

What is Quickpass Self-Serve?

Quickpass is a Self-Service Password Reset and Identity Verification tool. Soteria has begun using Quickpass to make password resets quick and easy for our partners, as well as adding an important layer of security, by guarding against account takeovers by social engineering.

What does it do? Account unlocks and password resets

With the Quickpass app on your phone, you will be able to unlock and reset your Microsoft 365 account password with just a click! Even if your password expired or your account is locked from too many incorrect password attempts. You'll never have to put in a ticket and wait for a tech to reset your password again, or be locked out of your account after hours or over the weekend.

What else does it do? Identity Verification

Even better than that, the Quickpass app will allow us to verify that the person we're talking to for a ticket is who they say they are. One way that cybercriminals like to infiltrate systems is called social engineering. Criminals impersonate a user, call the help desk, and try to talk a help desk agent into changing the user's password or otherwise granting them access to that account.

Now, if you call in to our help desk, the Quickpass app will allow our technicians to send a push notification to your phone to request confirmation of your identity. You can confirm this by simply tapping "Approve" when prompted. This allows us to be absolutely certain that our techs can't grant access to someone who isn't who they say they are. **We will be requiring identity verification for all service tickets that come into our system.**

Frequently Asked Questions

Do we have to use the app? Can we still submit tickets if we don't?

Our techs are always happy to help you! We will need to be able to verify the identity of anyone submitting a service ticket. This can happen in one of three ways:

- If the ticket is submitted by the correct email address we have on file.
- If our tech can call the submitter at the office phone number we have on file.
- If our tech can use the Quickpass app to verify the identity of the submitter.

Will it run on my phone?

The Quickpass Self-Serve app is available on the Apple Store and Google Play store. Learn more about setting up the app on the next page.

Setting up your Quickpass Self-Serve App

1

You will receive a welcome email from your IT team.



2

The email will contain a link to enter & confirm your phone number, as well as a link to download the mobile app.

The app is available in the [Apple App Store](#) and [Google Play store](#).

Quickpass Self-Serve in the Apple App Store

3

After downloading the app, open it; and sign into the app by entering your email address and press "Get Started"

4

You will then get a text message containing a code, which you'll enter into the app like a password. That's it! You are now signed in and ready to use the app!

