# How to register for and log in to Compass: Video Transcript

In this video we’re going to look at how to register for Compass as a new user.

If you’re an existing user and want help with how to login, we will cover this later on.

Open your preferred internet browser, for example Google Chrome.

Type the address compass.scouts.org.uk into the web address bar, at the top of the page.

The Compass ‘Login’ page should appear, where you can login to the site.

Underneath the login boxes, there’s heading that says ‘Register for your account’. Click on this.

This will open the ‘Register’ page

On the register page there are a number of fields which need to be completed.

Please note, the details you enter here must be the same as those held on Compass for you (this is what it means by ‘must be the same as your database record’.)

If you are unsure what these are or you experience any difficulties you might want to ask someone in your area who’s already registered to login and view your profile information, such as your line manager. If you have ongoing issues, please contact the Information Centre.

Enter your first name and last name into the first two boxes, starting with capital letters and the remaining letters in lower case.

Next enter your date of birth, in the format day day, month month, year year year year (e.g. 02/08/1974)

You can use the date selector to enter this if you’d rather (this will appear when you click inside the date-of-birth field.)

Next enter your Membership number. You can do this with or without the zeros at the front, but it must not be longer than 8 digits. If you don’t know this check your paper records including your appointment card, ask someone else to view your Compass profile, or check above the address panel on your Scouting magazine. You can also contact the Information Centre.

Next enter the email address which you believe is the one held on your record.

If you no longer have access to this email that is okay, it will send an automated confirmation email, but you won’t need this to login. You can then change your email address once you are registered.

Next you need to create a username. You should choose something memorable, such as your name.

Your username must be between 4 and 20 characters long and it must start with a letter. It can also include underscores, dots/full stops or hyphens – however it cannot end with a dot.

The user name will need to be unique. Choosing a nickname, your twitter handle or using characters and numbers for letters can help to make your username unique.

When you’ve created your username, make a note of it somewhere safe, but don’t keep it with your password or other identifying information.

Next you need to create your password. Again, try to choose something memorable to you.

It must have between 9 and 20 characters; including at least 1 number, at least 1 upper case letter, at least 1 lowercase letter and at least 1 special character, such as an ‘at’ symbol or an asterisk. Remember that your password is case-sensitive.

Once you’ve entered your chosen password, you’ll need to enter it again to confirm it.

If you need to record it, make sure you put it in a safe place, but again don’t keep it with your username or other identifying information. Where possible we would recommend you do not write your password down.

Next you need to enter a security question, this is used in case you forget your username or password.

Make sure this is something which is secure, but which you will be able to remember the answer to! For example, the name of your first pet.

Enter the answer to your security question.

The last piece of information you need to enter is your postcode. Make sure you put a space in the middle. If you are based overseas enter ‘NOPCODE’ instead.

Check that the information you’ve entered is correct/

When you’re happy, click ‘Submit’

If there are issues with the details entered an error message will appear at the top of the page, or above the area where the error is.

Go back to the areas highlighted as having issues, complete or update the information required (using the error message as a guide for what might have caused the problem.)

If you are missing key information, ask someone to login to Compass and view your profile information.

When you are happy, click ‘submit’ again.

If there are no issues then a new window will appear titled ‘System Message’, with a message in green reading ‘Congratulations, you are now registered in Compass! An email has been sent to your email address for your records.’ Remember this email is not essential to you logging in.

To login, click on the ‘sign in to your account’ link below the message.

The ‘Login’ page will appear. To return to this page again, the web address is the same as the one we entered at the start of registering – compass.scouts.org.uk Enter your username for Compass into the ‘Username’ box.

Enter your password for Compass into the ‘Password’ box.

Remember, your password is case sensitive.

If you have forgotten your username or password, please see the ‘How to retrieve your username or reset your password’ video, or use the links below the ‘submit button.’

Check the details you have entered are correct, and click ‘Submit’.

Your browser may ask if you want it to ‘remember’ you username and password for you. If you share your computer with others, or are using a public computer, we strongly advise you don’t do this.

If the user name and/or the password are invalid the screen will ‘jump’ back to the login page, but won’t display any messages.

If you are still experiencing issues logging onto Compass, please contact the Info Centre at Gilwell.

If there is an issue with the login service you may get an error saying ‘An unexpected error has occurred. Please contact the system administrator’.

If this is the case, check the Compass support site for known issues, and then contact the Information Centre to report the issue, if needed.

If the username and password are valid, you will be logged in and taken into the Compass portal, to your homepage.

You should now be set up to use Compass, check out other user guides for further guidance on completing key processes.