

Using the Swivel Mobile Provisioning Self-Service portal to reactivate Swivel/update Swivel app

If you cannot connect to the Swivel VPN, either because your licence has expired following a period of it not being used or because the version of the AuthControl app on your phone has become obsolete following a recent update, you can request a new QR code to reactivate your licence/setup the new version of the app from the Mobile Provisioning Self-Service website. This should get you back up and running again without the need to contact the ICB IT Helpdesk:

- 1. In a web browser, go to <u>https://swivel.sheffield.nhs.uk:8443/userportal/login</u>
- 2. Enter your NHS Windows username (i.e. the username you use to log onto the PC's at UHS and your NHS laptop) and click **Submit**



3. Click on Mobile Provisioning



4. Click Send code via e-mail

😂 swivelsecure		Logout
Mobile Provisioning Reset PIN	Mobile Provisioning	-
Change PIN		
Token Management	Select the appropriate option	
	Send code via e-mail Display code on screen	
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This should send an email to your NHS.net email address titled **Mobile App Provisioning**



5. On your phone, uninstall the **AuthControl Mobile** (or **AuthControl Mobile V5**) app from your phone and download and install the **AuthControl Mobile V5** app



6. Open the app and select Scan QR Code



7. This should open the camera on your phone (if prompted, grant the app permission to access your camera) and use it to scan the QR code in the **Mobile App Provisioning** email you received

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& Fast Security
ou have downloaded the app, you can scan the QR code using the AuthControl Mobile app, for automatic ıration.
ne app has scanned the QR code, you will be presented One-Time Code (OTC). If your company has issued you PIN, the app will present you with a key pad, to input your afore the OTC is shown.
Activate

8. If done correctly you should receive the message **Swivel Secure - Device provisioned. Ready to use.** Press **OK** and your app is ready to use.

