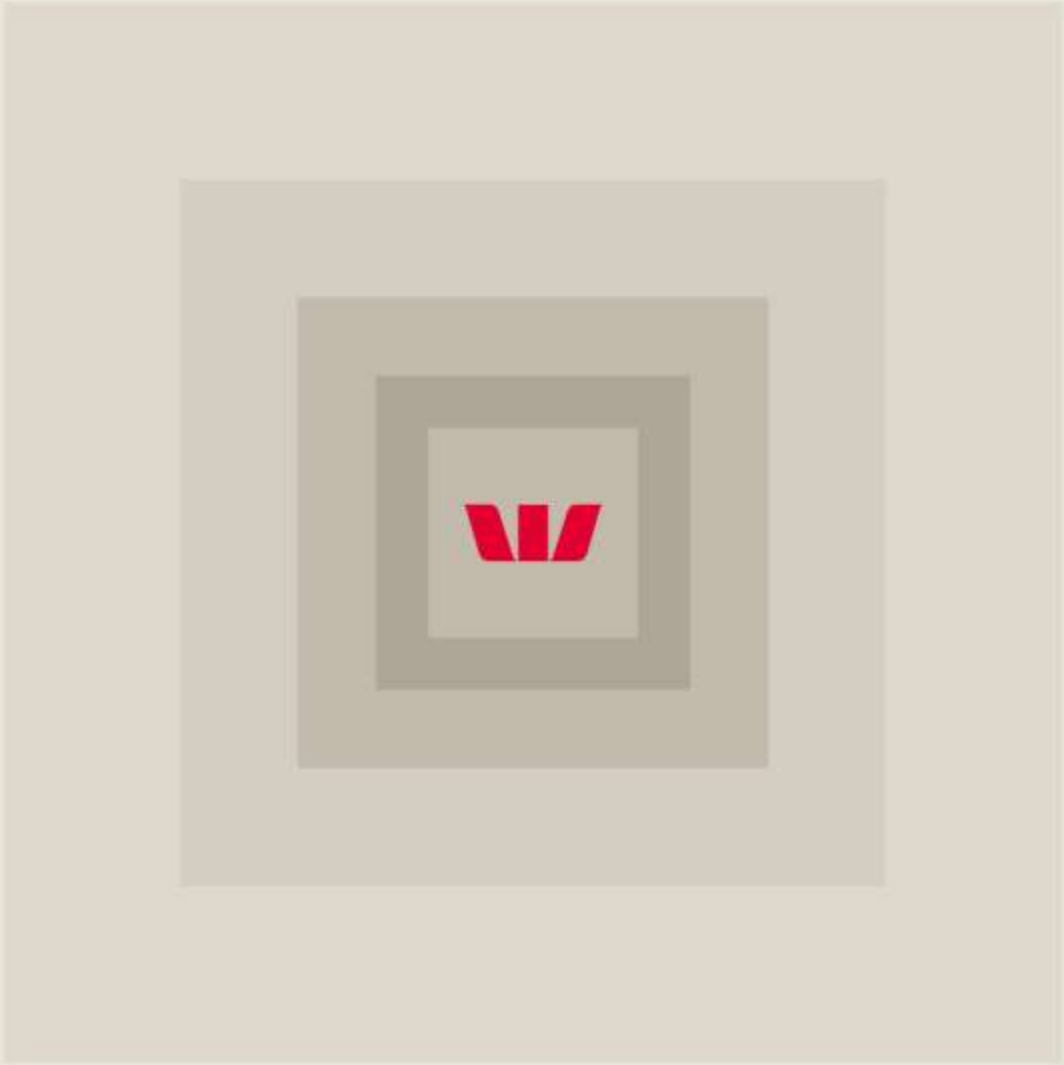
Customer User Guide

QuickService – Forgotten Password Reset



17th March 2014

Westpac

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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.

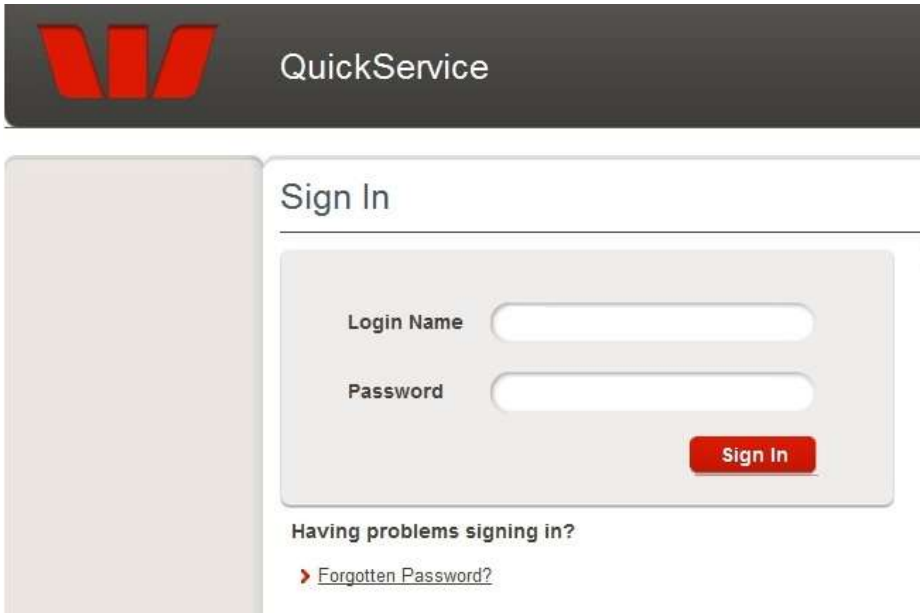
Audience

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.

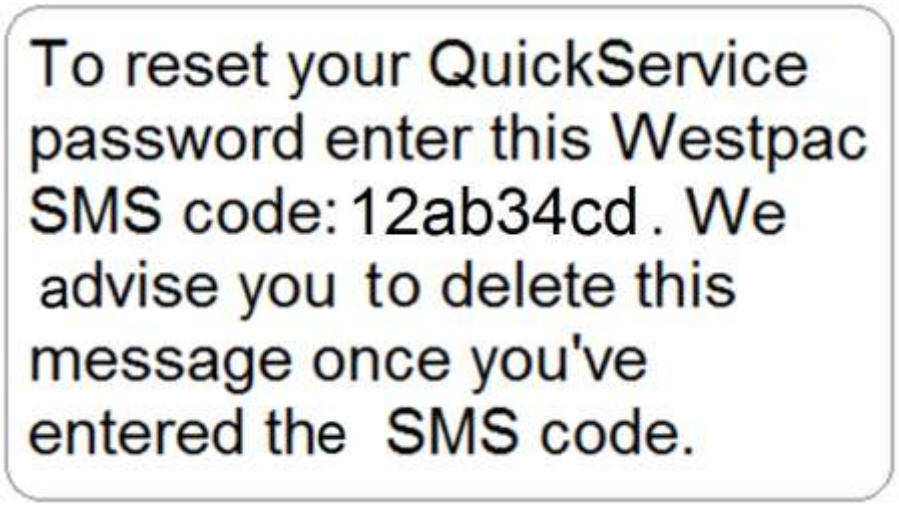
Step	Who	System	User Instructions
2	All Quick Service Users	On selecting the 'Forgotten Password' link the system will display the following screen: 	Select 'Reset your password here' link to reset your QuickService Password. If you have locked your account, you would need to contact your Administrator.

<table>
<tr><th>Step</th><th>Who</th><th>System</th><th>User Instructions</th></tr>
<tr>
<td>3</td>
<td>All Quick Service Users</td>
<td>On selecting the ‘reset your password’ link the system will display the following screen:
</td>
<td>Complete the following information then select ‘Next’:

<table>
<tr><th>Field Name</th><th>Entry Value</th></tr>
<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

You can also enter your date of birth from the dater picker
</td></tr>
</table>

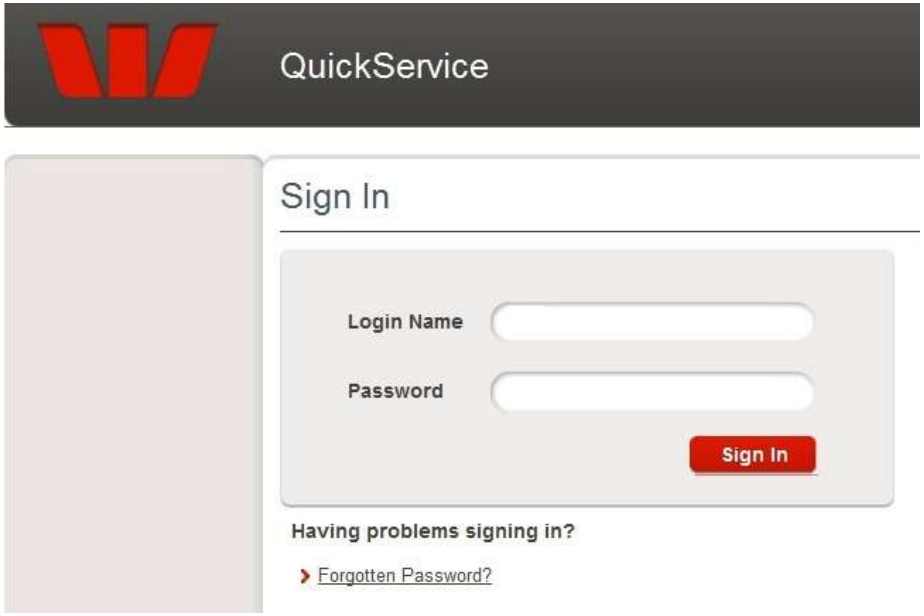
‘Continue’– this option will take you to the next screen.
‘Clear’– this option will remove any information entered in the Login Name and Date of Birth fields.
‘Cancel’– this option will take you back to the QuickService Login Page.</td>
</tr>
</table>

Step	Who	System	User Instructions
4	All Quick Service Users	On selecting 'Continue' the system will send you an SMS with the following message: 	

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. **'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. If the SMS code has expired you can get another SMS code by selecting '**send me a new SMS code**' link.

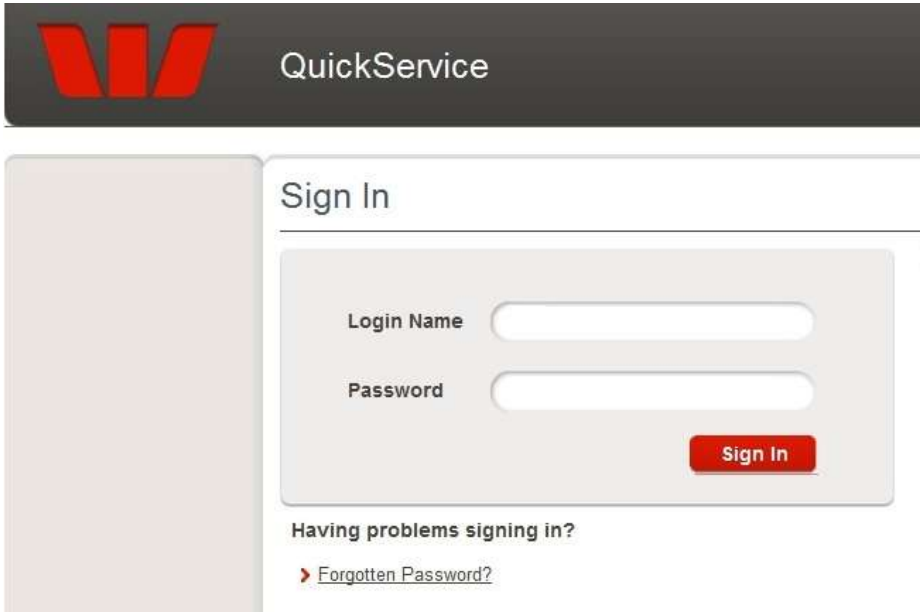
Step	Who	System	User Instructions
6	All Quick Service Users	On selecting 'Go to Step 2' the system will display the following details: 	Enter and re-enter your new password **'Submit'**– this option will take you to the next screen. **'Clear'–** this option will clear any information entered in the 'Enter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

Step	Who	System	User Instructions
7	All Quick Service Users	On selecting 'Submit' the system will display the following screen: 	**'OK'**– click to return to the login page.

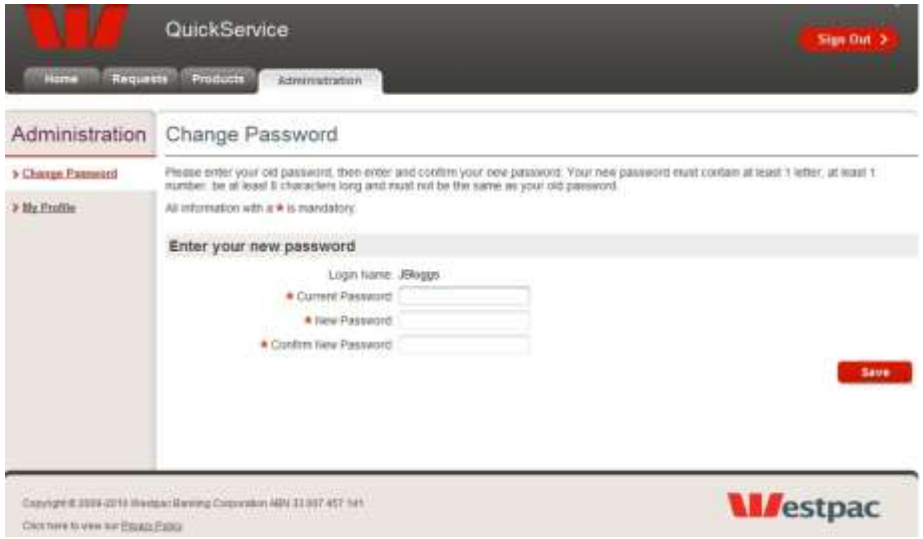
Step	Who	System	User Instructions
8	All Quick Service Users	On selecting 'OK' the system will display the following screen: 	Enter your new password to log into QuickService.

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

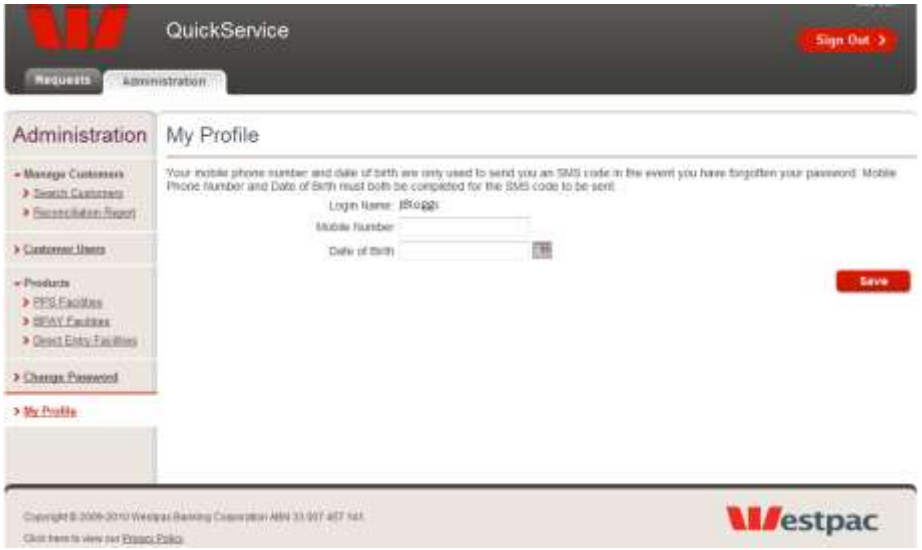
Users who have not provided their mobile number and DOB in QuickService cannot reset their own passwords. To register update your My Profile settings in QuickService. Please see the below step-by-step guide.

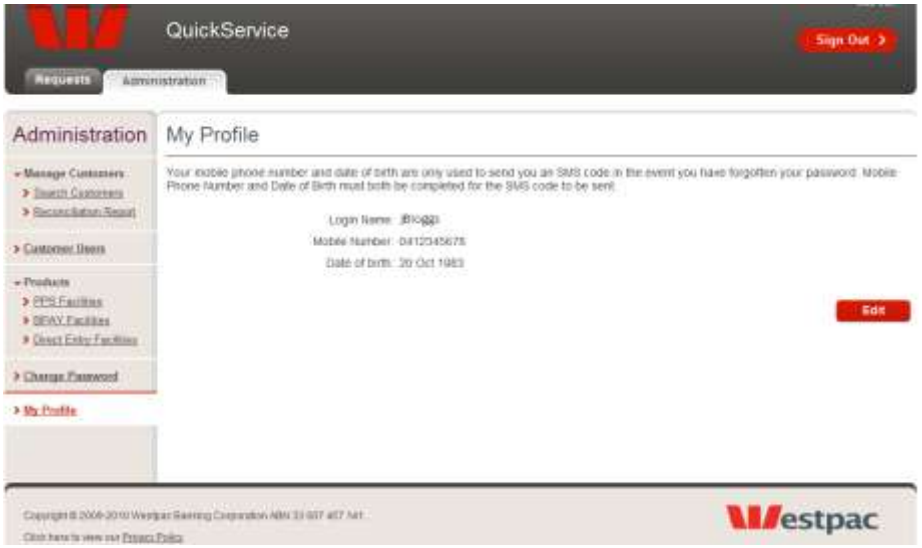
Step	Who	System	User Instructions
1	All Quick Service Users		Log into QuickService.

Step	Who	System	User Instructions
2	All Quick Service Users	On selecting 'Sign In' the system will display the following screen: 	Select the 'Administration' tab.

Step	Who	System	User Instructions
3	All Quick Service Users	On selecting the 'Administration' tab the system will display the following screen: 	Select the 'My Profile' link.

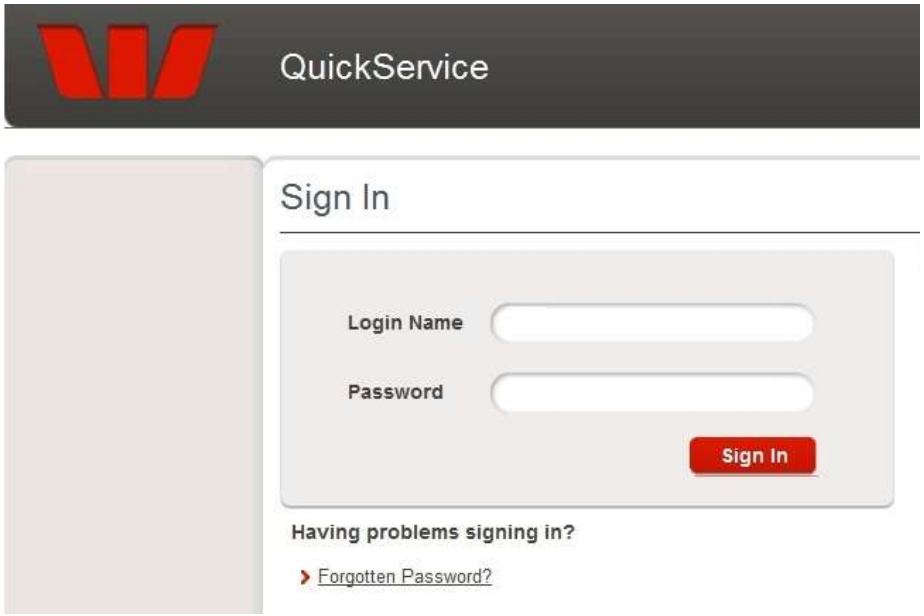
Step	Who	System	User Instructions
4	All Quick Service Users	On selecting the 'My Profile' link the system will display the following screen: 	Select 'Edit'. **'Edit'**– this option will let you update the 'My Profile' screen.

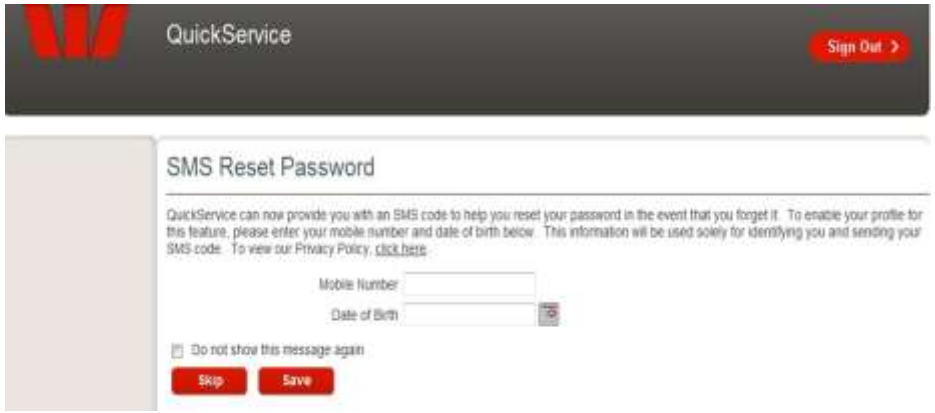
Step	Who	System	User Instructions
5	All Quick Service Users	On selecting the 'Edit' the system will display the following screen: 	Complete the following information then select 'Save': Field Name: Mobile Phone Number — Entry Value: Your 10 Digit mobile number Example: 0412345678 Field Name: Date of Birth — Entry Value: 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 **'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.

Step	Who	System	User Instructions
6	All Quick Service Users	On selecting the 'Save' the system will display the updated My Profile screen: 	

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.

<table>
<tr><th>Step</th><th>Who</th><th>System</th><th>User Instructions</th></tr>
<tr>
<td>2</td>
<td>All Quick Service Users</td>
<td>On selecting ‘Sign In’ the system will display the following:
 
</td>
<td>Complete the following information then select ‘Save’:

<table>
<tr><th>Field Name</th><th>Entry Value</th></tr>
<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>
</table>

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.

‘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’.</td>
</tr>
</table>

Step	Who	System	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.