

## MultiFactor Authentication Frequently Asked Questions

### Why do we need this?

By using MultiFactor Authentication, we can significantly improve our ability to protect Christiana Care from cyber-attacks making it virtually impossible for a hacker to login to Christiana Care's IT systems with a stolen username password. It is critical that we take action as password compromises are one of the most successful methods of compromise. We will be asking for your support by adopting this new method of accessing Christiana Care systems remotely

### When will I need to use it?

After February 6<sup>th</sup> when remotely accessing Christiana Care via Pulse, "Christiana Care Login" on the portal (VNET), ServiceNow, WorkDay or Office applications.

### What if I don't have my device?

You can contact the Customer Service Center - 302-327-3637 (EMER) to obtain a temporary Security Code.

### I only have a flip-phone. What do I do?

The Symantec VIP app is compatible with many phones, including flip phones.

Please visit <https://m.vip.symantec.com/supportedphones.v> to review the list of supported devices.

Tip – you can text yourself the following website <https://m.vip.symantec.com> for easy access.

### Can I register more than one device?

Yes. You can install the software and register up to 5 devices. For example, a Phone, a Tablet and a personal computer.

### I received a pop-up on my phone but I am not trying to log in. What should I do?

Please contact the Customer Service Center - 302-327-3637 (EMER) as soon as possible to report this issue.

### I already use MultiFactor Authentication for my bank or other organization. Can I use the same application for Christiana Care?

Yes. This application is not Christiana Care specific and may also be used with other organizations as a second factor during login.

### Does the VIP Access Mobile Phone application use data from my data plan?

You do need internet access to download and activate VIP Access on your mobile device. We recommend that when you download and activate the app for the first time that you do so on Wi-Fi. After the VIP credential is provisioned on your mobile, no Internet connectivity is required to generate security codes.

If you use the Push function on your mobile phone, a small amount of data is used, comparable to sending a short email message.

Your data plan will not be used when connected to Wi-Fi.

### Will the VIP Access Mobile Phone application drain my battery?

No, the battery usage is minimal and should not significantly alter battery charge. You can close the application on your phone after you've used it to get your six-digit code.

#### Is the application for my device free to download?

Yes, this is a free application for mobile and desktop.

We recommend downloading to mobile devices while connected to Wi-Fi in order to minimize cellular data use.

#### I connect remotely from a Christiana Care provided desktop. How can I install the VIP Access Application?

If you connect remotely from a Christiana Care provided desktop, the VIP Access application should be already installed, but you still need to register before you can use it. If you don't see the VIP Access software on your Start Menu, please contact the Customer Service Center - 302-327-3637 (EMER) for assistance

#### I have a Christiana Care provided iPhone or iPad. How can I install the VIP Access Application?

If you have a Christiana Care provided iPhone or iPad that is individually assigned to you, the VIP Access App may be already installed, but you still need to register before you can use it. If you don't see the VIP Access App on your device, please contact the Customer Service Center - 302-327-3637 (EMER) for assistance

#### Can I transfer the mobile application to another device?

No, you cannot transfer the mobile app to another device. You will need to install the application on the new device and register it following the installation and registration instructions.

#### Will I lock my account if enter the incorrect Security Code?

Yes. You can contact the Customer Service Center - 302-327-3637 (EMER) to unlock your account or device.

#### Is the Mobile Phone app compatible with my Smart Watch (Android or Apple Watch)?

Yes. Please review the online documentation for additional information.

Apple - <https://www.symantec.com/connect/blogs/vip-access-apple-watch-now-available>

Android – <https://play.google.com/store/apps/details?id=com.verisign.mvip.main>

How can I test if my device is working correctly?

You can check and reset your credential on the Symantec site link below.

<https://idprotect.vip.symantec.com/resethome.v>

You can contact the Customer Service Center - 302-327-3637 (EMER) if you encounter any issues