

Central Password Reset (CPR) upgrade

FAQ

Do I have to register for CPR? – No, you do not have to re-register for CPR unless you use SAP or Prelude. (see below sections for SAP and Prelude).

I only use SAP and don't have email or a Network login, do I need to register? – Yes, so that you can reset your own SAP password when you need to.

I only use Prelude and don't have email or a Network login, do I need to register? – Yes, so that you can reset your own Prelude password when you need to.

How long do I have to register for CPR? – you will have 14 days to register starting on the announced “live” date or your New Hire date.

Is CPR available at night or on weekends? – Yes, CPR is accessible 24 hours a day, 7 days a week.

I have a question about CPR, who do I contact? - please contact the Service Desk at support@central.com or by calling (925) 948-3700.

How long does it take to register? – The process is brief and under 5 minutes for you to register.

Is Training available for registering? - Yes, there are brief Videos on the CPR website to help you.

What Internet browser is required for CPR and FastPass – Chrome, Edge, and Safari are supported Internet browsers.

SAP users

If I am registered in CPR for my SAP login, do I now have to re-register? – Yes, everyone who previously registered their SAP login must re-register now. (SAP now uses the new FastPass system).

I only use SAP and don't have a Network login do I need to register for CPR? – Yes, you need to register.

Can I reset my SAP login for CHB/Arden in CPR? – Not at this time. This will be available in the future.

Can I unlock my SAP login in CPR? - No, you cannot. You will still need to contact the Service Desk to get it unlocked.

Can I change my SAP QRX or QAS login in CPR? – No, you cannot. You will still need to contact the Service Desk to get that reset.

Mobile Devices: will SAP reset work on phones & tablets? Yes, ONLY if you are connected to the VPN or Central Wifi. It is NOT available outside the Central network.

If I lockout my FastPass PIN, can I unlock my PIN myself? - No, you cannot. You will need to contact the Service Desk to get your FastPass PIN unlocked.

Prelude users

If I am registered in CPR for my Prelude login, do I now have to re-register? – Yes, everyone who previously registered their Prelude login must re-register now. (Prelude now uses the new FastPass system).

Can I reset my Prelude login in CPR? – Yes, you can.

Can I unlock my Prelude login in CPR? - No, you cannot. You will still need to contact the Service Desk to get it unlocked.

Mobile Devices: will SAP reset work on phones & tablets? Yes, ONLY if you are connected to the VPN or Central Wifi. It is NOT available outside the Central network.

If I lockout my FastPass PIN, can I unlock my PIN myself? - No, you cannot. You will need to contact the Service Desk to get your FastPass PIN unlocked.

Network login

Can I still use PingID to change my Windows login? – Yes, you can. No need to re-register. (CPR uses the PingID system).

Do I need Ping ID to change my Windows login? – No, you do not as long as you know your current Windows password.