

Self Service Password Reset: Register for Cyber QP Guide

Note. You may perform these instructions from either your computer or a mobile device.

Step 1

Look for a “Welcome to CyberQP” email from “CyberQP <no-reply@getquickpass.com>”

CyberQP <no-reply@getquickpass.com>

In the email, click **Register Phone Number**

To set up your account, please follow these steps:

1. Verify your mobile number:

Registered Number:

If the number is incorrect, please update it using the link below

[Register Phone Number](#)

Note s link will expire in 30 days

2. Download our self-service mobile app:



Note: Your Region is **North America**

Note: If you are on a mobile device, you can come back to this email later to download the app. The app is not required for a password reset.

Phone Support
817-898-1277

Email Support
helpdesk@fulcrumgroup.net

Support Center
<https://www.fulcrumgroup.net/support-center/>

Step 2

Enter your phone number and click the green **Send button**.

Step 3

Enter the temporary code from your text messages and click the green **Verify** button. Once your phone number has been verified, you can continue resetting your password.

Step 2	Step 3
Phone Verification Enter Phone Number  469 8  Send	

Step 4

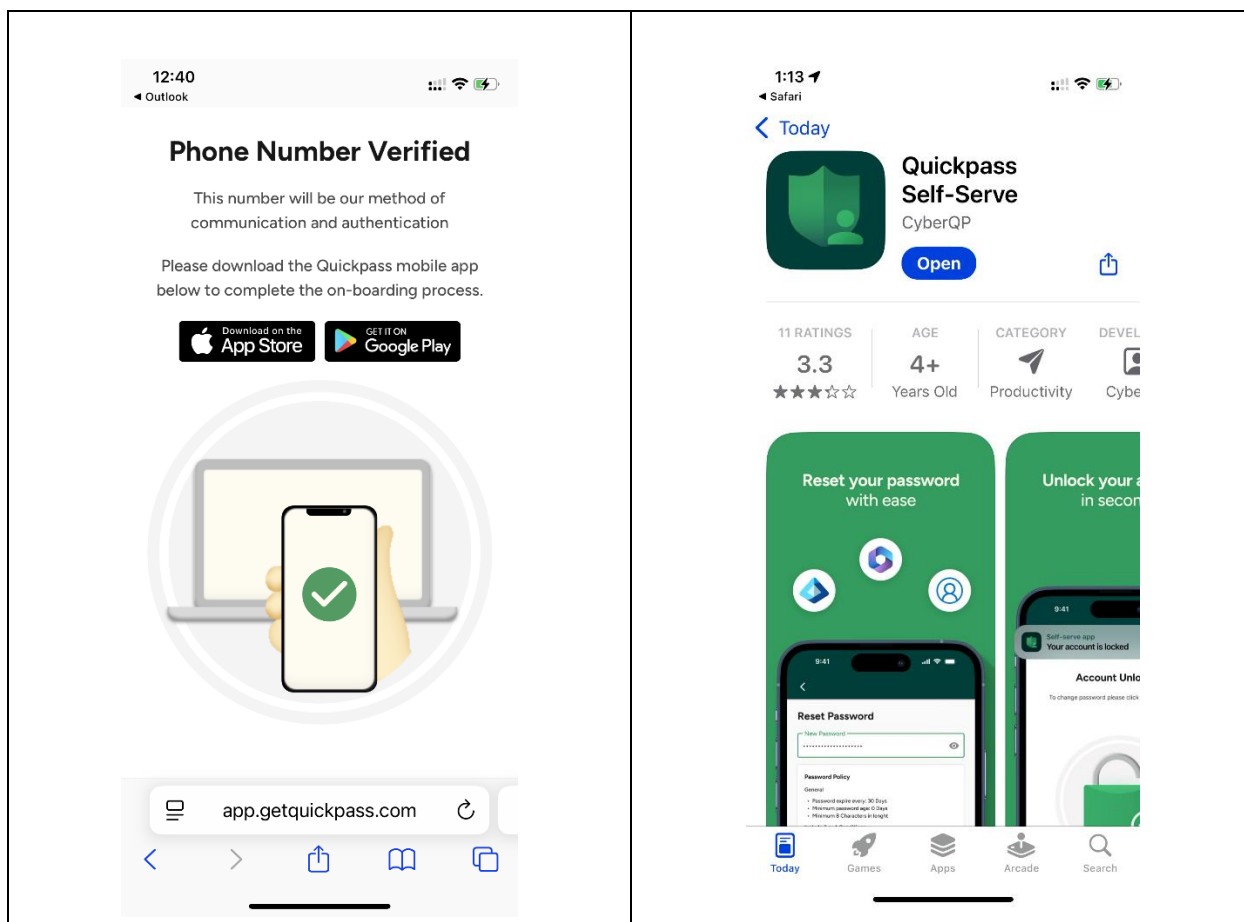
After your phone number is verified, you may proceed with the Password Reset.

Please view our Password Reset Guide for step-by-step instructions.

You can also optionally download the app by clicking the App Store or Google Play link on the Phone Number Verified Screen, revisiting the Welcome to CyberQP email as illustrated in Step 1. For security purposes, please use these links to download the appropriate app.

The name of the app is Quickpass Self-Serve.

Please note: The CyberQP Quickpass Self-Serve is not a requirement to reset your password.



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Cyber QP Q&A

Q – How do I reset my own password?

A – Go to <https://app.getquickpass.com/> , put in your email address and follow the prompts on screen.

Q - What happens if you cannot reset your own password?

A – Contact the Server Desk

Q – What if my email address is not recognized?

A – Contact the Service Desk

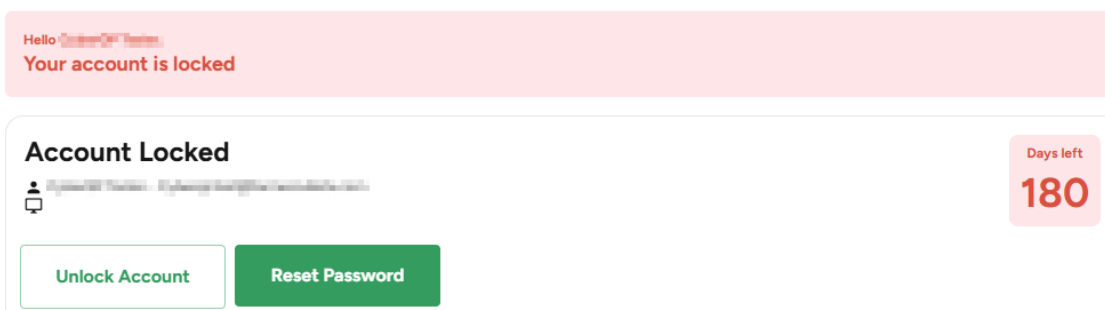
Q – Do I need to be on my computer to reset my password?

A – No you only need to be able to get to <https://app.getquickpass.com/> using any web browser and have your phone for a test message.

Q - What if my account is locked?

A – Provided allowed by your organization, you can unlock your own account by accessing the same website. If your account is locked, you will see the option to “Unlock Account”

The Fulcrum Group



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Q - Can I reset my password if my account is disabled.

A – No, you cannot reset a password on a disabled account. If you feel your account is disabled in error, please contact your manager.

Q – What are the password requirements?

A – The requirements are set by company and are visible when clicking on the “Reset Password” button.

Q – Is there an app for this?

A – Yes there is an app from both the Apple Store and Google Play Store.

Apple <https://apps.apple.com/us/app/quickpass-self-serve/id1454304817?ls=1>

Google <https://play.google.com/store/apps/details?id=co.quickpass>