

Step-by-Step directions on how to change your Compass Group Network (email) password. The process works from any from any computer (home, client, Compass Owned/Leased on or off network). No need to call the Technology Service Center.

Associates with Compass Group provided email will get 10 and 5 day warnings when their passwords are about to expire as well as a notice in the Owner's Management Suite Application.

Select the setup which best describes your current status and follow the on-screen directions to complete the process. Each setup is described below in detail.

SETUP A

Compass PC connected to Compass Network (Windows 7)

Use this option to reset a password while using a Compass Computer connected to a Compass Network (i.e. Corporate /Regional Offices, Canteen Branches, and Compass Net/Pronto).

- From **OMS**, password warning message:
 - Click **Reset Password Now**
- Click **Connected to Compass Network**
- Click **Open** (this will open the Self Services Tab in MyAccess)
- Select **First Logon Task\Change Password** (or **Change Password**)

Note: If you have not set up your Security Question Answers, you will be forced to do this prior to resetting the password.

- From the **Change Password** screen
- Type **new password** and confirm **password**
- Click **Save**
- Close **Change Password** browser page
- Close **Next > Services Page** browser page
- Click **(Next)**
- Press **CTRL+ALT+Delete** keys simultaneously
- Choose **Lock the computer**
- Log back into computer with new password
- Click **Return to OMS**

SETUP B

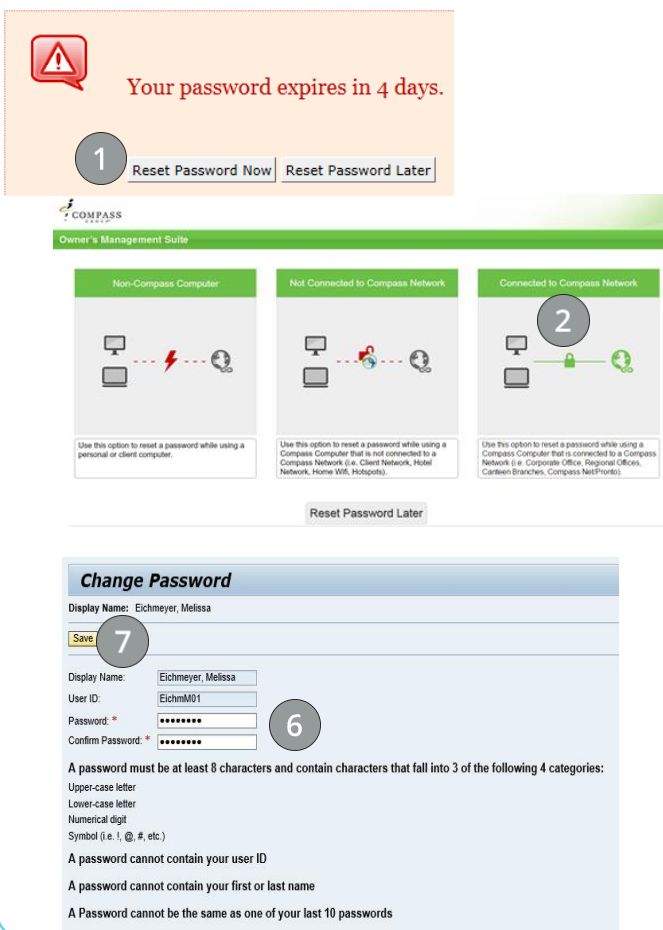
Compass PC on Windows 8.1

Use this option to reset a password while connected to the Internet and on a Compass Computer with Windows 8.1

- From **OMS**, received password warning message
- Press **CTRL+ALT+Delete** keys simultaneously
- Choose **Change a Password**
- Type **old password**
- Type **new password** and confirm **password**
- Press **(->)** Continue to save

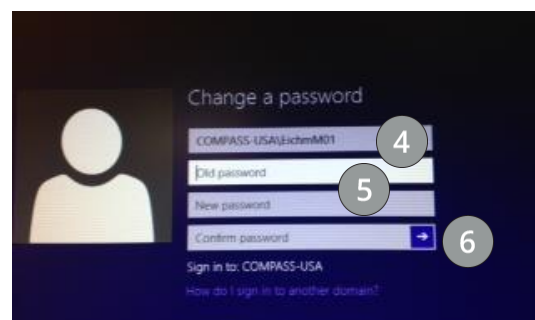
SETUP A

Owner's Management Suite



The screenshot shows the Owner's Management Suite interface. At the top, a warning message states "Your password expires in 4 days." with a "1" in a circle next to "Reset Password Now" and "Reset Password Later" buttons. Below this, three options are presented: "Non-Compass Computer", "Not Connected to Compass Network", and "Connected to Compass Network". The "Connected to Compass Network" option is selected, marked with a "2" in a circle. Below these options is a "Reset Password Later" button. The "Change Password" screen is shown below, with fields for "Display Name" (Eichmeyer, Melissa), "User ID" (EichmM01), "Password", and "Confirm Password". A "7" in a circle is next to the "Save" button. Below the fields, a "6" in a circle is next to the "Password" field. The screen also includes instructions: "A password must be at least 8 characters and contain characters that fall into 3 of the following 4 categories: Upper-case letter, Lower-case letter, Numerical digit, Symbol (i.e. !, @, #, etc.)", "A password cannot contain your user ID", "A password cannot contain your first or last name", and "A Password cannot be the same as one of your last 10 passwords".

SETUP B



The screenshot shows the Windows 8.1 "Change a password" screen. It features a user icon on the left and a form on the right. The form has fields for "COMPASS-USA\EichmM01" (marked with a "4" in a circle), "Old password" (marked with a "5" in a circle), "New password", and "Confirm password" (marked with a "6" in a circle). Below the form, it says "Sign in to: COMPASS-USA" and "How do I sign in to another domain?".

SETUP C

Compass Windows 7 PC and NOT connected to Compass Network

Use this option to reset a password while using a Compass Win7 Computer that is NOT connected to a Compass Network (i.e. Client Network, Home WiFi, Hotspots, and Hotel Network). If Compass PC is on Windows 8.1 see Step B.

- From **OMS**, password warning message:
 - Click **Reset Password Now**
- Click **Not Connected to Compass Network**
- Click **Open** (this will open the Self Services Tab in MyAccess)
- Select **First Logon Task\Change Password** (or **Change Password**)

Note: If you have not set up your Security Question Answers, you will be forced to do this prior to resetting the password.

- From the **Change Password** screen
 - Type **new password** and confirm **password**
- Click **Save**
- Close **Change Password** browser page
- Close the **Self Services Page** browser page
- Click **Next** (Next)
- Click **Connect** (Connect, this will connect you to VPN to synchronize your password to your computer)

Hint: If you are prompted for a VPN login, close that window and click Connect again.

Note: If you receive prompt to upgrade your VPN client, please contact Technology Service Center.

- Click **Next** (Next)
- Press **CTRL+ALT+Delete** keys simultaneously
- Choose **Lock the computer**
- Log back into computer with new password
- Click **Return to OMS** button (may need to scroll down to see button)
- Click **Cisco AnyConnect** icon from desktop or in lower right system tray on your computer click white triangle to expand system tray and click Cisco AnyConnect
- Click **Disconnect**
- Password is now synchronized to your computer

SETUP C

Owner's Management Suite



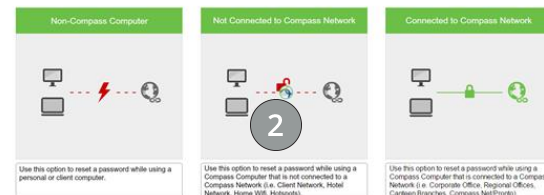
Your password expires in 4 days.

1

[Reset Password Now](#) [Reset Password Later](#)



Owner's Management Suite



[Reset Password Later](#)

Change Password

Display Name: Eichmeyer, Melissa

[Save](#) 6

Display Name: Eichmeyer, Melissa

User ID: EichmM01

Password: *

Confirm Password: *

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A password must be at least 8 characters and contain characters that fall into 3 of the following 4 categories:

Upper-case letter

Lower-case letter

Numerical digit

Symbol (i.e. !, @, #, etc.)

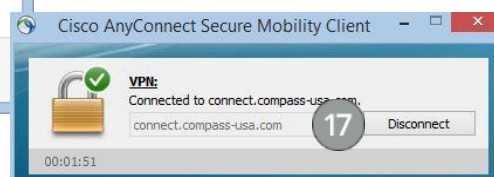
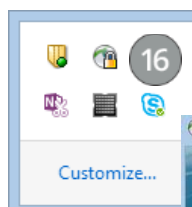
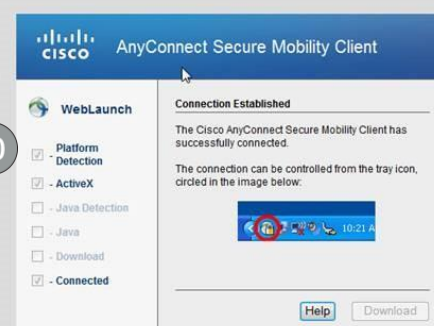
A password cannot contain your user ID

A password cannot contain your first or last name

A Password cannot be the same as one of your last 10 passwords

Continue the Password Reset process by connecting to the network using the AnyConnect VPN client. Use the Connect button below to launch the VPN window (as displayed to the right).

[Connect](#) 10



SETUP D

Non Compass PC

Use this option to reset a password while using a personal or client computer

1. From **OMS**, password warning message:
 - Click **Reset Password Now**
2. Click **Non Compass Computer**
3. Click **Open** (this will open the Self Services Tab in MyAccess)
4. Select **First Logon Task\Change Password** (or **Change Password**)

Note: If you have not set up your Security Question Answers, you will be forced to do this prior to resetting the password.

5. From the **Change Password** screen
 - Type **new password** and confirm **password**
6. Click **Save**
7. Close **Change Password** browser page
8. Close **Self Services Page** browser page

SETUP E

Update password prior to notification

1. Login into [Owner's Management Suite](#)
2. Click **administration and support** tab
3. Click **MyAccess**
4. Select **Change Password** (or First login change password, answer security questions)
5. Type **new password** and confirm **password**
6. Click **Save**
7. Close **Change Password** browser page
8. Close **Self Services Page** browser page
9. See Setup F if you have a Compass PC. Compass PC's are required to be synched with Network Password

SETUP D

Change Password

Display Name: Eichmeyer, Melissa

Save 6

Display Name: Eichmeyer, Melissa

User ID: EichmM01

Password: *

Confirm Password: *

A password must be at least 8 characters and contain characters that fall into 3 of the following 4 categories:

Upper-case letter

Lower-case letter

Numerical digit

Symbol (i.e. !, @, #, etc.)

A password cannot contain your user ID

A password cannot contain your first or last name

A Password cannot be the same as one of your last 10 passwords

If you are having difficulties with this task, please contact support at the following:

Technology Service Center Helpdesk: 888-295-7206
Best Vendors Helpdesk: 763-287-7208

SETUP F

Compass PC password out of sync with Network Password

1. Login into [Owner's Management Suite](#)
2. Hover mouse over **your name** (upper right)
3. Click **Sync Profile**
4. Select the green heading that describes your current status & follow the on-screen directions (Do steps 7-10 if you choose "Connect to Compass Network")
5. Click **Connect** (Connect, this will connect you to VPN to synchronize your password)

Note: If encounter an Internet Explorer Security dialog box, select ALLOW to continue the process

6. Click **Next** (Next)
7. Press **CTRL+ALT+Delete** keys simultaneously
8. Choose **Lock the computer**
9. Log back into computer with new password
10. Click **Return to OMS**
11. Click **Cisco AnyConnect** icon from desktop or in lower right system tray on your computer click white triangle to expand system tray and click Cisco AnyConnect
12. Click **Disconnect**
13. Password is now synchronized to your computer



Questions: please contact the Technology Service Center at 888-295-7206 or email ITonline@compass-usa.com