# Fiduciary Accountings Submission Tool (FAST) Training Job Aid FAST Fiduciary Account Reactivation



## **Objective**

To provide Fiduciary personnel with guidance on how to reactivate a Fiduciary account in FAST.



#### **Audience**

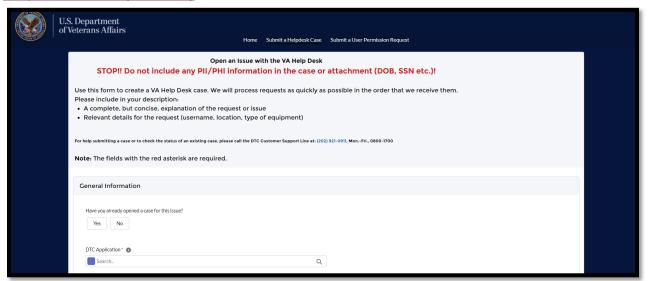
Fiduciary personnel reactivating a Fiduciary account in FAST.

### **Prerequisite**

The Fiduciary FAST (external) user account has been deactivated.

### **Instructions**

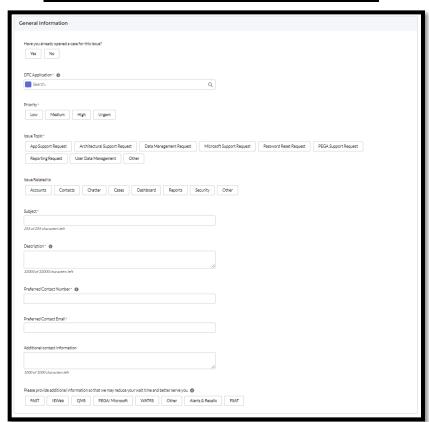
 To reactivate the Fiduciary FAST user account, access the following link <u>DTC VA</u> <u>Helpdesk Forms (site.com)</u>



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- Complete the general information section following the steps below:
  - If this is a new request select "no", for "Have you already opened a case for this issue?"
  - To reactivate the FAST user account, you will need to input 'FAST' under the DTC Application option.
  - Select the priority of the ticket type: "Low"
  - Select the issue topic "Other"
  - In the subject box, enter "FAST Account Reactivation"
  - In the description box, input the following message: "The Fiduciary's FAST user account has been deactivated. Please reactivate the account."
  - Enter the Fiduciary's contact information as the preferred point of contact and email address.
  - Then select the 'create case' button.

### The fields with the red asterisk are required.



Pension and Fiduciary Service Last Updated: November 2023



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### **Outcome**

Once the reactivation request is submitted, the Fiduciary should gain FAST access within 2-3 business days.

#### Please note:

- 1. Do not give Fiduciaries the DTC Customer Support Line Phone Number, as it is not for use by the public.
- 2. DTC is a third-party contractor, therefore, PII such as SSN's, DOB's, Physical Address, etc. should not be placed in the ticket.

