Mobile Client FAQ

Swivel Mobile Client FAQ

Q). Can the number of downloaded security strings or OTC be set to a value other than 99?

A). No, it is fixed at 99.

Q). Does the Mobile client need internet/Mobile connectivity during authentication?

A). No, as long as it is provisioned and still has security strings or OTC to authenticate.

Q). Does the Mobile Client need internet/Mobile connectivity during provisioning

A). Yes

Q). Does the Mobile Client need internet/Mobile connectivity when updating Security Strings/OTC?

A). Yes

Q). Does the Swivel mobile client use a seed?

A). No

Q). Can a user account have more than one Mobile Client?

A). No a user may only have one Mobile Client

Q). Is the PIN stored on the Mobile device?

A). No

Q). What is the difference between "Swivel" and "Swivel Mobile" in the App Stores?

A). The "Swivel" app is our previous version of the mobile client which is supported by v3.8 to v3.9.7 of the Swivel core, which we keep in the App stores for customers who are running older versions of the Swivel core.

The "Swivel Mobile" app is supported by v3.10 onwards of the Swivel core.

Q). What Mobile device OS versions support which TLS protocols?

A). Android 5.X supports TLS 1.0, 1.1 and 1.2.

Android 4 supports TLS 1.0 by default but doesn?t support 1.1, 1.2 (so the Swivel Mobile App will not support it)

iOS 5.X supports TLS 1.0, 1.1, 1.2 by default.