Quickpass Self-Service Password Tool: End User Guide

1. You will receive a welcome email. The email will provide instructions on how to activate your account with Quickpass.

Important Your mobile number is an essential part of your Quickpass account as its how the system will send you a temporary password to login to the mobile app for the first time.

If your number has already been pre-registered by your IT Service Provider or previously registered by you then the last four digits of your mobile number will show beside **Registered Phone Number:**

If the number is **missing** or **incorrect** click the link for **Register Mobile Phone Number**.

If the number is **correct** skip to **Step 5**

Welcome to Quickpass

To setup your account **please follow these steps:**

1. Verify your registered mobile number is correct

Registered Mobile Phone Number: XXXXXXXX1540

If the number is incorrect or missing click the link below to update.

Register Mobile Phone Number

Note: This link will expire in 30 days.

2. Download the Quickpass self-serve mobile app.

Note: Your Region is **North America**

Alternatively, you can use the Quickpass self-serve web app using the link below.

https://app.getquickpass.com/

Service provided by Quickpass

2. Check that the country selected on the left hand side matches the country for your mobile number. Then type your mobile number included area code in the box provided.

When complete click the **SEND** button at the bottom of the window.

Note: The home country will be automatically selected on the left hand side by default. If the country does not match the country for your mobile phone number select your country from the drop down list. This will ensure the correct dialing prefix or country code for your mobile phone number is when sending messages to your mobile number.

Phone Verification

Enter your phone number

🇨🇦 ▾   (778) 788-1540

SEND

3. You will receive the 2FA code as an SMS message on your mobile phone and will need to type the code from the SMS message and click **Verify** when done.

4. The code will be verified and you will get a confirmation that your Phone number has been verified. You can now download the app from either the iOS app store or Android play store
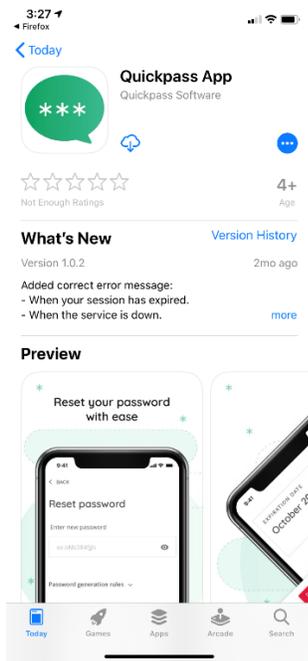
Phone Number Verified

This number will be our method of communication and authentication

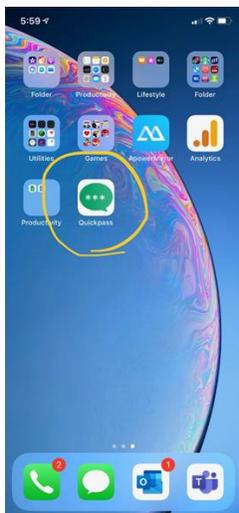Please download the Quickpass mobile app below to complete the on-boarding process.


5. Download the Quickpass mobile app from the App Store

6. Once the app is downloaded from the App Store or Google Play Store open it from your home screen.

7. When you initially open the app click **Allow** to accept receiving notifications on your phone from Quickpass.

Note: This is an important point as if the end user clicks "Don't Allow" then they won't receive notifications about their password expiring or being locked.
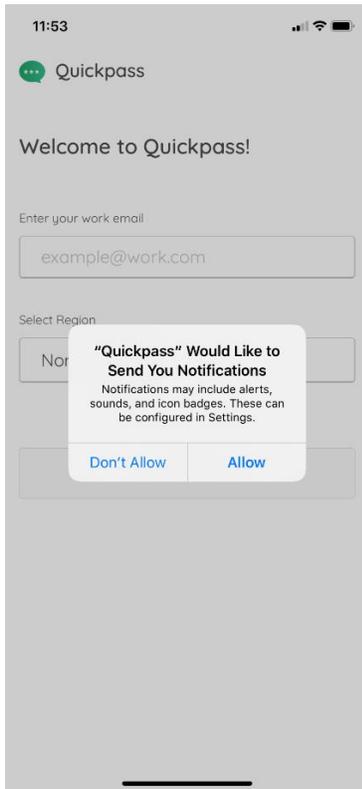
8. Type in the email address associated with the account you would like to setup in the box provided and select the Region. Your region will be included at the bottom of the welcome email you were sent.

Once done click the **Get Started** button.
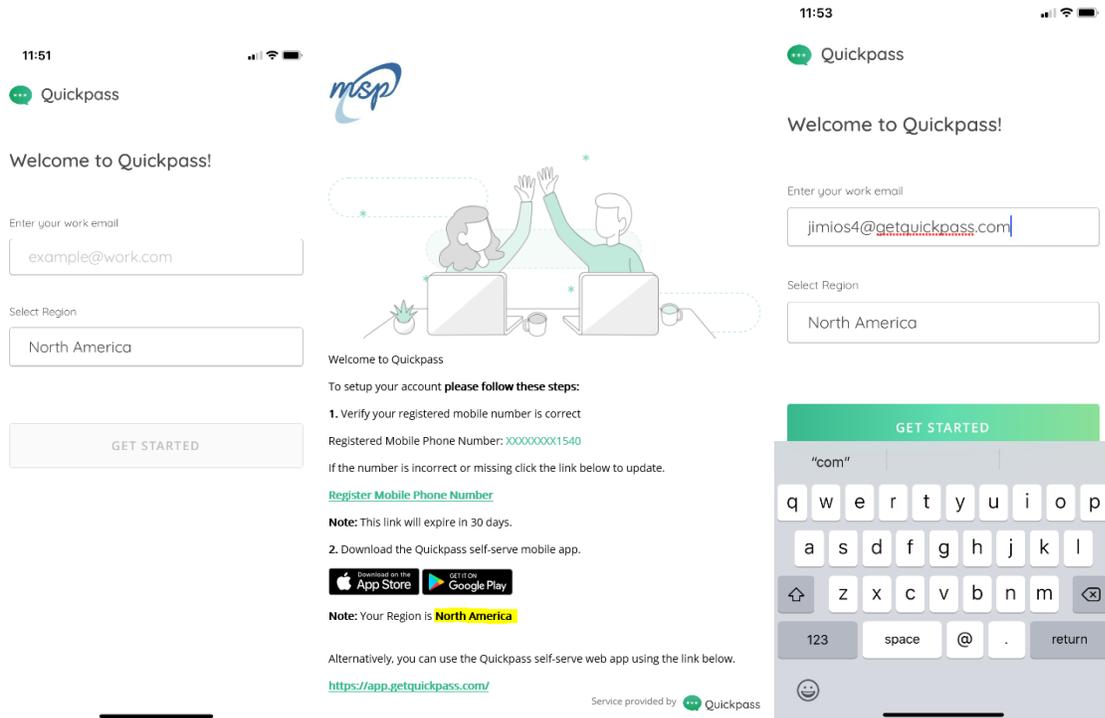
9. In the following screen the mobile app will show you the last four digits of the mobile number your account is registered with to send temporary passphrase codes. Click the **Send** button to receive the temporary passphrase code.
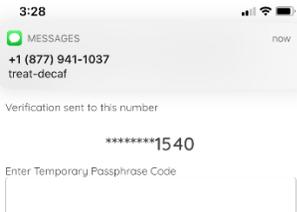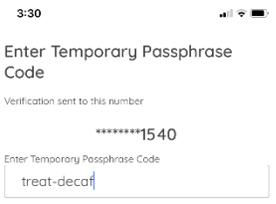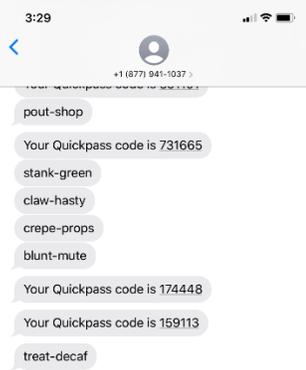
10. You will receive the temporary passphrase code via SMS on your mobile phone and you can **copy** the passphrase code from iMessage in iOS or from Messages in Android and **paste** the passphrase code in the **Enter Temporary Passphrase Code** box provided. Alternative, you can type the passphrase code in. Once complete click **GET STARTED.**

11. You are now logged into the Quickpass app.

12. The second time you open the Quickpass app you will be prompted to allow Quickpass to use **Face ID** or **Touch ID** (depending on which iPhone model you have). Select **OK** to enable and you will then be taken into the app. On **Android** only Fingerprint authentication is supported.

Note: If biometrics are disabled on your iPhone or Android device you will be required to use the Passcode on your iPhone or Passcode/Pattern on Android. If neither are enabled on the device you won't be able to get into the app after the initial login until you enable at least a passcode.