

MY UKFAST PORTAL

UKFAST®

1

Firstly, to log into your MyUKFast portal please visit the below link:

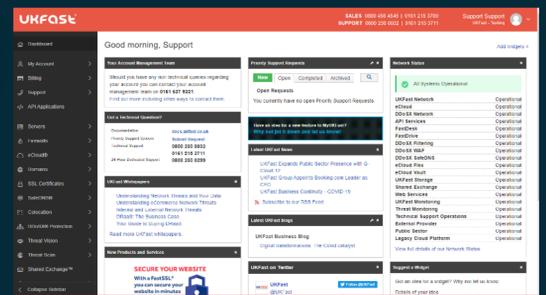
[CLICK HERE](#)

2

You will be prompted to log in, please use your preset username and password. If you are unsure of your credentials, please contact our support team on this number: 0800 230 0032.

3

On initial login, your portal should look similar to the below:



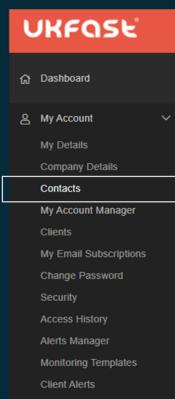
RESETTING MY UKFAST PASSWORD:

To reset your password to this portal, navigate to My Account > Change password.

CONTACTS:

1

From the left hand panel, please select My Account > Contacts. Here you will be prompted to a page where you can add a new contact.



2

When you click on 'Add a contact', you will be prompted to fill in the below details.

Please do this for all contacts who require access to this account. You will be able to go through each of these contacts and configure their access and security on an individual basis.

TELEPHONE SECURITY:

1

Navigate back to My Account > Contacts. To set up telephone security, please select the contact you wish to set this up for on the below list.

Name	Email	Contact Type	Login	Phone
Support Support		Technical	✓	✓

2

This will direct you to a page where you can grant telephone security access for the contact, grant access to the My UKFast portal and access to the PSS ticketing system. The primary contact will be able to grant access per contact.

Please note you can only change the telephone security password for your own user account. Should another user wish to change their telephone security password, they will need to be granted access to the My UKFast portal as shown above.

3

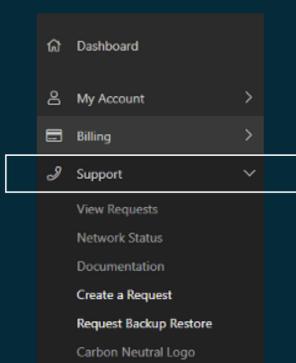
To reset the telephone security password, please select the contact from My Account > Contacts and under 'Access and Security' you will be able to enter a new password under 'Verifying your identity'.

It is important for this password to be memorable as you will be asked for three random characters from our support team each time a call is made.

CREATING A TICKET:

1

From the left hand dashboard, under the 'Support' section you will be able to view all previous support requests or create a new request.



2

Please fill in the below information to create a new support request with all of the necessary information that you would like to pass to our support engineers. Ticket priority will be based on the severity of the issue at hand.