

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 oppropriate option	
	Gand code via e-mail Display, anda an soneen	
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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

	Using the app
·	Easy & Fast Security
the first list of the second sec	After you have downloaded the app, you can scan the QR code below, using the AuthControl Mobile app, for automatic configuration.
Ecan GBCode Manual Provisioning	After the app has scanned the QR code, you will be presented with a One-Time Code (OTC). If your company has issued you with a PIN, the app will present you with a key pad, to input your PIN, before 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.

