

Two-Factor Authentication For Email



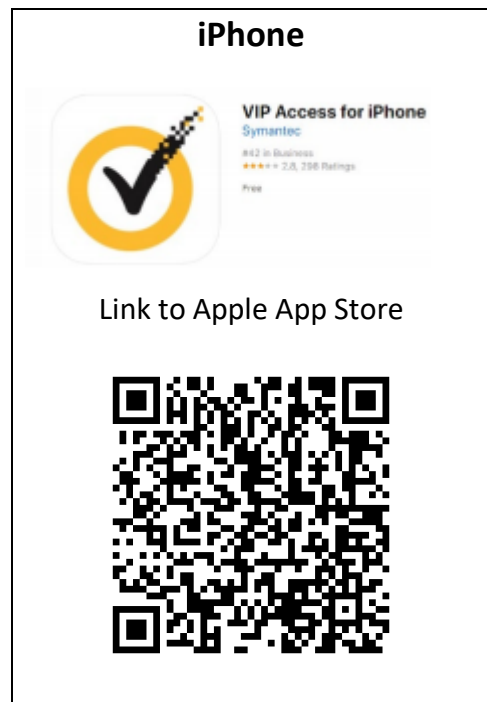
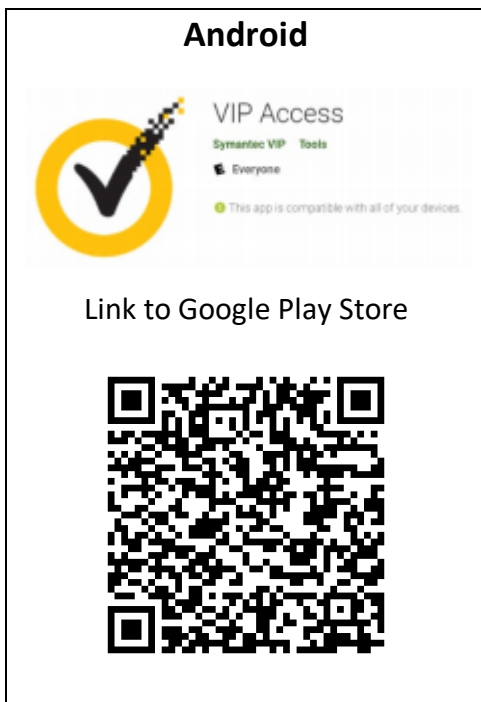
Purpose: The two-factor authentication security validation code is an additional layer of protection used to ensure the security of email access beyond just a username and password.

As part of a continuing program to better secure our computer network and your information, Bon Secours Mercy Health and Mercy College of Ohio implemented two-factor authentication for accessing our email system. This process impacts how you access Mercy College email via a web browser or a smart device. **The steps below need to be completed to gain access to your Mercy College email.**

Two-factor authentication is what many banks, financial institutions, and email systems use as a security measure to protect your information. When logging in to email and after entering your password, you will receive an additional prompt to enter a security code provided by the Symantec VIP Access App. The code will change every 30 seconds.

The process uses Symantec VIP security software to provide the unique number to input when gaining access to email on your computer, tablet, or smart phone. The authentication provides access for a 24-hour period before being prompted again. Please follow the instructions below to install the Symantec VIP app on your mobile phone. **Once the app is installed on your phone, you must contact the BSMH IT Service Desk at 833-MY1HELP (833-691-4357) or the Mercy College IT department at 419-251-9898 to complete the registration process.**

- 1) From your mobile phone, visit the app store (Google Play or Apple’s App Store) and install **VIP Access by Symantec**. This app is free and does not give Mercy College or Mercy Health any access to your phone.



- 2) Call the BSMH IT Service Desk at **833-MY1HELP (833-691-4357)** or the Mercy College IT department at **419-251-9898** to complete your enrollment in VIP Access two-factor authentication. Be sure to have your email address and student ID number ready. You will also need to provide the “SYMC” credential ID number shown on the VIP Access app.

