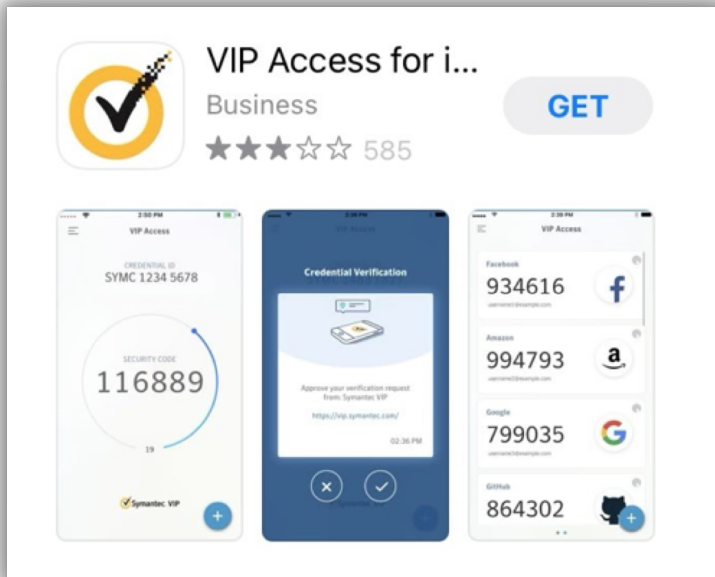# Digital Token *How-To Guide*

Setting Up Your Token

Digital tokens are a secure method used to protect your sensitive financial information through encrypted one-time codes accessed through a mobile app.
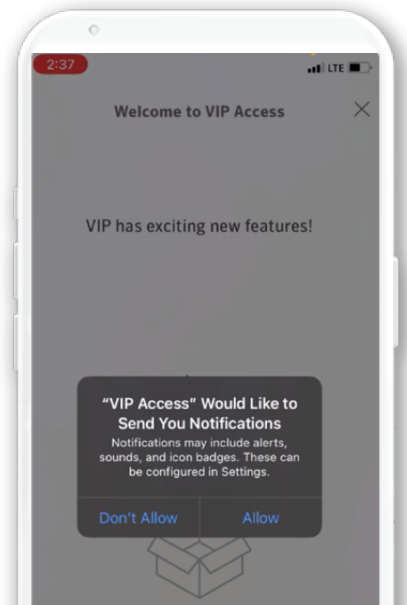
Please read below for a step-by-step guide on setting up your digital token.

For more resources, visit **cfbhfg.com/online-banking**

1

If you are using your digital token for the first time, go to your Android or Apple app store and download the **Symantec VIP** app.
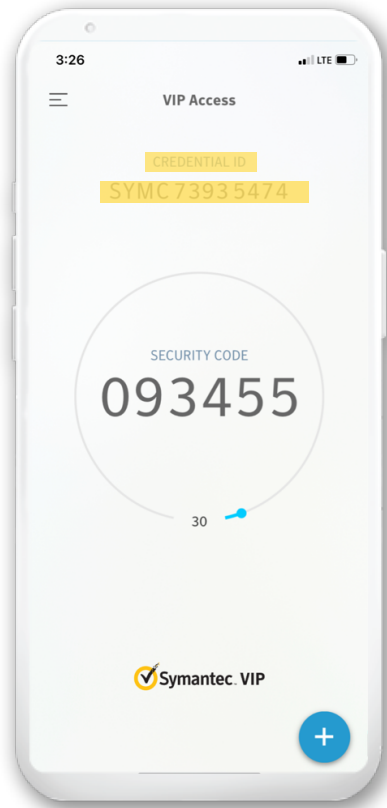

2

Select "Allow" for notifications from the **Symantec VIP** mobile app.
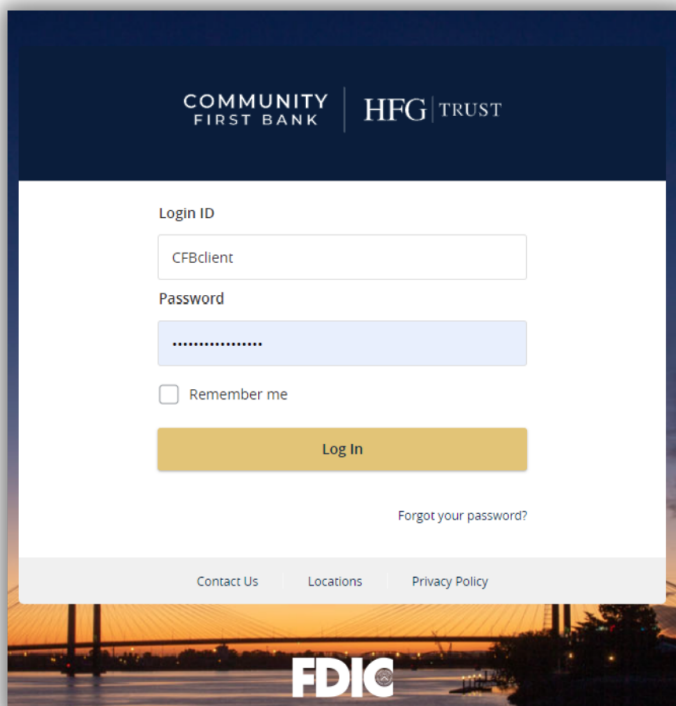
Setting Up Your Token

3

A Credential ID will appear at the top of your screen.

Example Credential ID #: **SYMC73935474**

For first time sign-in you will provide this ID number to our Deposit Operations team at (509) 783-0955 or a representative at your local Community First Bank branch.

It is important to contact our team when first signing-in to online banking to ensure successful setup of your account.
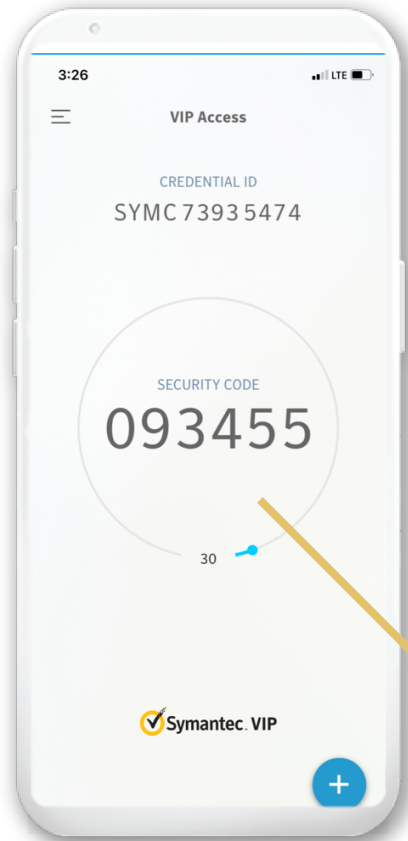

4

When you first visit the online banking portal, enter your current user name and click ***Forgot Your Password?***
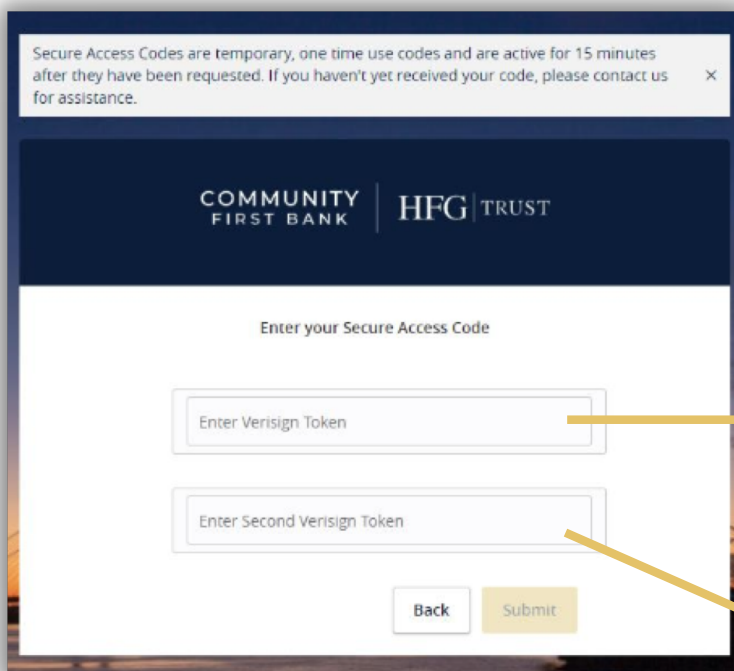
Setting Up Your Token

5a

You will be asked to enter your Token Code from the **Symantec VIP** app.

Enter your Token Code into the online banking prompt box.

A second Token Code will automatically appear in the Symantec VIP mobile app after 30 seconds.

Token Code

3:26 · LTE ▮

VIP Access

CREDENTIAL ID
SYMC 7393 5474

SECURITY CODE
093455

30

✓ Symantec. VIP

5b

Enter the second Token Code into the second prompt box and click "Submit".

Secure Access Codes are temporary, one time use codes and are active for 15 minutes after they have been requested. If you haven't yet received your code, please contact us for assistance. ×

COMMUNITY FIRST BANK | HFG | TRUST

Enter your Secure Access Code

Enter Verisign Token

Enter Second Verisign Token

Back   Submit

First Token Code

Second Token Code

Setting Up Your Token

6

After entering both Token Codes, you will be prompted to create a new account password.

Create a password that contains the stated requirements, and confirm in the following prompt box.

Save this password in a secure location for future use.

7

Next, you will be asked if you would like to register the current device.

We recommend **not registering** the device you are using for security purposes.