



Frequently Asked Questions

1. Where can I find the FASTtrak Mobile App?

FASTtrak Mobile app is available on Google Play and App Store

Search for keywords: FASTtrak, FineLine, Barcode, RFID, Retail, Ticketing, Hang tags, Labels.

2. What smartphone models are able to access the app?

Android 4.4 or higher; iOS 9.2 or higher; iPhone 5s Plus or later models.

3. What user name and password would I use?

Use the same user name and password that you would use for your FASTtrak account.

4. How do I register for an account?

FASTtrak accounts can only be created via www.finelineglobal.com and following the identified steps.

5. Who should download the app?

Only eligible FASTtrak users with a valid user name and password should download the app.

6. What functionality can I access on the mobile app?

Worldwide order tracking – view order status, geo-mapping and delivery tracking.

Service summary analytics – order summary, turnaround time and received at vendor metrics.

7. What number should I call for app support?

Call 800-500-8687(US) or 852.2156.9788 (Asia) – our Customer Service staff will be more than willing to assist.

8. How do I reset my FASTtrak password?

Password reset can be done only using the FASTtrak website www.finelineglobal.com – use the “Forgot Password” function or by calling Customer Service at 800-500-8687 (US) or 852.2156.9788 (Asia).

9. What languages are available on the app?

English and Simplified Chinese

10. How do I change the language setting on my FASTtrak account?

Use the “Settings” button on the Menu Screen to change the language settings in the app.