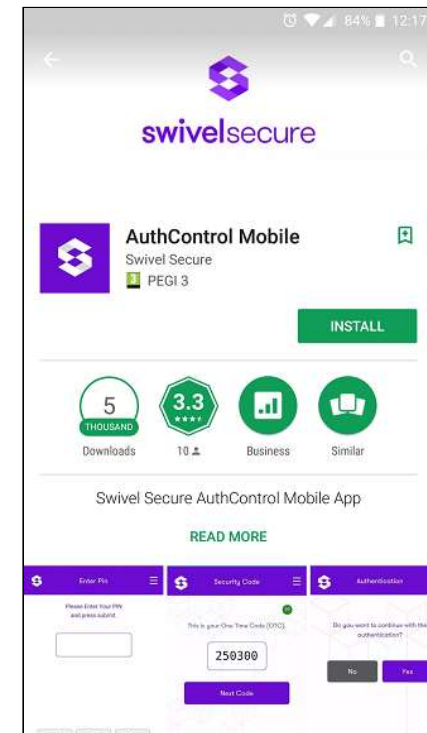
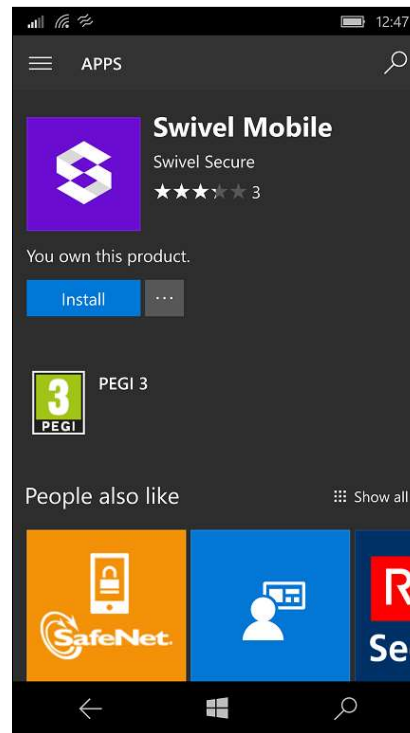
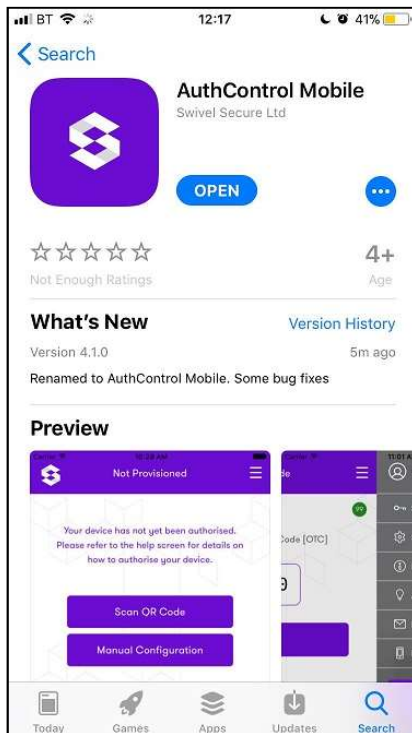


Swivel Remote Access User Guide

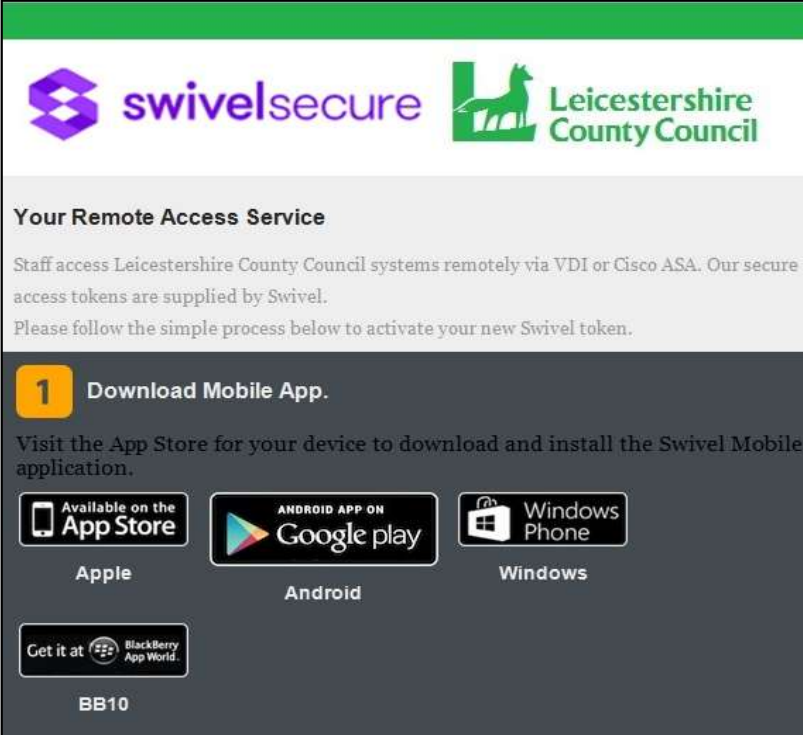


Remote access to the LCC systems will normally require additional authentication, in the form of a Swivel Code. This can be done via a hardware token, which displays a new number every 60 seconds. Alternatively this can be done via an App that you can install on your smartphone or tablet.

The App can be downloaded to your personal phone or tablet from whichever App Store you use, using the search “AuthControl Mobile” or “Swivel Mobile”.

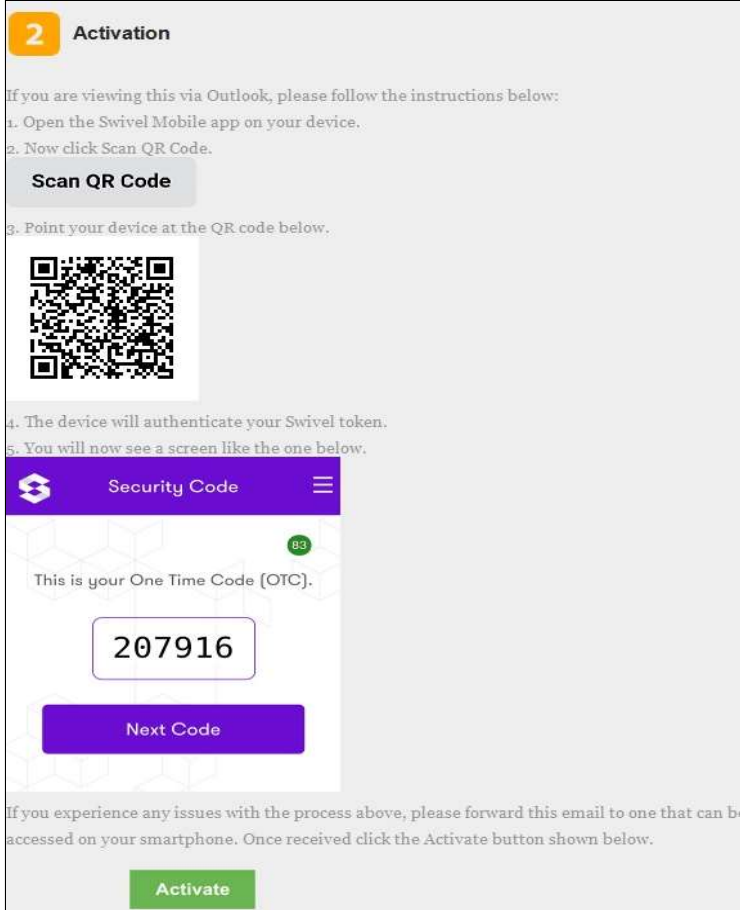


Access in the first instance needs to be requested on your behalf by your line manager, with a cost code to pay for the license. Once granted, an email will be sent to your LCC mailbox with a provision code.



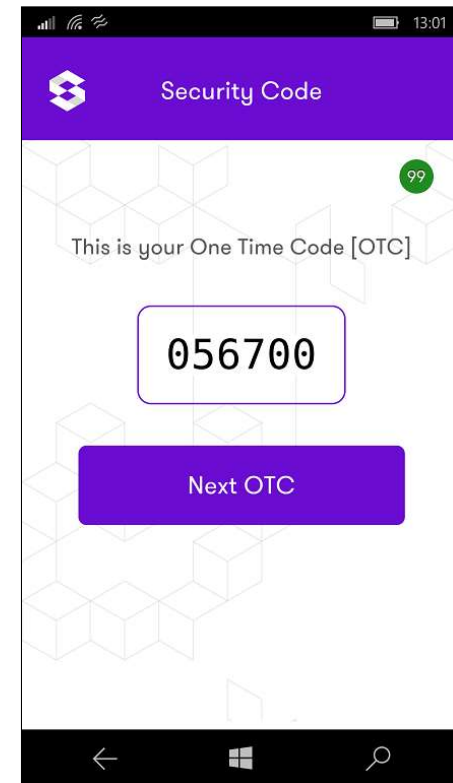
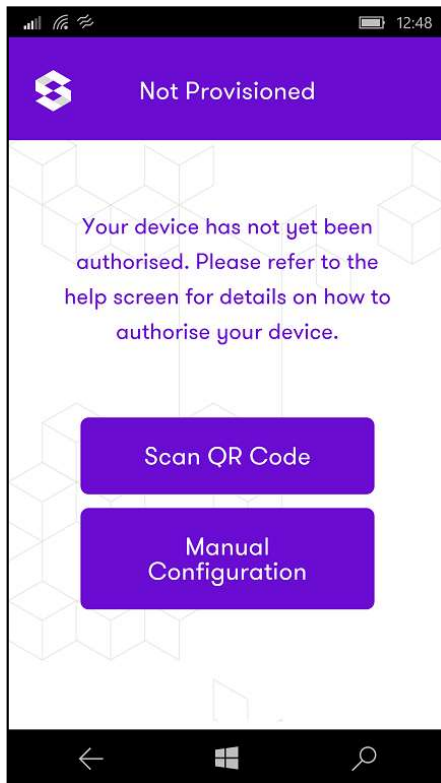
The screenshot shows the top of an email with the SwivelSecure logo and Leicestershire County Council branding. Below the logos, it says "Your Remote Access Service" and provides a brief explanation of the service. Step 1, "Download Mobile App.", instructs the user to visit the App Store, Google Play, or Windows Phone to download the Swivel Mobile application. It also includes a BlackBerry App World logo for BB10 devices.

All the instructions are in the email, from the place to download the App if you haven't already, to the QR code.



The screenshot shows step 2, "Activation", with instructions for Outlook users. It includes a "Scan QR Code" button and a QR code. Below the QR code, it lists steps 3, 4, and 5. Step 3 is "Point your device at the QR code below." Step 4 is "The device will authenticate your Swivel token." Step 5 is "You will now see a screen like the one below." The screenshot also shows a screenshot of the Swivel Mobile app interface, which displays a "Security Code" screen with a "Next Code" button. At the bottom of the email, there is an "Activate" button.

Open the Swivel Mobile App on your device. Tap “Scan QR Code”. Point the device’s camera at the QR code. Your device will provision the App. Once complete it will display a One Time Code. The App downloads 99 codes, so it will work even if your phone is in a bad signal area. The codes last for 60 seconds, if you don’t use the code in that time, press “Next Code” to generate a new number. When the codes run down, the App will automatically download another 99 codes.



If scanning the QR code with your camera does not work, forward the provisioning email to a personal email that can be accessed from the phone. At the bottom of the email is a green “Activate” button. Tap it and this will also provision the App.

If you experience any issues with the process above, please forward this email to one that can be accessed on your smartphone. Once received click the Activate button shown below.

A green rectangular button with the word "Activate" written in white text.

If you reinstall the App, or install the App on another device, it will need to be re-provisioned. You can only have the App active on one device at a time. The App is also keyed individually to you, so it will not work for anyone else’s login. If you need a new provision code issued, you will need to contact ICT Service Desk.

If you have a hardware token, it will have a blank screen. To show the token numbers press the on/off icon and the numbers will display. There are 6 horizontal lines that count down a bar every 10 seconds, then the number will change. Numbers need to be used within this time period to be valid.

