

Vertiv Employees Remote Access End User Guide



Document Version v0.8
September 7, 2017

Table of Contents

Background for change.	3
Symantec VIP Self Service Registration	3
Login into Portal	3
Register the VIP Credential.....	4
Login to VPN	7
Initiate VPN connection:.....	7
Disconnect VPN connection:.....	8

Background for change.

Validate Global Protect & Symantec VIP service software has been installed on your laptops. Global Protect is the replacement of Cisco SSL AnyConnect client and Symantec VIP is the new multi-factor authentication service.

Please note:

- If Symantec isn't installed, please download a client - <https://vip.symantec.com/>
- If Global Protect isn't installed, please login to the portal and download a client - <https://portal.vertivco.com/>

Symantec VIP Self Service Registration

The Symantec VIP Self Service Portal is used by Vertiv employees to register and manage their devices to be able to use Symantec VIP.

Login into Portal

You will login with your Vertiv Active Directory username and password.

Use the following URL to login to the local VIP Self Service Portal

Note: Only use Internet Explorer / Microsoft Edge to access this page. Other browsers may not be compatible.

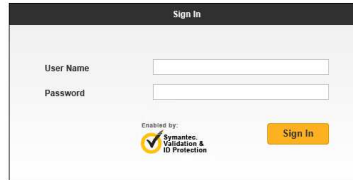
The Internal link listed below may prompt a security certificate error. If so, click "Continue to this Website."

 Continue to this website (not recommended).

External users: <https://vipssp-us.vertivco.com/vipssp/>

Internal users: <https://vipssp-us.int.vertivco.com:8233/vipssp/>

Welcome to the Symantec® VIP Self Service Portal
To access the Self Service Portal, enter your user name and password, and click Sign In.



Sign In

User Name

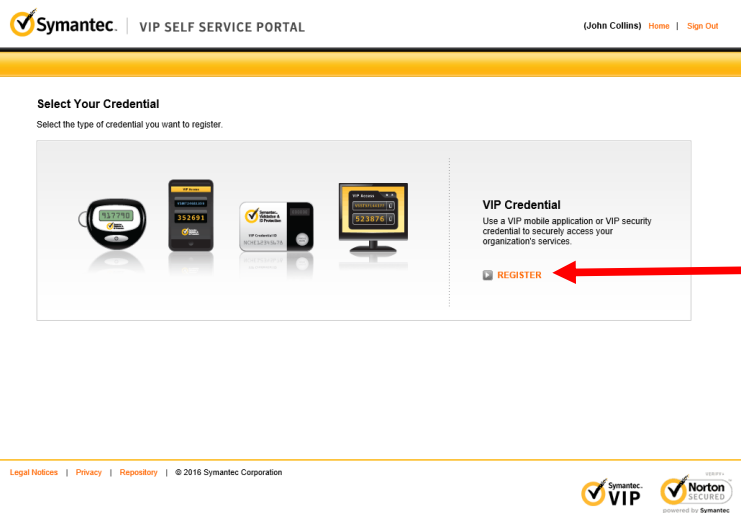
Password

Enabled by:
Symantec
Credential &
ID Protection

Sign In

Register the VIP Credential

1) Click the REGISTER link



Symantec | VIP SELF SERVICE PORTAL (John Collins) Home | Sign Out

Select Your Credential
Select the type of credential you want to register.

VIP Credential
Use a VIP mobile application or VIP security credential to securely access your organization's services.

REGISTER

Legal Notices | Privacy | Repository | © 2016 Symantec Corporation

Symantec VIP Norton SECURED powered by Symantec

2) To get the requested credentials, do the following:

Windows 7 PC - Click on Start Programs, then click VIP Access

Windows 10 PC - Click Windows icon and scroll through application list and look for VIP Access or simply, type VIP Access in the search box

You should see the below image when you open VIP Access.



Register Your Credential

* Required Information

*Credential Type: VIP Credential

*Credential Name: ←
Enter a simple name that is easy to remember.

*Credential ID: ←
[What is a Credential ID?](#)

Credential ID examples:
Your credential contains a unique alphanumeric ID. Close

VIP Security Token (Back)	VIP Security Card (Front)	VIP Access

*Security Code: ←
[What is a Security Code?](#)

Security Code examples:
Your credential provides a dynamic 6-digit code that changes every 30 seconds. Close


VIP Security Token (Front)	VIP Security Card (Front)	VIP Access


- 3) Registration should be complete after this. If you get an error registering the credential, please contact the Vertiv Help Desk at **855-785-0010**

 You have successfully registered Laptop.
Enter a security code from this credential the next time you Sign In.

Manage Your Credentials

This VIP Self Service Portal enables you to register, test, or reset credentials. You can also remove credentials from your account.

Your Registered Credentials		Register another credential?		Register
Credential Name	Credential ID	Type	State	Actions
Laptop	VST87887597	VIP Credential	Enabled	

Your Registered Devices		 Only 20 remembered devices can be registered to your account at any one time. Contact your administrator to remove a currently-remembered device.		
Device Name	Credential ID	Type	State	Actions
No devices are currently registered with this account.				



For Mobile Users

If you would like to use the “VIP Access” Token on your mobile, please install **VIP Access** app from the App or Play store.



Login to VPN

You should have received the VPN Client called “Global Protect” to your Laptop.

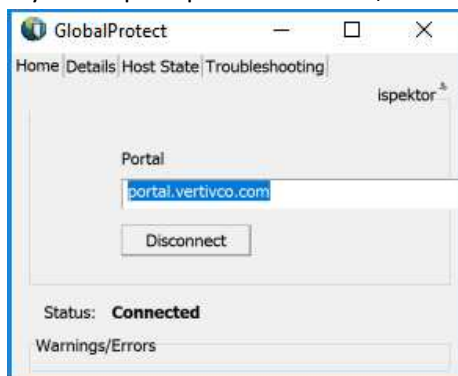
You can verify the Installation by checking the “Globe” Symbol in the Windows Taskbar as shown below.



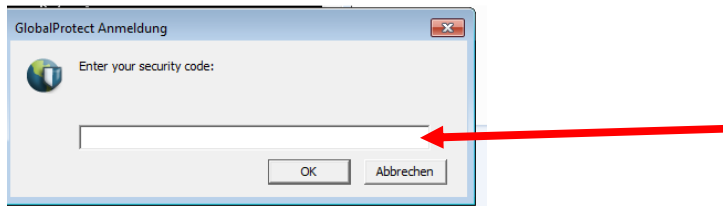
The VPN client will show a “Red Cross” when you are disconnected from VPN.

Initiate VPN connection:

1. Right Click on the “Globe” Symbol
2. Click “Connect”
3. If you are prompted for a Portal, enter portal.vertivco.com



4. You will be prompted to “Enter your security code:”



5. If prompt does not appear, restart computer.
6. When prompted please enter the Security Code which is generated on your registered "VIP Access" Application.

Disconnect VPN connection:

1. Right Click on the "Globe" Symbol
2. Click "Disconnect"