



Installing your Soft Token

As the care portal contains sensitive data regarding service users and their care packages, it is important that the data is suitably safeguarded in line with current security standards. The Lancashire County Council two factor authentication solution is the Symantec Soft Token VIP Access application.

Similar to the type of security required for on-line banking, 'two factor authentication' is a form of security that requires the use of a separate security application which generates individual codes to approved system users which are entered by the user in addition to the username and password before permitting access to secure data. This is referred to as a 'soft token'.

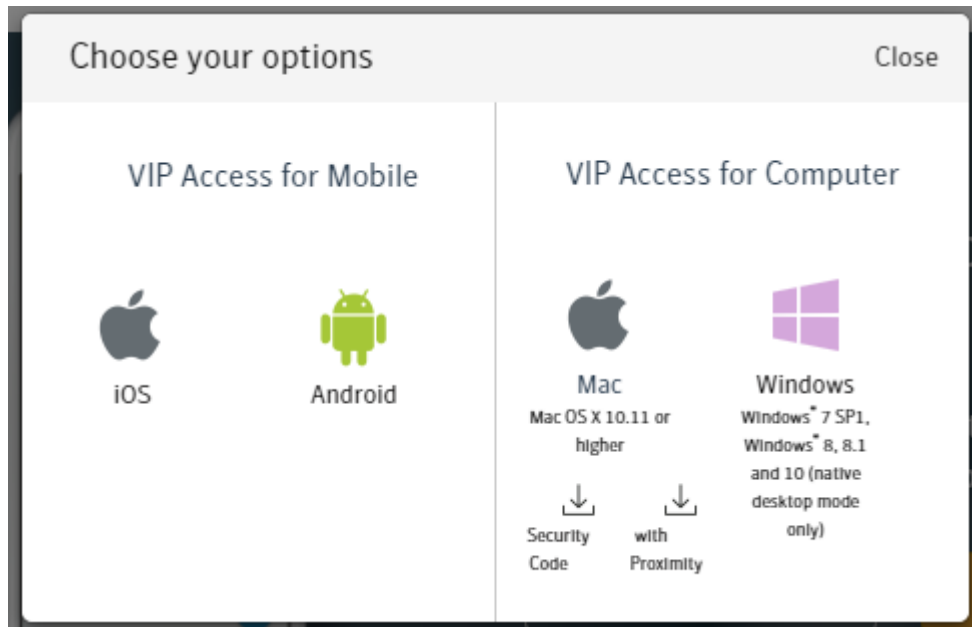
The soft token can be installed on a device you already have like a smartphone, PC or Laptop. It runs as an application on one of these devices and generates a new 6 digit code every 30 seconds enabling you to use this to login to the Care Portal. The soft token application looks like this:



Each user within your organisation who requires access to the Care Portal will need to install the soft token, and every device used will have a different "Credential ID" (unique reference). Each user can download and set-up **up to 2 credential ID's**, i.e. 2 versions of the electronic verification token registered on 2 different devices. Each token operates in the same way; it will generate a 6-digit security code which you must enter with a PIN. Where a user has multiple devices, they will have 2 credential ID's but will only have one PIN.

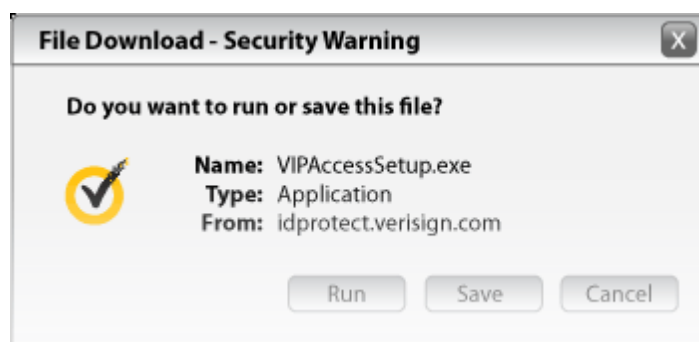
How to install the soft token on a PC or Laptop:

- 1) Click the following link - <https://vip.symantec.com/>.
- 2) Select the download option from the screen, which will give you the below options:



Please click to download the application which matches your operating system (Windows or Mac).

- 3) After selecting your platform, you will be taken to a further screen. Your download should now begin automatically.
- 4) Run the file for installing VIP Access Desktop.



- 5) The VIP Access Setup Wizard will guide you through the installation process. After your installation has completed, go to All Programs from the Start menu of your Windows taskbar. Select VIP Access and launch the application.

How to install the soft token on your iPhone or iPad:

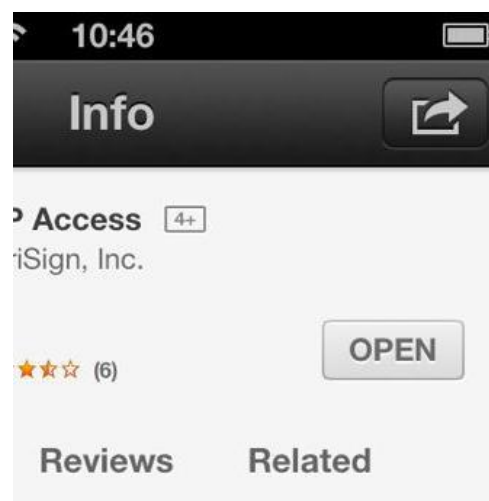
1) Visit your iPhone or iPad Apple App Store. Using the search function, search for "VIP Access".



2) Click on Free and then Install App.

You may be prompted for your password to complete install depending on your device permissions. Please enter your password if requested to proceed.

3) Click on Open.

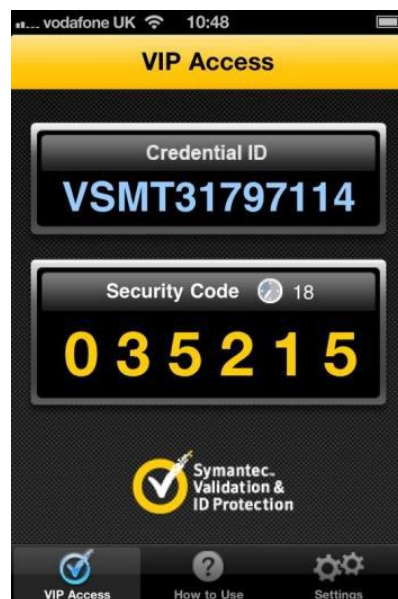


4) Click on Launch VIP Access.

The App should automatically open. If not, when it has downloaded it will appear on your screen. When opened, you will see the following screen:



5) Click on Launch VIP Access and you will see the VIP Access Credential ID and Code screen:



Registering your Credential ID:

Once you have installed the soft token on your chosen device(s), you need to have it enabled. In order to enable your Token, please email PIM@Lancashire.gov.uk.

The fields in the table below indicate what information you need to provide in the email.

You will need:

- 1) Your Oracle iSupplier/Sourcing username (this will be your email address)
- 2) Your Lancashire County Council Supplier number. This can be found on any remittance advice you have received.
- 3) The Credential ID of your token.
- 4) Please complete the table below, as per the example, then copy and email to PIM@lancashire.gov.uk.

Contact name	Organisation name	Supplier number	Username	Credential ID
Joe Bloggs	Care LTD	123456	Joe.bloggs@care.co.uk	VSST5488967
Dave Smith	Care LTD	123456	Dave.smith@care.co.uk	SYMC5879616

Once you have sent this to the PIM team we will register this against the email address you have provided in the table above. The automated registration process runs on the hour, every hour between 9-5. Once your Credential ID has been registered you will receive an email containing a 4 digit pin. After the email has been received this is confirmation that your registration is complete and you can login to the care portal.

Support information including on-line learning, quick guides and frequently asked questions, can be accessed via iSupplier Support. We also have a designated customer help line open between the hours 9-5 who will be happy to assist you with any issues you may have.

The helpline number is - 01772 534966

- Option 1 – Care Portal
- Option 2 – iSupplier
- Option 3 – Sourcing supplier
- Option 4 – Password reset
- Option 5 – Accounts payable

