

User Guide for SEP Access with Norton Symantec

You are here

We are here
to help you
achieve
your goals



User Guide for SEP Access with Norton Symantec

Registration and Login to SEP with Norton Symantec Level 3 Credentials

SEP Stakeholder Enterprise Portal [Log in to SEP](#)

SEP Home Compensation Service Education Service PC@HAC VR&E VSO

Welcome VSO Representatives

Representatives of Veteran Service Organizations can now log in to SEP to support Veterans. »

Our VA Business Partners

Our VA Business partners and Veterans Service Organizations provide valuable services to help our nation's Veterans and their dependents receive the benefits they deserve.

COMPENSATION SERVICE	EDUCATION SERVICE	PC@HAC
SEP provides access to information that will assist in the understanding of benefits available for Veterans, surviving spouses, dependent children, and dependent parents of Veterans and military service members.	SEP Education will provide information about Veteran enrollments to the Department of Veterans Affairs and data about Veterans that are enrolled in academic institutions.	In the near future, the Purchased Care @ Health Administration Center (PC@HAC) portal will give those who support medical services provided to PC@HAC beneficiaries a secure, online way to check eligibility/claim status, view/print EOBs and submit documents.

Tools

[Live Chat for Registration and Log In Difficulties](#)
Live Chat is available Monday to Friday from 9:00 AM ET to 5:00 PM ET. Chats are limited to registration and login assistance for the Stakeholder Enterprise Portal (SEP). Specific details about a Veteran's claim cannot be discussed.

[SEP FAQs and User Guides](#)
See our FAQs and User Guides section for more information.

[KnowVA](#)
Find answers to your questions about VA with this powerful search and browse solution.

[FAST Letters \(1996-Present\)](#)

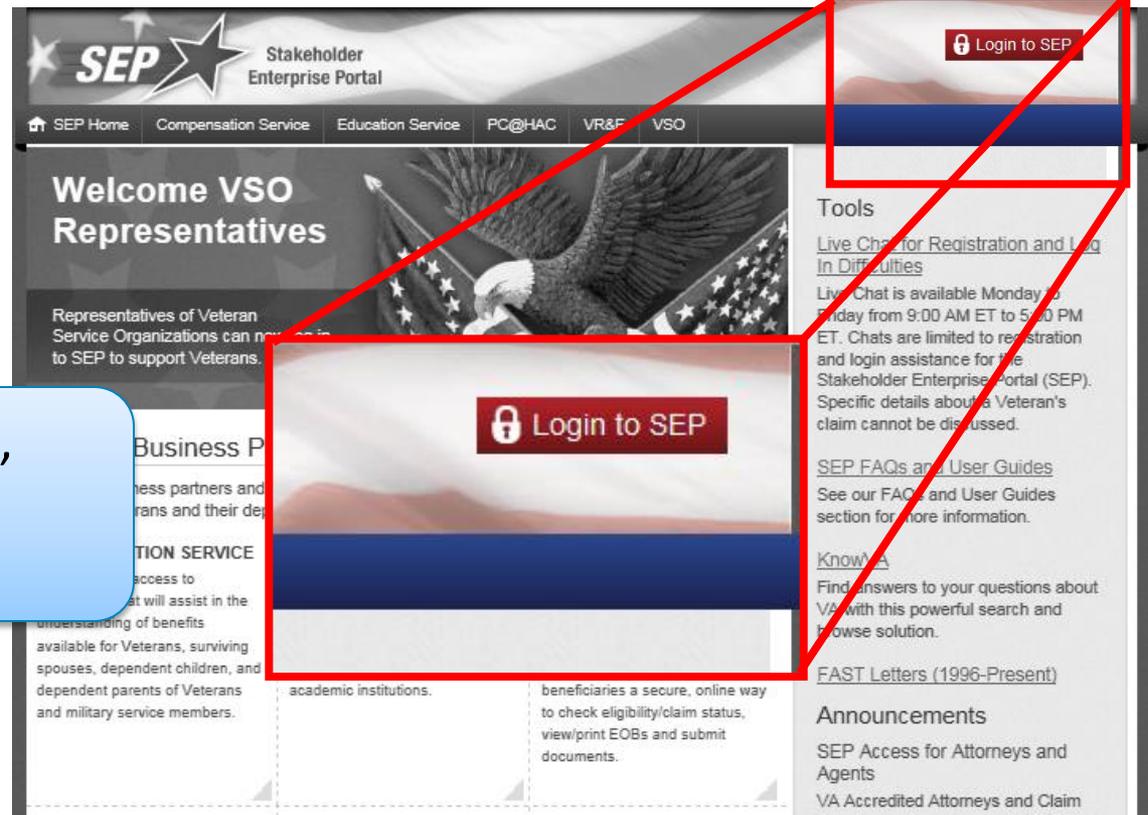
Announcements

SEP Access for Attorneys and Agents

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1. Launch your internet browser and navigate to: <https://www.sep.va.gov>
2. Select the Login to SEP button

You may use Firefox, Internet Explorer, Chrome, or Safari



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New Identity Access Management/ SEP Login Screen

Home | Veteran Services | Business | About VA | Media Room | Locations | Contact Us

AccessVA Home | About | Help & Support

IAM
IDENTITY & ACCESS MANAGEMENT

SEP

The application, **SEP**, allows the following CSPs for you to select from:

VA PIV

The Personal Identity Verification (PIV) Card provides secure and reliable identification and authentication of federal government employees and contractors as specified in Federal Information Processing Standard (FIPS) 201 and its supporting documents.

Log in with VA PIV

[Register](#) | [Learn More](#)

Norton Symantec

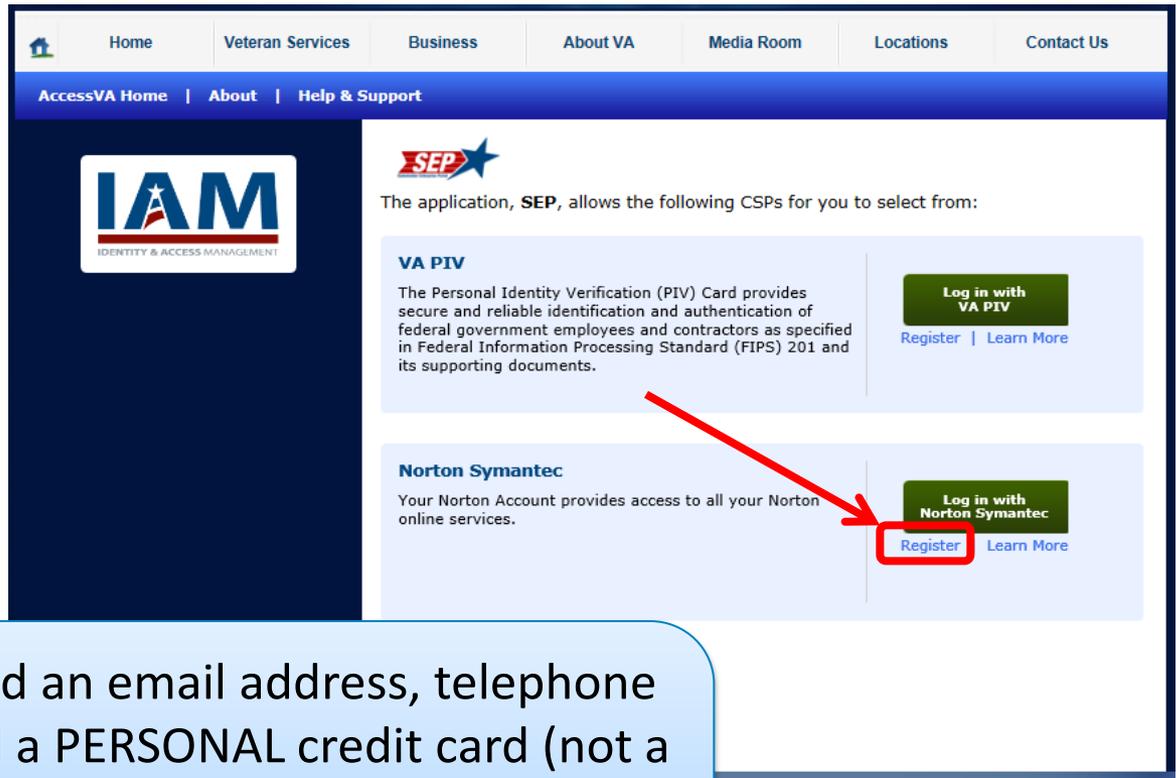
Your Norton Account provides access to all your Norton online services.

Log in with Norton Symantec

[Register](#) | [Learn More](#)

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3. Select “Register” under Norton Symantec
4. This begins the process of Norton Symantec Registration for SEP



The screenshot shows the AccessVA website interface. At the top, there is a navigation bar with links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. Below this is a sub-navigation bar with links for AccessVA Home, About, and Help & Support. The main content area features the IAM (Identity & Access Management) logo on the left. On the right, there is a section titled "SEP" with a star icon. Below this, it states: "The application, SEP, allows the following CSPs for you to select from:". There are two main options listed: "VA PIV" and "Norton Symantec". Each option has a description and a "Log in with" button. The "Norton Symantec" button is highlighted with a red box, and a red arrow points to it from the left. Below the "Log in with Norton Symantec" button, there is a "Register" link.

You will need an email address, telephone number, and a PERSONAL credit card (not a debit or corporate card) prior to starting the Norton registration process.

NOTE: Your card will not be stored or billed.

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5. In the Norton Symantec Sign In/ Registration window, click on “Create Account” under “Don’t have an account?”

Norton
by Symantec

Welcome to Norton!

Your Norton account provides the optimal experience with your Norton services.

Sign in or create your Norton account now.

Sign In

Norton account address

Password

Remember me on this device

[Forgot your password?](#)

Don't have an account?

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6. Enter (and confirm) an email address as well as a unique password that is easily remembered.
7. Enter First and Last Legal Name and Region
8. Click “Sign Up”

Norton
by Symantec

Welcome to Norton!

Your Norton account provides the optimal experience with your Norton services.

Sign in or create your Norton account now.

Create an account

Email address *

Confirm email address *

Password *

First Name Last Name

Region
United States

Email me product updates, offers, and security newsletters

I have read and agree to the [Privacy Policy](#)

Sign Up

Have an account?
Sign in

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Secure Login

9. Follow the instructions on the next screen and access the email account used to Sign Up for the Norton Symantec Credential.

Email Confirmation Needed



We have just sent you a confirmation link at the email address you provided (Insert Email Address Here) . Go to your email and click the link to confirm your account creation.

[Resend email with confirmation link](#)

If an email confirmation from Norton Symantec did not arrive in your Inbox, Click “Resend email with confirmation link”

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Welcome to Norton Secure Login – Confirm Email Address

NortonAccount@symantec.com

To:



Hi Betty Jackson,

Congratulations! Your Norton account has been successfully created.

To complete the process, please click on the link and verify your email address. On the resulting screen enter your new login to continue setting up your account.

<https://ptrn-idp.vip.symclab.com/sso/embedded/validateUser?&tok=JDk1ZDdhZGQ4LTQ2ZWItNDY1Mi1iMTZiLTU3NTIiOTFmMWJmZmLRzaN4SJeMqdNbRC%252FU0RR38I7%252B%250AA9UYRJH2QjpC5hSwbNncHApHqaWidt0K%252FdeQQ48Ik9ctDchquNsTbp5MTkIF%252FQhOHU4MbFzVIM2G%250ACwAbGBUZVSHIJp%252Fwclu6x73waRXweYZkWh47OaVliHh486f9t%252F2L%252FWZqJ1vhu4I5dT8ZinGeRrw%250At3HZI%252BYxnsVzq%253D%253D>

[Online Store](#) . [Premium Member Support](#) . [Legal](#) . [Privacy](#)

Protecting the Stuff that matters.™



Thank you for choosing Symantec!

Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Please Check Symantec Web Site for information www.symantec.com

Symantec Corporation, 350 Ellis St., Mountain View, CA, U.S.A. 94043

10. After opening the email from Norton Symantec, follow the instructions and click on the link provided.



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Secure Login

Email Address Confirmed!



Thank you for confirming your email address!

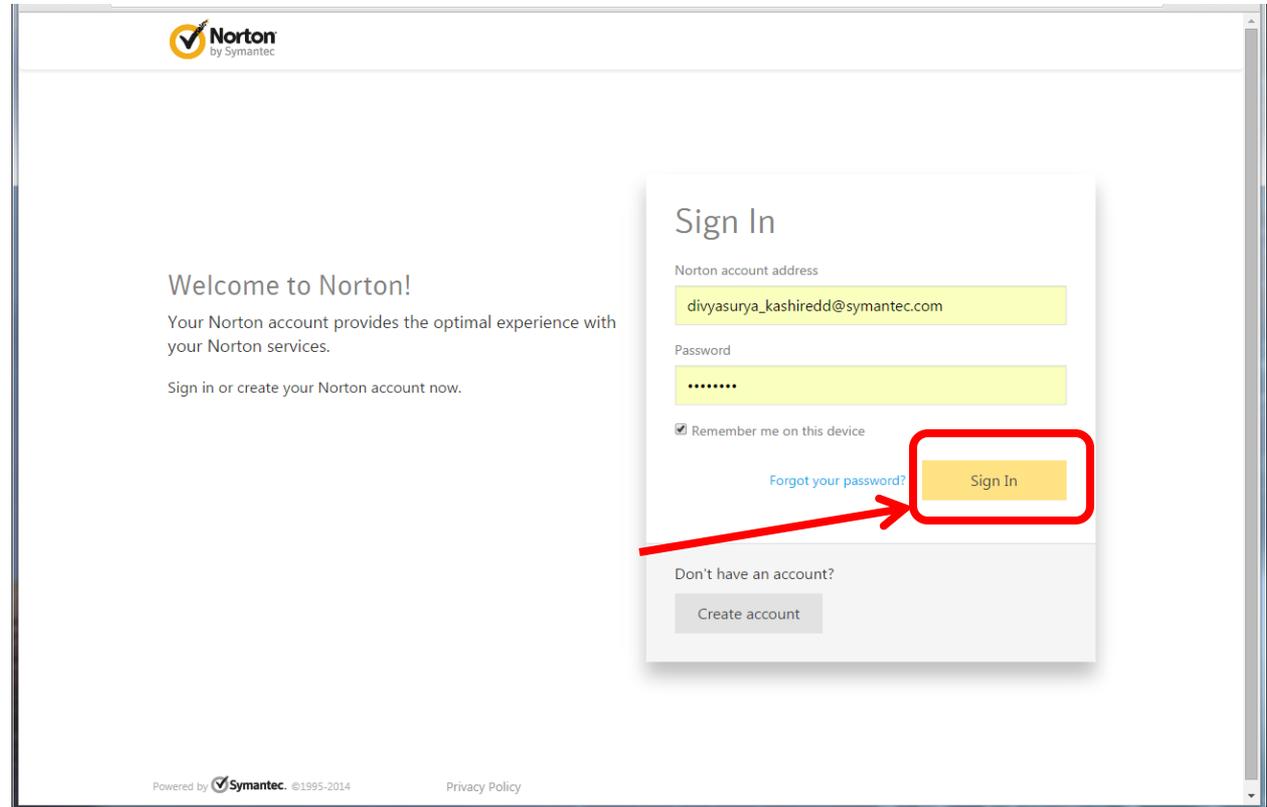
You may now continue with your Norton account

Continue

11. The email address provided to Norton Symantec has been confirmed.
12. Click “Continue” to complete the rest of the registration and log in process.

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13. Enter the newly established Norton account email address and password
14. Click "Sign In"



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Norton by Symantec | Secure Login

Intro | Personal Info | Credit Info | Security Questions | Security Code | Enter Code | Finish

Identity Verification Required

<http://loginsa-bat2.norton.com:5631/SAMFilterSSOTest/> requires Level 3 Identity Credential and Access Management verification to continue.

Verifying your identity with Norton is a three-step process:

- 1 Personal Information**
Provide some personal information. (Only your name and contact will be saved after the verification process.)
- 2 Security Questions**
Answer some questions to which only you would know the correct answers.
- 3 Security Code**
You will receive a unique code via a text message or a mailed letter sent to the mobile number or home address you provide.

Cancel

Continue

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The new Security Code process now allows certain users to receive the Security Code via mobile text message. Not all users will qualify for receiving the code this way and may still need to wait for a mailed letter.

15. This screen explains the remainder of the registration process. Click “Continue”.

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Norton by Symantec Secure Login

Intro Personal Info Credit Info Security Questions Security Code Enter Code Finish

Identity Verification

Personal Information (Part A) ZB-41

First Name: ALLAN Middle Name: Middle Last Name: VERAS

Home Address1: 8970 E SHOOTING STAR

Home Address2: Apt 205

City: GOLD CANYON State: Arizona ZIP Code: 852182943 Country: United States

Home Phone: +1 9725104100 Mobile Phone: +1 000-000-0000

Cancel Continue

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16. Enter all of the Personal Information requested in Part A.
17. Click “Continue”

NOTE: If a home phone number exists for the user and can be linked to the home address, entering it (in addition to the mobile phone number) will increase the chances of a successful registration by receiving a text message rather than waiting for a mailed letter.

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Intro Personal Info **Credit Info** Security Questions Security Code Enter Code Finish

Identity Verification

Personal Credit Information (Part B) 28-32

Note: by providing the following information, you will help us confirm your identity so your account remains secure. Enter an active credit card number that we can verify with your personal credit records. **This verification process will not affect your credit score.**

Date Of Birth: April 14 1970 Social Security Number: 666409464

Credit Card Number: 4266901026193359

Important:

- Enter a personal credit card, and *not* a debit or corporate card number.
- Be sure this credit card is a frequently-used card with a billing address that matches your home address.
- **Your credit card number will *not* be charged and will *not* be saved. It will only be used to confirm your name and address.**

Cancel Continue

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18. In Part B, Personal Credit Information must be entered in the form of a personal credit card. The card cannot be a Debit or Corporate Card.

19. Click “Continue”.

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Norton by Symantec | Secure Login

Intro Personal Info Credit Info **Security Questions** Security Code Enter Code Finish

Identity Verification

Security Questions 12:41

Based on the information you provided, we have generated the following questions. Please answer the questions to confirm your identity.

1. Please select the term of your auto loan (in months) from the following choices. If your auto loan term is not one of the choices please select 'NONE OF THE ABOVE'.
2. You may have opened a mortgage loan in or around March 2013. Please select the dollar amount range in which your monthly mortgage payment falls. Refer only to the regular monthly payment which includes principal, interest, and escrow (escrow could include taxes and insurance if collected by lender). If you have not had a mortgage payment now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.
3. Which of the following is the highest level of education you have completed? If there is not a matched educational level, please select 'NONE OF THE ABOVE'.

[Cancel](#)

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20. Answer the security questions provided. These security questions were generated by Experian based on the information the user provided.

21. Click “Continue”.

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Intro Personal Info Credit Info **Security Questions** Security Code Enter Code Finish

Identity Verification

Security Questions 14:55

Based on the information you provided, we have generated the following questions. Please answer the questions to confirm your identity.

1. You may have opened a student loan in or around October 2009. Please select the lender that you have previously or you are currently making payments to. If you have not received student loans with any of these lenders now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

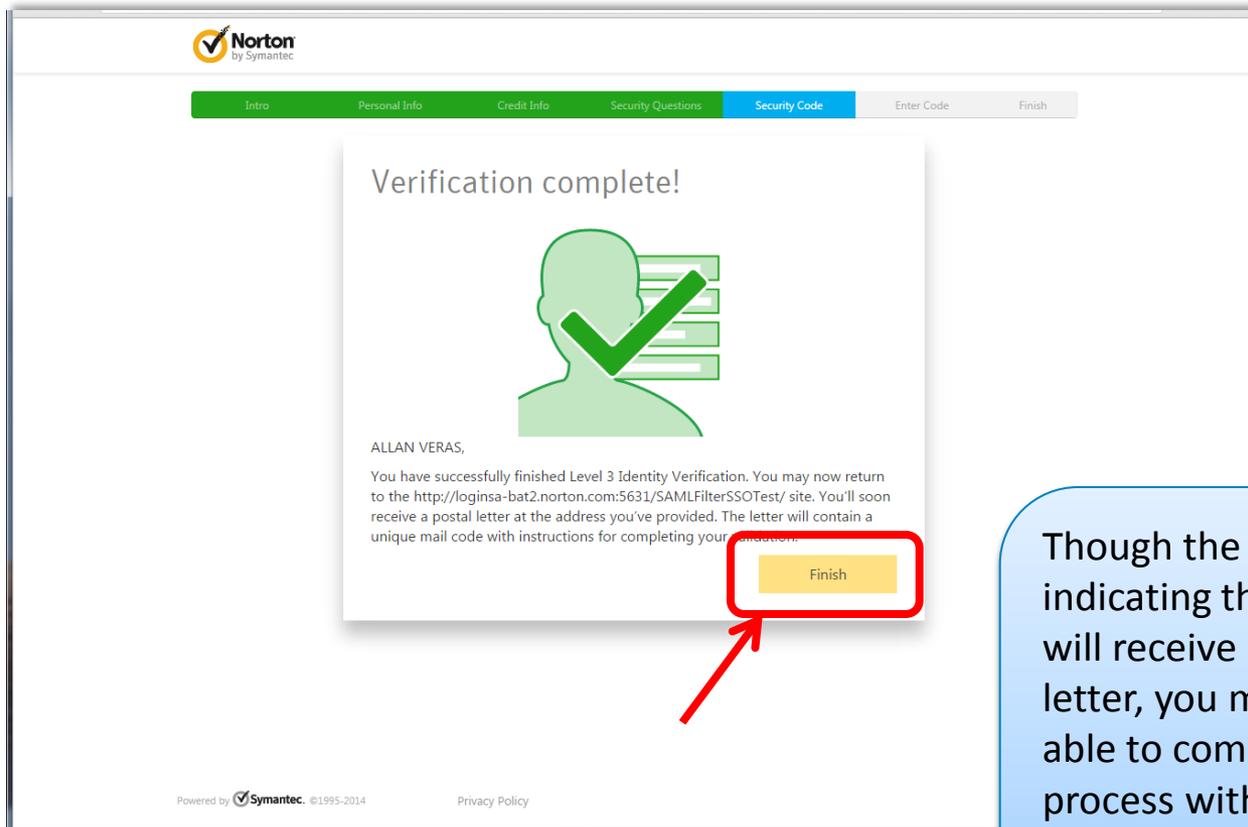
US DEPT OF EDUCATION

[Cancel](#) [Continue](#)

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22. The system may or may not generate an additional security question.
23. After answering the question, click “Continue”.

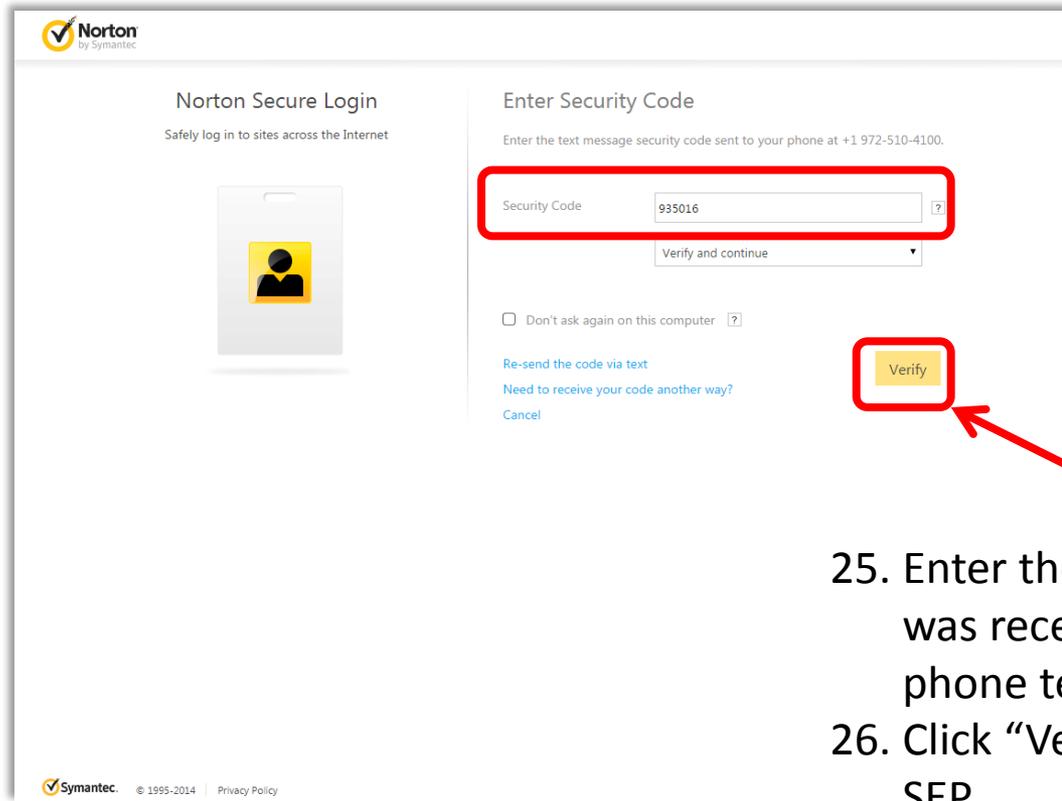
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Though the system is indicating that you will receive a mailed letter, you may be able to complete the process with a message received via text instead.

Congratulations! Verification is complete.
24. Click “Finish” to complete the final steps

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Norton
by Symantec

Norton Secure Login
Safely log in to sites across the Internet

Enter Security Code
Enter the text message security code sent to your phone at +1 972-510-4100.

Security Code ?

Verify and continue

Don't ask again on this computer ?

[Re-send the code via text](#)
[Need to receive your code another way?](#)
[Cancel](#)

Verify

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25. Enter the security code that was received via mobile phone text message.

26. Click “Verify” to continue to SEP

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The screenshot shows the 'SEP Stakeholder Enterprise Portal' interface. At the top right, it indicates the user is logged in as 'Caitlyn Nye, VSO Representative' with a 'Log out' button and a 'Return to AccessVA' link. The main navigation bar includes 'SEP', 'Dashboard', 'Representation Requests', and 'VSO Work Queue'. The central content area is titled 'Representative Dashboard' and features a 'Search for Veterans' section. This section prompts the user to search for a veteran using an identification number, with fields for Social Security Number (9 digits), File Number (up to 9 digits, no dashes), Service Number (up to 9 characters), and Insurance Number (up to 10 characters). It also offers an alternative search method: 'And/or, provide a first name, last name, and date of birth.' This includes fields for First, Middle, Last, and Suffix (with a 'Select' dropdown), and a Date of Birth field (mm, dd, yyyy). A link for 'Advanced Search Criteria' is provided. At the bottom of the search section are 'Search for Veterans' and 'Clear Form' buttons. To the right of the search section is a 'Tools' sidebar containing 'VSO Dedicated Support Line' (1-855-225-0709 from 9:00am - 5:00pm ET) and 'VSO Resources' with a 'VADIR Error?' section explaining that a VADIR error is due to a mismatch of data in DEERS/VADIR and providing instructions to visit the RIS and provide veteran data.

You now have access to SEP. When logging in, in the future, entering the established email address, password and a security code sent to a mobile phone via text message (Steps 12, 13 and 24, 25) will be needed to gain access.