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Introduction

Symantec VIP is a comprehensive cloud multi-factor authentication service that has many components that can be administered in several ways. This guide is designed to assist Help Desk or day-to-day admins of the service with some of the most frequently asked questions. These questions are specifically related to day-to-day tasks and may not include general best practices for implementation and front end configuration. Please see the additional documentation at the end of the guide for configuration and implementation guides.

This is an informative “HOW TO” document to assist VIP Help Desk Admin with the creation, administration of users on a day-to-day basis.
Creating a User in VIP Manager

In many scenarios, users are created automatically in the cloud portal through user self-registration on via the VIP Self Service Portal. For scenarios where users don’t use the VIP Self Service Portal, users can be created directly in the cloud. To do this, navigate to the Users tab in VIP Manager and select Add New User in the portal. To complete this step, only User ID is required, but you do have the option to assign a credential ID at this time as well.

VIP Manager > User > Add New User

Then:

Add New User

Complete the user and credential fields to add a user.

User

- * User ID:
- PIN:
- Confirme PIN:

Credential

- Type: Select
- *Credential ID:
- Name:
Locating Users in VIP Manager

Locating users can be done using our dashboard filter. Under the **Users** tab, you can either search for a User ID, by details of the credential the user registered, or sort several fields including:

- User State
- User Information
- Credential State
- Last Validated Within Timeframe

These are all located on the left hand side under the **User** tab in the **VIP Manager** console.

**VIP Manager > Users > (Left hand side)**
Enrolling a User Credential in VIP Manager

In this section we will be assigning a credential to a user. Many times this is handled by a user directly using the VIP Self Service Portal. In scenarios where that is not available or not the preference of the user, we can Edit an existing user’s details and add the credential on behalf of the user. To accomplish this, we must locate the user in the Users tab and click Edit Details under the appropriate user. Once the user details are displayed, you must scroll down to the Credential section and select the Add option.

**VIP Manager > Users > Locate user > Edit Details > Credential > Add**

Then:

| Credential | No credentials are associated with this user. |
Generating a Temporary Security Code in VIP Manager

Generating a temporary passcode for a user can be done in a few ways, either from the user profile, or from the user Dashboard. We will explore both options. Temporary security codes can be generated in a few different ways:

- Expires
  - 1 day
  - Custom timeframe

- Usage
  - Multiple Use
  - One-time Use

The most efficient way to generate temporary security codes is to locate the correct User ID in the User dashboard and click **Generate Temporary Security Code** and select one of the temporary code options listed above.

**VIP Manager > Users > Generate Temporary Security Code**

Then:
Temporary security codes can also be generated from inside the user profile. To access this location, you must click the **Edit Details** button mentioned in step 4, then select **Generate** under the **Temporary Security Code** section. This will open up the temporary code menu shown above.

**VIP Manager > Users > Locate user > Edit Details > Temporary Security Code > Generate**

<table>
<thead>
<tr>
<th>Temporary Security Code</th>
<th>No temporary security codes are associated with this user</th>
</tr>
</thead>
</table>
Disabling a User in VIP Manager

To disable a user, simply navigate to the User Details page, select **Edit** under the User section, and toggle the user’s state to **Disabled**.

**VIP Manager > Users > Locate user > Edit Details > User > Edit > Set state to Disabled**

Then:
Removing a User in VIP Manager

Managing users is typically handled with an LDAP Sync, but in the case we need to manually remove a user from the cloud, this can be accomplished with just a few clicks. To remove a user, you must navigate to their user profile and select **Remove User**. To access this location, you must click the **Edit Details** button mentioned in step 4. The flow is:

**VIP Manager > Users > Locate user > Edit Details > Remove User**

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Users</th>
<th>Credentials</th>
<th>Account</th>
<th>Policies</th>
<th>Reports</th>
<th>Help</th>
</tr>
</thead>
</table>

User Details | user4

<table>
<thead>
<tr>
<th>User</th>
<th>User ID:</th>
<th>user4</th>
</tr>
</thead>
<tbody>
<tr>
<td>State:</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Name:</td>
<td>user4</td>
<td></td>
</tr>
</tbody>
</table>

![User Details](image)
Appendix A: Additional Resources and Guides

Symantec VIP Quick Start Guides
Symantec VIP Documentation
Symantec VIP Manager

Symantec Technical Support

https://my.symantec.com

Phone Support:

https://support.symantec.com/en_US/contact-support.html
About Symantec

Symantec Corporation (NASDAQ: SYMC) is an information protection expert that helps people, businesses, and governments seeking the freedom to unlock the opportunities technology brings — anytime, anywhere. Founded in April 1982, Symantec, a Fortune 500 company operating one of the largest global data intelligence networks, has provided leading security, backup, and availability solutions for where vital information is stored, accessed, and shared. The company’s more than 20,000 employees reside in more than 50 countries. Ninety-nine percent of Fortune 500 companies are Symantec customers. In fiscal 2014, it recorded revenue of $6.7 billion. To learn more go to www.symantec.com or connect with Symantec at: go.symantec.com/socialmedia.