



Symantec VIP Quick Start Guide

VIP Proximity

Version 1.1

Author

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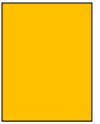
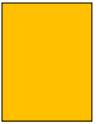


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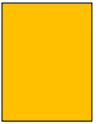
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Introduction

Symantec introduced the VIP Proximity feature in February, 2017. VIP Proximity is a convenience feature that allows users who own either an Android or iOS device to unlock their Mac Laptop or workstation leveraging BLE (Bluetooth Low Energy) to communicate between the mobile device and laptop or workstation. With the touch of a button a user can approve the request, which is then verified by Symantec, and a confirmation is instantly sent back to complete the sign-in. Ultimately, this one-tap system is a tremendous time-saver, doing away with the time wasted locking/unlocking and typing in username and password. This document was created for internal VIP Proximity validations and is not intended for external customer configurations.

(Note: VIP Proximity currently does **not** support start-up desktop logins, only lock screens after the initial login to the device.)

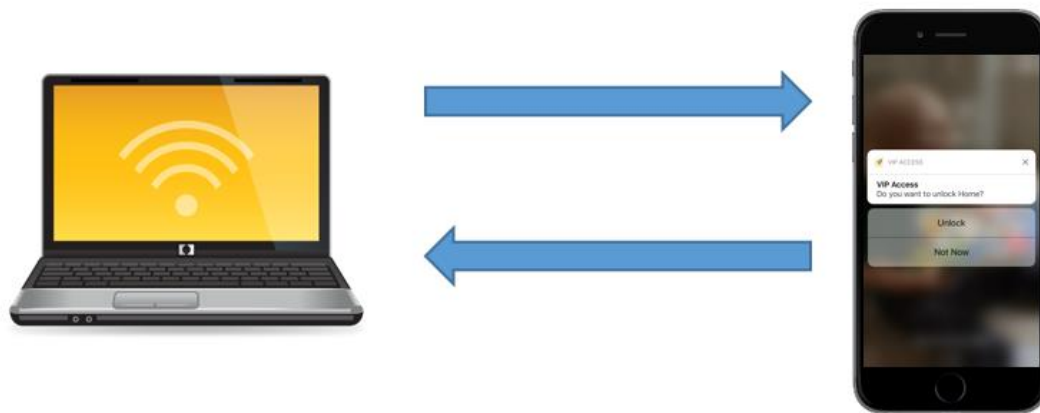


Design Information and Data Flow

Deploying VIP Proximity is done in just a few steps:

- Download VIP Access on both the iOS/Android device and Mac device
- Pair the iOS/Android device and Mac Device
- Configure the VIP Access policy

The general flow of the VIP Proximity looks like this:



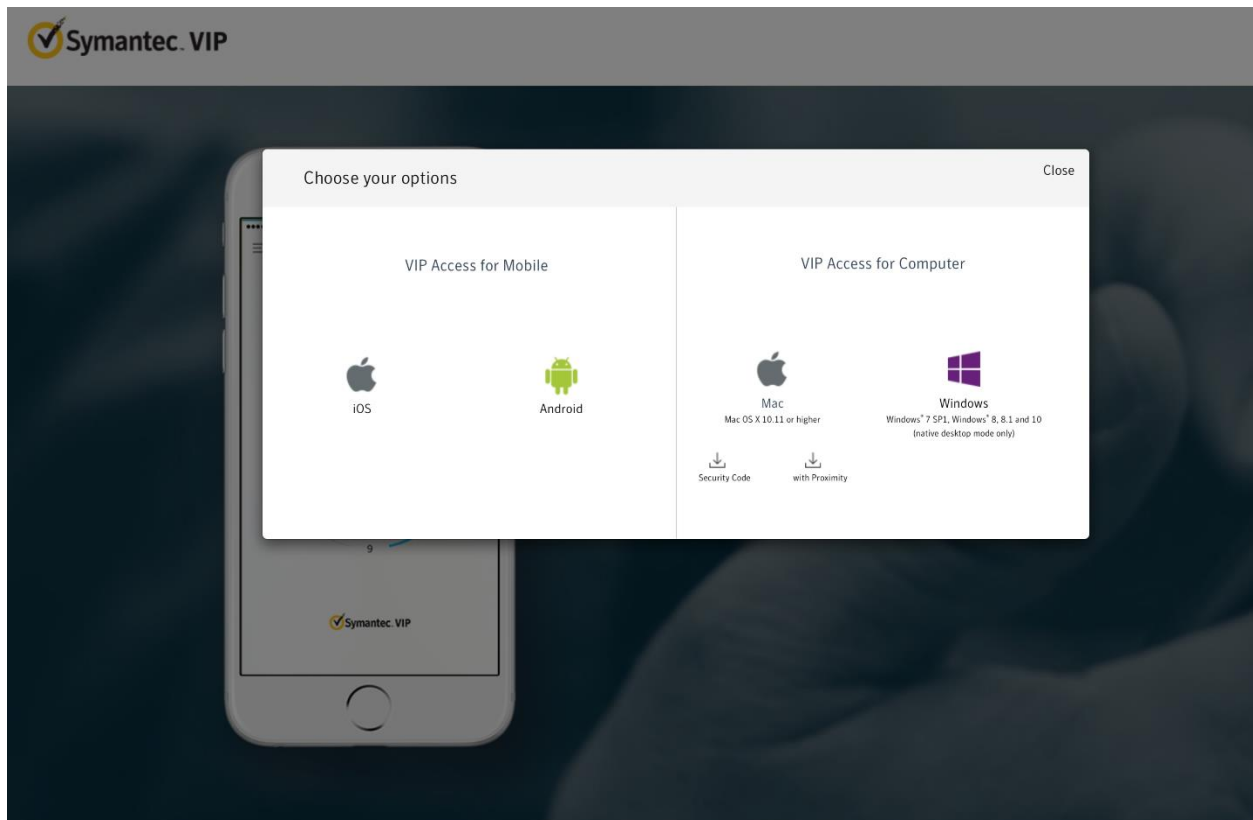
Configuration Summary

To enable VIP Proximity, the following applications and steps are required:

Applications:

- 1) VIP Access for iOS/Android
- 2) VIP Access for Mac

(Both are available from <https://vip.symantec.com/> under “Download”):

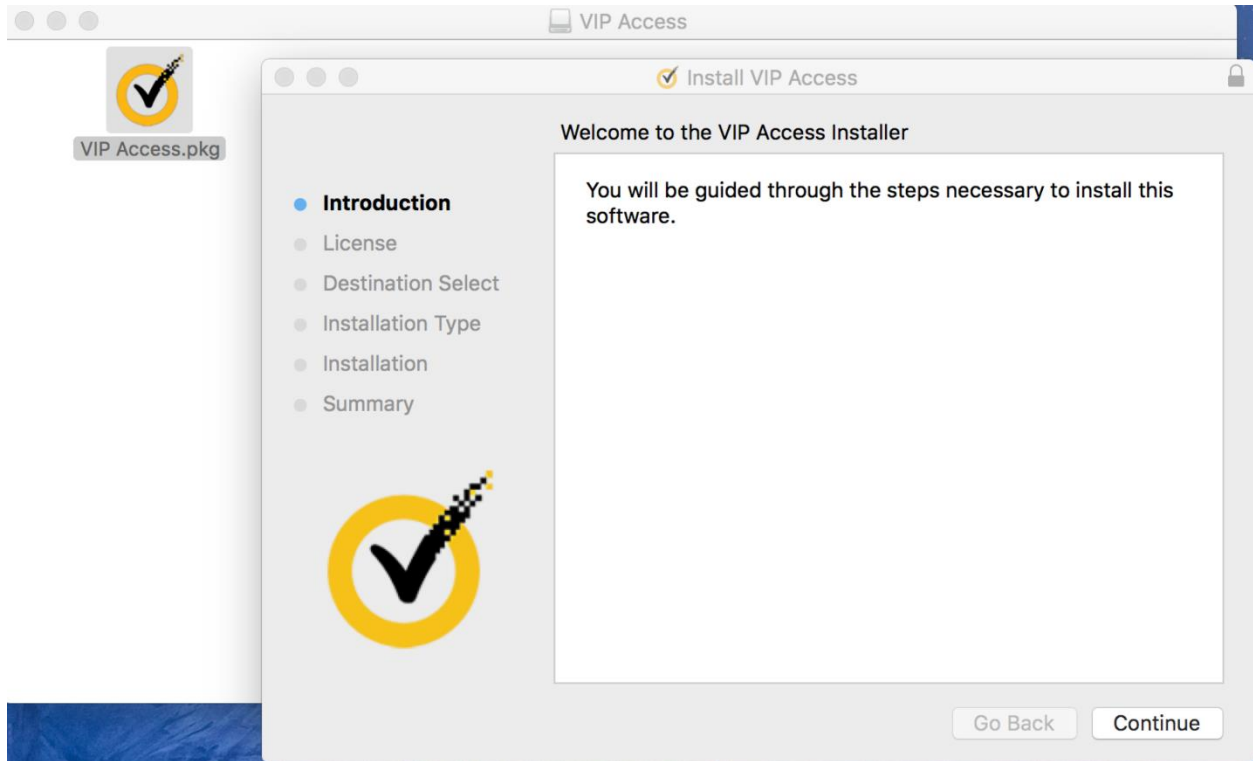


(Note: Make sure VIP Access for Mac **with Proximity** is selected when downloading)

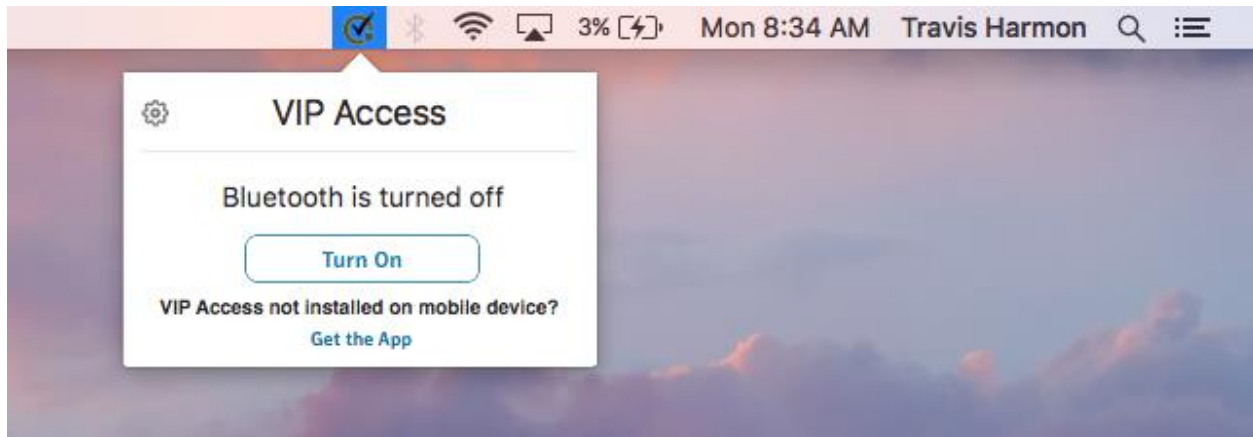
Configuration:

Once both VIP access clients are downloaded, the next step is to synchronize the applications and enable BLE communication between the applications. Now that the applications have been downloaded, configuration and synchronization can be accomplished through the following steps:

- 1) Run the VIP Access installer as an administrator
- 2) Accept the EULA and continue through the installer:

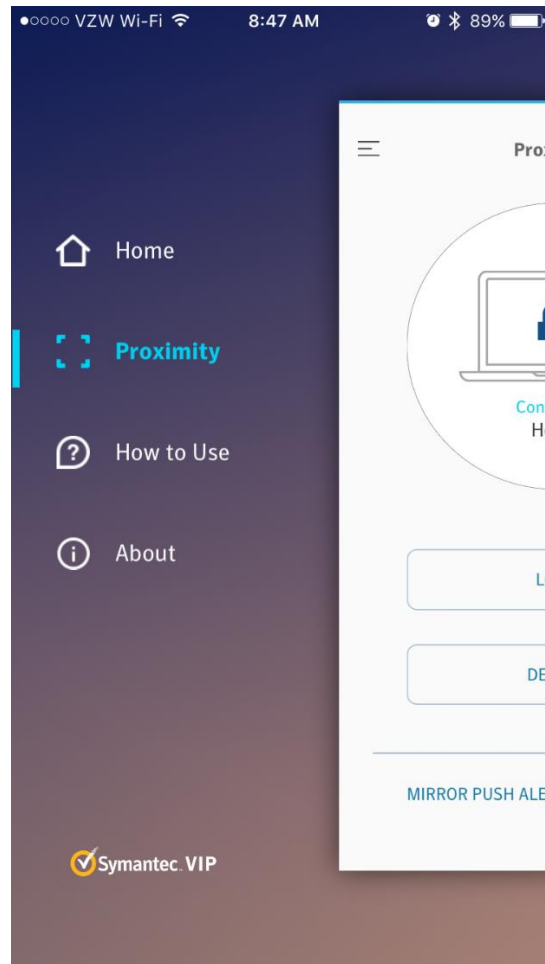


- 3) Enable Bluetooth the VIP Access for Mac application (as well as VIP Access for iOS/Android):

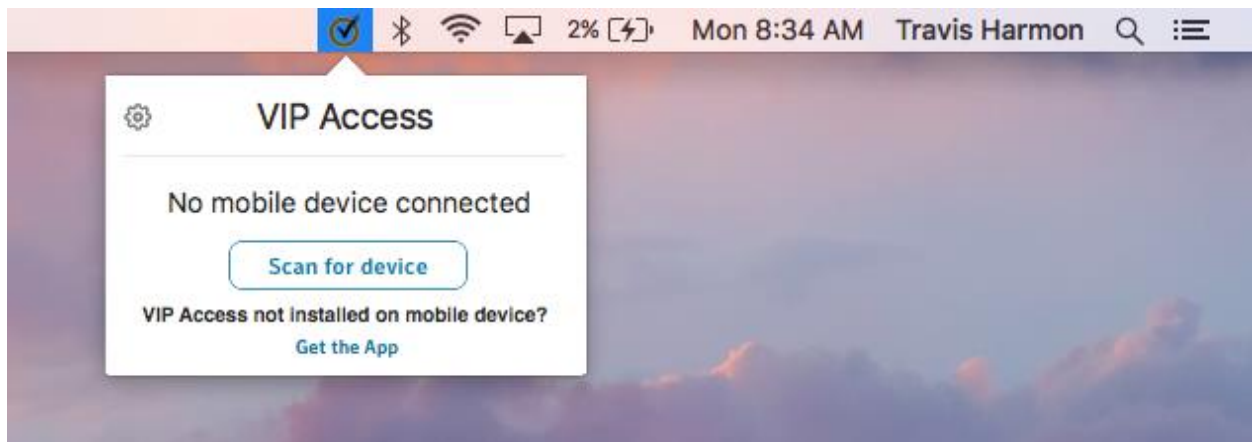




4) Launch the VIP Access for iOS/Android application and navigate to the **Proximity** tab:

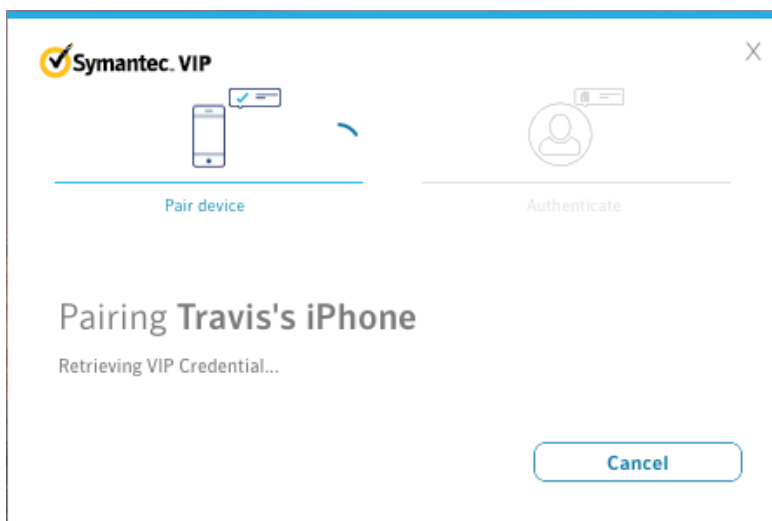
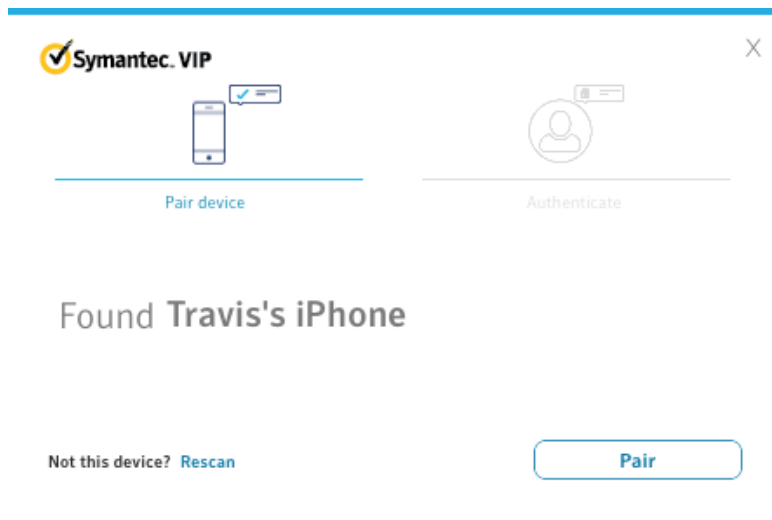


5) Scan for the mobile device to pair on VIP Access for Mac:



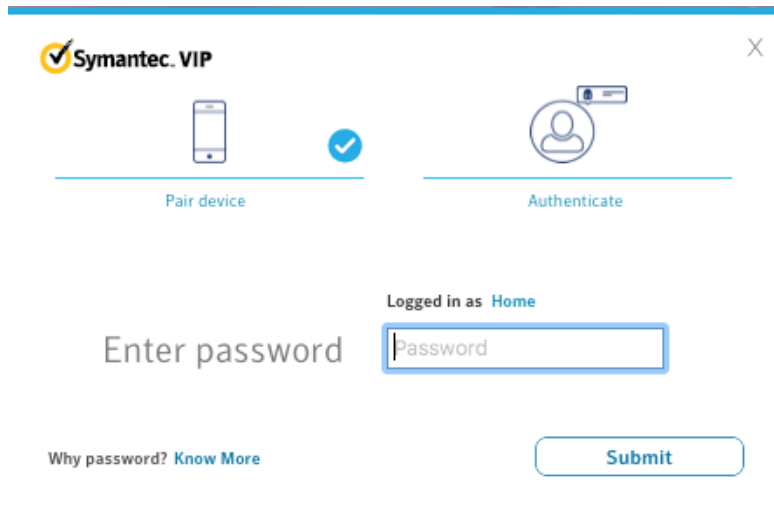


6) Pair the devices by clicking the **Pair** button:

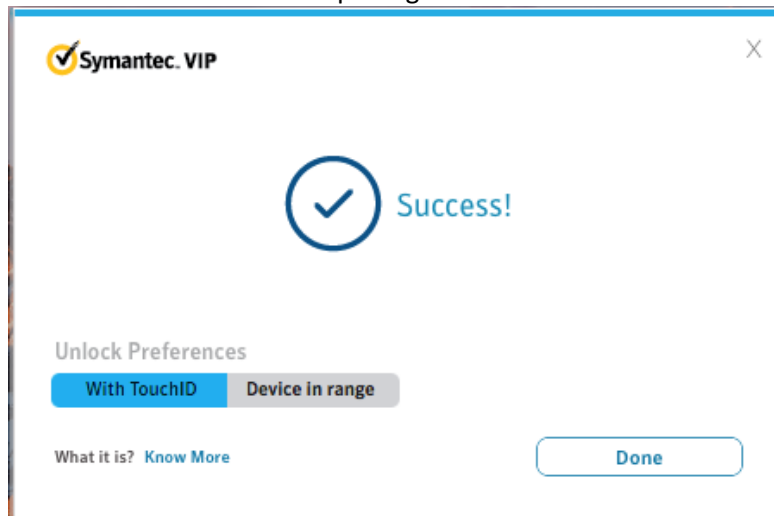




7) Enter the desktop credentials:



8) Select the Unlock Preferences to finish pairing:

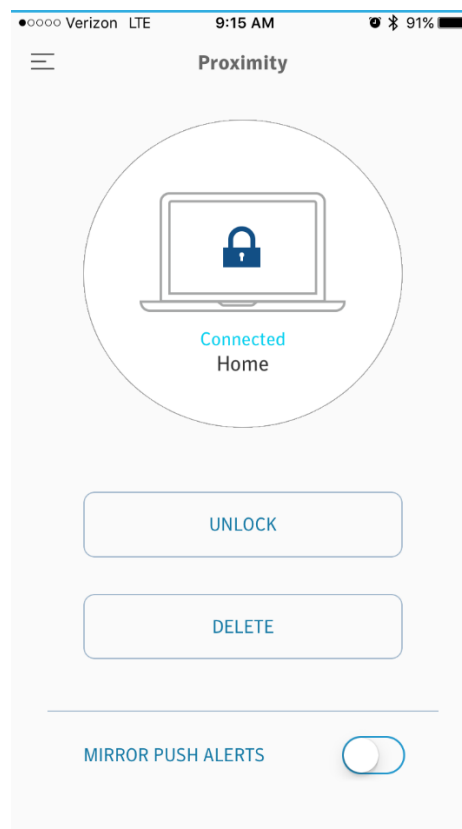


Using Proximity

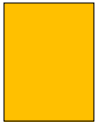
There are several ways a VIP Unlock/Lock request can be initiated:

Method 1)

Navigate to the VIP Access for iOS/Android application and select **Unlock**. This will initiate a request to the desktop to unlock the device:

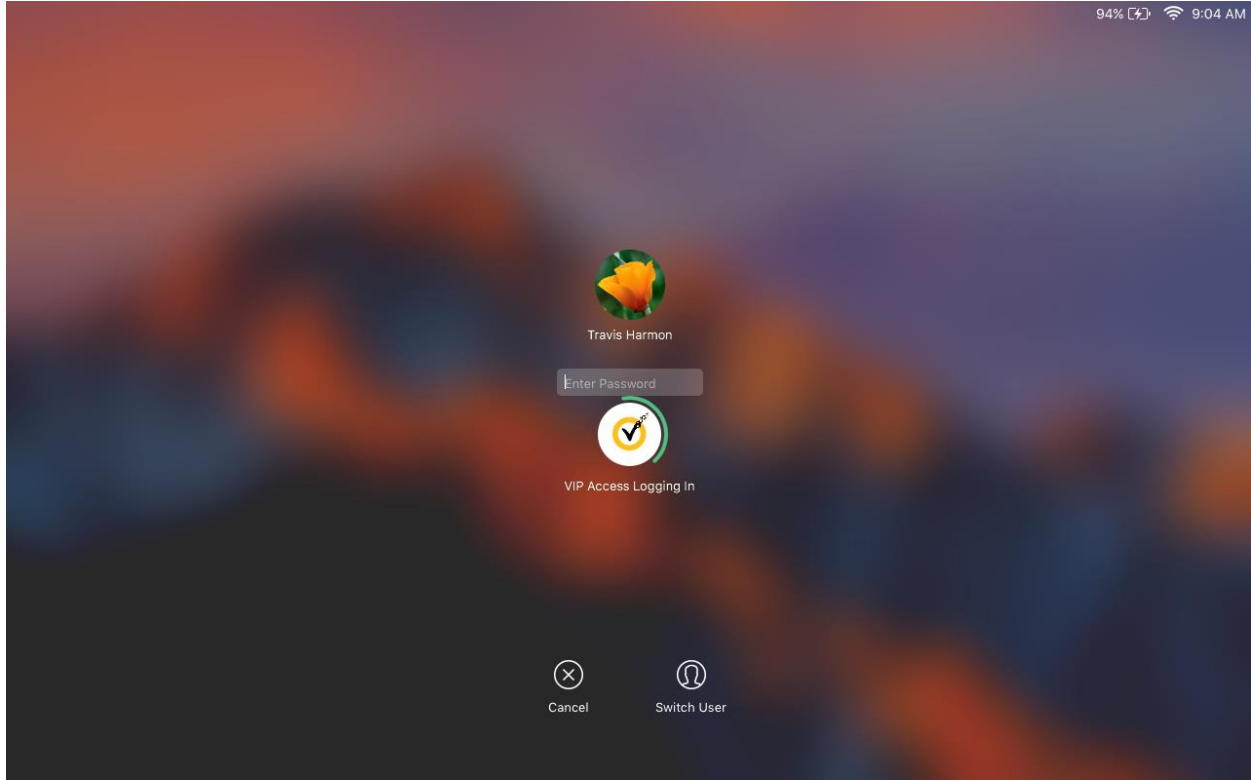


(NOTE: If you have selected the **With TouchID** option, you will not be prompted for a biometric validation because the session on the mobile device is already unlocked.)

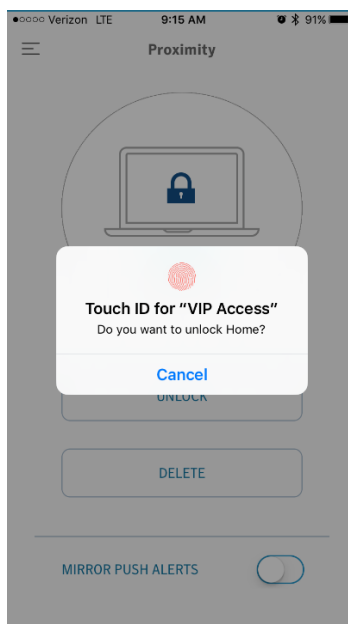


Method 2)

While the desktop is locked, press any button on the keyboard to “wake” the device. Your desktop will prompt the VIP Access for iOS/Android application and allow access:

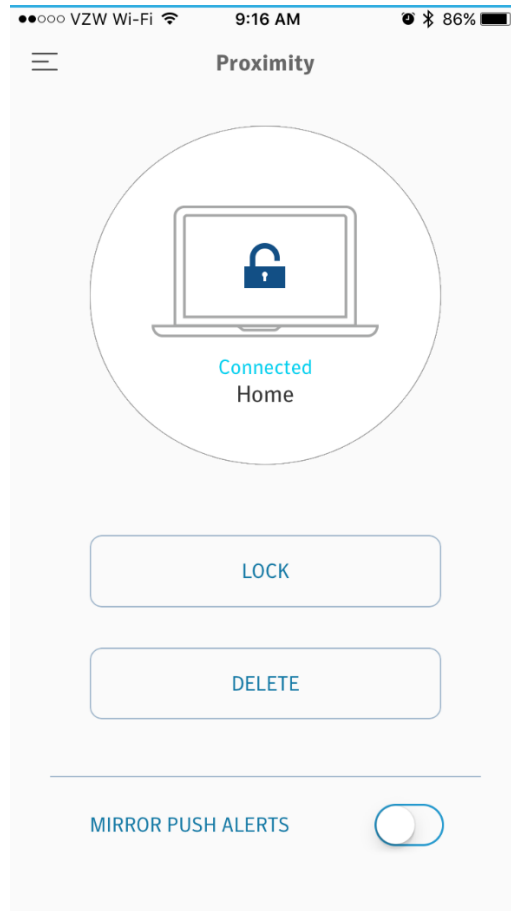


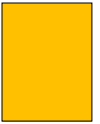
(NOTE: If the **With TouchID** option is selected, a prompt on the device to validate with TouchID will also be required to unlock the device:



Method 3)

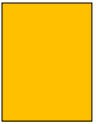
While the desktop is unlocked, you can initiate a **Lock** request from the VIP Access for iOS/Android application to put the desktop to sleep:





Mirror Push Alerts

Using VIP Access Proximity, you can mirror your VIP notifications received on the mobile device to the paired computer. You can choose to enable or disable this option through VIP Access for Mac's Proximity settings. By default, Mirror Push Alerts are off.



Troubleshooting tips

Occasionally the devices will stall when attempting to pair. Please try one or more of the following steps to remedy this issue:

- 1) Restart the VIP Access applications on both the Mac and iOS/Android devices.
- 2) Turn off and turn back on the Bluetooth feature on both the Mac and iOS/Android devices.
- 3) An OS restart on both the Mac and iOS/Android devices

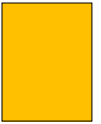
For further assistance, please contact:

Symantec Technical Support

<https://my.symantec.com>

Phone Support:

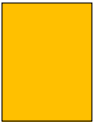
https://support.symantec.com/en_US/contact-support.html



Appendix A: Additional Resources and Guides

[Symantec VIP Quick Start Guides](#)

[Symantec VIP Documentation](#)



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.

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