A secure token is required to access your business online banking when online wire or ACH origination is enabled. First Carolina Bank utilizes virtual Symantec Tokens for this purpose.

To use your Token, you will first download the Symantec VIP Token app, VIP Access, from the Apple App Store or Google Play Store.

VIP Access
Business

After downloading the app, you will need to register your Token within the Treasury Management platform. Once the Token option has been activated for you as a user, you will see the below screen the next time you log in (or the first time you log in, if applicable).

Secure Token Registration

If you have received or installed your Secure Token/Credential, register it by entering the information requested below. If you do not wish to register you Secure Token/Credential at this time, or if you have not yet received or installed it, select Remind me later.

1. If you have a key fob, enter the Serial Number, which is located on the back of the fob after the letters "S/N". If you are using a virtual token, enter the Credential ID, which begins with 4 letters.
2. Enter your Credential/Token Code. This is the random, six-digit code that is displayed on your credential.
3. Create a 4-digit PIN and enter it twice to confirm it. You will use this PIN in conjunction with the random code generated by your Secure Token/Credential.

Serial Number / Credential ID: SYMC

Token / Credential Code: ••••••

PIN: ••••

Confirm PIN: ••••

Register   Remind me later

Complete the four fields. Your Serial Number / Credential ID will include SYMC and a numerical value. The four-digit PIN will be used each time you log in or otherwise enter your Token to approve transactions. Each time you are prompted to enter your Token, you will open the app and enter the six-digit number on your screen followed by your PIN, with no spaces between the two numbers.

Click Register at the bottom of the screen to finalize your Token registration.