As your company’s Treasury Net System Administrator, you play a critical role in the proper implementation and maintenance of security tokens used for release of wire and ACH payment transactions.

**Set up Security Tokens for Payment Releaser Users**

When creating a new user with the function to release Wire and ACH payments, the user must have a security token and an activation code for activating the token.

1. **Request Security Tokens**
   
   We will FedEx the number of security tokens you request as a part of the enrollment process. To request additional security tokens, please contact Treasury Management Client Services.

2. **Obtain Activation Codes**

   During your initial training, we will provide you with your security token activation codes. To request additional activation codes, please contact Treasury Management Client Services.

3. **Assign users Wire and/or ACH payment release permissions**

   Follow your normal user setup and maintenance procedures to create or modify the user.

4. **Provide each user responsible for Wire and/or ACH Payment Release with the following:**

   - Security Token device
   - Security Token Activation Code

   For instructions on how to activate and safely manage their Security Tokens, refer your users to the **Security Token Activation and User Guide** found within the User Guide section of Treasury Net.
Alternative Symantec VIP Access App, aka a Mobile Soft Token

Hard tokens are City National’s standard token device. However, your users may opt to use the Symantec Mobile App available in the iPhone and Android App Stores.

1. **Instruct users to download the free Symantec VIP Access Mobile App.**
   
   Within the App Store, search for Symantec VIP Access and select Get Button.
   
   **Note:** Instruct your users to password-protect or otherwise secure their mobile phones when using the mobile security token.

2. **Access the VIP Access App from the mobile phone**
   
   For instructions on how to activate and safely manage their mobile security token, refer your users to the *Security Token Activation and User Guide.*
Disconnecting Security Tokens from Users

If a user no longer requires a security token, the security token may be disconnected from the user. Disconnected security tokens may be reassigned to new users.

1. **Deactivate or remove Wire and/or ACH payment release permissions**
   - Deactivate the user or remove their payment permissions as appropriate.

2. **Request that the Security Token(s) be disconnected from the user**
   - Contact Treasury Management Client Services to request that all security tokens be disconnected from the user. Client services will disconnect tokens from the user’s profile.

3. **Re-activate the Security Token for a new or different user**
   - If you still have the security token device, you can provide the security token to a new user with a new activation code by following procedures above.

**What to do if a user is locked out while activating or using their Security Token**

A user is given three opportunities to successfully enter all requested information accurately in the security token activation form, or when using their security token for release. If a user exceeds three failed attempts, the user will be locked out of the Treasury Net system and must contact the user’s System Administrator, who should contact Treasury Management Client Services to unlock the user.

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**Important Note:**

To safeguard the Security Tokens and all devices used for banking activities, instruct your users to keep their Security Token locked or hidden, and to password-protect their computers and mobile phones.

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**Treasury Management Client Services**

Monday – Friday (excluding holidays)
5:30 a.m. – 7:00 p.m. Pacific Time
(800) 599-0020