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 https://swivel.sheffield.nhs.uk:8443/userportal/login

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**
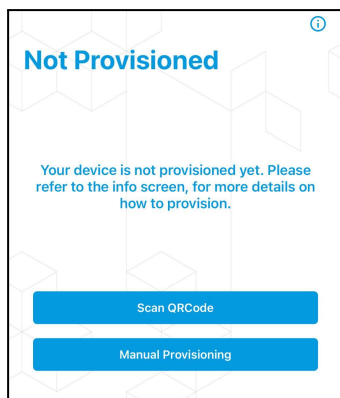
4. Click **Send code via e-mail**
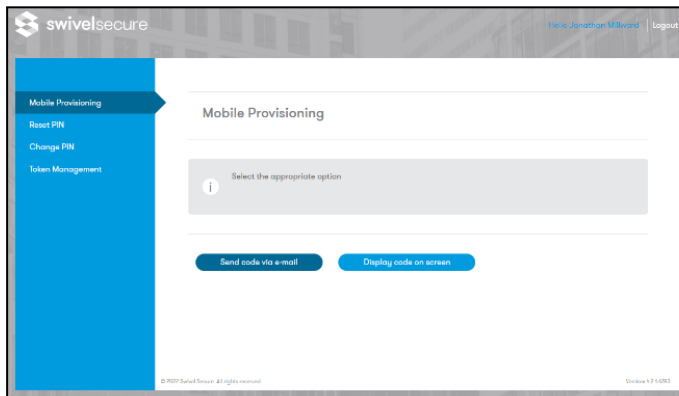
This should send an email to your NHS.net email address titled **Mobile App Provisioning**

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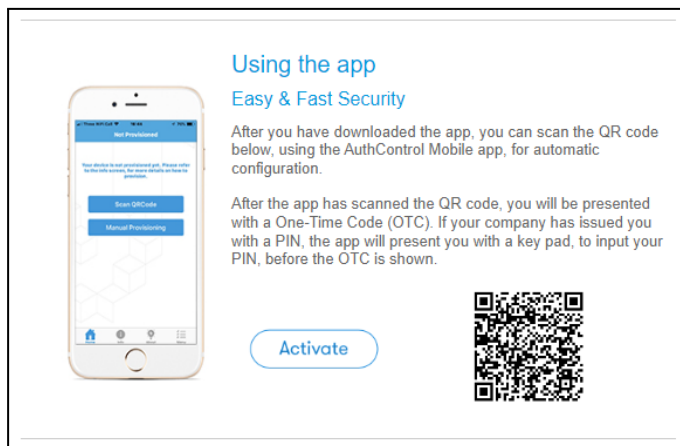
8. If done correctly you should receive the message **Swivel Secure - Device provisioned. Ready to use.** Press **OK** and your app is ready to use.