

Symantec Tokens

Frequently asked questions

Got questions? We have answers. From questions about assigning tokens to VIP access, we have a list of questions and answers to guide you along.

Q: Why are tokens required for ACH and Wire payments?

A: VIP Access helps protect your accounts and identity by requiring a higher level of security when you conduct online transactions. To use VIP Access, launch the VIP Access application from your mobile device and use the six-digit security code to authorize ACH and Wire payments.

Q: Can I assign one token to multiple users at the same time?

A: Yes, multiple users can use the same token.

Q: How many times can I use the code displayed on my token?

A: Each code can only be used once.

Q: How do I use VIP Access?

A: Go to the app store on your mobile device and download the Symantec VIP Access app. Once you download the app, register your VIP Access credential with Northwest by providing us with your Credential ID. Each time you process an ACH or Wire transaction, open the Systematic VIP app and enter the six-digit security code to authorize your transaction.