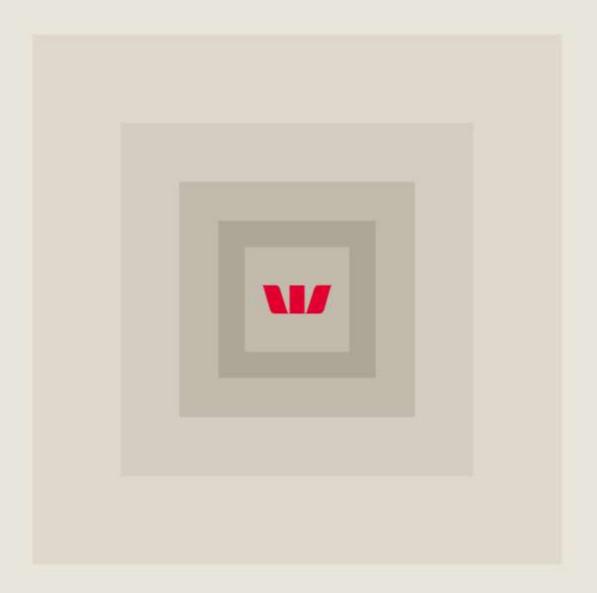
## **Customer User Guide** QuickService – Forgotten Password Reset



17<sup>th</sup> March 2014





## **Table of Contents**

OVERVIEW	,
Purpose2	2
Audience2	2
HOW TO INSTRUCTIONS - RESETTING YOUR PASSWORD	••
HOW TO INSTRUCTIONS - REGISTERING FOR PASSWORD RESETS (ALL USERS)11	-
HOW TO INSTRUCTIONS – REGISTERING FOR PASSWORD RESETS USING THE ONE-OFF SCREEN	



## **Overview**

#### Purpose

The purpose of this user manual is to detail the steps required to reset your QuickService password if you have forgotten it.

#### Audience

This user manual is for use by all members of your organisation that need to reset their QuickService password, including:

- Team Managers
- Team Members
- Administrators



## How to Instructions – Resetting Your Password

The following section provides an overview of how to reset your password if you have forgotten it, beginning at the QuickService Login Page:

Step	Who	System	User Instructions
1	All Quick Service Users	QuickService	Select the 'Forgotten Password' link.
		Sign In	
		Login Name	
		Password Sign In	
		Having problems signing in? Forgotten Password?	



Step	Who	System	User Instructions
2	All Quick Service Users	On selecting the 'Forgotten Password' link the system will display the following screen:	Select 'Reset your password here' link to reset your QuickService Password.
		QuickService	If you have locked your account, you would need to contact your Administrator.
	What do I do if I have forgotten my password?		your Auministrator.
		If you have forgotten your password you can change it in one of the following ways:      If registered for QuickService password reset SMS code, <u>Reset your password here</u> Not registered for QuickService password reset SMS code     Please contact your user administrator to reset your password.      Cancet	



Step	Who	System	User Instructions
3	All Quick Service Users	On selecting the 'reset your password' link the system will display the following screen:	Complete the following information then select 'Next':
			Field Name Entry Value
			Your Login Name Your QuickService Login Name
		QuickService	Your Date of Birth Your date of birth in the following format (DD MMM YYYY). Example: 20 OCT 1983
		Choose a new password	You can also enter your date of birth from the dater picker
		To reset your QuickService Password please provide the following details	<ul> <li>✓ Oct ▼ 1983 ▼ ▶</li> </ul>
		Reset your QuickService Password	Su Mo Tu We Th Fr Sa
		All information with a * is mandatory.	2 3 4 5 6 7 8
		* Your Login Name	9 10 11 12 13 14 15
		* Your date of birth	16         17         18         19         20         21         22           23         24         25         26         27         28         29
			30 31
		Cancel	Close
			<ul> <li>'Continue' – this option will take you to the next screen.</li> <li>'Clear' – this option will remove any information entered in the Login Name and Date of Birth fields.</li> <li>'Cancel' – this option will take you back to the QuickService Login Page.</li> </ul>



Step	Who	System	User Instructions
4	All Quick Service Users	On selecting 'Continue' the system will send you an SMS with the following message: To reset your QuickService password enter this Westpac SMS code: 12ab34cd . We advise you to delete this message once you've entered the SMS code.	



Step	Who	System	User Instructions	
5	All Quick Service Users	On selecting 'Continue' the system will display the following details:	Enter your SMS code 'Go to Step 2'- this option will take you to the next screen.	
		QuickService Choose a new password	<ul> <li>'Clear'- this option will remove any information entered in the</li> <li>'Enter your SMS code' field.</li> <li>'Cancel'- this option will take you back to the QuickService Login</li> </ul>	
		Prese check your mobile phone for your II-Drgt SMII code, then follow these steps to instantly reset your QuickService patienced Step 1: Enter SMS code Your SMS code was sent to inspike phone number +01+######588 at 15.48 AE()T	Page.	
			All information with a + in translationy. • Enter your SMS code at antial on a new SMS code Clear Go to Itep 2	If the SMS code has expired you can get another SMS code by selecting ' <b>send me a new SMS code</b> ' link.



Step	Who	System	User Instructions		
6	All Quick Service Users	On selecting 'Go to Step 2' the system will display the following details:	Enter and re-enter your new password		
		QuickService	<ul> <li>'Submit' – this option will take you to the next screen.</li> <li>'Clear' – this option will clear any information entered in the 'Enter your SMS code' field.</li> </ul>		
		Choose a new password	<b>Cancel'</b> – this option will take you back to the QuickService Login		
		Step 2: Enter a new password  Your new password multiplies at least 1 lines, at least 1 lines, be at least 0 characters neg and not be the same as your oil password  At internation with a * in munipation	Page.		



Who	System	User Instructions
All Quick Service Users	On selecting 'Submit' the system will display the following screen:	<b>'OK</b> '– click to return to the login page.
	QuickService	
	We have reset your password	
	We have changed your pastword Yas can now age in to Guidalevius using your new partnered.	
		All Quick Service Users On selecting 'Submit' the system will display the following screen: QuickService We have reset your password We have changed your password Tax can note spin of to DataStroke using your mer parameters.



Who	System		User Instructions
All Quick Service Users	On selecting 'OK' the system will display the fol	lowing screen:	Enter your new password to log into QuickService.
QuickService			
	Sign In		
Login Name			
	Password	Sign In	
	Having problems signing in	?	
	> Forgotten Password?		
	All Quick	All Quick Service Users On selecting 'OK' the system will display the foll QuickService Sign In Login Name Password Having problems signing in	All Quick Service Users On selecting 'OK' the system will display the following screen: QuickService Sign In Login Name Password Sign In Having problems signing in?



## How to Instructions – Registering for Password Resets (All Users)

Users who have not provided their mobile number and DOB in QuickService cannot reset their own passwords. To register update your My Profile settings in QuickService. Please see the below step-by-step guide.

Step	Who	System	User Instructions
1	All Quick Service Users	QuickService	Log into QuickService.
		Sign In	
		Login Name Password Sign In	
		Having problems signing in? Forgotten Password?	



Step	Who	System				User Instructions	
2	All Quick Service Users	110	g 'Sign In' the QuickService		ay the following scre	een:	Select the 'Administration' tab.
		Home	Home				
		+ Ilama					
		<ul> <li>Sement</li> </ul>		Create and Manage Service Requests	Quickstream Login		
					Corporate Online Login	Business Online Login	
			Counter 6 2016 2019	Thompset Bactering Despirations with 12	007407141	1	Mestpac



Step	Who		System	User Instructions
3	All Quick Service Users	On selecting screen:	the 'Administration' tab the system will display the following	Select the 'My Profile' link.
		W	QuickService	
		Home Reques	te Products Administration	
		Administration	Change Password	
		> Charge Passeed	Please enter your old password, then enter and confirm your one password. Your new password exact confam at teach 1 lefter, at woul 1 number, be at least 6 characters long and studi on the thin same wy your old password.	
		Mathalia	Al internation with a * is manufactory. Enter your new password Lugin hane. JRloggs   Current Password   * Current Password  * Current New Password  * Current New Password  * Current New Password  * Current New Password	
		Compage & 2007 - 2019 - Nove Contrasts to view for <u>Contra</u>	ear devine Couperain day 11 at 47 Mil	



Step	Who		System	User Instructions	
4	All Quick Service Users	On selecting	the 'My Profile' link the system will display the following screen:	Select 'Edit'.	
			QuickService		
		Nequests Anna	istration		
		Administration	My Profile		
		Manage Contenses     Search Gastarees     Becesciliates Report	Your motile phote number and date of furth are only used to send your an BMS code in the event you have forgotten your panaword. Nobile Wrone humber and Date of flath multi-flat be compared for the 1845 code to be event. Login Hame		
		> Customer, litera	Mobile Number Date of twitti		
		Products     OPELEmittee     BEAX.Facilities     Overt.Emy.Facilities	Rodestrouter		
		> Change Password			
		> Mg.Poolite			
		Copyright © 2009-2012 www.	par Banking Corporation with 11 at 1	'Edit'- this option will let you update the 'My Profile' screen.	



Step	Who	System	User Instructions					
5	All Quick Service Users	On selecting the 'Edit' the system will display the following screen:	Complete the following information then select 'Save':					
		QuickService	Field Name Entry Value					
		Requests Assumistration	Mobile Phone Number Your 10 Digit mobile number Example: 0412345678					
		Administration     My Profile       • Manage Customers     > Sancin Examples       • Sancin Examples     > Super Statement       • Sancin Examples     > Super Statement       • Conternet Users     > Conternet Users       • Products     > Date of Both       • Products     > Date of Both       • Dest Entry Facilities     Early	Date of Birth       Your date of birth in the following format (DD MMM YYYY).         Example: 20 OCT 1983         You can also enter your date of birth from the dater picker         Oct         Oct					
		> Christie Environt	Su Mo Tu We Th Fr Sa					
		> <u>We Proble</u>	1					
			2 3 4 5 6 7 8					
			9 10 11 12 13 14 15					
		Control & 2004-2019 Weight Based Control 444 33.007 all 1 tel.	16 17 18 19 20 21 22					
		And the other second	23 24 25 26 27 28 29					
			30 31					
			Close					
			<b>'Save'</b> – this option will save the data entered and take you to the QuickService Home page. You are now registered to reset your password using SMS.					



Step	Who		System	User Instructions	
6	All Quick Service Users	W	the 'Save' the system will display the updated My Profile sci QuickService		
		Administration	My Profile		
		Manage Comment     Manage Comment     Manage Comment     Manage Comment     Manage     Manage Comment	Vour inside phose number and date of brith are only valed to send you as SMS code in the event you have forgotten your password. Phose Number and Date of Birth must both be completed for the SMS code to be sent. Login Nerve: Bloggi	DORE	
		> Cantorset liners	Mobile Number Bart2545875 Zalle of birth: 20 Oct 1985		
		Products     OFEN Facilities     OFENY Facilities     Ofense Entry Facilities		da 📕	
		> Charge Fauword			
		> Mr. Profile			
		Countype & 2008-2010 Weeks Child here is view our Espace	tar Benneg Consuder Ann 33 att att Ann Data	:	



# How to Instructions – Registering for Password Resets Using the One-Off Screen

Users who sign in immediately after the Password Reset function is released will automatically be prompted to register. Please see the below step-by-step guide.

Step	Who	System	User Instructions
1	All Quick Service Users	QuickService	Log into QuickService.
		Sign In	
		Login Name Password	
		Sign In Having problems signing in?	
		> Forgotten Password?	



Step	Who	System	User Instructions		
2	All Quick Service Users	On selecting 'Sign In' the system will display the following:	Complete the following inform	nation then select 'Save':	
		QuickService Sign Out >	Field Name Mobile Phone Number	Entry Value Your 10 Digit mobile number Example: 0412345678	
		SMS Reset Password	Date of Birth	Your date of birth in the following format (DD MMM YYYY). Example: 20 OCT 1983	
		CutckService can now provide you with an BMS code to help you reset your password in the event that you forget it. To enable your profile for this heature, please enter your mobile number and date of birth below. This information will be used solely for identifying you and sending your SMS code. To view our Privacy Clock being Mobile Humber		You can also enter your date of birth from the dater picker	
			password. Please view our P how Westpac protects your p 'Save'- this option will save next screen (QuickService H 'Skip'- this option will take y When you next log into Quick	ly for the purpose of resetting your rivacy Policy for more information on personal information. the data entered and take you to the	



Step	Who	System			n	User Instructions				
3	All Quick Service Users	On selecting 'Save' the system will display the following screen:					You are now registered to reset your password.			
		Home	Home							
		+ Ilama								
		3 Sameri Caurage & 2015-2019 Propagat Barts		Create and Manage Service Requests	Quickstream Login					
				Corporate Online Login	Business Online Login					
			nomine there on the postation with	1 22 (107 MJ7 143		<b>W</b> estpac				