

# PositiveID User Guide

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## What is the PINsafe Taskbar?

The PINsafe Taskbar is a utility that sits in the tray at the bottom of the Windows desktop. If it is not present then you may have to start it by going to Start, Programs, Swivel Secure Ltd, and clicking on PINsafe Taskbar.

## PositiveID Registration Key

If you receive a PositiveID Registration Key, you will need to enter it when prompted. If you are requested to enter one but do not have one, you will need to contact your System Administrator.

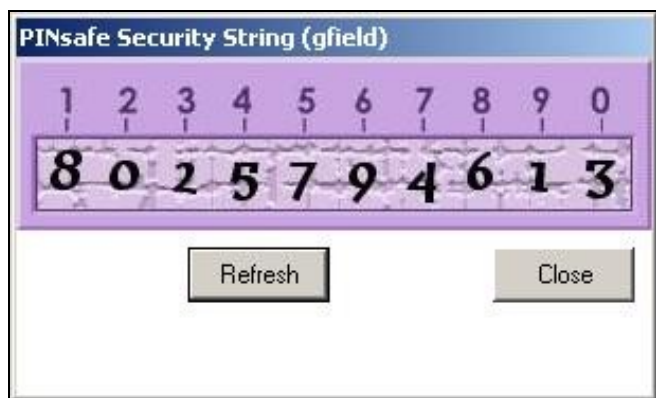
## PINsafe Image for Authentication

To generate an image for authentication, either:

Double Click Click on the PINsafe Taskbar icon

or

Right Click on the PINsafe Taskbar icon and then select **Get Image...**

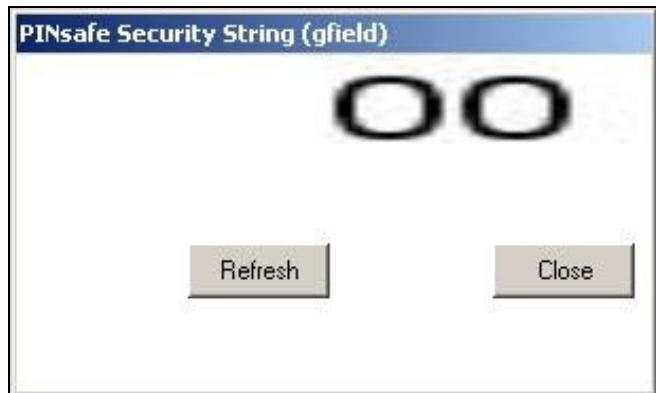


If you need to know how to use this image go the the [PINsafe User Guide](#)

## Which security String Should I use for authentication?

If you have received text message on your mobile phone with multiple security strings, you use, each in turn, if you do not know which one to use then;

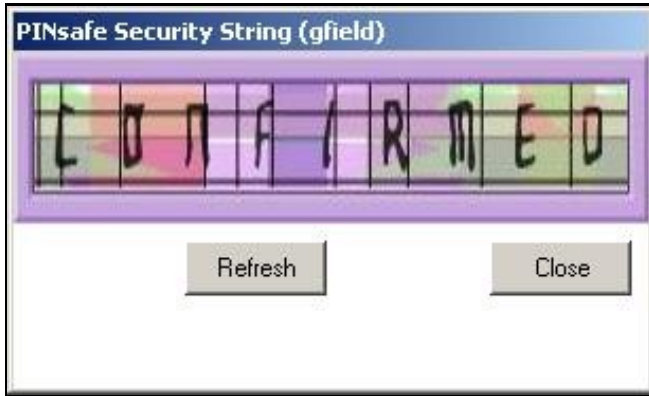
Right Click on the PINsafe Taskbar icon and then select **Get String Index**



## Requesting a new SMS message

Right Click on the PINsafe Taskbar icon and then select **Request Security String**

An image will appear to confirm it has been sent to you



## Troubleshooting

Check your settings, for more information see [Taskbar\\_How\\_to\\_Guide](#)