



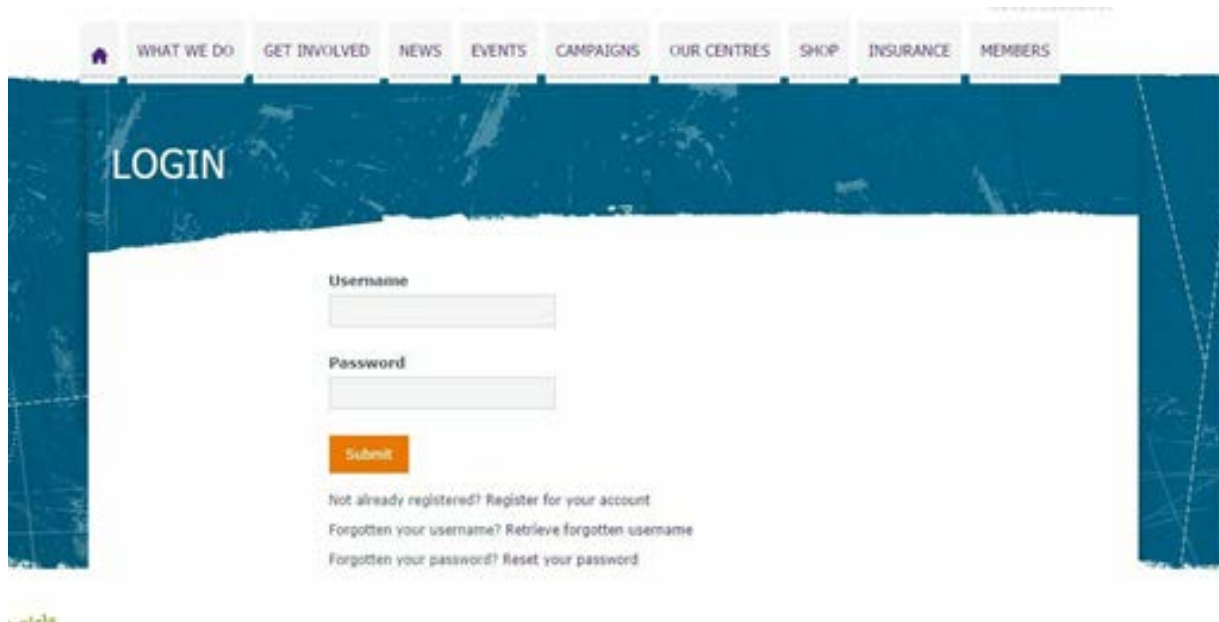
## **User guide:how to retrieve your username for Compass**

Roles:All

**Process overview:**This process allows usersto retrieve their lost or forgotten Compass username.

## Process: how to retrieve your username for compass

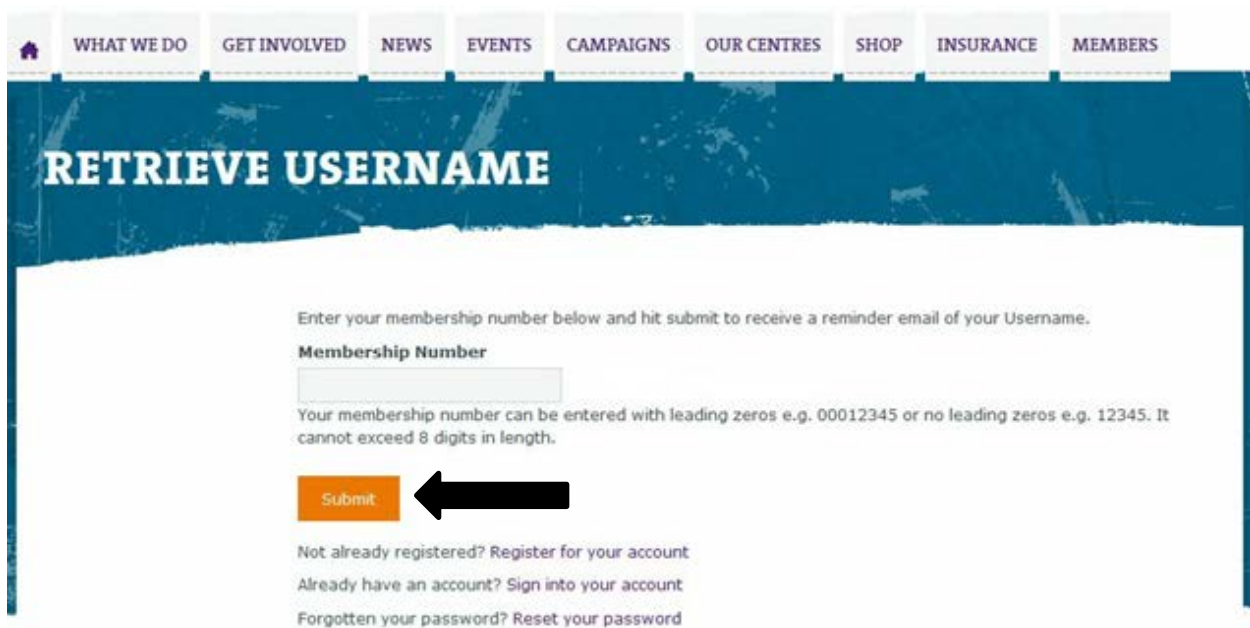
- 1 Go to the Compass [login page](#). This should display the following screen:



The screenshot shows the Compass login page. At the top is a navigation bar with links: WHAT WE DO, GET INVOLVED, NEWS, EVENTS, CAMPAIGNS, OUR CENTRES, SHOP, INSURANCE, and MEMBERS. Below the navigation bar is a large blue header with the word "LOGIN" in white. The main content area is white and contains a login form with two input fields: "Username" and "Password". Below the input fields is an orange "Submit" button. Under the button, there are three links: "Not already registered? Register for your account", "Forgotten your username? Retrieve forgotten username", and "Forgotten your password? Reset your password".

On this page please click on the 'Retrieve forgotten username' link.

- 2 On the page displayed, enter your membership number and click 'Submit'.



The screenshot shows the Compass "RETRIEVE USERNAME" page. At the top is a navigation bar with links: WHAT WE DO, GET INVOLVED, NEWS, EVENTS, CAMPAIGNS, OUR CENTRES, SHOP, INSURANCE, and MEMBERS. Below the navigation bar is a large blue header with the words "RETRIEVE USERNAME" in white. The main content area is white and contains a form with the following text: "Enter your membership number below and hit submit to receive a reminder email of your Username." Below this is a label "Membership Number" and an input field. Under the input field, there is a note: "Your membership number can be entered with leading zeros e.g. 00012345 or no leading zeros e.g. 12345. It cannot exceed 8 digits in length." Below the note is an orange "Submit" button. A large black arrow points to the "Submit" button. Under the button, there are three links: "Not already registered? Register for your account", "Already have an account? Sign into your account", and "Forgotten your password? Reset your password".

3 If the membership number is valid, the below page will be displayed. The 'Security question' is the one you entered when registering for Compass. Please ensure that the information you enter is correct as per the data held on your record on Compass:

- Date of birth.
- Postcode.
- Email address.
- Security answer.

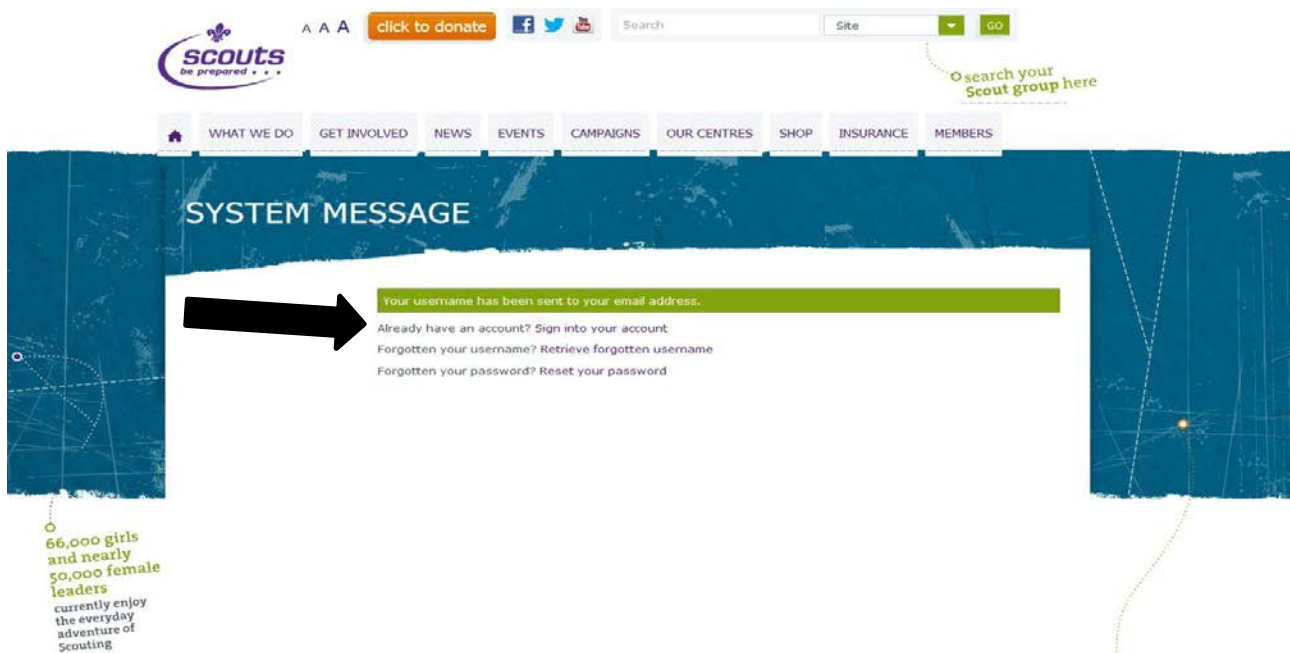
The screenshot shows the Scouts website's 'RETRIEVE USERNAME' form. At the top, there's a navigation bar with the Scouts logo, a 'click to donate' button, social media icons, a search bar, and a 'GO' button. Below the navigation bar is a horizontal menu with links: WHAT WE DO, GET INVOLVED, NEWS, EVENTS, CAMPAIGNS, OUR CENTRES, SHOP, INSURANCE, and MEMBERS. The main heading is 'RETRIEVE USERNAME'. The form fields are: Date of Birth (with a hint: 'Enter in the format dd/mm/yyyy, for example the 1st of May 1950 should be 01/05/1950.'), Post Code (with a hint: 'Enter your post code which you believe is held in our records.'), Email Address (with a hint: 'Enter the email address that you believe is held in our records. Your username will be emailed to this address if found.'), Security Question (with a dropdown menu showing 'Scouts'), and Security Answer (with a hint: 'Enter your security answer.'). A 'Submit' button is at the bottom. On the left side, there's a callout box that says '66,000 girls and nearly 50,000 female leaders currently enjoy the everyday adventure of Scouting'. On the right side, there's a callout box that says 'search your Scout group here'.

4 Once you have clicked the 'Submit' button:

- If any of the details entered are not valid, you will see an error message in red highlighting which information needs to be re-entered or corrected (see example below).

The screenshot shows the Scouts website's 'RETRIEVE USERNAME' form with error messages. The form fields are: Date of Birth (with a hint: 'Enter in the format dd/mm/yyyy, for example the 1st of May 1950 should be 01/05/1950.'), Postcode (with a hint: 'Enter your post code which you believe is held in our records.'), Email Address (with a hint: 'Enter the email address that you believe is held in our records. Your username will be emailed to this address if found.'), Security Question (with a dropdown menu showing 'Mother's Maiden Name'), and Security Answer (with a hint: 'Enter your security answer.'). A 'Submit' button is at the bottom. Error messages are shown in red: 'Please provide a valid Date of Birth in the format dd/mm/yyyy.' and 'The Postcode field is required.' and 'The Email Address field is required.' At the bottom, there are links: 'Already have an account? Sign into your account', 'Forgotten your username? Retrieve forgotten username', and 'Forgotten your password? Reset your password'.

- If all the details are valid, the system will display the following page and send your username to the email address recorded on your record in Compass.



- 5 Click on the 'Sign into your account' link (as shown above) to go to the login page and sign in.