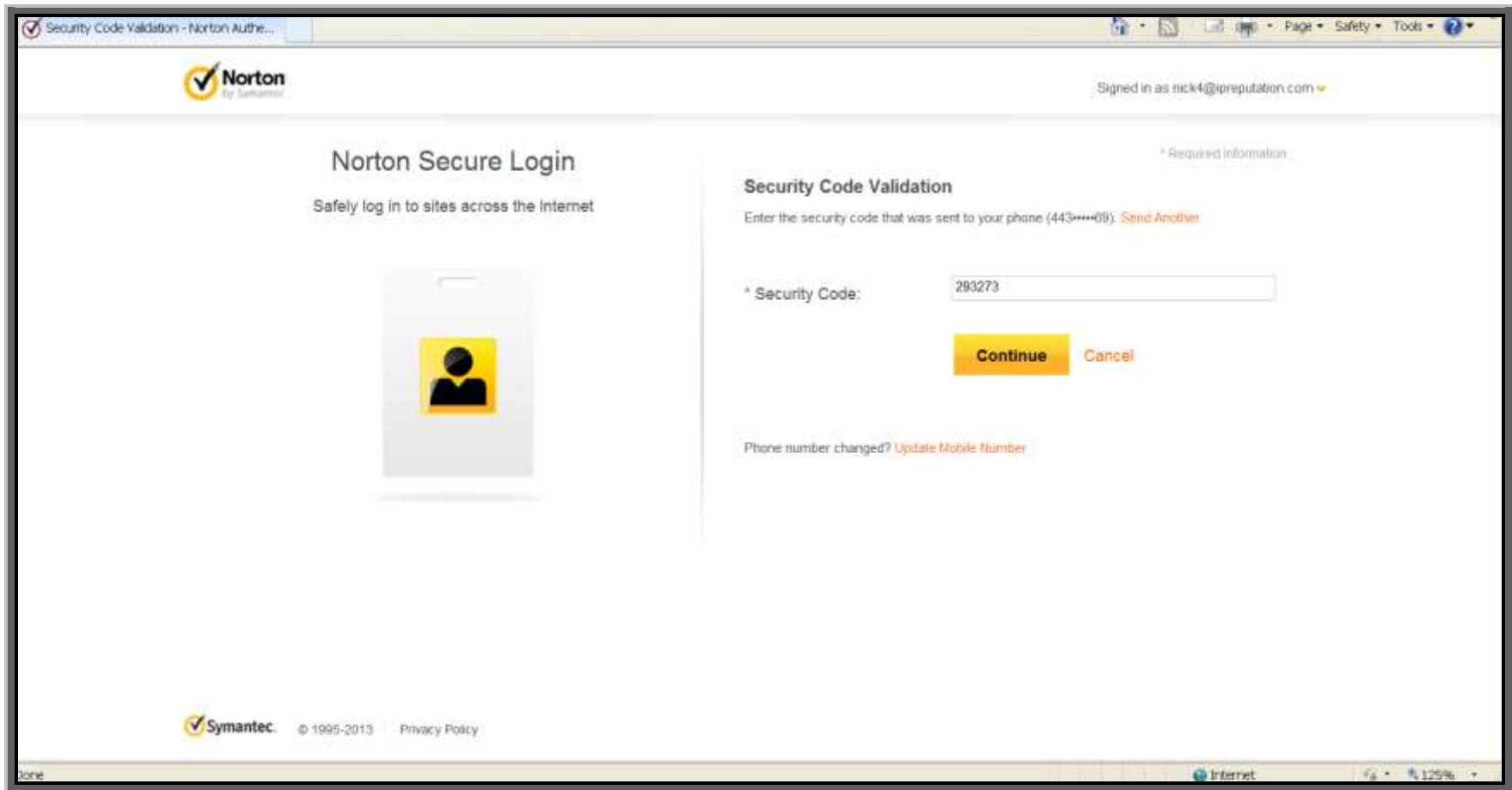
34. During each login, user must  one of the two options: 1) SMS  (security code will be sent by text. *Mobile phone must be able to receive text messages) OR 2) Voice Call  . (* A new code will be sent to you each time you log in.)

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35. For Voice Call Option,  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.)

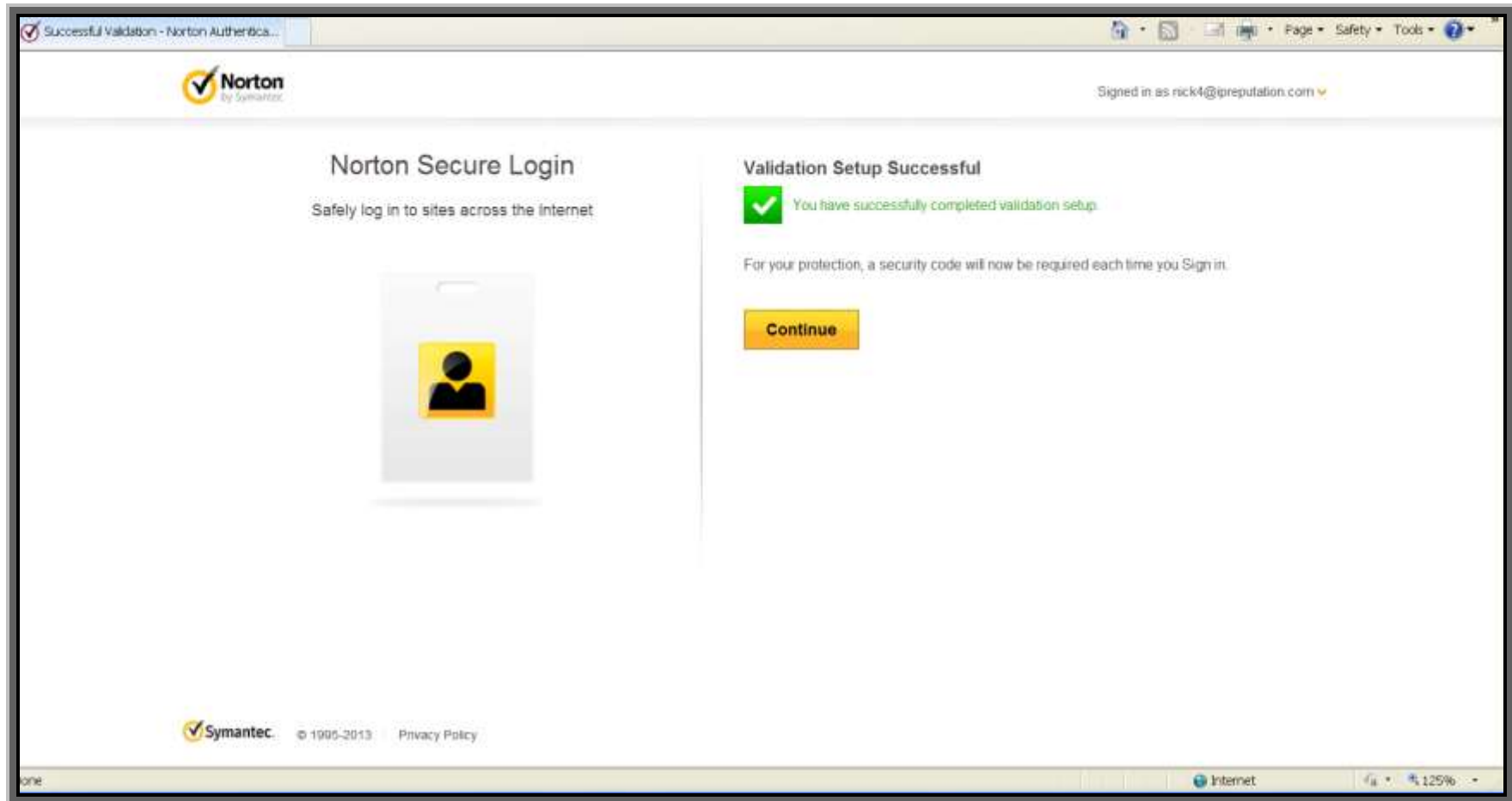
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36. The security code will arrive by text message to your mobile phone or a phone call will be received at the phone number selected

with Voice message stating the security code. Enter the security code and click  .

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37. The following message should display

38. Click  to enter the SEP site.

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The screenshot shows the VSO Representative Dashboard. At the top, there is a navigation bar with links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. Below this is a banner for the Stakeholder Enterprise Portal (SEP) featuring a star logo. A secondary navigation bar includes links for SEP Home, Compensation Service, Education Service, Health Administration, VR&E, VSO, and a Login button. The main content area is titled "VSO Representative Dashboard" and includes a search prompt: "Begin your search for veterans below." Underneath is a "Search for Veterans" section with a message "One field is required." and two input fields: "Social Security Number" (with a dashed separator) and "File Number" (with a note "9-Digits Only. No Dashes."). A "Search By: Veteran ID Numbers" button is positioned to the right of the input fields. On the right side of the dashboard, there is a "VSO Resources" sidebar with links to "FAST Letters (1996-Present)", "VA Contact Information" (with a description of facility listings and maps), "VA News Brief" (with a description of news briefings for VA employees), and "US Court of Appeals for Veterans Claims" (with a description of the court's role).

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