

Customer User Guide

QuickService – Forgotten Password Reset



17th March 2014



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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

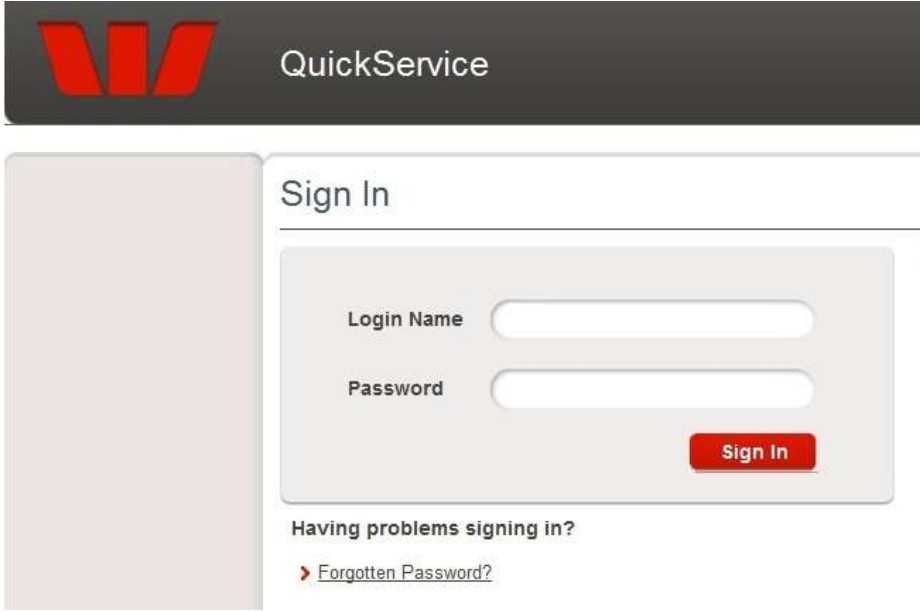
This user manual is for use by all members of your organisation that need to reset their QuickService password, including:

- 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		Select the 'Forgotten Password' link.





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Step	Who	System	User Instructions
2	All Quick Service Users	<p>On selecting the 'Forgotten Password' link the system will display the following screen:</p>  <p>The screenshot shows the QuickService logo at the top. Below it is a white box with the title 'What do I do if I have forgotten my password?'. The text inside the box reads: 'If you have forgotten your password you can change it in one of the following ways:'. There are two numbered options: '1. If registered for QuickService password reset SMS code, Reset your password here.' and '2. Not registered for QuickService password reset SMS code - Please contact your user administrator to reset your password.' At the bottom of the box is a 'Cancel' button.</p>	<p>Select 'Reset your password here' link to reset your QuickService Password.</p> <p> If you have locked your account, you would need to contact your Administrator.</p>



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Step	Who	System	User Instructions						
3	All Quick Service Users	<p>On selecting the 'reset your password' link the system will display the following screen:</p> 	<p>Complete the following information then select 'Next':</p> <table border="1" data-bbox="1413 413 2132 954"> <thead> <tr> <th>Field Name</th> <th>Entry Value</th> </tr> </thead> <tbody> <tr> <td>Your Login Name</td> <td>Your QuickService Login Name</td> </tr> <tr> <td>Your Date of Birth</td> <td>Your date of birth in the following format (DD MMM YYYY). Example: 20 OCT 1983</td> </tr> </tbody> </table> <p>You can also enter your date of birth from the dater picker</p>  <p>'Continue'– this option will take you to the next screen. 'Clear'– this option will remove any information entered in the Login Name and Date of Birth fields. 'Cancel'– this option will take you back to the QuickService Login Page.</p>	Field Name	Entry Value	Your Login Name	Your QuickService Login Name	Your Date of Birth	Your date of birth in the following format (DD MMM YYYY). Example: 20 OCT 1983
Field Name	Entry Value								
Your Login Name	Your QuickService Login Name								
Your Date of Birth	Your date of birth in the following format (DD MMM YYYY). Example: 20 OCT 1983								

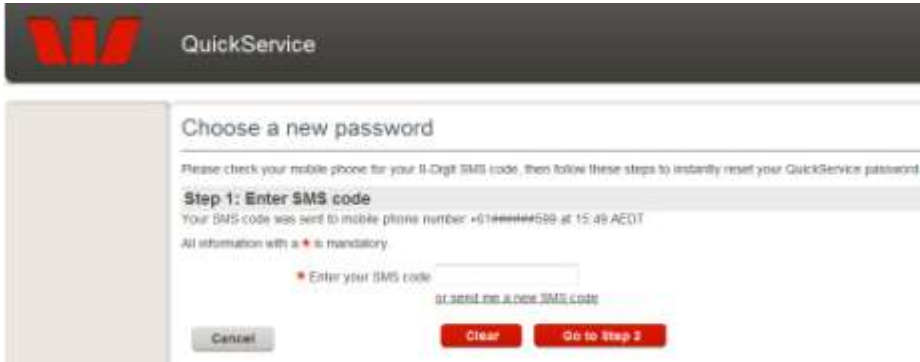



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Step	Who	System	User Instructions
4	All Quick Service Users	<p>On selecting 'Continue' the system will send you an SMS with the following message:</p> <div data-bbox="436 448 1319 943" style="border: 1px solid gray; border-radius: 15px; padding: 10px; text-align: center;"><p>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.</p></div>	




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Step	Who	System	User Instructions
5	All Quick Service Users	<p>On selecting 'Continue' the system will display the following details:</p> 	<p>Enter your SMS code</p> <p>'Go to Step 2'– this option will take you to the next screen. 'Clear'– this option will remove any information entered in the 'Enter your SMS code' field. 'Cancel'– this option will take you back to the QuickService Login Page.</p> <p> If the SMS code has expired you can get another SMS code by selecting 'send me a new SMS code' link.</p>




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Step	Who	System	User Instructions
6	All Quick Service Users	<p>On selecting 'Go to Step 2' the system will display the following details:</p> 	<p>Enter and re-enter your new password</p> <p>'Submit'– this option will take you to the next screen. 'Clear'– this option will clear any information entered in the 'Enter your SMS code' field. 'Cancel'– this option will take you back to the QuickService Login Page.</p>



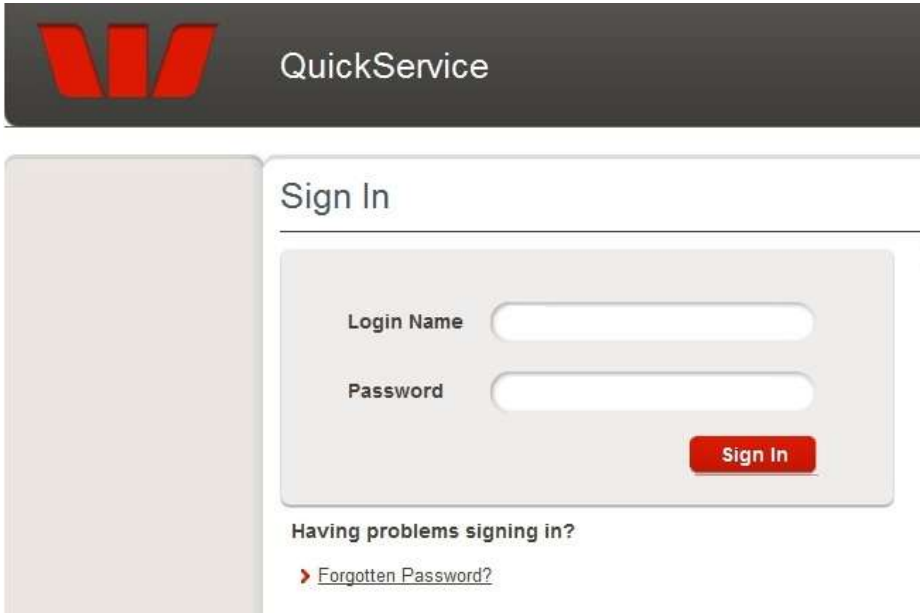
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Step	Who	System	User Instructions
7	All Quick Service Users	<p>On selecting 'Submit' the system will display the following screen:</p>  <p>The screenshot shows the QuickService interface with a dark header containing the Westpac logo and the text 'QuickService'. Below the header, there are two stacked messages: 'We have reset your password' and 'We have changed your password'. The second message includes the text 'You can now sign in to QuickService using your new password.' and a red 'OK' button.</p>	'OK' – click to return to the login page.



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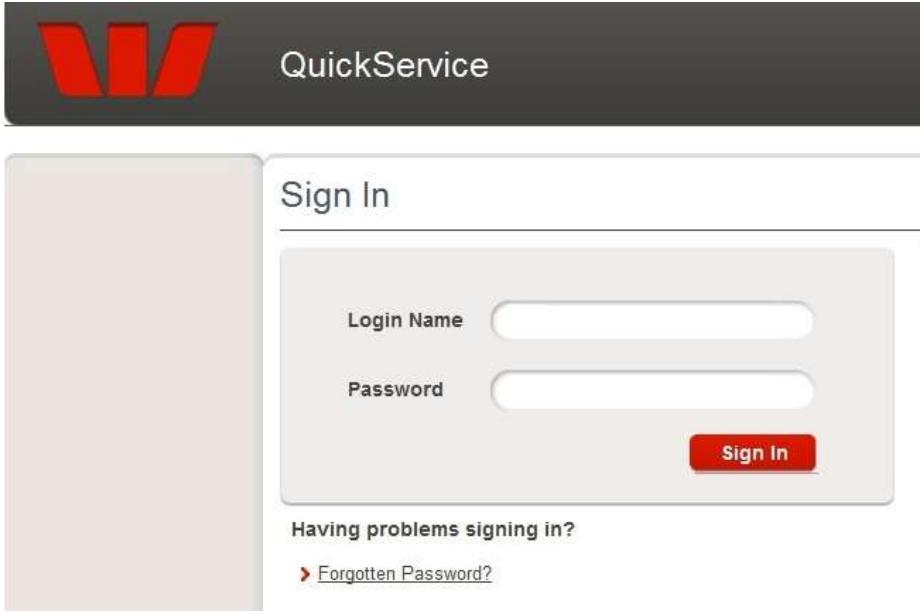
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Step	Who	System	User Instructions
8	All Quick Service Users	<p>On selecting 'OK' the system will display the following screen:</p> 	Enter your new password to log into QuickService.



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		Log into QuickService.

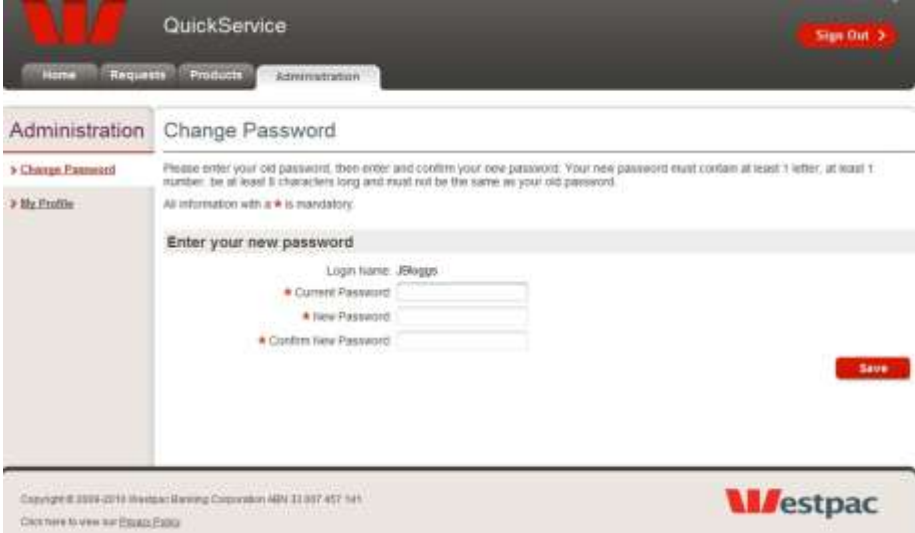


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Step	Who	System	User Instructions
2	All Quick Service Users	<p data-bbox="427 384 1200 411">On selecting 'Sign In' the system will display the following screen:</p>  <p data-bbox="450 975 792 995">Copyright © 2010-2013 Westpac Banking Corporation ABN 23 007 487 141</p>	<p data-bbox="1368 384 1731 411">Select the 'Administration' tab.</p>

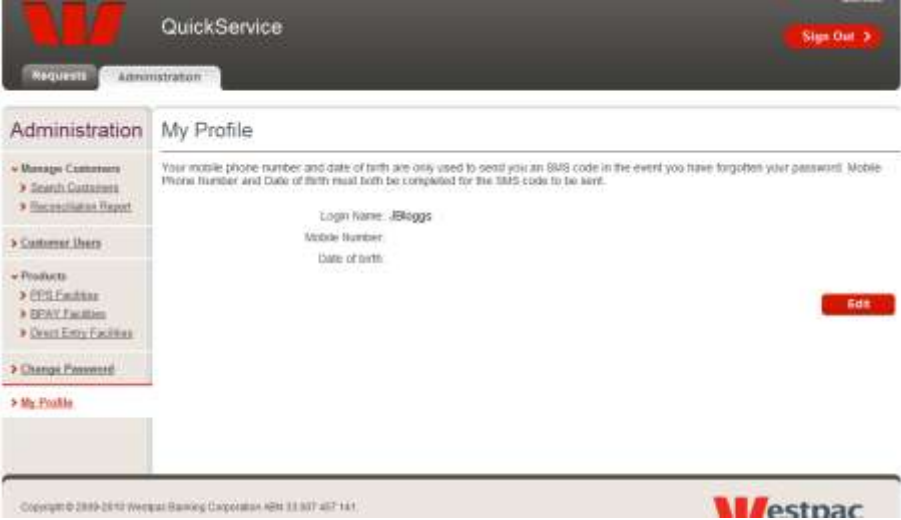


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Step	Who	System	User Instructions
3	All Quick Service Users	<p>On selecting the 'Administration' tab the system will display the following screen:</p>  <p>Copyright © 2009-2010 Westpac Banking Corporation ABN 31 007 457 141 Click here to view our Privacy Policy</p>	Select the 'My Profile' link.

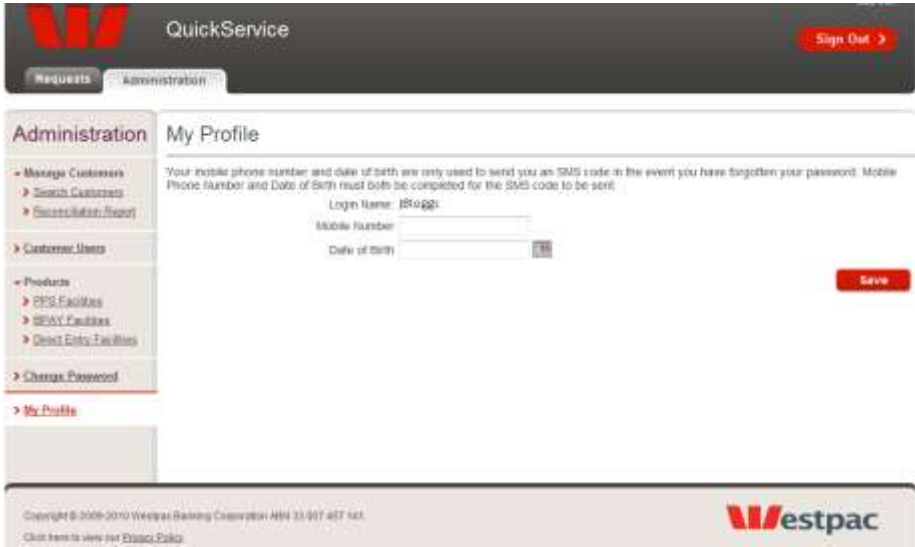





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Step	Who	System	User Instructions
4	All Quick Service Users	<p>On selecting the 'My Profile' link the system will display the following screen:</p> 	<p>Select 'Edit'.</p> <p>'Edit'– this option will let you update the 'My Profile' screen.</p>




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Step	Who	System	User Instructions						
5	All Quick Service Users	<p>On selecting the 'Edit' the system will display the following screen:</p> 	<p>Complete the following information then select 'Save':</p> <table border="1" data-bbox="1413 480 2132 1166"> <thead> <tr> <th>Field Name</th> <th>Entry Value</th> </tr> </thead> <tbody> <tr> <td>Mobile Phone Number</td> <td>Your 10 Digit mobile number Example: 0412345678</td> </tr> <tr> <td>Date of Birth</td> <td>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 </td> </tr> </tbody> </table> <p>'Save' – 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.</p>	Field Name	Entry Value	Mobile Phone Number	Your 10 Digit mobile number Example: 0412345678	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 
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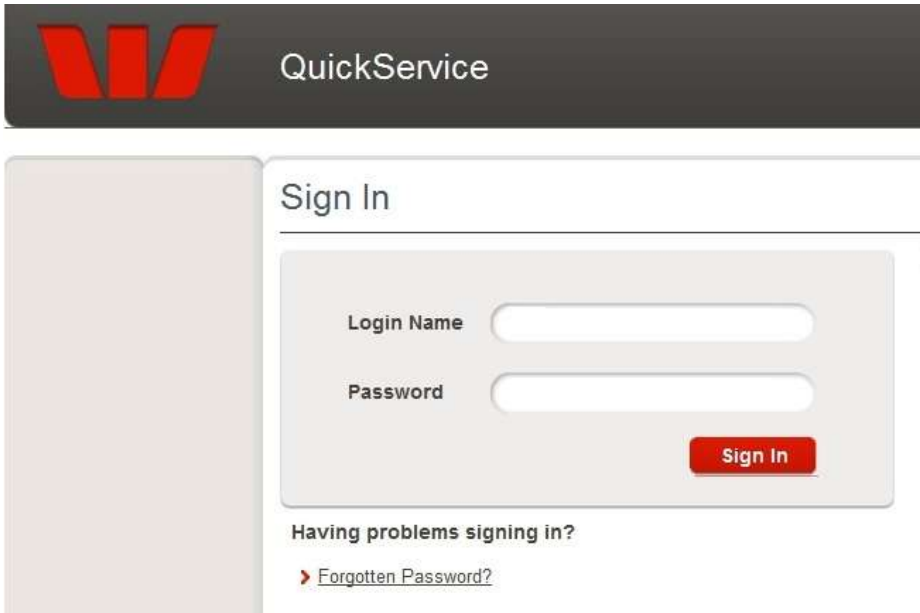
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Step	Who	System	User Instructions
6	All Quick Service Users	<p>On selecting the 'Save' the system will display the updated My Profile screen:</p> 	







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		Log into QuickService.




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Step	Who	System	User Instructions						
2	All Quick Service Users	<p>On selecting 'Sign In' the system will display the following:</p>  <p>The screenshot shows the QuickService interface with a 'Sign Out' button. Below it is the 'SMS Reset Password' form. The form includes a heading, a paragraph of text, two input fields for 'Mobile Number' and 'Date of Birth', a checkbox for 'Do not show this message again', and 'Skip' and 'Save' buttons.</p>	<p>Complete the following information then select 'Save':</p> <table border="1" data-bbox="1413 443 2130 1059"> <thead> <tr> <th>Field Name</th> <th>Entry Value</th> </tr> </thead> <tbody> <tr> <td>Mobile Phone Number</td> <td>Your 10 Digit mobile number Example: 0412345678</td> </tr> <tr> <td>Date of Birth</td> <td>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 </td> </tr> </tbody> </table> <p>This information is used solely for the purpose of resetting your password. Please view our Privacy Policy for more information on how Westpac protects your personal information.</p> <p>'Save'– this option will save the data entered and take you to the next screen (QuickService Home page). 'Skip'– this option will take you to the QuickService Home page. When you next log into QuickService it will show you this screen again, unless you have selected 'Do not show this message again'.</p>	Field Name	Entry Value	Mobile Phone Number	Your 10 Digit mobile number Example: 0412345678	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 
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Step	Who	System	User Instructions
3	All Quick Service Users	<p>On selecting 'Save' the system will display the following screen:</p> 	You are now registered to reset your password.