

Quick Reference Guide

SHEM: Mobile Application



Download the SHEM Mobile Application

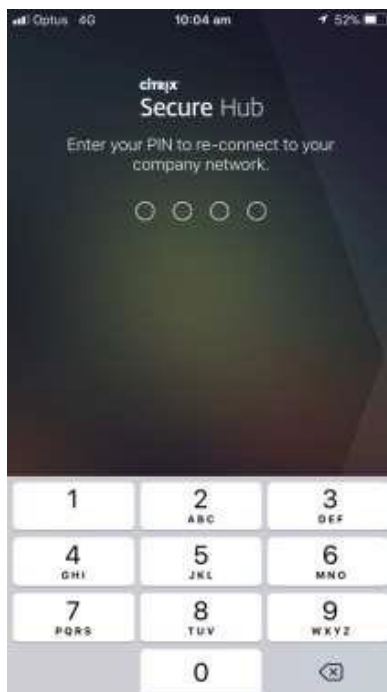
Step 1

Note: If you have the **Equip** app on your phone, go straight to step 7. Otherwise, go to **Secure Hub** app to install the **Equip (SHEM)** app on your iPhone / iPad.



Step 2


Enter your **Citrix PIN** when prompted.



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Step 3	<p>You have 14 attempts to enter your Secure Hub PIN. If you don't remember your PIN, follow the instructions below to un-enrol and re-enrol your mobile PIN.</p> <div data-bbox="394 396 481 481" data-label="Image"> </div> <p>Step-by-Step Instructions - Enrol your</p>
Step 4	<p>Tap the Options icon  and then Store</p> <div data-bbox="293 734 777 1216" data-label="Image"> </div>
Step 5	<p>Tap Equip to download</p> <div data-bbox="293 1310 790 1883" data-label="Image"> </div>

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Step 6	<p>Open the Equip  app and login using your Equip credentials</p> <p><i>(Note: Your Equip credentials are not the same as your Network Username and Password. Equip Single sign-on is only enabled on desktop but not on mobile devices)</i></p> 
Step 7	<p>If you don't know your Equip username and/or password, contact MyIT (133 148) to reset your Equip password.</p> <p><i>(Note: Resetting your Equip password will not reset the password you use to log in to your computer. The Equip password is only needed to download the app).</i></p> <p>MyIT will email your temporary password and the link below. You will then be prompted to create your new password.</p> <p>https://erpportal.transport.nsw.gov.au/saml2/idp/sso?saml2sp=gw_fiori_sp&RelayState=fiori</p> <p>Equip Password Rule: Minimum of 8 characters - combination of uppercase, lowercase, number and special character (ie – Welcome\$2)</p> <p>Note: you will need to log onto a desktop /laptop computer connected to the Sydney Trains network to access the above link.</p>
Step 8	<p>Return to your mobile device and tap the Equip (SHEM) app and logon using your new Equip password.</p>
Step 9	<p>You will be prompted to set passcode. Select Disable Passcode from this screen.</p> 