

User Guide for SEP Access with Norton Symantec

You are here

We are here
to help you
achieve
your goals



User Guide for SEP Access with Norton Symantec

Registration and Login to SEP with Norton Symantec Level 3 Credentials

The screenshot shows the homepage of the Stakeholder Enterprise Portal (SEP). The header features the SEP logo with a star and the text "Stakeholder Enterprise Portal" on the left, and a "Log in to SEP" button on the right. Below the header is a navigation bar with links: "SEP Home", "Compensation Service", "Education Service", "PC@HAC", "VR&E", and "VSO". The main content area is divided into several sections. On the left, a large banner reads "Welcome VSO Representatives" and includes a link to "Representatives of Veteran Service Organizations can now log in to SEP to support Veterans." Below this is a section titled "Our VA Business Partners" with a paragraph explaining their role. To the right of this section are three columns: "COMPENSATION SERVICE", "EDUCATION SERVICE", and "PC@HAC", each with a brief description of the services provided. On the far right, there is a "Tools" section with links for "Live Chat for Registration and Log In Difficulties", "SEP FAQs and User Guides", "KnowVA", and "FAST Letters (1996-Present)", followed by an "Announcements" section.

SEP Stakeholder Enterprise Portal [Log in to SEP](#)

[SEP Home](#) [Compensation Service](#) [Education Service](#) [PC@HAC](#) [VR&E](#) [VSO](#)

Welcome VSO Representatives

Representatives of Veteran Service Organizations can now log in to SEP to support Veterans. »

Our VA Business Partners

Our VA Business partners and Veterans Service Organizations provide valuable services to help our nation's Veterans and their dependents receive the benefits they deserve.

COMPENSATION SERVICE

SEP provides access to information that will assist in the understanding of benefits available for Veterans, surviving spouses, dependent children, and dependent parents of Veterans and military service members.

EDUCATION SERVICE

SEP Education will provide information about Veteran enrollments to the Department of Veterans Affairs and data about Veterans that are enrolled in academic institutions.

PC@HAC

In the near future, the Purchased Care @ Health Administration Center (PC@HAC) portal will give those who support medical services provided to PC@HAC beneficiaries a secure, online way to check eligibility/claim status, view/print EOBs and submit documents.

Tools

[Live Chat for Registration and Log In Difficulties](#)

Live Chat is available Monday to Friday from 9:00 AM ET to 5:00 PM ET. Chats are limited to registration and login assistance for the Stakeholder Enterprise Portal (SEP). Specific details about a Veteran's claim cannot be discussed.

[SEP FAQs and User Guides](#)

See our FAQs and User Guides section for more information.

[KnowVA](#)

Find answers to your questions about VA with this powerful search and browse solution.

[FAST Letters \(1996-Present\)](#)

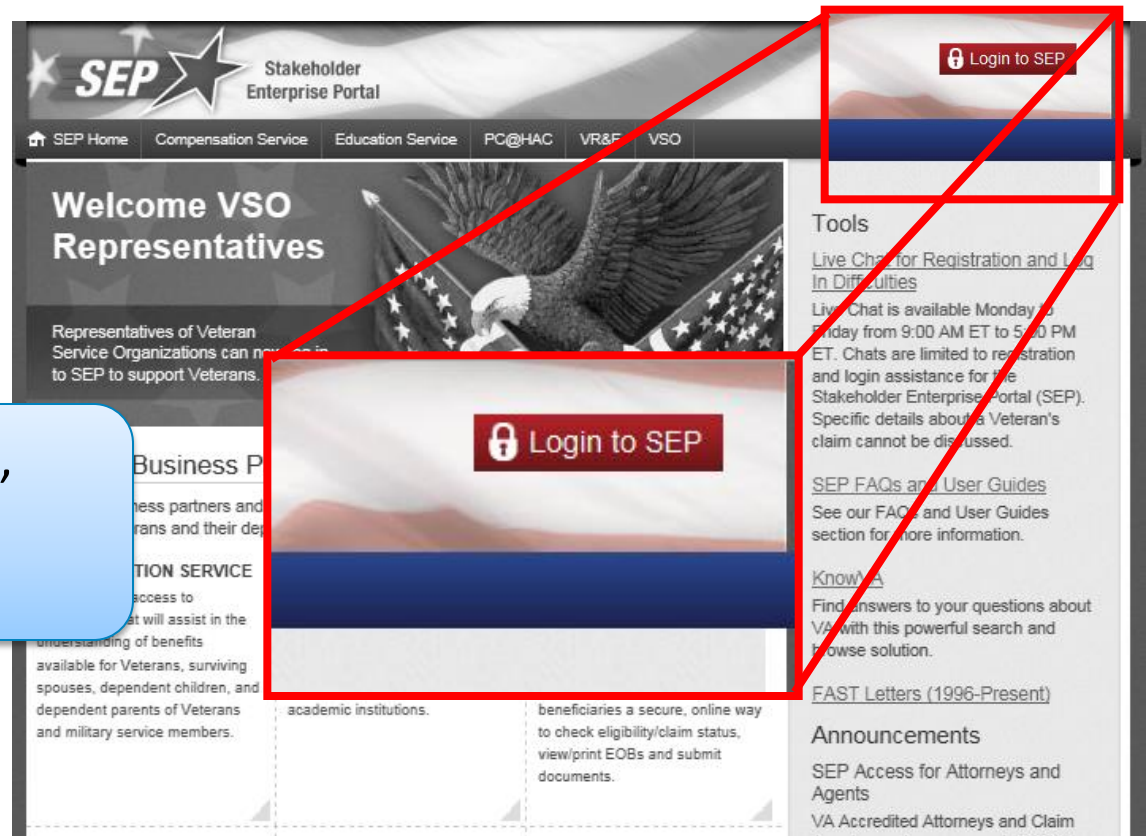
Announcements

SEP Access for Attorneys and Agents

User Guide for SEP Access with Norton Symantec

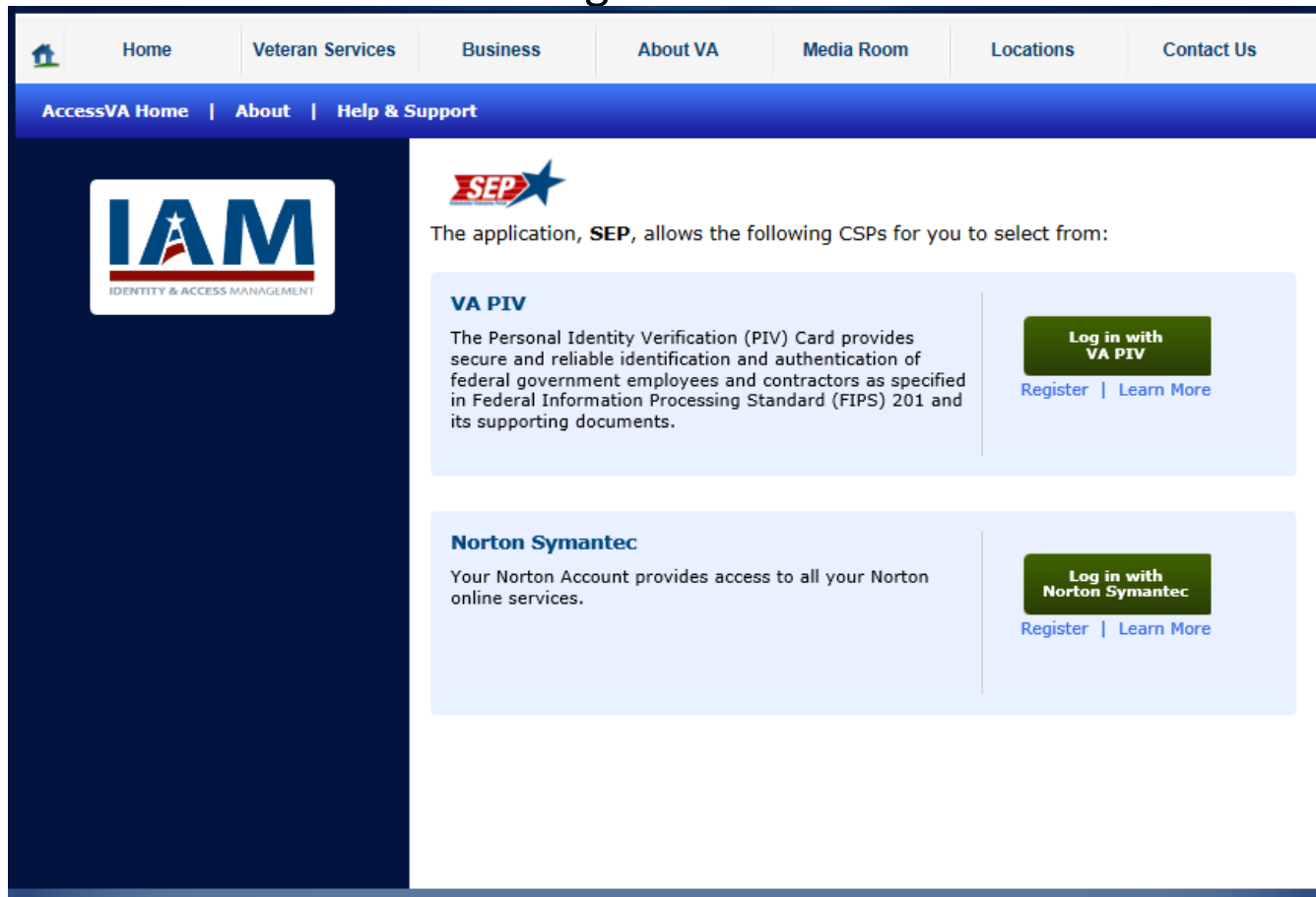
1. Launch your internet browser and navigate to: <https://www.sep.va.gov>
2. Select the Login to SEP button

You may use Firefox,
Internet Explorer,
Chrome, or Safari



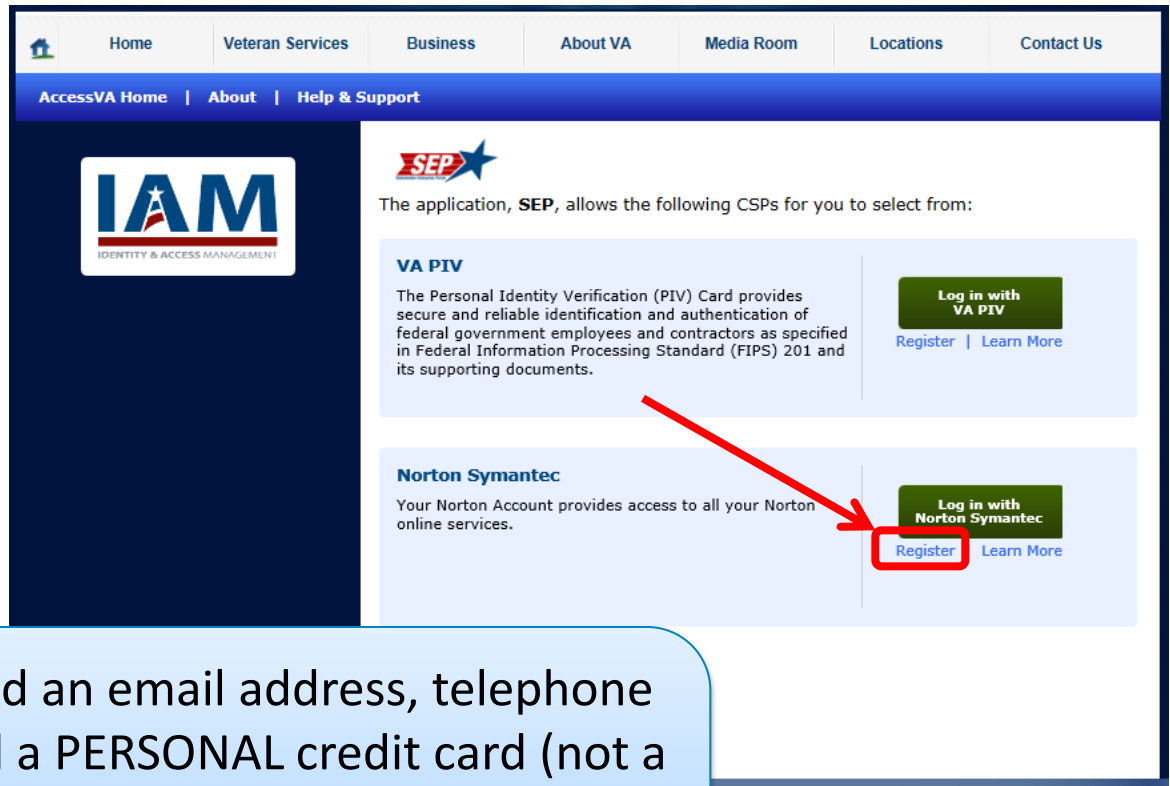
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****New**** Identity Access Management/ SEP Login Screen



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3. Select “Register” under Norton Symantec
4. This begins the process of Norton Symantec Registration for SEP

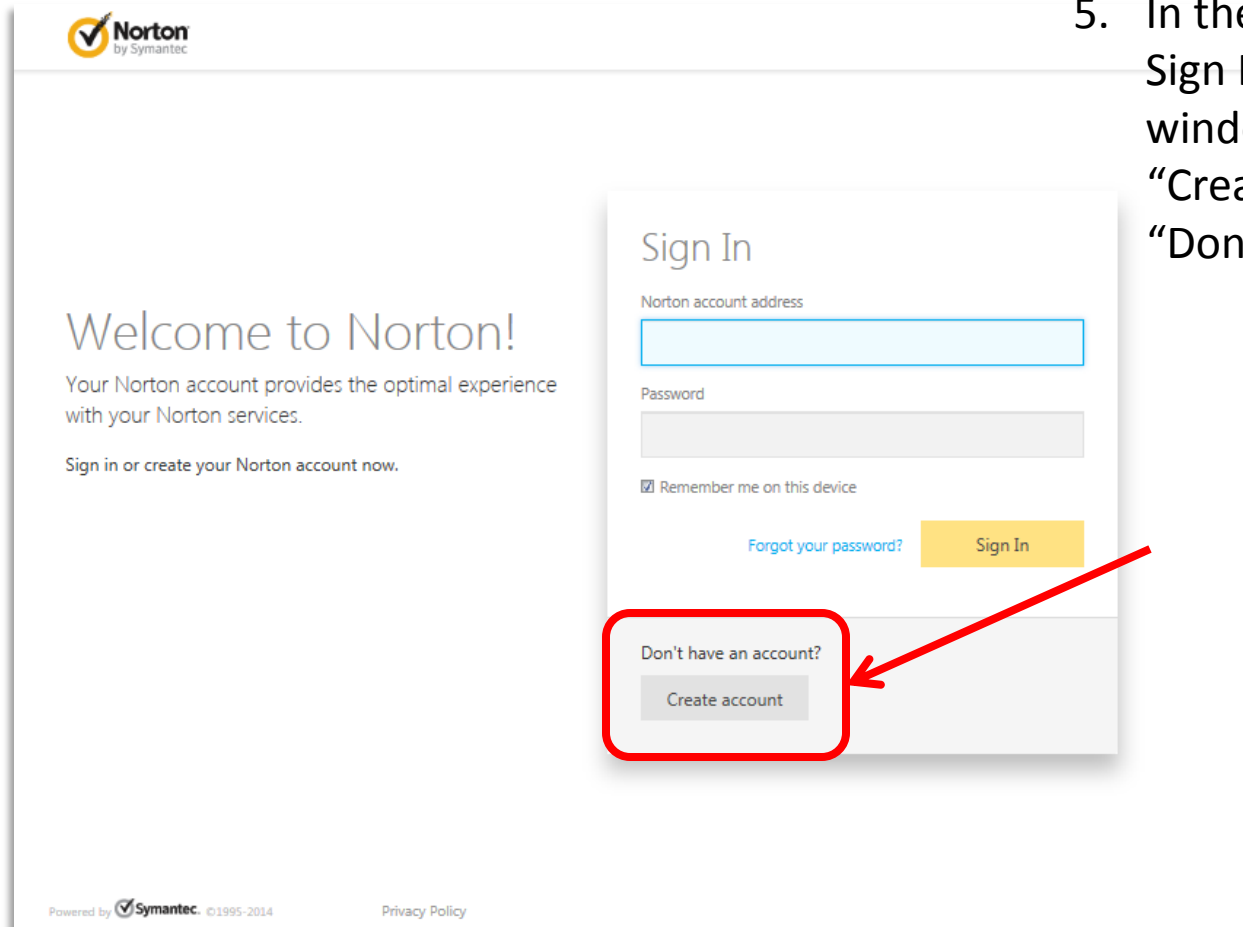


You will need an email address, telephone number, and a PERSONAL credit card (not a debit or corporate card) prior to starting the Norton registration process.

NOTE: Your card will not be stored or billed.

User Guide for SEP Access with Norton Symantec

5. In the Norton Symantec Sign In/ Registration window, click on “Create Account” under “Don’t have an account?”



The image shows the Norton Symantec Sign In/Registration window. The window has a white background with a blue header bar at the top. The header bar contains the Norton logo (a yellow checkmark inside a circle) and the text "Norton by Symantec". Below the header bar, the text "Welcome to Norton!" is displayed in a large, bold, black font. Below this, a smaller line of text reads "Your Norton account provides the optimal experience with your Norton services." and another line says "Sign in or create your Norton account now." In the center of the window is a white box with a light gray border. Inside this box, the text "Sign In" is displayed in a large, bold, black font. Below "Sign In", there are two input fields: "Norton account address" and "Password". Below the "Password" field is a checkbox labeled "Remember me on this device". To the right of the "Remember me" checkbox is a yellow button labeled "Sign In". Below the "Sign In" button is a link labeled "Forgot your password?". At the bottom of the white box, there is a link labeled "Don't have an account?". Below this link is a gray button labeled "Create account". A red rectangle is drawn around the "Don't have an account?" link and the "Create account" button. A red arrow points from the "Create account" button to the "Don't have an account?" link.

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6. Enter (and confirm) an email address as well as a unique password that is easily remembered.
7. Enter First and Last Legal Name and Region
8. Click “Sign Up”

Norton
by Symantec

Welcome to Norton!

Your Norton account provides the optimal experience with your Norton services.

Sign in or create your Norton account now.

Create an account

Email address *

Confirm email address *

Password *

First Name Last Name

Region
United States

☒ Email me product updates, offers, and security newsletters

Sign Up

I have read and agree to the [Privacy Policy](#)

Have an account?

Sign in

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[Privacy Policy](#)

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9. Follow the instructions on the next screen and access the email account used to Sign Up for the Norton Symantec Credential.



Secure Login

Email Confirmation Needed



We have just sent you a confirmation link at the email address you provided
(Insert Email Address Here) . Go to your email and click the link to
confirm your account creation.

[Resend email with confirmation link](#)

If an email confirmation from Norton Symantec did not arrive in your Inbox, Click "Resend email with confirmation link"

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Welcome to Norton Secure Login – Confirm Email Address

NortonAccount@symantec.com

To:



Hi Betty Jackson,

Congratulations! Your Norton account has been successfully created.

To complete the process, please click on the link and verify your email address. On the resulting screen enter your new login to continue setting up your account.

<https://ptnr-idp.vip.symclab.com/sso/embedded/validateUser?&tok=JDk1ZDdhZGQ4LTQ2ZWltNDY1Mi1iMTZiLTlTY3NTlOTFmMWJmZmLRzaN4SJeMqdNbRC%252FU0RR38I7%252B%250AA9UYRJH2QjpC5hSwbNncHApHqaWidt0K%252FdeQQ48Ik9ctDchquNsTbp5MTkIF%252FQhOHU4MbFzVIM2G%250ACwAbGBUZVSHIJp%252Fwclu6x73waRXweYZkWh47OaVliZh486f9t%252F2L%252FWZqJ1vhu4I5dT8ZinGeRrw%250At3HZI%252BYxnsVzq%253D%253D>

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Protecting the Stuff that matters.™



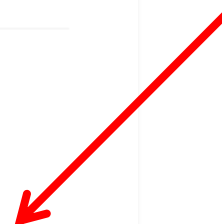
Thank you for choosing Symantec!

Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

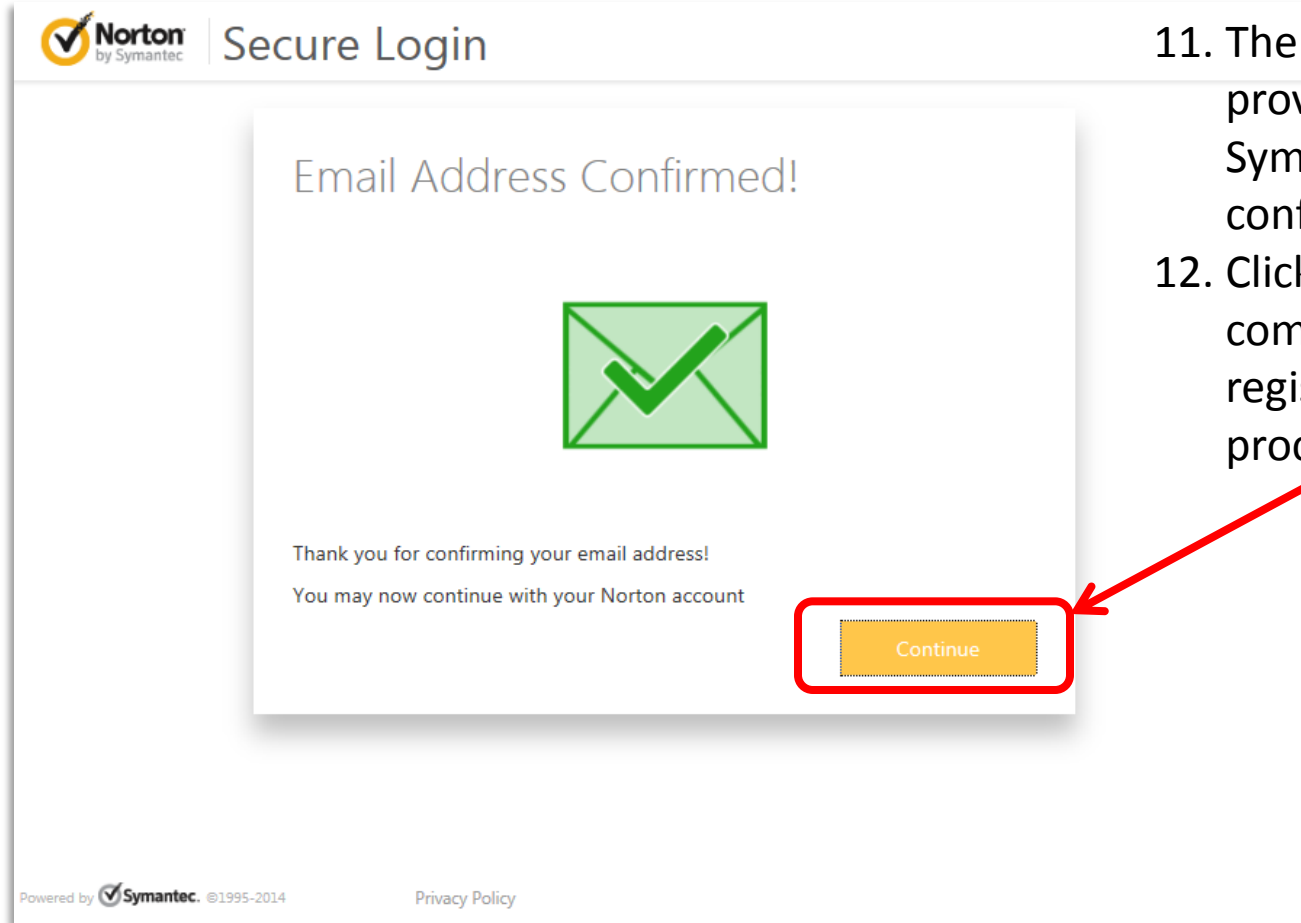
Please Check Symantec Web Site for information www.symantec.com

Symantec Corporation, 350 Ellis St., Mountain View, CA, U.S.A. 94043

10. After opening the email from Norton Symantec, follow the instructions and click on the link provided.



User Guide for SEP Access with Norton Symantec

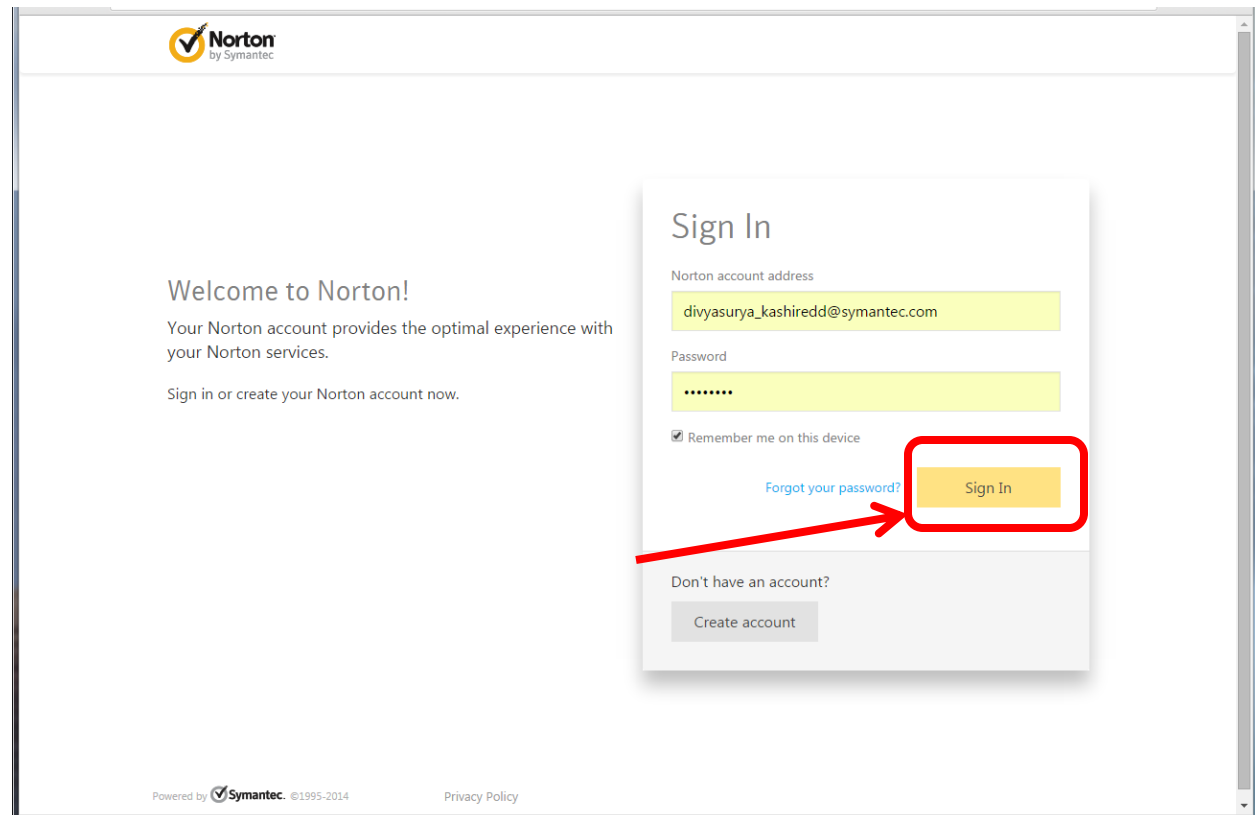


11. The email address provided to Norton Symantec has been confirmed.

12. Click “Continue” to complete the rest of the registration and log in process.

User Guide for SEP Access with Norton Symantec

13. Enter the newly established Norton account email address and password
14. Click “Sign In”



The screenshot shows the Norton Sign In page. At the top left is the Norton by Symantec logo. The main heading is "Sign In". Below it, the text reads: "Welcome to Norton! Your Norton account provides the optimal experience with your Norton services. Sign in or create your Norton account now." The sign-in form includes a "Norton account address" field with the email "divyasurya_kashiredd@symantec.com", a "Password" field with masked characters, a checked "Remember me on this device" option, a "Forgot your password?" link, and a yellow "Sign In" button. A red arrow points to the "Sign In" button. At the bottom, there is a "Don't have an account?" section with a "Create account" button. The footer contains "Powered by Symantec. ©1995-2014" and a "Privacy Policy" link.

User Guide for SEP Access with Norton Symantec

Norton by Symantec | Secure Login

Intro Personal Info Credit Info Security Questions Security Code Enter Code Finish

Identity Verification Required
<http://loginsa-bat2.norton.com:5631/SAMLFilterSSOTest/> requires Level 3 Identity Credential and Access Management verification to continue.

Verifying your identity with Norton is a three-step process:

- 1 Personal Information**
Provide some personal information. (Only your name and contact will be saved after the verification process.)
Cancel
- 2 Security Questions**
Answer some questions to which only you would know the correct answers.
- 3 Security Code**
You will receive a unique code via a text message or a mailed letter sent to the mobile number or home address you provide.
Continue

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The new Security Code process now allows certain users to receive the Security Code via mobile text message. Not all users will qualify for receiving the code this way and may still need to wait for a mailed letter.

15. This screen explains the remainder of the registration process. Click “Continue”.

User Guide for SEP Access with Norton Symantec

The screenshot shows the Norton Symantec Secure Login interface. At the top, there's a navigation bar with tabs: Intro, Personal Info (selected), Credit Info, Security Questions, Security Code, Enter Code, and Finish. Below the navigation bar, the title "Identity Verification" is displayed, followed by "Personal Information (Part A)" with a progress indicator "28/41". The form contains several input fields: First Name (ALLAN), Middle Name (Middle), Last Name (VERAS), Home Address1 (8970 E SHOOTING STAR), Home Address2 (Apt 205), City (GOLD CANYON), State (Arizona), ZIP Code (852182943), Country (United States), Home Phone (+1 9725104100), and Mobile Phone (+1 000-000-0000). A red arrow points to the "Continue" button, which is highlighted with a red box. At the bottom left, there's a "Cancel" link. At the bottom right, there's a "Privacy Policy" link. The footer indicates "Powered by Symantec ©1995-2014".

16. Enter all of the Personal Information requested in Part A.

17. Click “Continue”

NOTE: If a home phone number exists for the user and can be linked to the home address, entering it (in addition to the mobile phone number) will increase the chances of a successful registration by receiving a text message rather than waiting for a mailed letter.

User Guide for SEP Access with Norton Symantec

Norton by Symantec | Secure Login

Intro Personal Info **Credit Info** Security Questions Security Code Enter Code Finish

Identity Verification

Personal Credit Information (Part B) 28-32

Note: by providing the following information, you will help us confirm your identity so your account remains secure. Enter an active credit card number that we can verify with your personal credit records. **This verification process will not affect your credit score.**

Date Of Birth: April 14 1970 Social Security Number: 666409464

Credit Card Number: 4266901026193359

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.**

Cancel Continue

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18. In Part B, Personal Credit Information must be entered in the form of a personal credit card. The card cannot be a Debit or Corporate Card.

19. Click “Continue”.

User Guide for SEP Access with Norton Symantec

Norton by Symantec | Secure Login

Intro Personal Info Credit Info **Security Questions** Security Code Enter Code Finish

Identity Verification

Security Questions 12:41

Based on the information you provided, we have generated the following questions. Please answer the questions to confirm your identity.

1. Please select the term of your auto loan (in months) from the following choices. If your auto loan term is not one of the choices please select 'NONE OF THE ABOVE'.
2. You may have opened a mortgage loan in or around March 2013. Please select the dollar amount range in which your monthly mortgage payment falls. Refer only to the regular monthly payment which includes principal, interest, and escrow (escrow could include taxes and insurance if collected by lender). If you have not had a mortgage payment now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.
3. Which of the following is the highest level of education you have completed? If there is not a matched educational level, please select 'NONE OF THE ABOVE'.

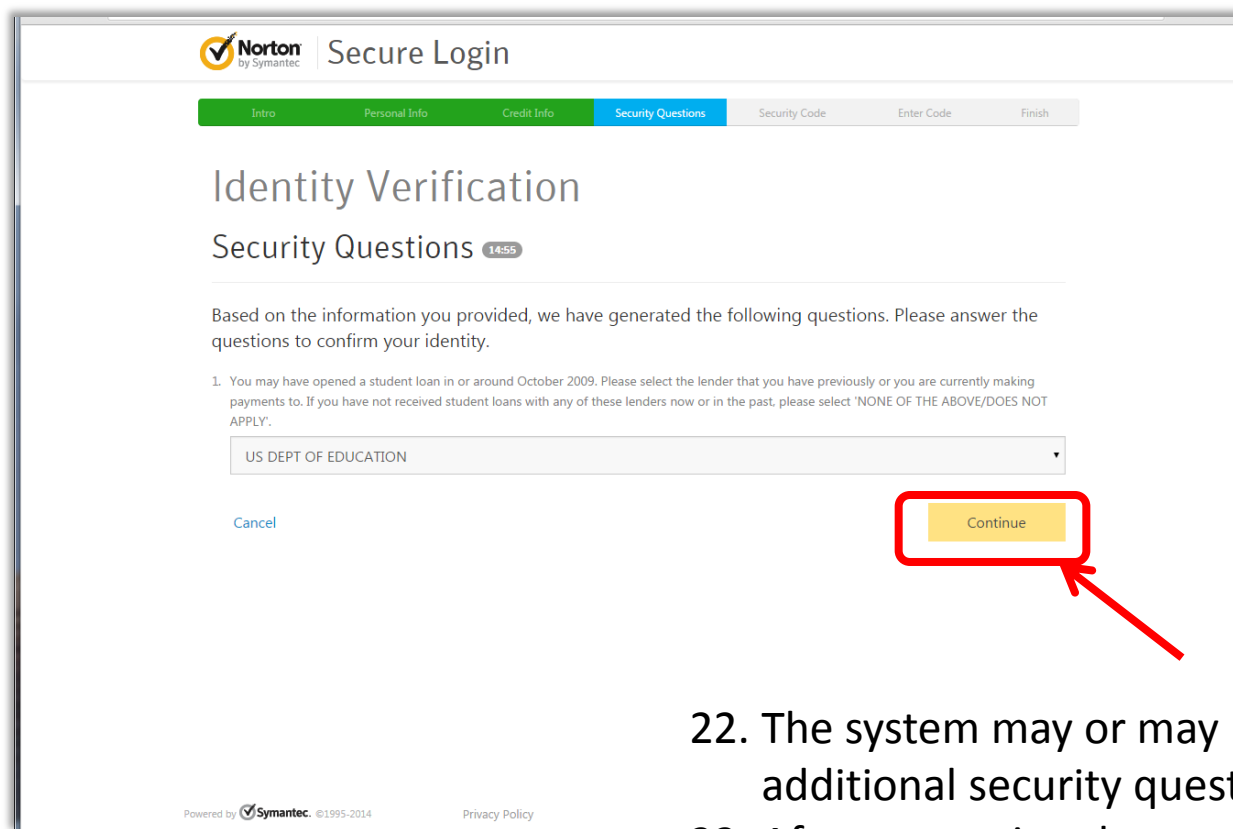
[Cancel](#) [Continue](#)

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20. Answer the security questions provided. These security questions were generated by Experian based on the information the user provided.

21. Click “Continue”.

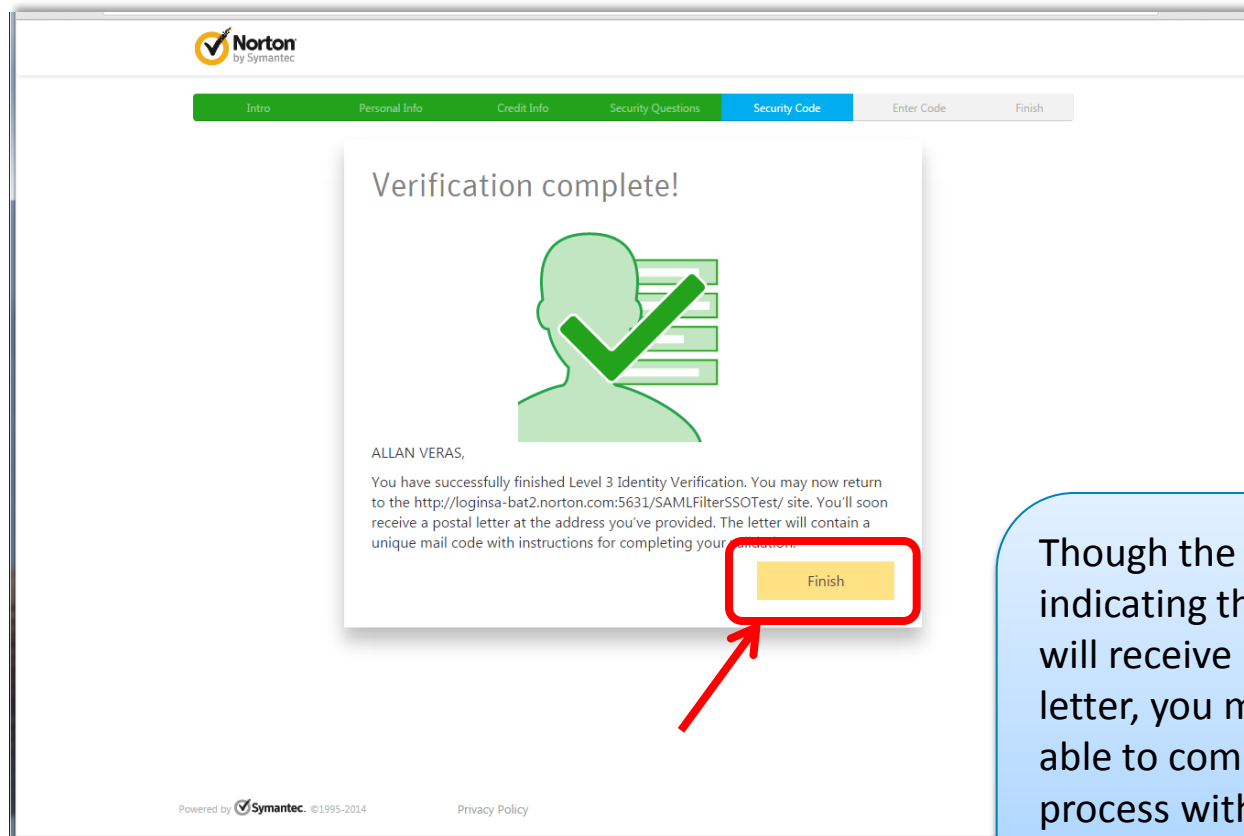
User Guide for SEP Access with Norton Symantec



The screenshot shows the Norton Symantec Secure Login interface. At the top, the Norton by Symantec logo is on the left, and 'Secure Login' is on the right. Below this is a progress bar with steps: Intro, Personal Info, Credit Info, Security Questions (highlighted in blue), Security Code, Enter Code, and Finish. The main heading is 'Identity Verification' followed by 'Security Questions' with a 14:55 timer. A paragraph states: 'Based on the information you provided, we have generated the following questions. Please answer the questions to confirm your identity.' The first question is: '1. You may have opened a student loan in or around October 2009. Please select the lender that you have previously or you are currently making payments to. If you have not received student loans with any of these lenders now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.' Below the question is a dropdown menu currently showing 'US DEPT OF EDUCATION'. At the bottom left is a 'Cancel' link, and at the bottom right is a yellow 'Continue' button, which is highlighted with a red rectangular box and a red arrow pointing to it. The footer includes 'Powered by Symantec. ©1995-2014' and a 'Privacy Policy' link.

22. The system may or may not generate an additional security question.
23. After answering the question, click "Continue".

User Guide for SEP Access with Norton Symantec



Though the system is indicating that you will receive a mailed letter, you may be able to complete the process with a message received via text instead.

Congratulations! Verification is complete.
24. Click “Finish” to complete the final steps

User Guide for SEP Access with Norton Symantec

Norton Secure Login
Safely log in to sites across the Internet

Enter Security Code
Enter the text message security code sent to your phone at +1 972-510-4100.

Security Code

Verify and continue

☐ Don't ask again on this computer

[Re-send the code via text](#)
[Need to receive your code another way?](#)
[Cancel](#)

Verify

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25. Enter the security code that was received via mobile phone text message.
26. Click “Verify” to continue to SEP

User Guide for SEP Access with Norton Symantec

The screenshot shows the 'SEP Stakeholder Enterprise Portal' interface. At the top, it says 'Logged in as: Caitlyn Nye, VSO Representative' with a 'Log out' button and a 'Return to AccessVA' link. The navigation bar includes 'SEP', 'Dashboard', 'Representation Requests', and 'VSO Work Queue'. The main content area is titled 'Representative Dashboard' and features a 'Search for Veterans' section. This section prompts the user to 'Search for a Veteran using an identification number...' and provides four input fields: 'Social Security Number' (9 digits), 'File Number' (Up to 9 digits, no dashes), 'Service Number' (Up to 9 characters), and 'Insurance Number' (Up to 10 characters). Below these, it asks for 'first name, last name, and date of birth' and provides fields for 'First', 'Middle', 'Last', 'Suffix' (with a 'Select' dropdown), and 'Date of Birth' (mm, dd, yyyy). There is also an 'Advanced Search Criteria' link and 'Search for Veterans' and 'Clear Form' buttons. On the right side, there are 'Tools' (VSO Dedicated Support Line: 1-855-225-0709 from 9:00am - 5:00pm ET) and 'VSO Resources' (VADIR Error? section explaining data mismatches and providing a link to RIS).

You now have access to SEP. When logging in, in the future, entering the established email address, password and a security code sent to a mobile phone via text message (Steps 12, 13 and 24, 25) will be needed to gain access.