# Downloading and Logging In with the Symantec VIP Application

[Process](#_Toc164919145)

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**Description:** Steps to obtain the Symantec VIP application along with the process how to use this security feature when logging into CVS Health system.

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| Process |

Complete the following steps: “Step/Action” Table:

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| **Step** | **Action** |
| **1** | Open Google Play or the Apple store on your mobile device. |
| **2** | Search for Symantec VIP and download the application.  **Note:** Register your token before proceeding to the next steps. Read and register your token by going to <https://viptfawest.caremark.com>. Information about how to register your token is located on theSource by searching [Registering and Using Your Token to Login to Cisco AnyConnect and CVS Health MFA (043627)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=239f8bde-d8ea-497d-88b9-3adbe48edce6). |
| **3** | Once the app downloads, open it and write down the credential ID:    If your cellphone/device is replaced, contact the IT department to update the SYMC for the new cell phone/device. |
| **4** | Double click on the **CISCO AnyConnect** icon on your computer screen. |
| **5** | Change the address to the following then select **Connect**.   * **Connectcall.caremark.com**   **Note:** If your department uses another address, follow your leader’s direction.    **Result:** Cisco AnyConnect username and password fields display. |
| **6** | Type your username as caremarkrx\<your network ID>.  **Example:** CaremarkRx\C0111111 |
| **7** | Type your computer password then press the **OK** button.  **Result:** Answer screen displays.  **Note:** VPN remains logged in for 1 business day and then disconnects. |
| **8** | 1. Open your VIP Access application on your cell phone. Press the **VIP Application app** icon and it will generate a 6-digit number.        1. Type this 6-digit number into the Answer field and press the **Continue** button.   **Note:** If receive an error, close the app, and perform these steps again. If continues to display an error, contact the IT Service Center for assistance with resetting your ID. |

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| Related Documents |

[Customer Care Work from Home (WFH) Resources for Newly Deployed Users (028470)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f92b2f6a-bf3f-4f3f-82d4-3e503852496b)

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

**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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