



## Setting up your Managed Services Portal login

The Managed Services Portal hosts two services with separate login requirements.

- **Symantec™ Managed Security Services** (<https://mss.symantec.com/>), also called MSS, requires you to use the Symantec Validation & ID Protection Service (VIP) token, supplied in your Welcome Packet, to gain access.
- **Symantec™ Cyber Security: DeepSight™ Intelligence** (<https://deepsight.symantec.com/>) does not require a VIP token to log in.

Logins are based on the email address that you use. For example, if you subscribe to both services using the same email address, you are required to use a VIP token. If instead you subscribe to both using different email addresses, then only the address associated with MSS would require a VIP token.

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**Note:** The Managed Services Portal requires a browser that supports 128-bit encryption and JavaScript. We support Microsoft Internet Explorer 10 and above, and the latest Google Chrome, Apple Safari, and Mozilla Firefox browsers. Internet Explorer's Compatibility Mode is not supported.

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## Setting up your login

The first time you log in, click **New User**.

### To set up your login

1. At the Login page, click the **New User** link
2. At the New User page, type your primary email address and click **Enter**.
3. Retrieve the temporary password from your email and enter it in the Password field on the portal Login page.
4. Optionally, select your preferred language.
5. If you want your Email Address to display automatically the next time you log in, click the **Remember Me** check box.
6. Click **Login**.
7. In the Create a New Password page, type your new password into the Password and Confirm Password fields.
8. Click **Confirm**.

### MSS users, continue to the next step.

9. In the Register Symantec Credential page, enter the Symantec Credential ID.
10. In the Security Code 1 field, enter the Security Code currently displayed on your VIP token.
11. Wait for the Security Code on your VIP token to change, then in the Security Code 2 field, enter the new Security Code.
12. Optionally, type a name for your token.
13. Click **Register**.

Once your login is set up, your successive logins are as follows:

### To log in to your service on the Managed Services Portal

1. At the Login page, type your primary email address and password.
2. Click **Login**.

### MSS users, continue to the next step.

3. In the VIP Authentication page, type the Security Code currently displayed on your VIP token and click **Login**.

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**Note:** If authentication fails on the first attempt, wait for the token code to change and try again. Contact the SOC if you have difficulties logging in to the Portal.

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### **Accessing Managed Security Services when multiple accounts are found for an email address**

For MSS customers who have multiple MSS accounts associated with a single email address, you must select your account when you log in.

#### **To access Managed Security Services when multiple accounts are found**

1. At the Login page, type your primary email address and password.
2. Click **Login**.
3. In the VIP Authentication page, type the Security Code currently displayed on your VIP soft token and click **Login**.
4. At the Multiple Accounts Found page, select the organization you want to use for this session.
5. Click **Login**.