



## **Norton Remote Proofing Frequently Asked Questions**

- **What is Norton Secure Login?**  
Norton Secure Login is a secure identity service operated by Symantec Corporation. Norton Secure Login allows end users to create accounts which they can use to login to various website applications on the internet. Norton Secure Login accounts are more secure than simple user name and password. We check your identity before issuing an account and we optionally require the users to use two factors to identify themselves upon login.
- **After I have registered, how long will it take to receive my letter?**  
It takes between 5-10 business days after registration to receive the letter in mail.
- **Do I need to register each time I login?**  
No. You only need to register once. After registration every time you login, simply use your username and password and optional temporary security code to login.
- **What happens if I am unable to complete the entire registrations process in one sitting?**  
You can come back to the service and we will restart the process at the nearest point where you left off. For example, if you have already verified your email, you will be able to login to the system and the system will guide you through the identity confirmation process.
- **Why have I been redirected to this other site?**  
You are being redirected to this website because the originating website trusts Norton Secure Login accounts and you can login to the originating website using an account on this service.
- **Why is my email address required?**  
Your email address is your username on this service. Additionally we verify your email as part of identity confirmation.
- **What browsers are supported?**  
We support the current and previous major releases of Firefox, Internet Explorer, Chrome and Safari on a rolling basis. Each time a new version is released, we begin supporting that version and stop supporting the third most recent version.
- **Why do I need to enter my social security number, date of birth, and credit card number?**  
We verify your identity using various pieces of information. Your social security number, date of birth and credit card number (if needed) is matched against online data sources at our identity proofing partners to ascertain the identity of users before allowing them to create an account.
- **What if I don't have a credit card? Can I use a debit card?**  
Unfortunately debit card cannot be used for identity proofing. You will have to use a major credit card for identity proofing.



- **Why do I need to provide my mobile phone number? And my home phone number?**  
Your home phone number is used for identity confirmation. Your mobile phone will be used to send you the temporary security code to login to the service if the original website wants to use extra security.
- **How do you know about my mortgage or car loan?**  
Credit bureaus collect information about consumers' financial transactions including their loans and leasing activities. Typically this data is used to establish credit history for consumers. We are able to work with credit bureaus to use their data for identity confirmation of individuals.
- **When should I receive the mailer? Is there any way to confirm that the mailer has been sent to me?**  
Upon completing the identity confirmation process you will be notified that a mailer is being sent to the address you specified. Additionally you will get an email with this information and what to do when you receive the mailer.
- **Why does it have to be mailed? Is there any other way that I can receive the information other than by mail?**  
This is a mandated procedure as specified by the originating website for address confirmation and we are not able to use alternatives currently to verify mailing address.
- **Can I get the mail code some other way?**  
Unfortunately physical mailer is the only way to receive the mail code.
- **What if my computer or browser locks up in the middle of the process? Do I need to start over from the beginning?**  
It depends on at what point your browser locked up. If you were already past email verification process, go ahead and login using your email address and established password, we will pick up from where you left off.
- **What's a temporary security code?**  
A temporary security code is a one-time passcode and is a six digit number that is sent to your mobile device as SMS. You use this security code to login to the Norton Secure Login Service.
- **What if I forget my password?**  
You can reset your password by using the "Forgot my password" link on the login page.
- **What if my cell phone is lost?**  
At the login time, if a temporary security code is required, you will be able to update your cell phone so you can receive the security code.
- **Can the security questions be refreshed or changed based on your preference?**  
Unfortunately they cannot be changed. However, you will get 4 questions and you can get 1 out of the 4 questions incorrect to still move forward in the process.



- **What if the questions displayed do not apply to me at all?**  
It is extremely important to understand that the Experian remote identity proofing process intentionally includes “trick questions”, the only answer to which might be “none of the above”. This is a very important part of blocking fraudulent users. If you determine that none of the options listed applies to you, please answer then accordingly.
- **What if a mail code is lost? How can I obtain one? Can I call the Norton Symantec helpdesk to receive a code by phone or do I have to wait to receive a new code in the mail?**  
In order to receive a new code in the case you didn’t receive your mail code, you must click the “if you didn’t receive your mail code” button for the code to be resent in the mail. You cannot call to get the code due to the fact that this exercise is to validate your address in the process of sending that code to your mailing address.
- **Why is there a delay in receiving the code to my cellphone?**  
The reason for the delay might be due to the Secure Messaging System (SMS) in general and unfortunately is out of Norton Symantec’s control, although some carriers have a better response time than others; we are trying to incorporate other options outside of SMS for a future release.
- **How long is the mail code valid and does it expire?**  
The mail code is a permanent number related to the Experian identity proofing transaction. It is unique for every transaction, and it does not expire.
- **What is the lockout time for Norton Symantec?**  
Norton Symantec allows 5 login attempts after which you will be locked out for 12hrs time period.