MAUKEAST PORTAL

UKFQSE



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

CLICK HERE



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.





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

UKFQSE		SALES 0800 458 SUPPORT 0800 230	4545 0161 215 3700 S 0032 0161 215 3711	Support Support 💽 🗸
ට Dashboard	Good morning, Support			Add widgets »
R My Account	Your Account Management Team	Priority Support Requests 🔷 🛪	Network Status	×
= Billing	Should you have any non technical queries regarding your account you can contact your account management team on 0151 537 5321	New Open Completed Archived Q	All Systems Operational	a
/> API Applications	Find out more including other ways to contact them.	You currently have no open Priority Support Requests.	UKFast Network eCloud DDo SX Network	Operational Operational Operational
Servers	Got a Technical Question? Documentation docs.ukfast.co.uk Priority Support System Submit Request	Have an idea for a new feature to MyUKLast? Why not jot it down and let us know!	API Services FastDesk FastDrive	Operational Operational Operational
) eCloud®	Technical Support 0800 230 0032 0161 216 3711 24 Hour Dedicated Support 0800 230 0299	Latest LIKFast News × UKFast Expands Public Sector Presence with G-	DDoSX Filtering DDoSX WAF DDoSX SafeDNS eCloud Flex	Operational Operational Operational Operational
B Domains B SSL Certificates	UKi ast Whitepupers H	Cloud 12 UKFast Group Appoints Booking.com Leader as CEO UKFast Business Continuity - COVID-19	eCloud Vault UKFast Storage Shared Exchange	Operational Operational Operational
# SateDNS#	Understanding Network Threats and Your Data Understanding eCommerce Network Threats Internal and External Network Threats	A Subscribe to our RSS Feed	Web Services UKFast Monitoring Threat Monitoring	Operational Operational Operational
DDoSXIII Protection	Your Guide to Buying DRasS Read more UKFast whitepapers.	Latest UKFast Blogs A X	External Provider Public Sector	Operational Operational Operational
 Threat Vision Threat Scan 	New Products and Services ×	Digital fransformations. The Covid catalyst	View full details of our Network	Status
Shared Exchange [®]	SECURE YOUR WEBSITE With a FastSSL*	UKFast on Twitter *	Suggest a Widget	×
Collapse Sidebar	you can secure your website in minutes	UKFast Stolew @UKFast	Botalis of your idea	not let us know.







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

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My A Clien My E	Account Manager	At least 9 sharacters leng	
		 At tosts, o characters tong 	5
		Contain at least 1 uppercase letter	
		 Contain at least 1 lowercase letter Contain at least 1 number 	New Password
Chan	ange Password	We recommend that you use a unique password	۹
		that you do not use on any other site.	
		We also check passwords against the Have I Been	New Password (Confirmation)
	rts Manager	Pwned password list. Any passwords that have previously been involved in a data breach can't be	۹
	nitoring Templates	used on MyUKFast.	Ψ
Clien	ent Alerts		
🖃 Billin	ing >		Channe Password
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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.

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ធ	Dashboard	
ප	My Account	~
	My Details	
	Company Details	
	Contacts	
	My Account Manager	
	Clients	
	My Email Subscriptions	
	Change Password	
	Security	
	Access History	
	Alerts Manager	
	Monitoring Templates	

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

Add contact				
Fields marked with * a	are required.			
Contact details				
Type *	~			
First name *			±.	
Last name *				
Position			~	
Email address *				
Landline number *		Mobile		0
Twitter	@username			0
Company dataila				
Use company na	me and address fro	om main com	pany details	page.
				Add contact

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:



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.

(Contacts		Alerts Manager	+ A	dd a co	ntact
	Name 🔺	Email	Contact Type	Login	Phone	÷
	Support Support		Technical	~	~	Ē



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.



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'.

Edit contact : Support Support

< Back to contacts list Alerts Manager

Edit Details Configure Alerts Access and Security

MyUKFast Login			
Enable this contact to log	gin to this MyUKFast accoun	nt.	
Change the username this	contact uses to login.		
Username *			
Password *	Don't Change	O Generate New Password	O Enter New Password
Restrict access for this c	ontact to specific IP address	ses.	
Require Two-Factor Auth	entication (for this contact).		
This contact's Two-Factor A	uthentication is: Disabled		
This contact's Two-Factor A	authentication is: Disabled		
This contact's Two-Factor A MyUKFast Access Contro You can configure this cont	Authentication is: Disabled	cting a login profile below	
This contact's Two-Factor A MyUKFast Access Contro You can configure this cont Access Profile *	Authentication is: Disabled of acts level of access by select Full Access	cting a login profile below)
This contact's Two-Factor A MyUKFast Access Contro You can configure this cont Access Profile * Restrict Server Access.	Authentication is: Disabled	cting a login profile below v)
This contact's Two-Factor / MyUKFast Access Contro You can configure this cont Access Profile * Restrict Server Access. PSS Settings	Authentication is: Disabled	cting a login profile below	
This contact's Two-Factor / MyUKFast Access Contro You can configure this cont Access Profile * Restrict Server Access. PSS Settings Request Access	Authentication is: Disabled of acts level of access by select Full Access See own requests	cting a login profile below Control)

Verifying your Identity		
Select one of the methods used	to verify your identity when o	contacting our support team via telephone below.
Before granting access to discus by the system from their security	ss an account over the teleph y password. This password s	none we ask all callers to provide their name and 3 characters chosen randomly hould be a single word and at least 8 characters in length.
A security password has	s been setup successfully, en	ter a new password below to change it or leave empty for no change
Security password *	Unchanged	۰

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.

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.

CREATING A TICKET:

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





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.

Product / Service	Product Type
This allows us to direct your request to the correct support team.	General Enquiry
Request Details	Subject
Please give as much information as you can, including steps to reproduce problems and any	
recent changes you have made.	Message
	Priority
	NORMAL

the stand and a		Errors that are non-disabiling or cosmetic
Network Status		
Documentation		HIGH Operation of service is degraded, or major services are not functional
Create a Request		CRITICAL Entire solution is unavailable, e.g. Server, switch or firewall failure
Request Backup Restore		Your Reference
		Optional - You can provide a reference for your records. For instance an internal issue traci
Carbon Neutral Logo		_
	Attachments Q Notification Setti	.05

	Errors that are non-disabiling or cosmetic	Ŭ
	HIGH Operation of service is degraded, or major services are not functional	0
	CRITICAL Entire solution is unavailable. e.g. Server, switch or firewall failure	0
	Your Reference	
	Optional - You can provide a reference for your records. For instance an internal issue tracking number	
Q Notification Settings	Create Rec	quest