HOW TO RESET PASSWORD ON BACKOFFICE

1. In Fastrack’s screen, click “Forgotten your password? Click here”



1. The reset password screen will be displayed



1. In the reset password screen, fill in necessary information:

- Member name

- Date of birth

- Telephone number

1. In “Member name” item, please input exactly your registered name

Example:

Your registered name: Yamada Taro

**→** Member name: Yamada Taro



1. In “Date of Birth” item:

- Please input exactly your registered date of birth, do not need to put any space or hyphen, etc. between figures.

- Please input in this form: YYYYMMDD

Example:

Your registered date of birth: November 23th, 1995

**→** Date of birth: 19951123



1. In “Telephone number”:

- Please input exactly your registered telephone number

- Do not need to input space, hyphen, etc. between figures

Example:

Your registered telephone number: 0123456789

**→** Telephone number: 0123456789



1. After inputting all neccesary information, click “To the password setup screen”



In case information is not input sufficiently, the warning screen will be displayed:



In case incorrect registered information is input, you will see a displayed screen as below:



1. After inputting all correct information and clicking “To the password setup screen”, the password setup screen will be displayed. Please input your new password then click “Set your paswword”.

