

User Portal User Guide

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Overview

The user portal application allows users administer themselves.

The following applications are available.

- Change PIN
- Reset PIN
- Provision a Mobile device
- Sync a Token

User Portal Usage

Navigate to the userportal page; <https://IP:8443/userportal>. The userportal should be displayed.

User Portal Administration Guide

For more information about how to configure User Portal please see [User Portal Administration Guide](#)

User Portal Login

Here you can enter a user name and click Submit to access the User Portal.



Submit

Reset

From 4.0.5, if confirmation code is enabled, it will be sent to email/sms and requested together with user name. If too many requests are done in a short period of time, an error is returned.



User Portal Menu

The below screen will show once the username has been submitted.

Mobile Provisioning

Reset PIN

Change PIN

Token Management

User Portal

The User Portal allows users to administer themselves

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User Portal Mobile Provision

The Mobile provision option allows a message to be sent to the user or to use QR Code Provision.

Mobile Provisioning

Reset PIN

Change PIN

Token Management

Mobile Provisioning



Select the appropriate option

Send code via e-mail

Display code on

User Portal Mobile Provision On Screen

To use the QR Code Provision the user needs to authenticate by entering an OTC, this screen allows the SMS to be sent to the user.

Note: from 4.0.5, if confirmation code is enabled, this step is not required.

Mobile Provisioning

Reset PIN

Change PIN

Token Management

SMS Login



Press Send SMS to send a OTC to your phone

OTC:

User Portal Mobile Provision by QR Code

A valid OTC will display the QR Code Provision.

Mobile Provisioning

Reset PIN

Change PIN

Token Management

Mobile Provisioning



Please scan the QR code using the Swivel Mob



User Portal ResetPIN

ResetPIN allows a user to be sent a new PIN number. The user is sent a reset code to enter into the below page, which if correct when submitted will create a new PIN and send it to the user.

Mobile Provisioning

Reset PIN

Change PIN

Token Management

User Portal

The User Portal allows users to administer themselves

Reset PIN

Are you sure you want to reset your PIN

Yes

No

Mobile Provisioning

Reset PIN

Change PIN

Token Management

Reset PIN



Reset PIN message sent

Please check your e-mail for the reset link.

Confirmation Code:

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User Portal ChangePIN

ChangePIN allows users to change their PIN number. Different options such as by using the TURING or Pinpad or direct entry of the PIN are available. The one configured by the admin will be displayed. Some examples are displayed below.

Mobile Provisioning

Reset PIN

Change PIN

Token Management

Change PIN



Please change your PIN by extracting OTCs from

1	2	3	4	5	6	7	8	9	0
6	0	5	1	8	4	7	3	9	2

Refresh Image

Mobile Provisioning

Reset PIN

Change PIN

Token Management

Change PIN



Please change your PIN by extracting OTCs from



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User Portal Token Sync

Token Sync allows a user to synchronise a new or existing token by entering two consecutive OTC from the token.

Mobile Provisioning

Reset PIN

Change PIN

Token Management

Token Management - Synchronise



Enter the next two OTPs from your token and

First Code

Second Code