

Mobile Provision User Guide

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How to Provision a Swivel Mobile Phone Client

A user guide to provision a Swivel Mobile Phone Client to provide authentication One Time Codes and Security strings.

For the Mobile Phone Provision administration guide see: [Mobile Provision Code](#) and [Mobile Re-Provision How to Guide](#)

Overview

Users can request or be sent a code to provision a [Mobile Phone Client](#), this is required for Swivel 3.8 onwards.

Users can only have one mobile device provisioned at a time, for their account.

Mobile Provision Overview

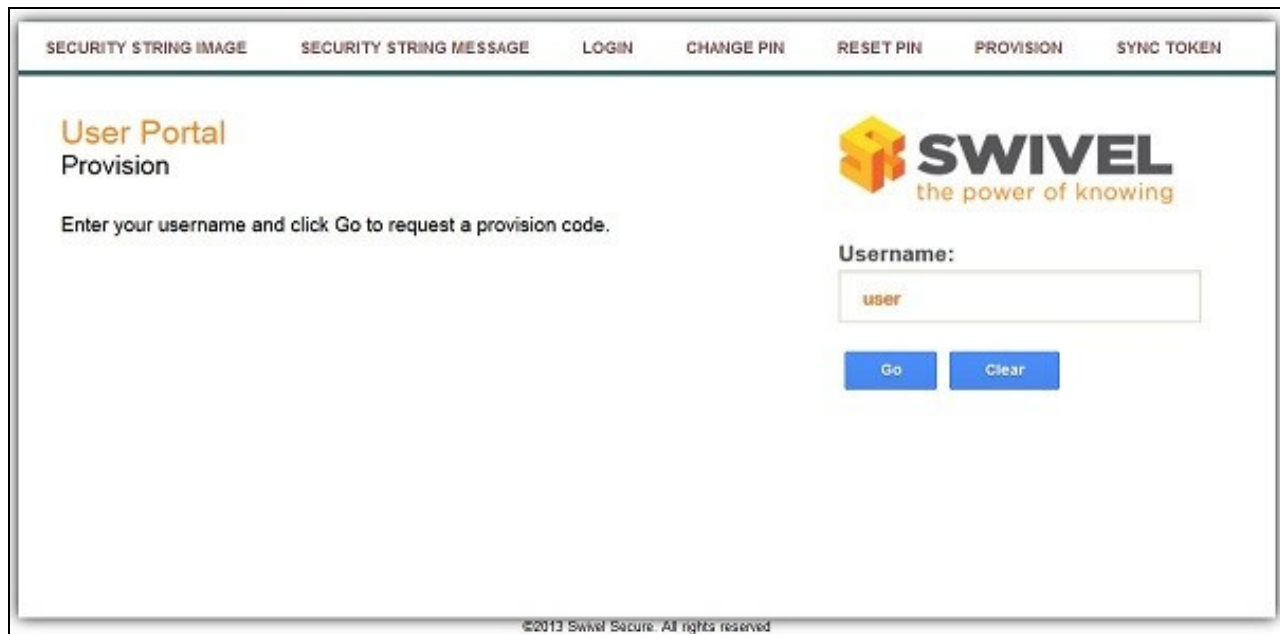
The Mobile Provision Code is only sent to the users defined transport, such as a mobile phone or email address.

Using User Portal or ResetPIN

If you have already been sent a Mobile Provision Code, then use it on the Mobile Client. If not to request a new Mobile Provision Code follow the below steps.

Browse to the Provision web page in the [User Portal](#) or ResetPIN provision page, enter your user name and click on provision

[User Portal](#) provision page



ResetPIN provision page

Username: <input type="text"/> <input type="button" value="Provision"/>	Username: <input type="text" value="gfield"/> <input type="button" value="Provision"/>
Username: <input type="text" value="gfield"/> <input type="button" value="Provision"/> Provision Code Sent	

Provisioning the Mobile Client

Using the Provision URL

From Swivel version 3.9.7 onwards, a **Provision URL** is usually sent to allow the user to allow the **server settings** and the **Mobile Provision Code**. The **Activate** URL can be clicked on and:

- Opened in the Swivel Application to automatically configure the Mobile App
- Opened in a web browser that displays a **Get Server Settings** button that allows the mobile client to be configured and provisioned.

Swivel Mobile Provisioning

Hi, Graham Field

You have been subscribed to the Swivel authentication solution by your company, XYZ.

Download the Mobile phone app., using one of the links on the right of this email.

After the app. has been download, please activate it by clicking on the following activate button:

Activate

If the activation button does not work, then please manually enter the following information into the app:

Server ID code : 7255814263

Your username : gfield

When the app is activated use the following unique provision code for your account:

Provision code : 3826710954

After the app. has been download and provisioned, please use the one of the following company portals to access remote services:

VPN : <https://citrix.swivelsecure.com>

Email : <https://mail.swivelsecure.net>

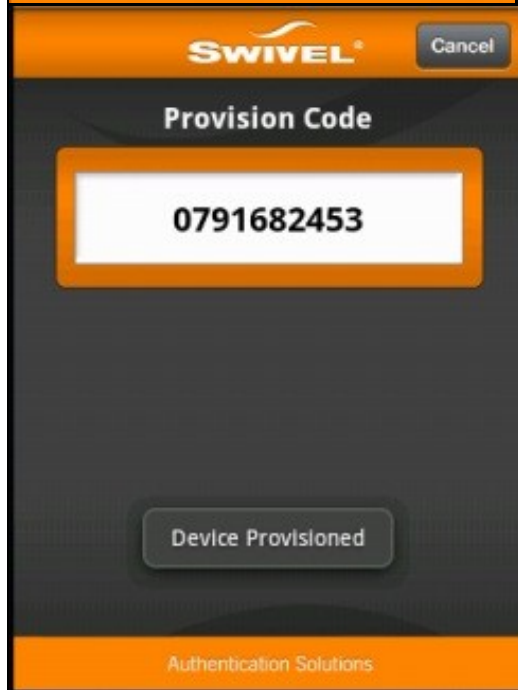
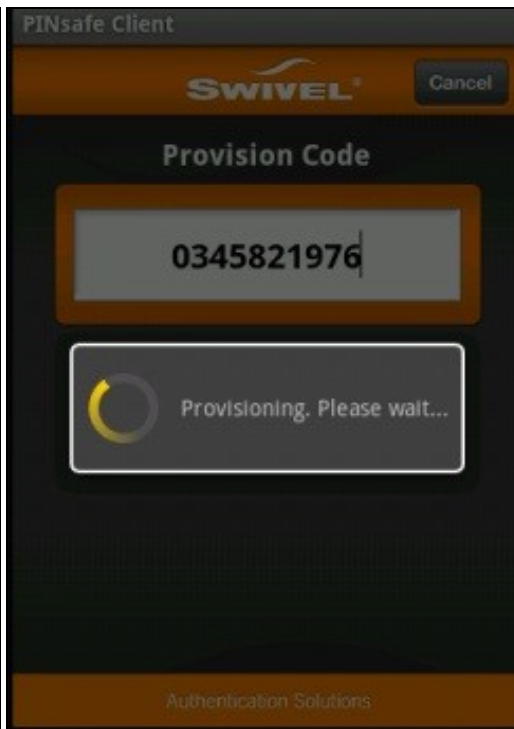
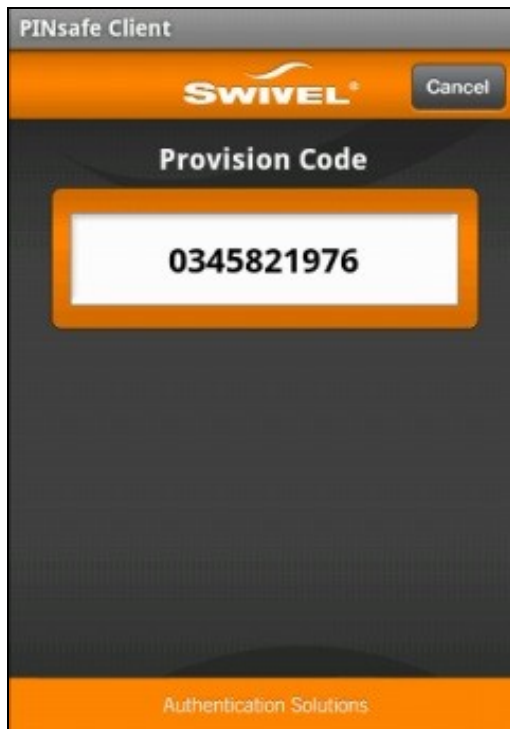
Thanks,
Swivel Secure

If the device is not provisioned automatically, then the settings can be entered as below.

Using the Provision Code

When the new code has been received, on the Mobile Phone select the Re-provision Option and enter the received Mobile Provision Code.

Enter the Mobile Provision Code and observe the screen input for a *Provisioning. Please wait...* message. When complete a *Device Provisioned* message briefly appears on the screen.



Troubleshooting

User not set

No username has been entered under options. Enter the username and retry.

Failure Please check your settings or try again later. Message: Provision Failure

This can be caused by an incorrect Mobile Provision Code, or the time allowed for provisioning a device has been exceeded.

Note: The security strings on the mobile phone will be invalid until a successful provision is carried out and a new set of security strings are downloaded.

