



# FAST Reporting and Inquiry: Frequently Asked Questions

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## **About FAST**

### ***What is FAST?***

FAST is the web based tool for financial inquiry and reporting for SFU. It is a third party tool that extracts data from the Peoplesoft financial databases and displays the information in a more user friendly format.

### ***What information is available from FAST?***

FAST provides summarized and detailed information on budget, actual and encumbrance transactions through a series of drilldown screens. FAST also provides access to scanned vendor invoices and employee expense claims, payment details, and journal entry information

### ***How current is the information?***

FAST is refreshed nightly basis.

## **Accessing FAST**

### ***How do I log into FAST***

Simply type in [fast.sfu.ca](http://fast.sfu.ca)

Note no “www” and use your SFU Staff computing account.

### ***How do I request a new profile, change or delete a profile?***

Please send all profile requests to [finshelp@sfu.ca](mailto:finshelp@sfu.ca) and cc to your DA or equivalent.

Please include:

- Your Name, Phone and Department
- Your SFU Staff Computing ID
- The 5-digit Dept or 6-digit Project codes needed, and any Fund or Account restrictions.

### ***When is FAST available?***

FAST is generally available every day. This is independent of whether Peoplesoft is available or not.

### ***Could I use my “mickym@school.sfu.ca” account?***

Only SFU “single signon” computing ID’s can be used to sign into FAST through SFU Central Authentication System (CAS).

### ***Can we use a generic department computing ID?***

We have been spent some time considering the impact of using "generic", "departmental" or "role" accounts for access.

For reasons of audit ability, Freedom of Information Protection of Privacy, security and manageability, access to FAST is by SFU Staff computing ID. In exceptional cases, sponsored accounts will be considered.

### ***How do I logout?***

Just close your browser - this is read-only data, there is no formal logout. FAST will also time out after 30 minutes of inactivity.

## Documentation

### ***Where can I find documentation on FAST?***

There is a link to the user documentation on the FAST main menu or you can click [here](#).

## Troubleshooting

### ***I am trying to drill to an image but I get the message “Image not on file” Why?***

In most cases the invoice or expense claim has been recently submitted and has not been scanned yet. In other cases, there is no image because some vendors are not scanned such as Corporate Express. Please contact Accounts Payable.

### ***Who do I contact if I have a question about a particular transaction?***

Look at the journal source code to identify where the journal came from. You can then refer to Appendix 1 of the [FAST User Guide](#) for the department to contact. In the case of spreadsheet journals, click on the source code (SSJ) and look for the operator ID. This is also their email.

## Other Questions

### ***Does FAST work on Macintosh or other browsers?***

FAST has been tested and works well with most Mac browsers and systems. You may have setup issues getting a seamless “handover” to Excel, Word and PDF.

Contact your desktop support person for assistance.

### ***How do I print?***

Because there are a variety of web browsers with a multitude of print settings, the best way to print more than just a quick screenshot of the browser window is to download the information into either pdf, excel or word.

### ***How do I get onto the FAST email list?***

Regular notices about month end close, outages and other items of interests are sent to the FAST email list, which includes all staff who have a FAST profile. If you have a profile, you will be added on this list.

If you prefer to read e-mail from a different account, you should (one-time) forward your staff email to your preferred e-mail account by clicking [here](#).

### ***Who is finshelp?***

Finshelp is a generic account monitored by several people and questions are directed to the most appropriate person for the question. This procedure avoids emails getting missed due to workload and absences.