**FastPass User Guide – Permanent Colleagues**

**Overview:**

FastPass allows you to change your Windows password and/or unlock your account

**Accessing FastPass:**

The suggested method of accessing FastPass is from the quick links section on the Colleague Connect Homepage

Graphical user interface, text, application, website, Teams

Description automatically generated

Once loaded you will be presented with the Home Screen as shown:

Graphical user interface, text, application, email

Description automatically generated

***Note that colleagues on a permanent contract will be enrolled automatically so the Enroll feature is not needed***

To reset password or unlock account click on “Having problems with a computer login as shown:

Graphical user interface, text, application, email

Description automatically generated

Enter username (long version) and select domain from the drop-down list, enter security code as shown:

Graphical user interface, application

Description automatically generated

From the next screen select the option which is appropriate to the situation:

Graphical user interface, text, application, email

Description automatically generated

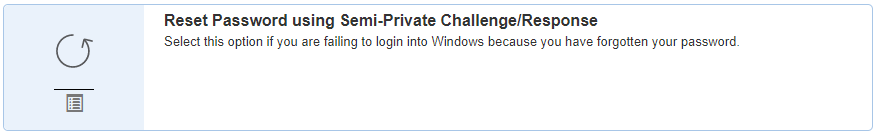
**1. Resetting Password**

If you have forgotten your password or are setting it for the first time, select:

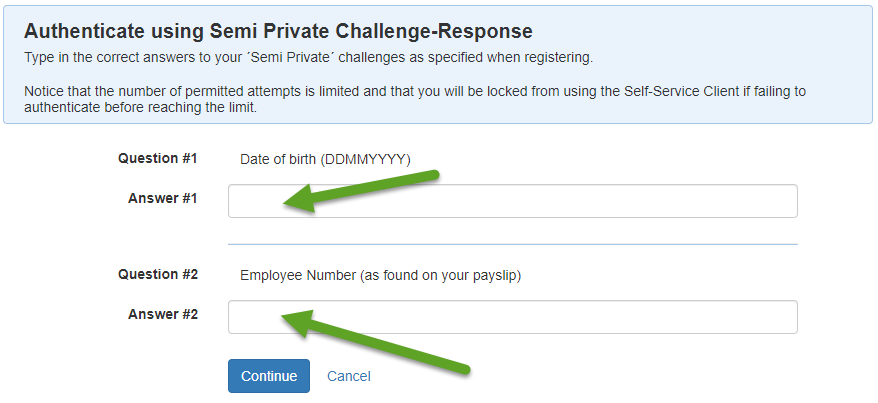
Graphical user interface, text, application, email

Description automatically generated

Then select:



You will then need to provide the following information as shown:



Once done follow the instructions on the screen as shown below to set a new password. Pay careful attention to the criteria shown in red:

Graphical user interface, text, application, email

Description automatically generated

If the password matches the required criteria, you will see the screen below. At this point click the “continue” button

Graphical user interface, text, application, email

Description automatically generated

After clicking the “continue” button you should be presented with confirmation that the password has been reset:

Icon

Description automatically generated

**2. Unlocking Account**

Once logged into FastPass select Unlock account:

Graphical user interface, text, application, email

Description automatically generated

Then click on:

Graphical user interface, text, application

Description automatically generated

Answer the questions as shown and click the “Continue” button:

Graphical user interface, text, application

Description automatically generated

You should then see confirmation that the account has been unlocked as below:

Background pattern, rectangle

Description automatically generated

END OF GUIDE