FASTER - One Page Quick Guide

FASTER is the agency's fleet maintenance and reporting system. From work orders to mileage readings to monthly inspections, all things fleet related need to be reported here.

First things first, let's get logged into FASTER:

1. Go here: https://helpdesk.tfs.tamu.edu/faster.
2. Choose the correct FASTER portal based on your needs: Admin, Technician Workstation or End User Portal. See sections below to know which portal is best for you.
3. Sign in using your TFS password. Username should be in the format of TFSHQ1\username.

Depending on what you do regarding fleet maintenance, what you do in FASTER is different:

Vehicle Coordinators:

If you help keep vehicle data maintained, collect vehicle logs, pay fuel bills, and enter month end meter readings for your department or program, then you are designated as a vehicle coordinator. Coordinators will primarily use the FASTER Admin portal.

Key activities: Entering month end meter readings, recording external work orders (sublets), verifying fuel log data, updating vehicle contact info, grouping vehicles, entering vendors (if needed).

Portal to use: FASTER Admin

Instructional videos: https://helpdesk.tfs.tamu.edu/faster/coordinators/

Vehicle Technicians:

If you help keep the TFS fleet maintained at a TFS owned facility or shop or perform repairs or preventative maintenance on a vehicle, you are considered a vehicle technician. Technicians can use FASTER admin in the office and FASTER Workstation on the shop floor.

Key activities: Entering work orders, printing work orders, completing repairs and maintenance, converting appointments to work orders and managing local shop inventory (optional).

Portals to use: FASTER Admin, FASTER Workstation

Video Instructions: https://helpdesk.tfs.tamu.edu/faster/technicians/

Vehicle Operators:

If your primary role is to drive vehicles and heavy equipment, then you are considered a vehicle operator. Operators ensure that vehicles are used appropriately, secured, kept clean and maintained. An operator primarily uses the FASTER End User Portal with exception of monthly inspection reporting which needs to be done in FASTER Admin.

Key activities: Requesting a TFS shop appointment, entering monthly inspection reports, viewing asset data.

Portals to use: FASTER End User Portal, FASTER Admin (for monthly inspections)

Video Instructions: https://helpdesk.tfs.tamu.edu/faster/operators/

For more, visit: https://helpdesk.tfs.tamu.edu/faster

As always, if you have any questions, don't hesitate to contact the IR Help Desk:

Call: (979) 458-7309, Click: https://helpdesk.tfs.tamu.edu or E-mail: helpdesk@tfs.tamu.edu

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