

Upgrade

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Getting Started

The following link gives a step by step guide to a Swivel installation, covering the following steps: Information gathering, deployment considerations, Installation Options and configuring Swivel (both the CMI and Administration Console).

[Getting Started](#) <== START HERE

Installing Swivel

Installing Swivel Appliances

If you have recently purchased a Virtual or Physical appliance please see our [Appliance](#) article, which contains links to downloadable PDFs and related articles. Also see:

[Getting Started Basic CMI configuration](#)

[Downloads](#)

[Installing a license key](#)

Upgrading Swivel

Upgrading Swivel Appliances

For virtual or hardware appliances refer to the [Downloads](#).

Also see the Full Guide on [How to Upgrade an Appliance and Swivel](#).

Swivel Evaluation

Please see our [Swivel Evaluation](#) page on our main website for information on how to arrange an evaluation. For the latest version of Swivel software see [Downloads](#).

Swivel Installation Testing

[Testing PINsafe Installations](#)

Operations Guides

The following guides are available for Swivel tasks.

[Helpdesk Operations User Guide](#)

End User Guides

The following User Guides are available for use by End Users.

[PINsafe User Guide](#) for PIN extraction

[ChangePIN User Guide](#) for users to change their PIN numbers

[ResetPIN User Guide](#) to recover from a lost or forgotten PIN

[Taskbar User Guide](#) to use the Taskbar application

[PositiveID User Guide](#) to use Positive ID Authentication

[Windows Credential Provider User Guide](#) for Windows Vista, Windows 7, 2008 Server

[Windows GINA login User Guide](#) for Windows 2000, 2003, XP