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AuthControl Mobile® (market store issues)

Dear Partner,

Latest updates to the Android and Apple systems and Appstore services have been spawning chaos on apps based out of cordova and phonegap technologies.

This may impact Swivel Secure customers using our OLD mobile app (purple logo). Those customers may experience difficulties between app and server communication, leading the app to think it has been administratively deprovisioned or under attack. As such, it will reset to clean and ask for provisioning.

We are deeply sorry for this issue and, though it is actually outside of our app, our customers will still be affected by it.

We were planning for events like this, admittedly expecting a bit more time to react, by creating a full Android and IOS native mobile app.

We now urge any customer still using the old (purple coloured) app, to shift to the new (blue coloured) app.

You can find the new app by searching for "AuthControl Mobile V5" on your app store. The new app will require re-provisioning, and we are sorry for that, but that is purely for security reasons and since the old app may fall out-of-provisioning state, it would be a needed step anyway.

Thanks and our apologies for this situation.

If any issue should arise, please do not hesitate in contacting our support desk for assistance.

[Contact Us](#)**Swivel Secure Ltd**

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