



## **User guide: how to register for Compass**

Roles: All.

**Process overview:** These processes are for members who want to register to use Compass. The outcome is that users will create a new username and password that will allow them to log in and use the Compass system.

## Process: how to register for Compass

- 1 Please go to the Compass [login page](#)

This should display the following screen:

**LOGIN**

If you have not used Compass before, you will need to register and create a new username and password before logging in. Click on 'Register for your account' below the submit button.

There is a Compass user help site at <http://compassuserguide.scouts.org.uk/> which contains user guides for all the processes on Compass, FAQs and a customer forum.

**Username**

**Password**

**Submit**

Not already registered? [Register for your account](#)  
Forgotten your username? [Retrieve forgotten username](#)  
Forgotten your password? [Reset your password](#)

66,000 girls and nearly 50,000 female leaders currently enjoy the everyday adventure of Scouting

- 2 On this page click on the 'Register for your account' link. The following page should be displayed:

**REGISTER**

Register for your own personal log in for Compass and the members area of [www.scouts.org.uk](http://www.scouts.org.uk) by completing the form below.

**First name**  
  
Enter your first name, as it appears in your database record. It should begin with a capital letter with the remaining letters in lower case.

**Last name**  
  
Enter your last name, as it appears in your database record. It should begin with a capital letter with the remaining letters in lower case.

**Date of Birth**  
  
Enter the date of birth in the format dd/mm/yyyy, for example the 1st of May 1950 should be 01/05/1950.

**Membership Number**  
  
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.

**Email Address**  
  
Enter the email address which you believe is held in our records.

3 Enter the details requested on the form. Please take note of the text under each of the boxes; this will help you to fill in the information more easily. You will need the following details to register as a new user:

- First name.
- Last name.
- Date of birth (dd/mm/yyyy).
- Membership number.
- Email address.
- Username.
- Password.
- Security question.
- Security answer.
- Postcode.

Please ensure that all the personal details you have entered are correct as per the data on your Scouting record.

4 After all the details have been entered, please click the 'Submit' button.

**Username**

Choose something memorable, such as your name. Your username must be between 4 and 20 characters long and it must start with a letter. The following symbols are acceptable after that: underscore (\_), dot(.) and hyphen(-). It cannot end with a dot(.)

**Password**

Choose a memorable string; it is case-sensitive. Your password must have between 9 and 20 characters. It must have at least 1 number, at least 1 upper case letter, at least 1 lowercase letter and at least 1 special character e.g. (@~\$%)

**Confirm password**

**Security Question**

**Security Answer**

**Postcode**

Enter your post code which you believe is held in our records.

**Submit**



Already have an account? [Sign into your account](#)

Forgotten your username? [Retrieve forgotten username](#)

Forgotten your password? [Reset your password](#)

- 5 If there are any problems with the details you have entered, you will see an error message displayed at the top of the page or above the field containing the error.

The screenshot shows the Scouts UK registration page. At the top, there is a navigation bar with the Scouts logo, a 'click to donate' button, social media icons, a search bar, and a 'Site' dropdown menu. Below the navigation bar is a menu with links: WHAT WE DO, GET INVOLVED, NEWS, EVENTS, CAMPAIGNS, OUR CENTRES, SHOP, INSURANCE, and MEMBERS. The main heading is 'REGISTER'. The registration form contains the following fields and error messages:

- First name:** A text input field. Below it, the text reads: "Enter your first name, as it appears in your database record. It should begin with a capital letter with the remaining letters in lower case." Error message: "Errors were found in your data. Please check that you have completed all required fields correctly" with a black arrow pointing to the error text.
- Last name:** A text input field. Below it, the text reads: "Enter your last name, as it appears in your database record. It should begin with a capital letter with the remaining letters in lower case." Error message: "The Last name field is required."
- Date of Birth:** A date input field. Below it, the text reads: "Enter the date of birth in the format dd/mm/yyyy, for example the 1st of May 1950 should be 01/05/1950." Error message: "Please provide a valid Date of Birth in the format dd/mm/yyyy."
- Membership Number:** A text input field. Below it, the text reads: "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." Error message: "The Membership Number field is required."

Decorative text on the page includes: "66,000 girls and nearly 50,000 female leaders currently enjoy the everyday adventure of Scouting" and "92% of youth members". A search bar at the top right says "search your Scout group here".

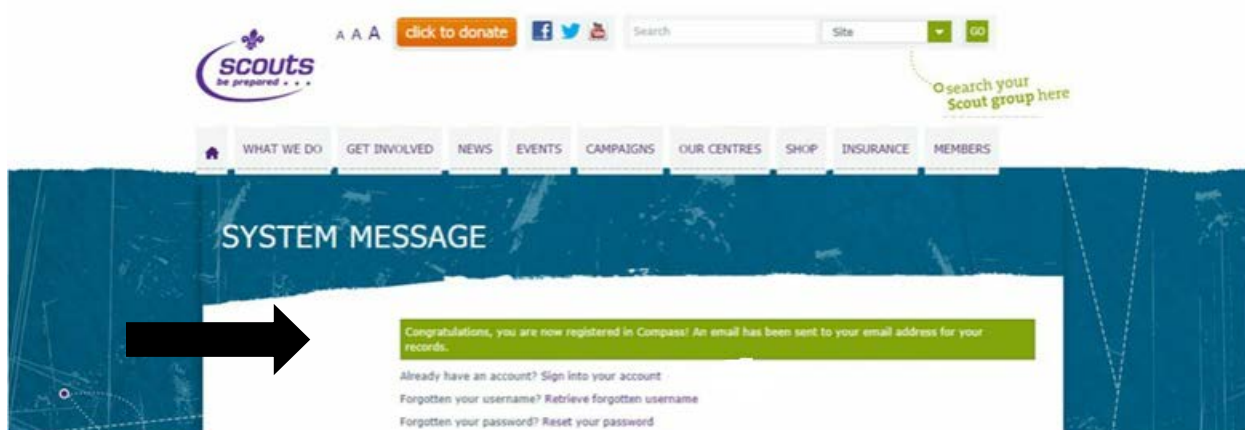
If there are no problems you should see a 'registration successful' page (displayed below).The system will also send a confirmation email to the email address which you provided at the point of registration.

The screenshot shows the Scouts UK registration page after a successful registration. The navigation bar and menu are the same as in the previous screenshot. The main heading is 'SYSTEM MESSAGE'. The message box contains the following text:

- Congratulations, you are now registered in Compass! An email has been sent to your email address for your records.**
- Already have an account? [Sign into your account](#)
- Forgotten your username? [Retrieve forgotten username](#)
- Forgotten your password? [Reset your password](#)

A black arrow points to the 'MEMBERS' link in the navigation menu. The search bar at the top right says "search your Scout group here".

6 After completing the registration process, click the 'Sign into your account' link to navigate to the login page.



7 On the login page, use your newly created username and password to log in to the system. See the '[How to log in to Compass](#)' user guide for help with how to do this.