# Registering and Using Your Token to Login to Cisco AnyConnect and CVS Health MFA

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**Description:** How to register and use your token, which will enable you to login remotely using either a physical hard token or the Symantec VIP Token Self Service Portal. Your token will be used to log in to the CVS Caremark network when you work from home each day. It may also be used when logging in to CVS Multifactor Authentication (MFA) screens in various systems, such as Compass.

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| Registration Process |

Perform the steps below to register a physical hard token or the Symantec VIP Token on your cell phone/mobile device:

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| **Step** | **Action** |
| **1** | Click one of the following links:   * <https://viptfaeast.cvs.com> (Retail) * <https://viptfawest.caremark.com> (PBM)   **Result:** The Symantec VIP Self Service Portal Sign In screen displays.  **Note:** This can be done from work or personal device. |
| **2** | Input your login credentials (Username and Password), then click **Sign In**.  Input your DOMAIN name and a “\” followed by your login (CVS network ID Username). **Example:** CaremarkRX\C1234567. Then input your password and click sign in.     * If a token had been previously set up on a new or different device, select the device that is currently registered (cell phone/mobile device or physical hard token) and enter the Security Code displayed from that device.      * To set up or register a new credential on a different device click **Register** on the next screen. |
| **3** | Click **Register** again on the new screen.    **Note:** Do **not** select a picture. |
| **4** | 1. Name your device (Credential Name) and enter the **Credential ID**.   **Note:** The credential ID is the SYMC# and is found at the top of the VIP Access app on mobile devices, labeled CREDENTIAL ID, or for physical hard token devices, found on the label of the back of the device. **Credential ID**: Type the credential ID found on your VIP Access app (**Example:** SYMC12345678).  **Tip:** When adding credential ID, do not enter the spaces.     1. Enter the 6-digit number that is displayed in the **Security Code** field.   **Note:** This is automatically displayed on the VIP Access app for mobile devices (in the circle). Press the **button** on the front of the token to display the security code on a physical hard token.  **Examples:** |
| **5** | Click **Submit**.  **Result:** The following message displays:    **Note:** You have the option of establishing a 4-digit PIN associated with your token. This eliminates having to input the PIN at login. |

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| Login to Cisco AnyConnect Process |

Perform the steps below to login to Cisco AnyConnect at the beginning of each workday when working remotely:

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| **Step** | **Action** | |
| **1** | Search for the program on your computer. Type in “Cisco AnyConnect” in the Start menu or find the **Cisco AnyConnect** icon  in the icon tray, located in the task bar at the bottom right-hand corner near the date and time.  **Result:** A pop up window displays with a drop-down menu for the VPN server. The server you log into depends on your business unit.  **Reminder:** Refer to your leadership to determine the server to access. | |
| **2** | Click **Connect**.  **Result:** A pop up window displays asking you to enter your CVS network ID username and password. | |
| **3** | Input your CVS network ID username and password, then click **OK**.  **Result:** A pop up window displays asking you to enter your security code. | |
| **4** | In the **Answer** field, input your 6-digit security code then click **Continue**. The security code is obtained using your token. | |
| **If...** | **Then...** |
| Physical token | Click the button on your token to generate a 6-digit code that renews every 30 seconds. |
| Symantec VIP Token on your cell phone/mobile device | Open the **VIP Access** app on your cell phone/mobile device. You will immediately be presented with a 6-digit code that renews every 30 seconds. |
| **5** | Click **Accept** at the CVS Policy Notice to connect.  **Note:** VPN remains logged in for 24 hours and then automatically disconnects. | |

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| Login to Multifactor Authentication (MFA) Process |

Complete the step below:

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| **Step** | **Action** |
| **1** | When accessing CVS Health systems, the CVS Health MFA Login page displays. Input your Network Credentials as follows:   * **User ID** – Network ID * **Token Code** – This will be the 6-digit code from your [physical token](#PhysicalToken) or the [VIP token](#VIPToken).     Compass users bypass the CVS Health MFA Login page when logging in with Ping Federation.    If **Log in with Ping Federation** option does not display, select **Log in with a Different Account,** then select the Ping Federation option to Log in. |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606" \t "_blank)

**Parent Document:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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