



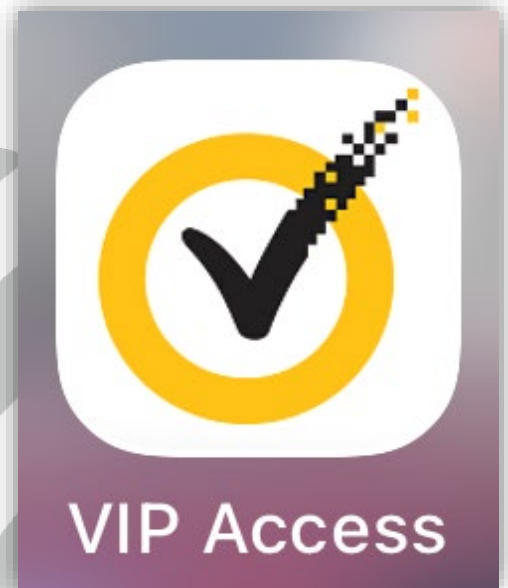
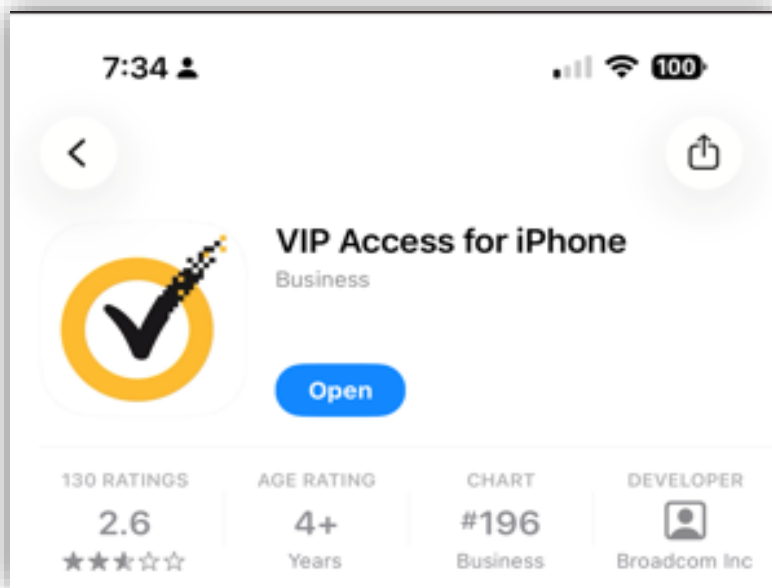
Reference Guide: Enabling Soft Token

Purpose

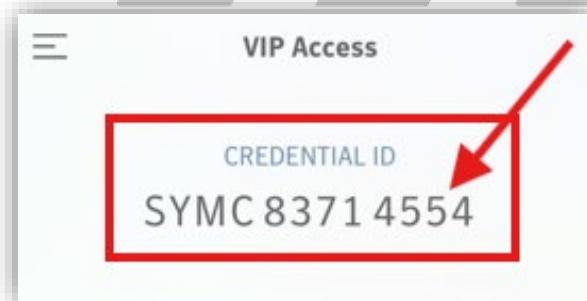
Setting up Soft Token to process ACH and Wire transactions. Must be done by any user that will be approving these transactions.

Registering the Soft Token

1. Download the **Symantec VIP Access App** from the Apple App Store or Google Play Store on your mobile device.

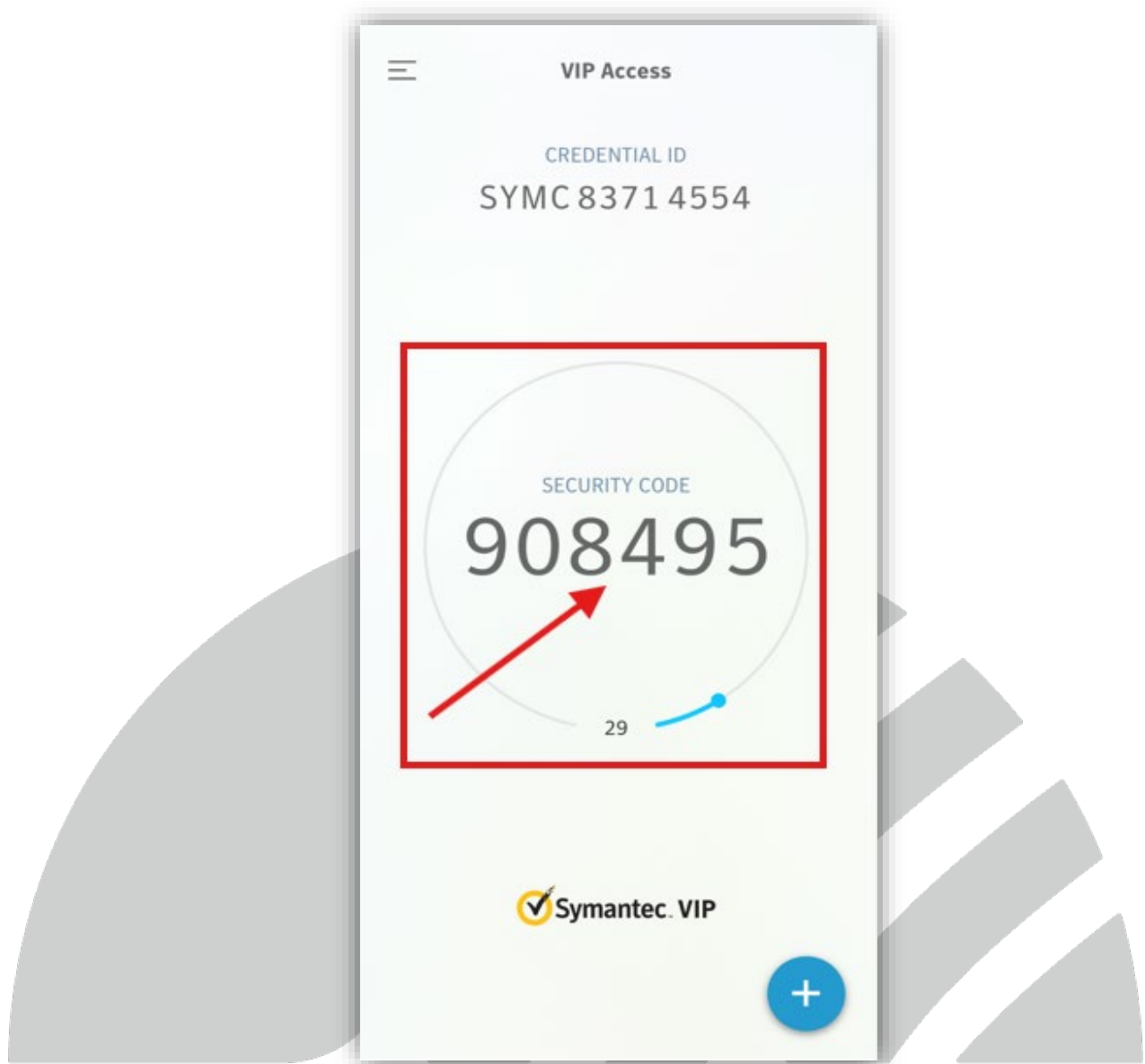


2. Once downloaded, call Southern Bank Customer Care team at 855-275-7226 to register your token. Open the app and provide the **"CREDENTIAL ID"** to the bank.



3. Token registration will be completed upon approving an electronic transaction (ACH Batch, ACH Collection, Payroll, Wire, etc.). During approval, when prompted for the token, enter the **6-Digit Code** that is displayed on the VIP Access App.

****NOTE:** There is no PIN requirement to be entered prior entering the number displayed on the token**



4. Enter a **second 6-Digit Code** from the token.
5. After entering, the token is fully registered.

If you have any questions, contact our Customer Care Center:

1-855-275-7226 opt 3

Email: customercare@southernbank.com