

How To Download and Register the Symantec VIP Access Authentication App

To enhance the protection of your sensitive account information, we've implemented Secure Tokens for all clients using our Business Online Banking. Secure Tokens provide an additional layer of security by generating a unique, one-time authentication code that changes every 30 seconds. When you log in, you'll be prompted to enter this six-digit security code, along with your User ID and Password. This ensures that only you can access your account, even if your login credentials have been compromised. We take your security seriously and are continuously working to keep your online banking experience safe and secure.

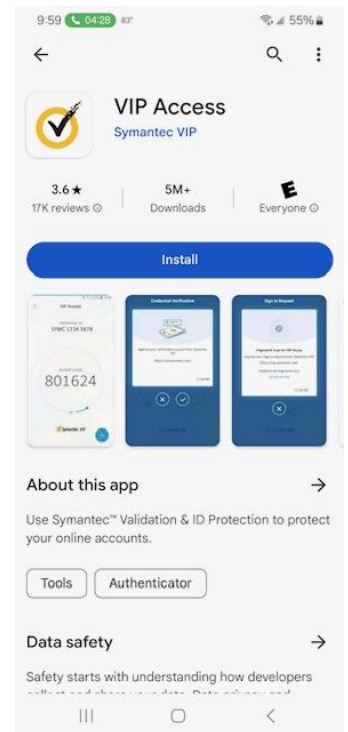
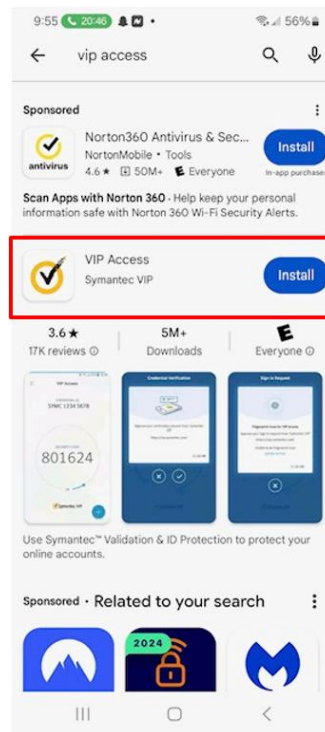
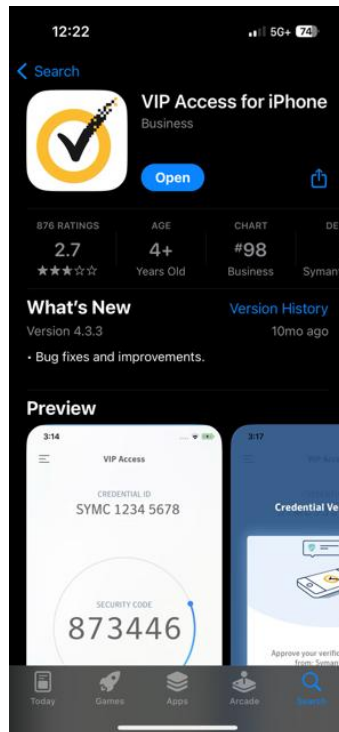
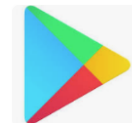
Downloading the VIP Access Secure Token

Search for **VIP Access** in your app store and download the **Symantec VIP Access** app to your mobile device.

Apple

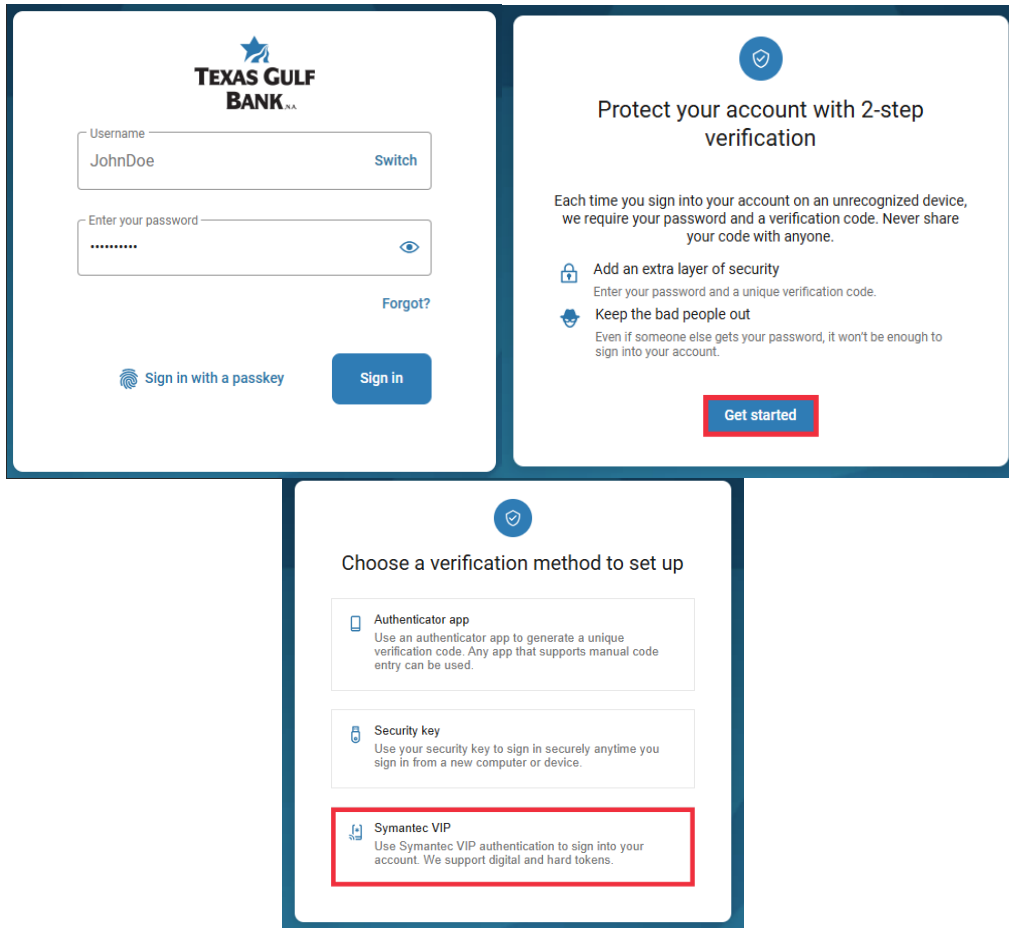


Android



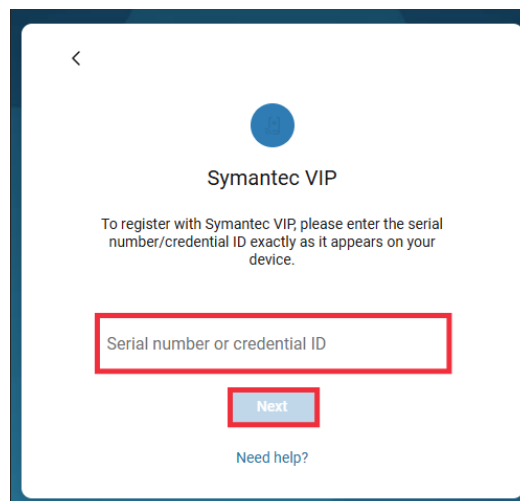
Registering the VIP Access Secure Token

Open the **VIP Access** app. Log into your Texas Gulf Bank Online Banking with your **Username** and **Password**. Click on **Get Started**. Then click on the **Symantec VIP** option.



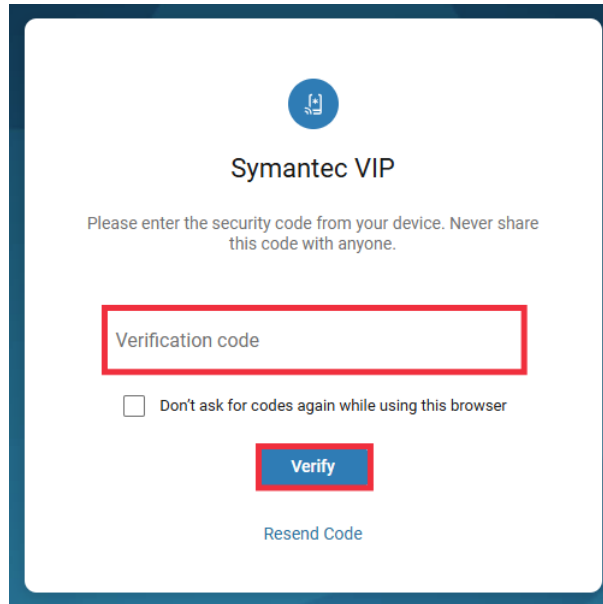
The image shows two screenshots from the Texas Gulf Bank mobile app. The top-left screenshot is the login screen, featuring the bank's logo, a username field (containing 'JohnDoe'), a password field (masked with dots), a 'Switch' link, a 'Forgot?' link, a 'Sign in with a passkey' option, and a blue 'Sign in' button. The top-right screenshot is a security screen titled 'Protect your account with 2-step verification', explaining the requirement for a verification code on unrecognized devices and listing two options: 'Add an extra layer of security' and 'Keep the bad people out'. A red box highlights the 'Get started' button at the bottom. The bottom screenshot shows the 'Choose a verification method to set up' screen with three options: 'Authenticator app', 'Security key', and 'Symantec VIP'. The 'Symantec VIP' option is highlighted with a red box.

Enter your token **Serial Number/Credential ID**. (Ex. SYMC123456789)



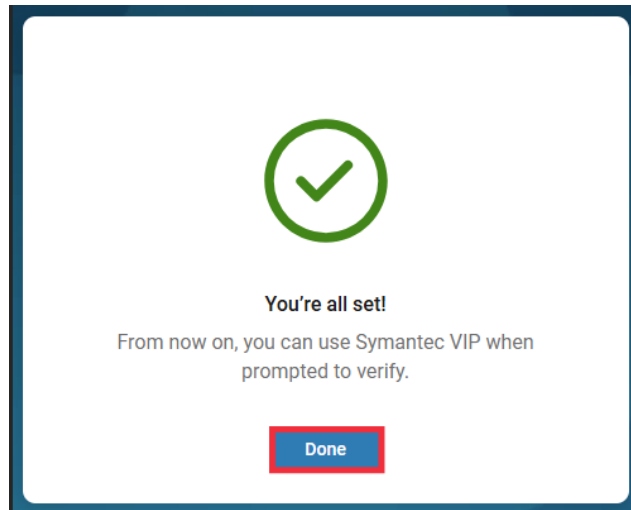
The image shows a screenshot of the Symantec VIP registration screen. It features a back arrow, the Symantec VIP logo, and a title 'Symantec VIP'. Below the title, it says 'To register with Symantec VIP, please enter the serial number/credential ID exactly as it appears on your device.' A red box highlights the input field labeled 'Serial number or credential ID'. Below the input field is a blue 'Next' button, and at the bottom is a 'Need help?' link.

Then enter the six-digit **Security Code** and click **Verify**.



The screenshot shows the Symantec VIP verification interface. At the top is a blue circular icon with a white smartphone symbol. Below it, the text "Symantec VIP" is centered. A message reads: "Please enter the security code from your device. Never share this code with anyone." Below this is a text input field with the placeholder "Verification code", which is highlighted with a red rectangular border. Under the input field is a checkbox with the label "Don't ask for codes again while using this browser". Below the checkbox is a blue button with the text "Verify", also highlighted with a red rectangular border. At the bottom, there is a link that says "Resend Code".

You will get confirmation when it is fully set up. Click **Done**.



The screenshot shows the Symantec VIP confirmation screen. At the top is a large green circular icon with a white checkmark. Below it, the text "You're all set!" is centered. A message reads: "From now on, you can use Symantec VIP when prompted to verify." Below this is a blue button with the text "Done", highlighted with a red rectangular border.