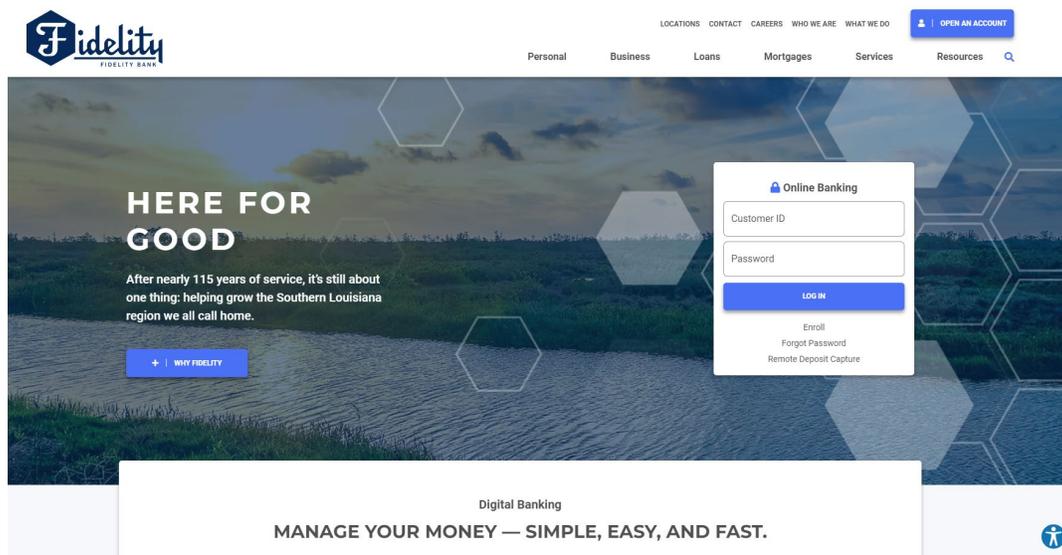




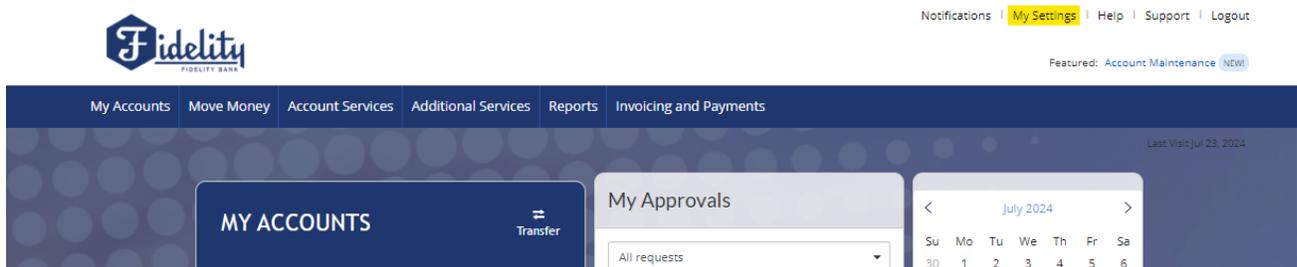
BOLB Token Authentication Setup

The system prompts the user to set up and verify their identity after clicking “Pay” on any ACH or Wire Origination transaction -OR- follow the steps below to complete the VIP Access Token setup within My Settings.

1. Log in to your Fidelity Bank Business Online banking profile.



2. Click on “My Settings” in the top right-hand corner of the home page.



3. Click on “Edit” next to 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

4. Click on >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

+ Add another number

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

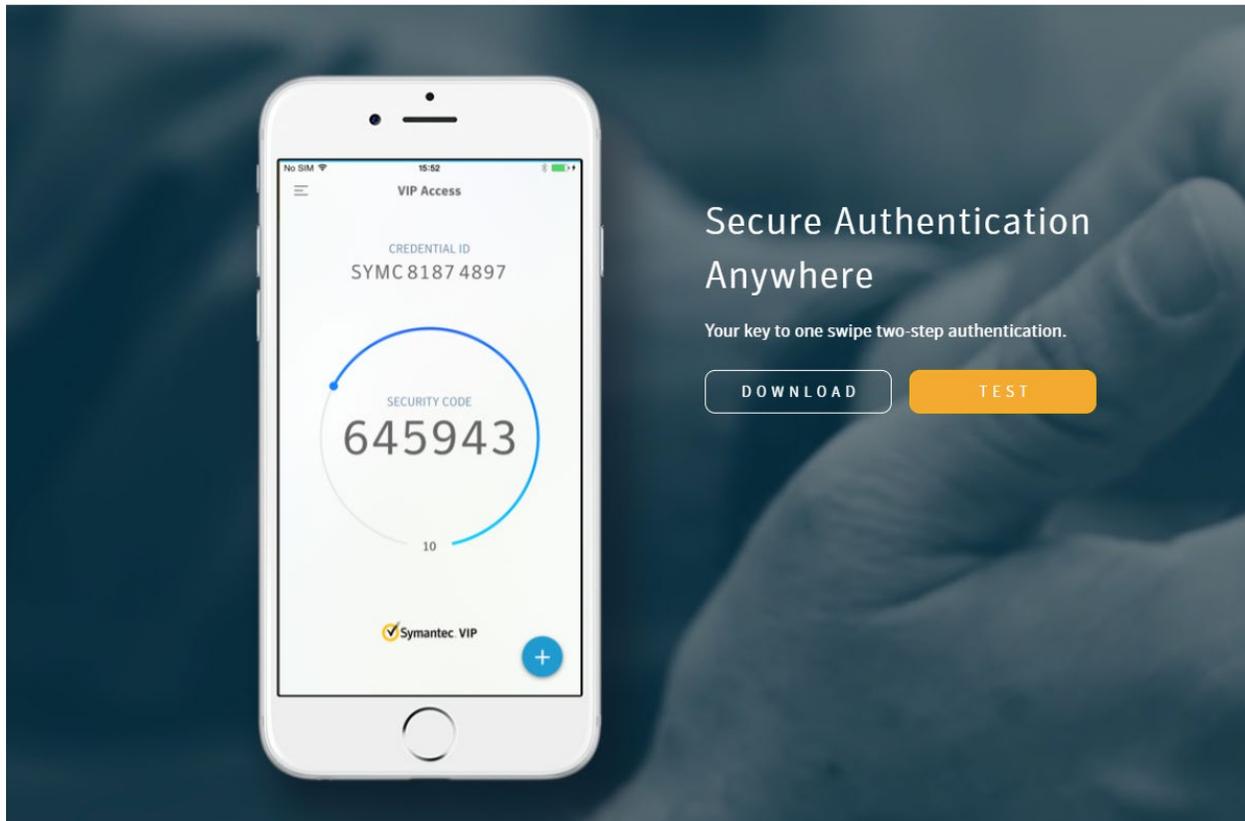
- ▶ Where can I find the credential ID?
- ▶ What is VIP Access™ token, and how does it work?
- ▶ **How do I get a VIP Access™ token?**

By email OFF

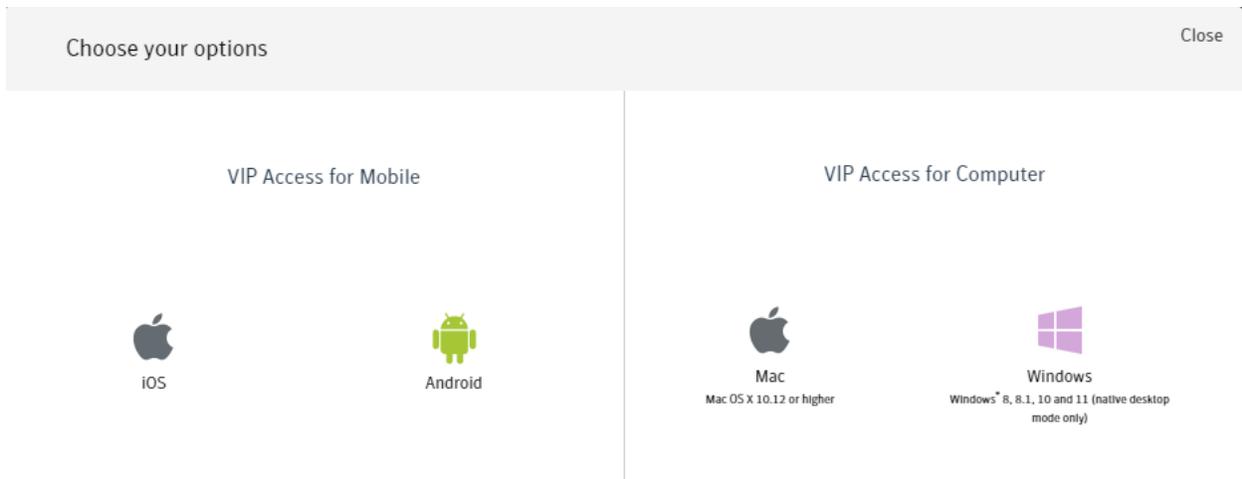
Receive one-time security codes by your primary email address,

[Update primary email](#)

Current password [SHOW](#)



5. Click on the “Download” button. This will offer you the options to choose your VIP access.



VIP ACCESS FOR MOBILE

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

VIP Access

Symantec VIP

3.6★
18.2K reviews

5M+
Downloads

E
Everyone

Install

Share

Add to wishlist



VIP ACCESS FOR COMPUTER

MAC OS x 10.12 or higher

File will open to start the download. Please follow the instructions to complete the download.

 VIPAccessSecurityCode.dmg
[Open file](#)

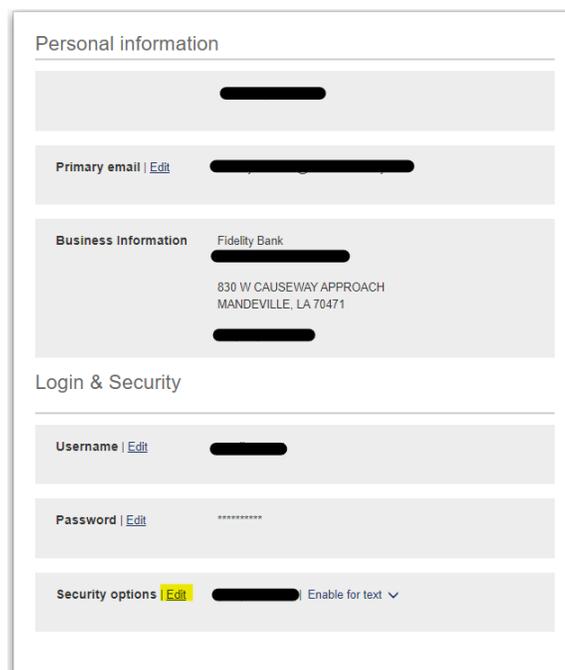
Windows 8, 8.1, 10 and 11

6. File will open to start the download. Please follow the instructions to complete the download.



7. After the download of your chosen VIP Access application is complete, register your device/profile application per the prompts to complete the VIP Access enrollment.

Once your VIP access enrollment is complete, go back to your Fidelity Bank Business Online banking profile>My Settings> “Edit” near Security options.



Personal information

Primary email | [Edit](#)

Business Information Fidelity Bank
830 W CAUSEWAY APPROACH
MANDEVILLE, LA 70471

Login & Security

Username | [Edit](#)

Password | [Edit](#)

Security options | [Edit](#) Enable for text ▾

- From your VIP Token application, you will enter your generated Credential ID: SYMCXXXX XXXX into the By security token section and enter your online banking password to complete the token enrollment. Click Save. Example below.

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.

Enter credential ID

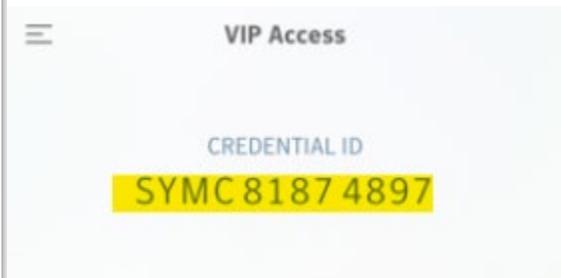
- Where can I find the credential ID?
- What is VIP Access™ token, and how does it work?
- How do I get a VIP Access™ token?

By email OFF

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

Current password Password SHOW

Save Cancel





9. After clicking Save with the correct Credenital ID (SYMC code) and your Fidelity OLB password, your profile will update the status of your Token activation.

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

Token Authentication Screens

When completing a transaction via ACH or Wire that requires an approval, the following authentication screen(s) will populate for identity verification.

Business online Banking Screens

Is this really you? ✕

For your protection, the action you are trying to perform requires that we verify your identity

Verifications option(s)?

Use a security device

VIP Token

Is this really you? ✕

For your protection, the action you are trying to perform requires that we verify your identity

Wait for the access code to change on your VIP Access token, then enter it here

VIP Access Platform- depending if you are using App or Web based platform

