

BOLB Token Authentication Setup Procedures

Guide to setting up and using the Symantec VIP Access token for Business Online Banking authentication.

Before You Begin

- Your Fidelity Bank Business Online Banking login credentials
- A secondary device (mobile phone or tablet)
- Internet access to download the VIP Access application

Important Security Guidance

For enhanced security, Fidelity Bank strongly recommends installing the VIP Access token on a separate device from the one used to access Business Online Banking.

- Laptop/Desktop users: install token on mobile phone or tablet
- Tablet users: install token on a different device such as your mobile phone

Using separate devices strengthens account protection.

Fidelity Bank is not responsible for risks associated with installing the token on the same device.

⚠ IMPORTANT: All Primary Administrators, Secondary Administrators, and Business Users with ACH and/or Wire Origination entitlements must complete VIP Access token enrollment prior to initiating, submitting, or approving any ACH and/or Wire transactions through Business Online Banking. Failure to complete token setup will prevent transaction processing. Company Administrators are responsible for ensuring all authorized users are properly enrolled prior to granting or utilizing ACH and Wire capabilities.

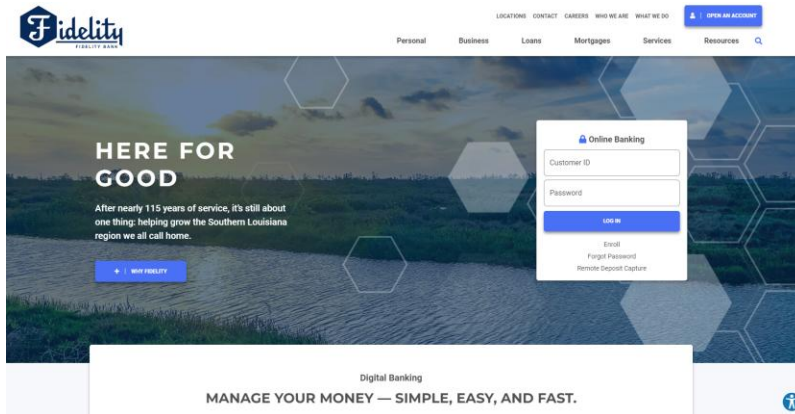
Quick Access: Download VIP Access (QR Code)

Scan the QR code below using your mobile device to access the Symantec VIP Access download page.

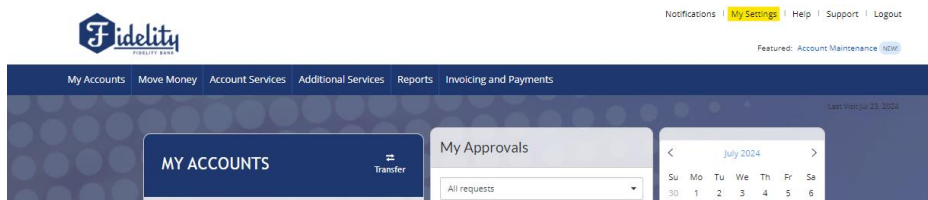


Setup Instructions

1. Log in to Business Online Banking



2. Click "My Settings"



3. Select "Edit" in Security Options

The screenshot shows the "Personal information" and "Login & Security" sections of the Fidelity website. The "Personal information" section includes a redacted field, a "Primary email | Edit" field with a redacted email address, and "Business information" for "Fidelity Bank" at "830 W CAUSEWAY APPROACH, MANDEVILLE, LA 70471". The "Login & Security" section includes a "Username | Edit" field with a redacted username, a "Password | Edit" field with a redacted password, and "Security options | Edit" (highlighted in yellow) with a redacted option and a dropdown menu set to "Enable for text".

4. Click "How do I get a VIP Access token?"

- This link will take you to [Symantec VIP's website](#). It will ask you for permission to leave the Fidelity Bank site.

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 [redacted]

+ Add another number

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

Enter credential ID

- ▶ 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 OFF

Receive one-time security codes by your primary email address.

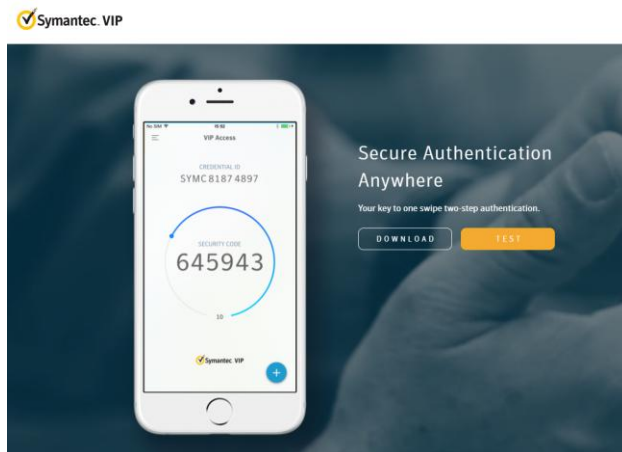
[redacted]

[Update primary email](#)

Current password Password SHOW

[Save](#) [Cancel](#)

5. Download and install VIP Access



6. Open the app and locate Credential ID (SYMC XXXX XXXX)

iOS – VIP access for iPhone



VIP Access for iPhone (4+)
Symantec Enterprise Division, Broadcom Inc.
#107 in Business
★★★★☆ 2.7 • 872 Ratings
Free

Android – VIP Access for Android

VIP Access



7. Return to Security Options

- Fidelity Bank Business Online banking profile>My Settings> “Edit” near Security options

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 (xxx) xxx-xxxx

+ Add another number

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

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- ▶ 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?

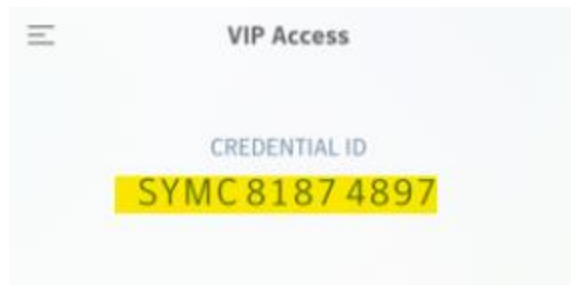
By email OFF

Receive one-time security codes by your primary email address.
lindsey.mautino@bankwithfidelity.com.
[Update primary email](#)

Current password Password SHOW

Save Cancel

8. Enter Credential ID and Business Online Banking password



9. Click Save

Confirmation

- ✔ Token is active when the system confirms activation in Security Options.

Personal information

[Redacted]

Primary email | [Edit](#) [Redacted]

Business Information

Fidelity Bank
[Redacted]
830 W CAUSEWAY APPROACH
MANDEVILLE, LA 70471
[Redacted]

Login & Security

Username | [Edit](#) [Redacted]

Password | [Edit](#) [Redacted]

Security options | [Edit](#) [Redacted] | Enable for text ▾
Token access activated ⓘ

Using Your Token

Enter the 6-digit code from the VIP Access app when prompted during ACH/Wire approvals. Codes refresh automatically.

Fidelity Bank | Digital Banking

Simple. Easy. Fast.