# How to retrieve your username or reset your password: Video Transcript

This video is for existing users of Compass, i.e. people who have already registered) who need to retrieve their username or reset their password. If you are a new user of Compass and need to register, please see the guidance on the Compass support site on ‘How to register’.

First we’re going to look at how to retrieve your username.

Open an internet browser, such as Mozilla Firefox.

Type the address ‘compass.scouts.org.uk’ into the web address bar, at the top of the page and press enter.

Click on ‘Retrieve forgotten username’, underneath the login boxes.

A new page will appear titled ‘Retrieve Username’

Enter your Membership number into the ‘Membership Number’ box. If you don’t know this check your paper records such as your appointment card, or ask someone else to view your Compass profile. You can also contact the Information Centre.

Next, enter the relevant information into the fields that follow, ensuring that they match those recorded for the user on Compass.

This includes date of birth; postcode with spaces, or ‘NOPCODE’ if you are outside the UK; and your email address.

Check the information you’ve entered and when you’re ready click ‘Submit’

If any of the details entered are not valid the user is shown a corresponding error. There is no limit to the number of attempts you can make to retrieve your username.

Check through carefully and correct any information that is incorrect. When you’re happy click ‘submit’ again.

You will then be asked to enter the answer to the security question which you created web your account was set up.

Enter this answer and then click ‘Submit’.

If all the details are valid the system displays the following page and sends the username to the email address recorded in the system.

You’ll now need to go to your email account and log in to retrieve the email.

Find the username and make a note of it.

You then need to return to the login page, compass.scouts.org.uk.

Enter the details of your username and then your password and click ‘submit’.

You should be logged in successfully and taken to your homepage.

We’re now going to look at how to reset your password, which you will need to do if you have forgotten it.

No one but you (including HQ) has a record of your password – so if you forget it, you will need to reset it and create a new one. After three attempts your account will be locked, so you will need to reset your password even if you remember it later on.

Go to the login page compass.scouts.org.uk

Click on the ‘Reset your password’ link, which is the last option on the screen under the submit button.

A new page will appear titled ‘Reset Password’

Work through the page and enter details of your:

• Username

• Date of Birth

• Membership number

• Email address

All of the fields are mandatory.

Check carefully to make sure that the details you’ve entered are correct. If you do not know any of the details required to reset your password 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.

Click the ‘Submit’ button

A message reading ‘Now please enter your Post Code, Security Answer and new password in order to complete the operation’ will appear and additional fields will be displayed.

Now enter your postcode with spaces, or ‘NOPCODE’ if you are outside the UK. Then answer to the security question you set up, into the relevant fields. Your security question will be displayed on the screen.

Once you’ve done this you need to create a new password.

Try to make sure that you 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 e.g. (an ‘at’ symbol or an asterisk.) Your password is case-sensitive.

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

Carefully make sure that the details you’ve entered are correct, and when you’re happy click ‘Submit’ to create your new password.

When all of the details entered are correct, a new ‘System Message’ page will appear telling you that your password was updated successfully.

Now click on the “Sign into your account” link to navigate to the login page and sign in using your updated credentials. Enter your username, then your password.

You should now be set up to use Compass. Check out other support resources for further guidance on completing key processes on the Compass support site.