

# Re-registering for the Fast-track application portal – existing users

## Before you start

Contact us for a re-registration link. Email [contact@fasttrack.govt.nz](mailto:contact@fasttrack.govt.nz). Links are valid for 72 hours.

To re-register you'll:

- use your re-registration link to sign up
- verify your email address
- choose a new password
- set up multi-factor authentication.

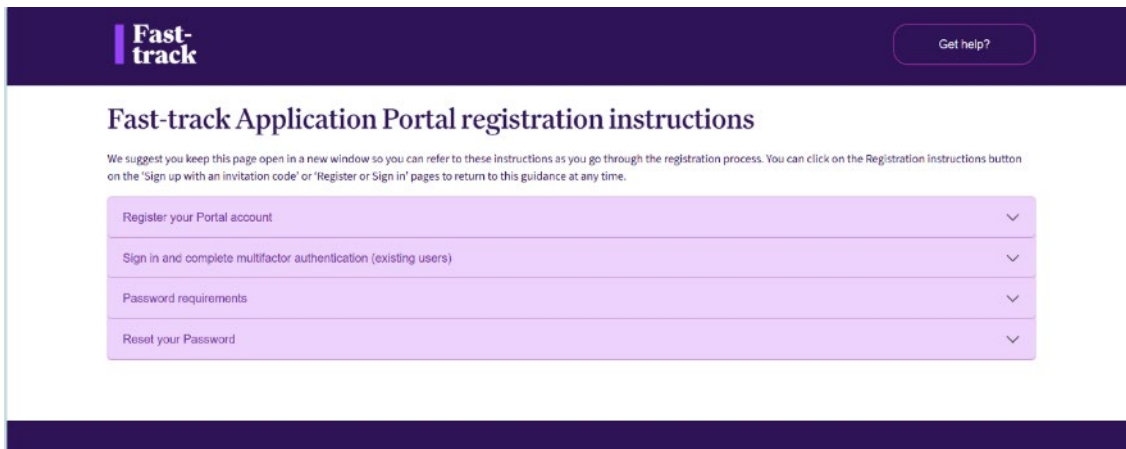
## Use your re-registration link to sign up

1. Click on the registration link in the email we sent you. This will open a browser window with the **Sign up with an invitation code** screen.  
The invitation code should be pre-populated. If it is not, copy the link from the email we sent you and paste it into your browser.

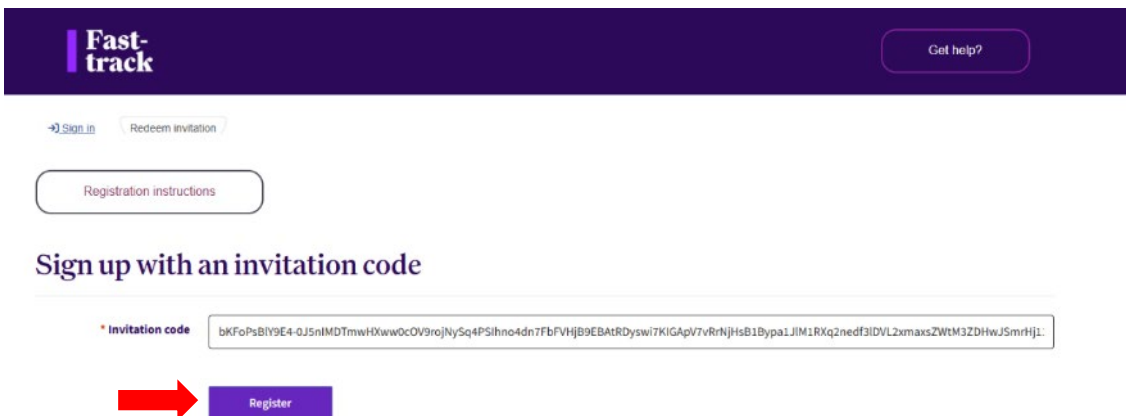


The screenshot shows the Fast-track application portal interface. At the top, there is a dark purple header with the 'Fast-track' logo on the left and a 'Get help?' button on the right. Below the header, there are two links: 'Sign in' and 'Redeem invitation'. A 'Registration instructions' button is also visible. The main heading is 'Sign up with an invitation code'. Below this, there is a text input field containing a long alphanumeric string, which is the invitation code. A red arrow points to the 'invitation code' label on the left of the input field. At the bottom, there is a purple 'Register' button.

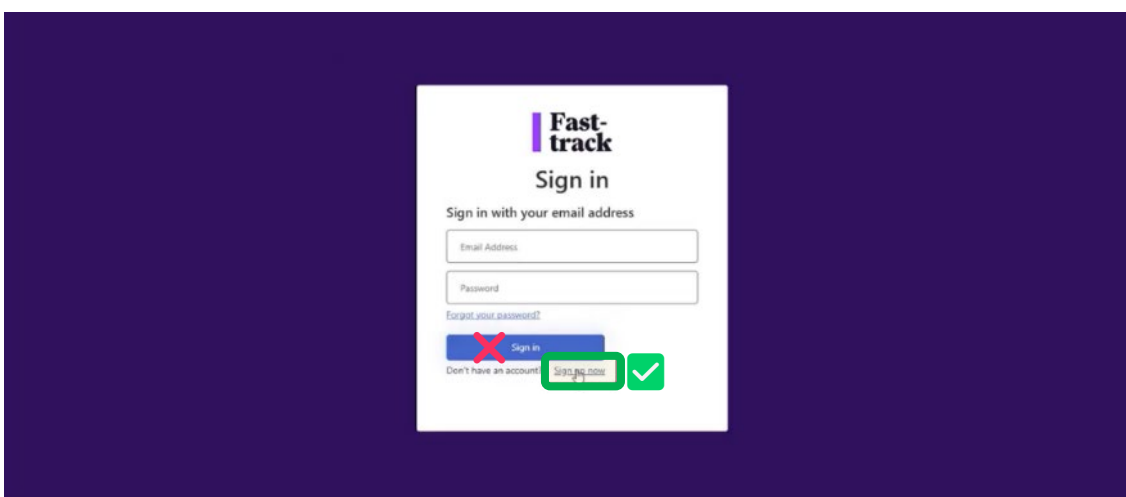
- Click on the **Registration instructions** button to open these in a new screen. This enables you to access the guidance alongside the registration screens.



- Back on the **Sign up with an invitation code** screen, click on the **Register** button to begin the registration process.

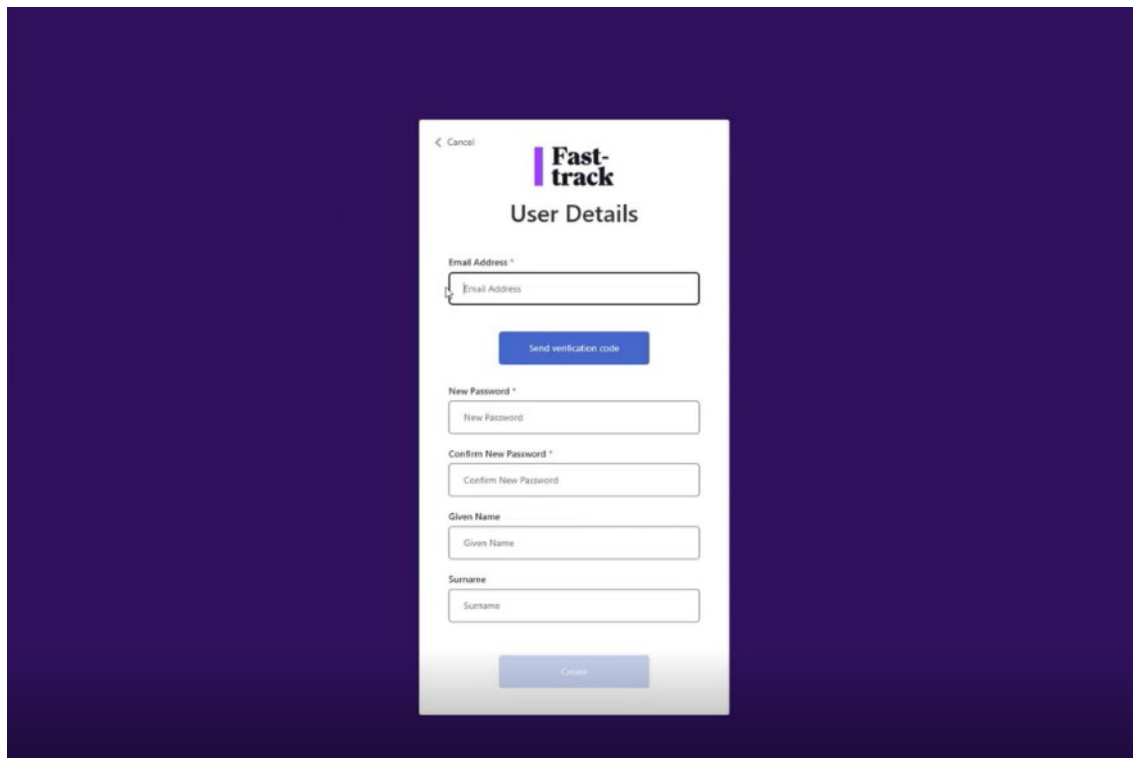


- On the Sign in screen, click on the **Sign up now** link (it's under the Sign in button).



## Verify your email address

- On the User Details screen, type in your **Email Address** then click on the **Send verification code** button.



- Check your email inbox for an email from Microsoft with 'account email verification code' in the title and copy the verification code in that email.

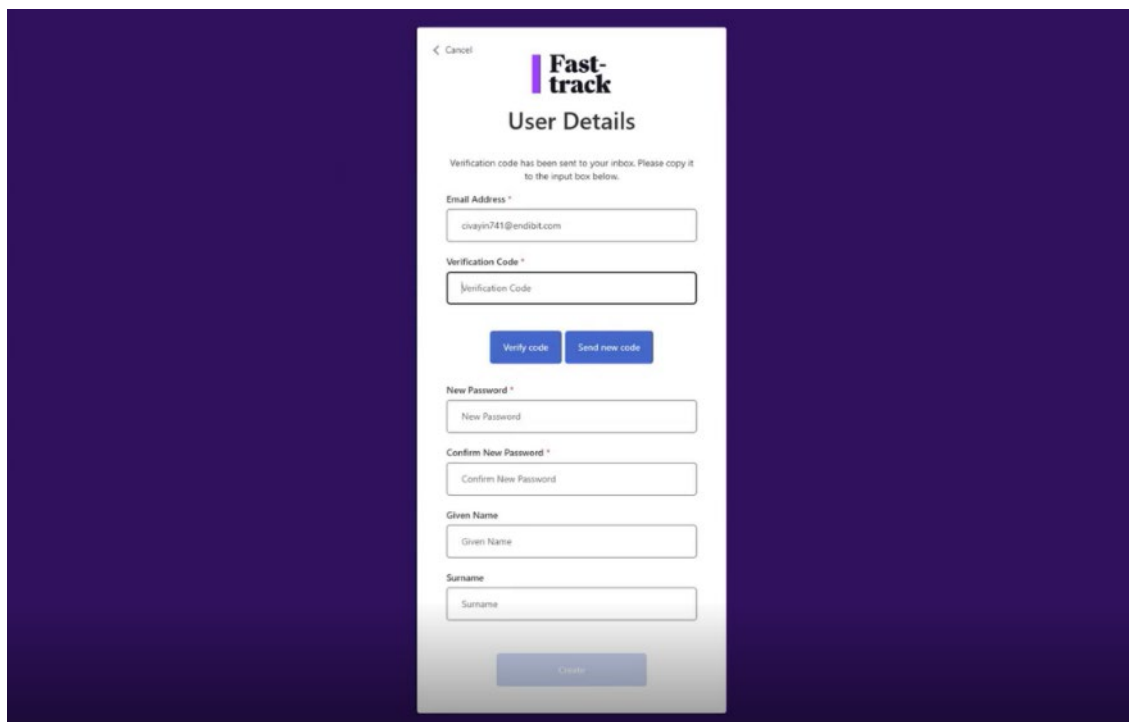


Thanks for verifying your [Microsoft account](#)!

Your code is: **111232**

7. Back on the User Details screen, paste the verification code into the Verification Code field and click on the **Verify code** button.

If you couldn't find the first verification code email, you can click on the **Send new code** button to be emailed another code.



The screenshot shows the 'User Details' screen in the Fast-track app. At the top, there is a 'Cancel' link and the Fast-track logo. Below the logo, the title 'User Details' is displayed. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' The form contains several input fields: 'Email Address \*' with the value 'civayin741@endbit.com', 'Verification Code \*' (empty), 'New Password \*' (empty), 'Confirm New Password \*' (empty), 'Given Name' (empty), and 'Surname' (empty). There are two buttons: 'Verify code' and 'Send new code'. At the bottom, there is a 'Create' button.

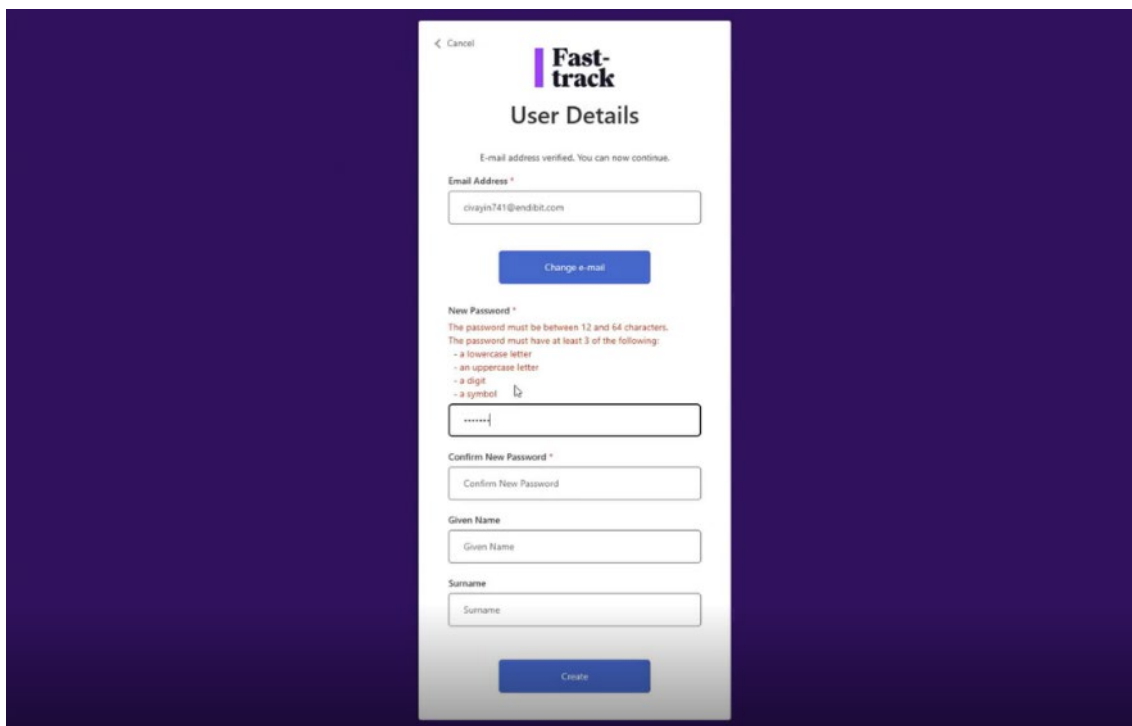
## Choose a new password

8. Once you've successfully verified your email address, you need to choose a new password. Our **minimum requirements** for your Portal password are:

- At least 12 and up to 64 characters long (this can include spaces if you are using a pass phrase)
- Include at least 3 of the following:
  - lowercase letters
  - uppercase letters
  - numbers
  - symbols (like @, #, or %).

9. Type your password in the **New Password** field. If it does not comply with the password rules, you will see red text that reminds you of the requirements.

Type your password again in the **Confirm New Password** field.

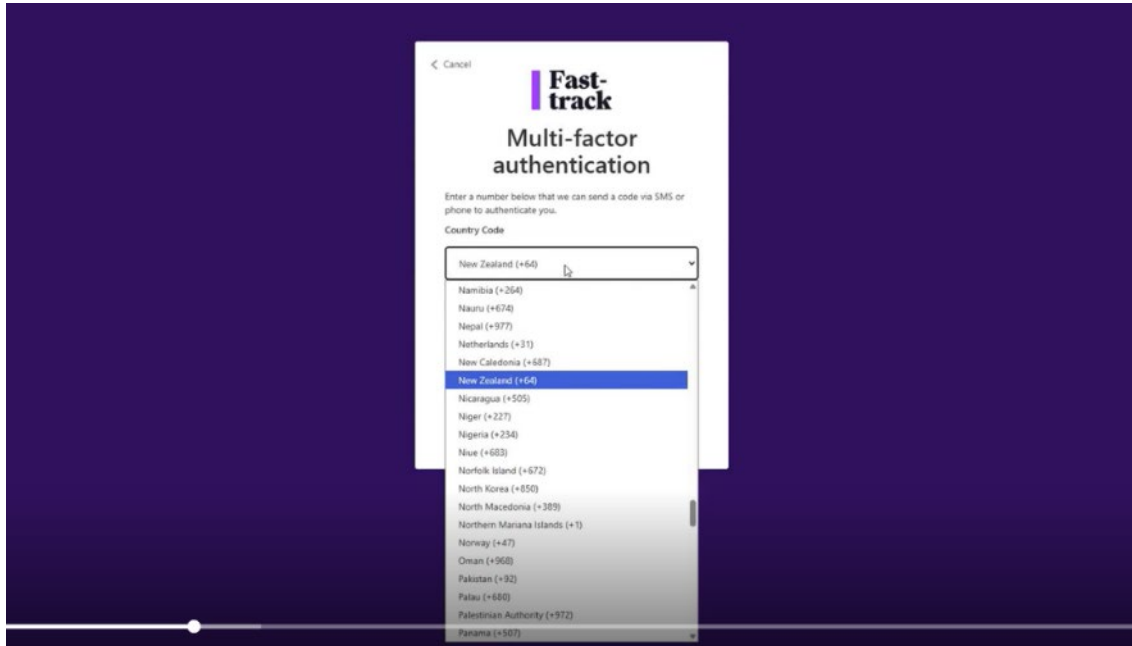
A screenshot of the 'Fast-track User Details' form. The form is white with a purple header and footer. The header shows the 'Fast-track' logo. The form title is 'User Details'. Below the title, it says 'E-mail address verified. You can now continue.' There is a text field for 'Email Address' containing 'chayn741@endit.com'. Below this is a blue button labeled 'Change e-mail'. The next section is 'New Password \*'. It includes a red warning message: 'The password must be between 12 and 64 characters. The password must have at least 3 of the following: - a lowercase letter - an uppercase letter - a digit - a symbol'. Below this is a password input field with a strength indicator. The next section is 'Confirm New Password \*' with a corresponding input field. Below these are fields for 'Given Name' and 'Surname'. At the bottom is a blue button labeled 'Create'.

10. Type your first name in the **Given Name** field and your surname in the **Surname** field. Then click on the **Create** button.

## Set up multi-factor authentication

11. Next you will be prompted to set up **multi-factor authentication (MFA)**. You can choose use SMS or Phone options.

On the Multi-factor authentication screen, select the **Country Code** for your phone number – this will be New Zealand (+64) unless you are using an international number.

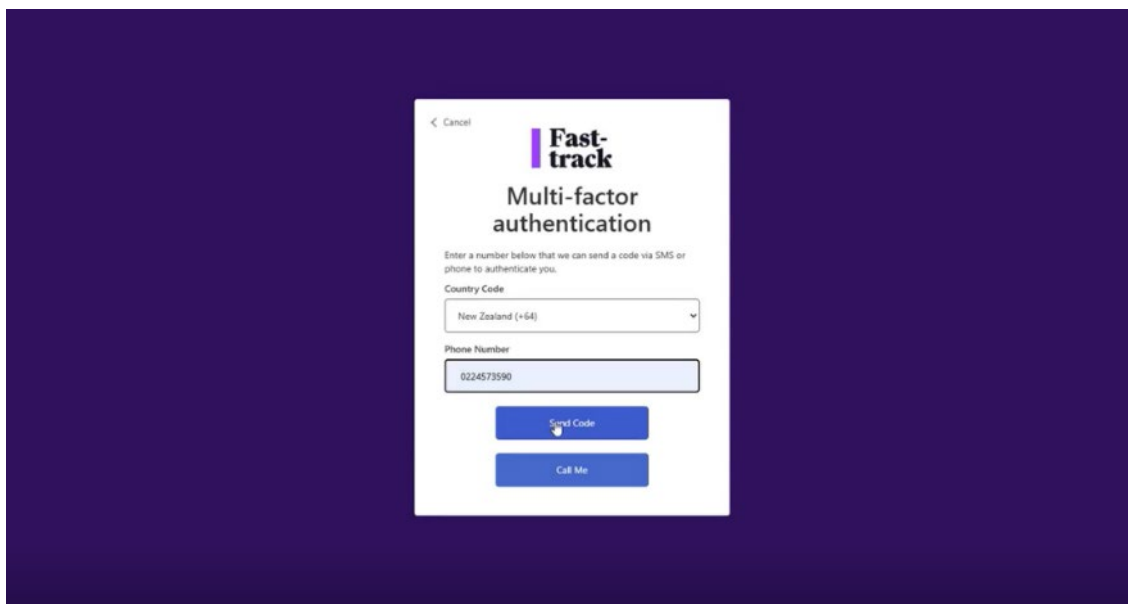


12. Type in the **Phone Number** you will use for ongoing authentication:

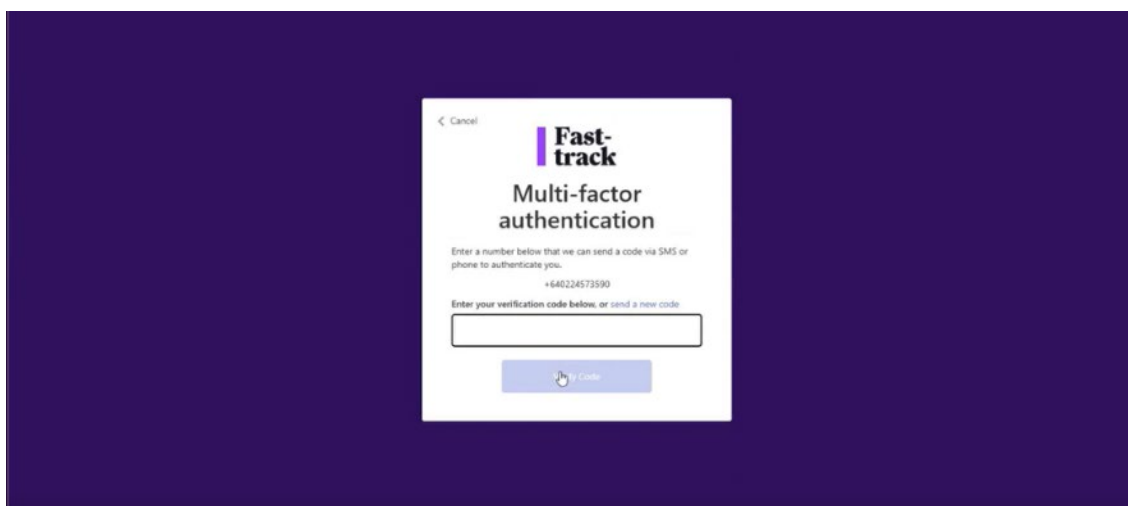
- Entering a **mobile** number will enable verification by **text message or phone call**
- Entering a **landline** number will enable verification by **phone call only**.

**Check the number carefully** – if you enter an incorrect phone number during registration, you will need to contact us to reset your MFA.

13. Click on **Send Code** or **Call Me**, depending on which kind of number you provided and your preferred way to complete verification.



14. **If you chose Send Code:** Check your text messages for the verification code. **Make a note of the code.** Back on the Multi-factor authentication screen, type the verification code into the Verification Code field and click on the **Verify Code** button. If you couldn't find the first verification code message, you can click on the **Send a new code** link to be sent another code.



15. **If you chose Call Me:** Listen for and answer the phone call then press the # ('pound') key when prompted.

16. You will be logged in to the Application Portal and shown the **Terms and Conditions** page. Scroll to the bottom and tick to agree, then click on the **Submit** button.

#### 11. Governing law

##### 11.1 Application of New Zealand law

These Terms and Conditions are governed by and construed in accordance with the laws of New Zealand.

##### 11.2 Jurisdiction for disputes

Any disputes arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the New Zealand courts.

#### 12. Severability

##### 12.1 Partial invalidity

If any provision of these Terms and Conditions is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, such provision shall be severed from the remaining provisions, which shall continue in full force and effect.

☒ I agree to all the Terms and Conditions outlined above

Submit

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17. From the Welcome page, you can use the buttons to complete tasks or use the menu at the top of the page to navigate around the Portal as usual. You will see the guidance for the role(s) you have been assigned in the Fast-track process.



## Welcome to the Fast-track Portal

Please see the guidance below based on your role in the Fast-track process.

We're here to help every step of the way. If you need assistance, feel free to contact our support team at 0800 **FASTRK** (0800 327 875) or [info@fasttrack.govt.nz](mailto:info@fasttrack.govt.nz).

Applicants	^
Panel Members	^
Panel Conveners	^
Administering Agencies	^
Local Authorities	^
Ministers	^
Other Parties	^