Business Online Banking Security Token Guide

Virtual tokens are used in Business Online Banking and are available for download to a mobile device or desktop. Tokens from SymantecVIP are supported by most cellular phone operating systems or the desktop token can be used with Windows and Apple (Mac) computers.

Downloading the Token to a Mobile Device

- Authorized Users should go to their respective device app store and download the Symantec VIP App.

Android Devices:

Apple Devices:

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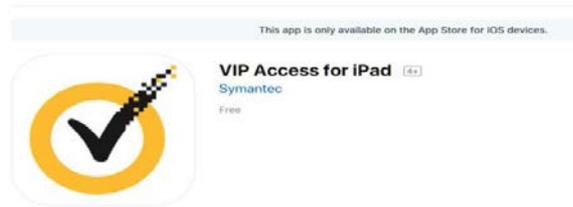
Registering the Mobile Device Token

- After downloading the app, the full credential I.D. (SYMC # # # # # # # #) of the token must be provided to Midland States Bank in order to register the token to an individual authorized User.

Installing the Desktop Token

- Users must have administrative permission to install VIP Access Desktop.

Windows and Apple Computer

Go to : https://vip.symantec.com/
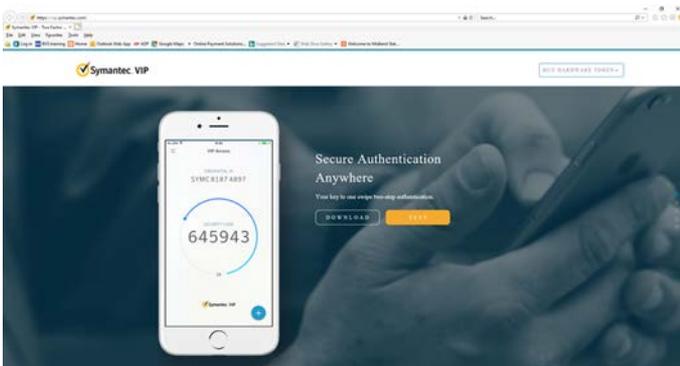
- Click on the Download button
- Select the operating system for VIP Access for Computer
  - VIPAccessSetup.exe will display at the bottom corner of your window
- Click on the .exe to begin the installation process
  - A popup will display asking you to allow this app to make changes to your device
- Accept the License Agreement
- Click Next
- Select Install Location
- Click Next
  - Ready to Install the Program
- Click Install
  - Install VIP Access will display
- InstallShield Wizard is Complete
  - VIP Access installed successfully
- Click Finish
  - The VIP Access icon will be installed on your desktop

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Registering the Desktop Token

- Click on the VIP Access icon and the Code Generator will display
- After downloading the app, the full credential I.D. (VSST# # # # # # #) of the token must be provided to Midland States Bank in order to register the token to an individual authorized User.

Activating the Token

- Upon login to Business Online Banking, the user will be prompted to activate the token, whether mobile, desktop or physical.
  - Token activation only needs to be done one time.

NOTE:

- If a User deletes a token and creates a new one, the new credential I.D. must be provided to their Company Primary Administrator before the token is activated.

- The account access will not change when the security token has been activated; however once activated, **each authorized User will** be required to use a token to login to Business Online Banking.

- The token will be required in-session when approving an ACH file or Wire Transfer and when a Primary Admin is updating a subuser profile.

Assistance:

- Treasury Support at customerservice@midlandsb.com or 855-776-6435

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