A software token or VIP Access™ token" is a fraud prevention software app that is downloaded to your mobile device or computer.

It generates a single-use login PIN that is as part of our multifactor authentication process (MFA) to help us prove your identity before we can grant you access to the online banking system.

To download your VIP Access™ token:
1. Login to Online Banking
2. Go to **=>My Settings<** located at the top righthand corner of the page.
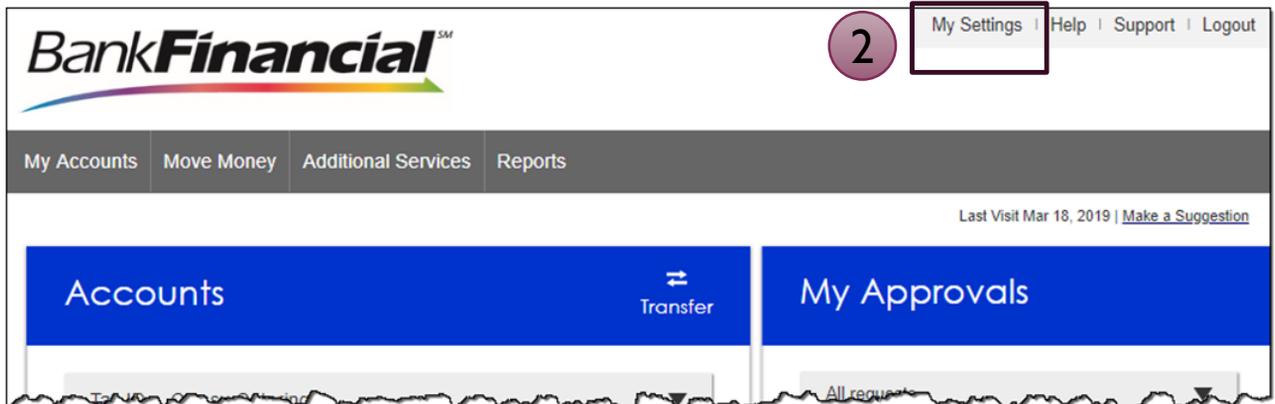
This will take you to the **Personal Information Page**.

3. Under the **Login & Security** section Go to **=>Security Options<** click on **=>Edit<.**

Personal information

	Customer Name
Primary email | Edit	CustomerEmail@gmail.com
Business Information	Company Name Business ID: 1234567890

Login & Security

Username | Edit	OnlineBankingUserName
Password | Edit	**********
Security options | Edit ③	(312) 555-1234 | Text enabled (630) 555-1234 | Enable for text ⌄ CustomerEmail@gmail.com

This will take you to the **Confirming your identity page.**

4. Go to **=>By security token<** then click on **=>How do I get a VIP Access™ token<.**

5. This will open a new window letting you know you will be leaving the *BankFinancial* website and going to a 3rd Party Vendor site. Simply click on **=>OK<.**

Confirming your identity

If we do not recognize your computer or device, we confirm your identity by one of the methods below.

By phone   Confirm your identity by responding to a text or call to a phone you have handy.

+ 1 ▼   (312) 555-1234   ⊗

+ 1 ▼   (630) 555-1234   ⊗

By security token   Use a VIP Access™ token to

Enter credential ID

▶ Where can I find the creden
▶ What is VIP Access™ work?
④ ▶ How do I get a VIP Access™ token?

Leaving Site   ✕

By accessing the noted link you will be leaving the BankFinancial website and entering a website hosted by another party. BankFinancial has not approved this as a reliable partner site. Please be advised that you will no longer be subject to, or under the protection of, the privacy and security policies of the BankFinancial website. We encourage you to read and evaluate the privacy and security policies of the site you are entering, which may be different than those of BankFinancial.

⑤   OK   Cancel

By email   ON

Receive one-time security codes by your primary email address, **astaker@bankfinancial.com.**
Update primary email

Current password   Password   SHOW

Save   Cancel

This will take you to the **Symantec VIP page.**

6. Simply click on the =>**DOWNLOAD**< button.

7. This will open a new text box with options to choose from for the "VIP Access for Mobile or VIP Access for Computer. Simply select your device option and follow the download instructions.
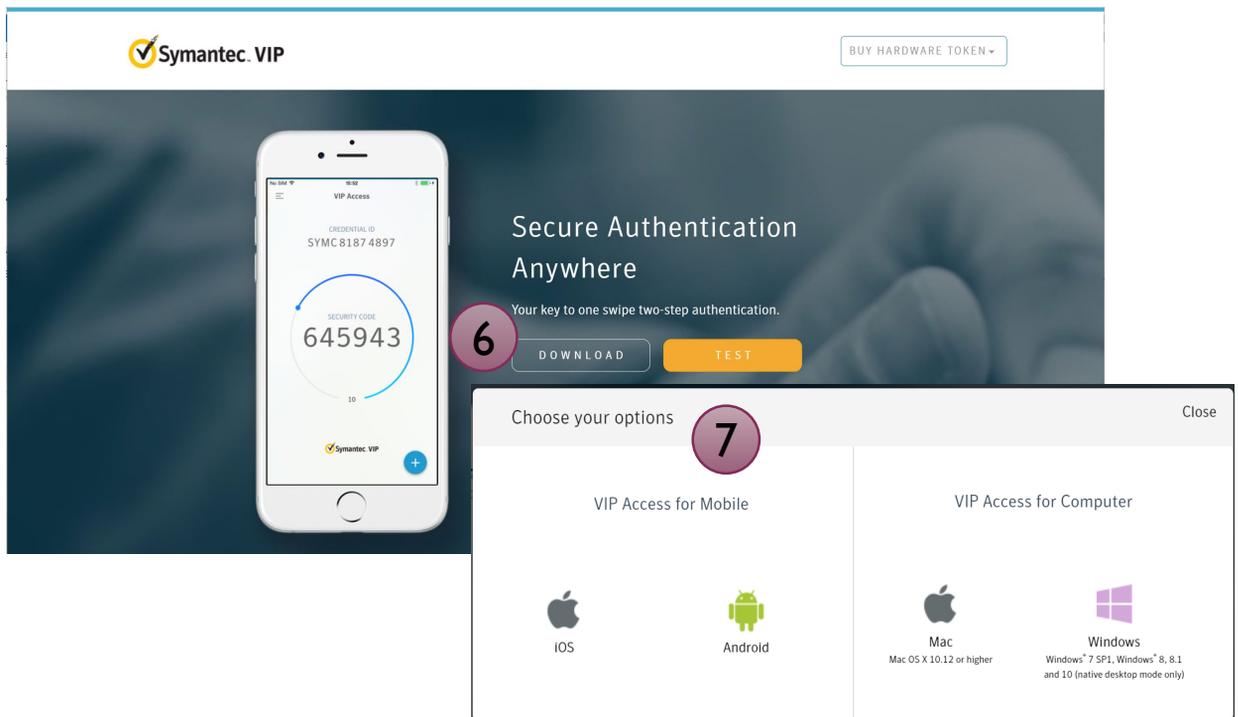
8. Once you have successfully downloaded the Symantec VIP Access™ token app, you will receive your Credential Id.
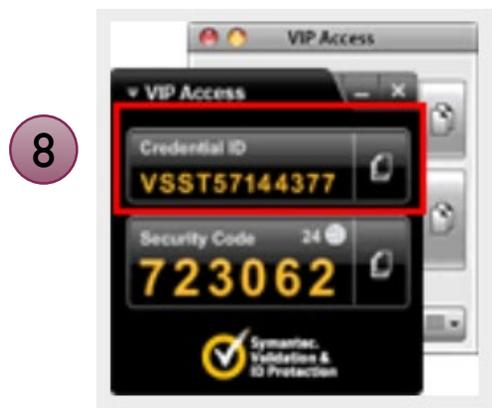
9. Log back into Online Banking and go to the **=>Confirming your identity<** page in Step 4. Then go to **=>By security token<** to enter your new **Credential Id.**

10. Then click **=>Save<.** The next time you log into Online Banking, you will be prompted to enter a single-use code that will be sent to the device you selected.

Confirming your identity

If we do not recognize your computer or device, we confirm your identity by one of the methods below.

By phone   Confirm your identity by responding to a text or call to a phone you have handy.

+ 1 ▼   (312) 555-1234

+ 1 ▼   (630) 555-1234

By security token   Use a VIP Access™ token to confirm your identity.

Enter credential ID   **9**

▶ Where can I find the credential ID?
▶ What is VIP Access™ token, and how does it work?
▶ How do I get a VIP Access™ token?

By email   ON

Receive one-time security codes by your primary email address, **astaker@bankfinancial.com.**
Update primary email

Current password   Password   SHOW

10 Save   Cancel