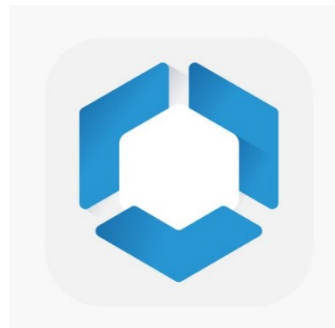




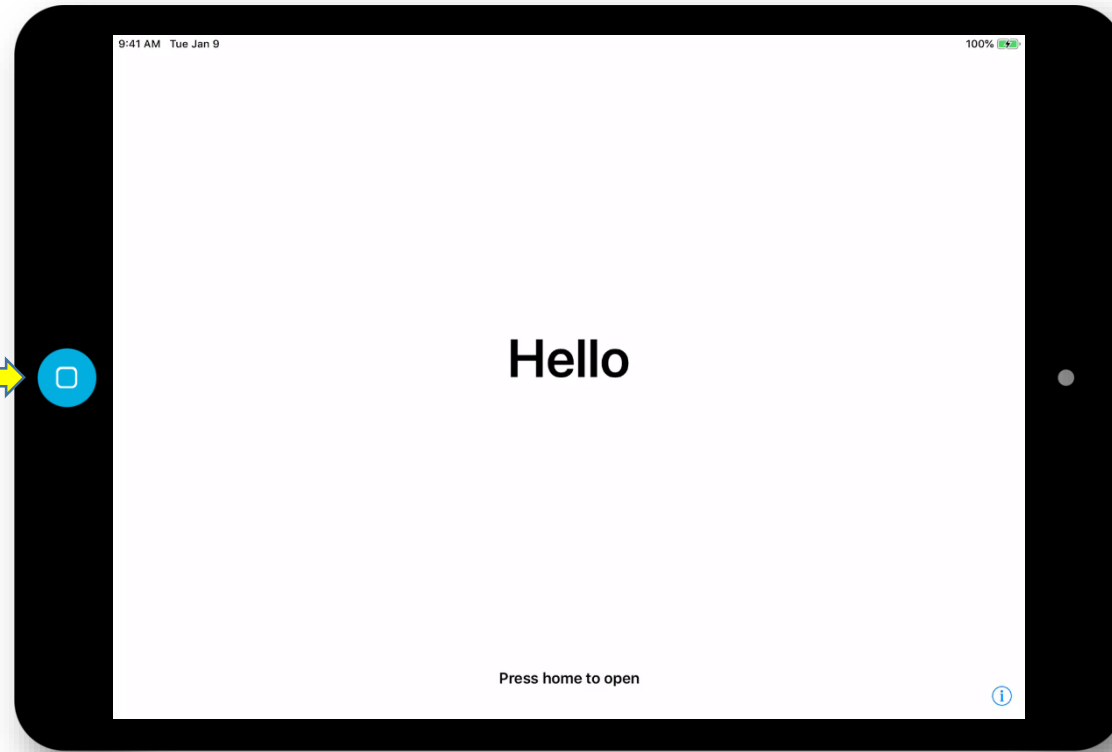
# Shared iPad Setup Tutorial

For Multi-User iPads

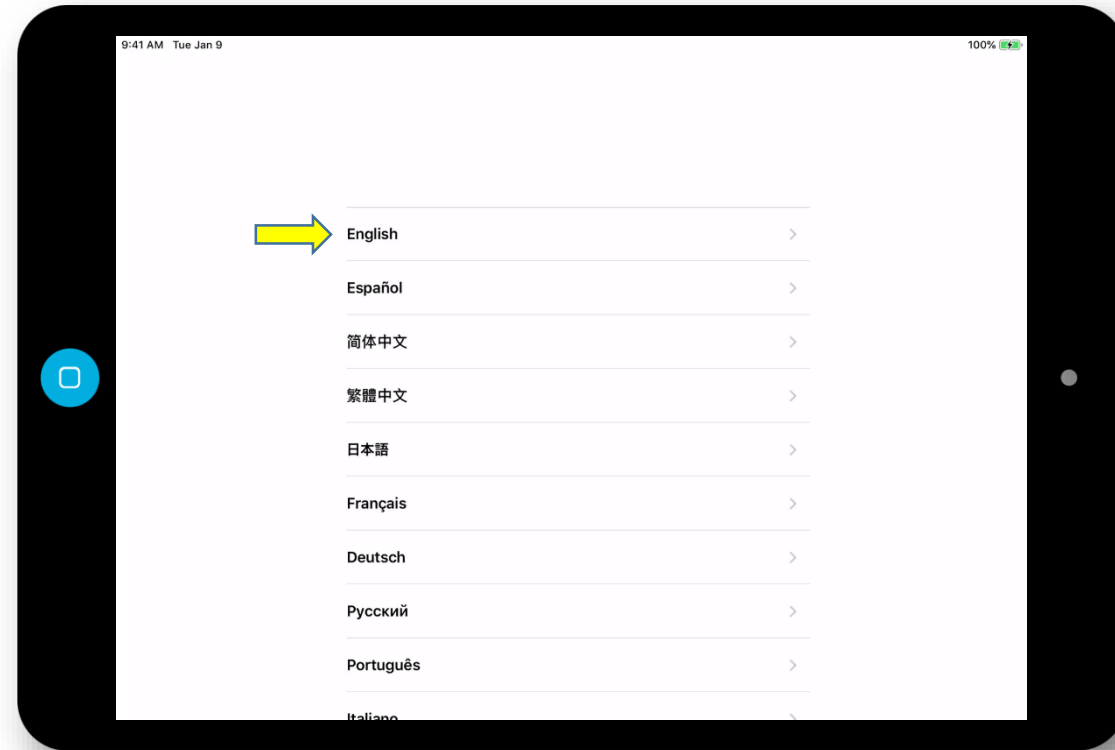


At the “**Hello**” screen tap the “**Home**” Button

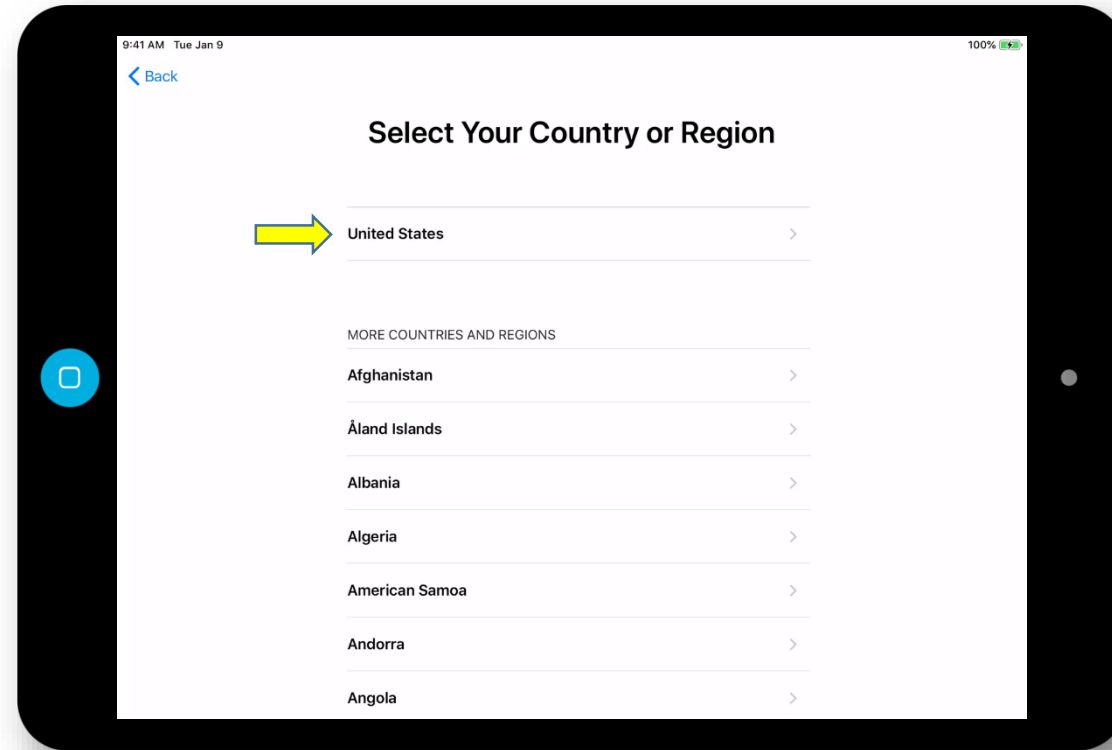
Home Button



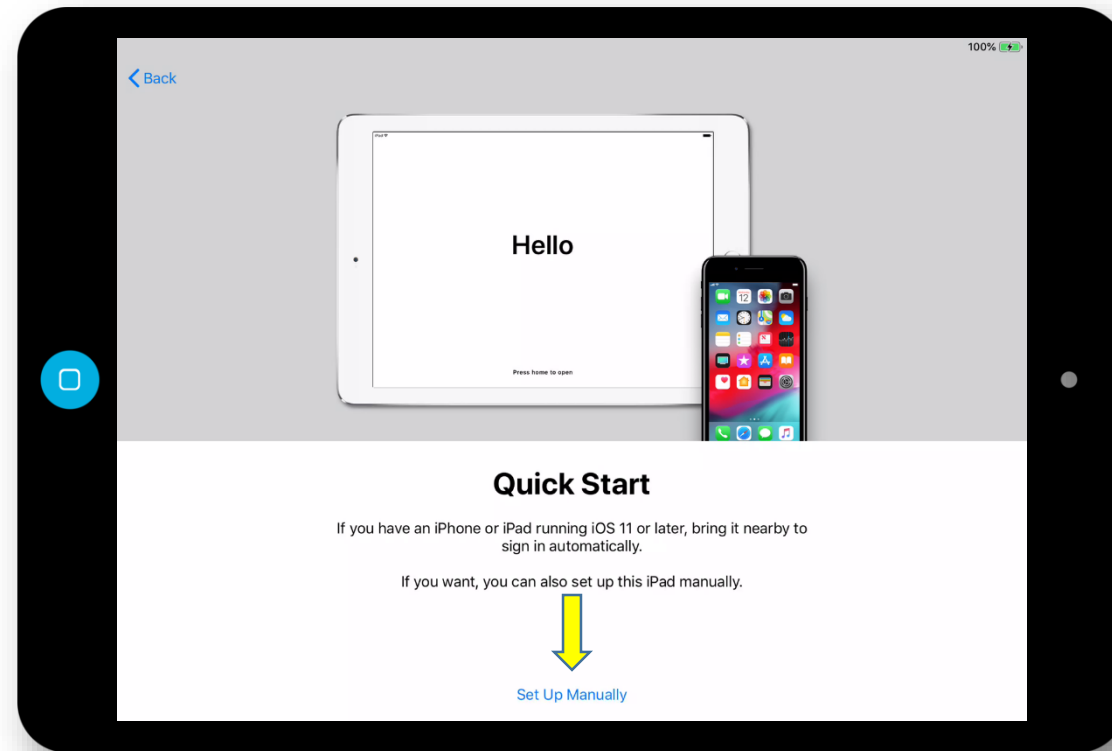
At the “**Language**” screen, select your language



At the “**Country/Region**” screen, select “**United States**”

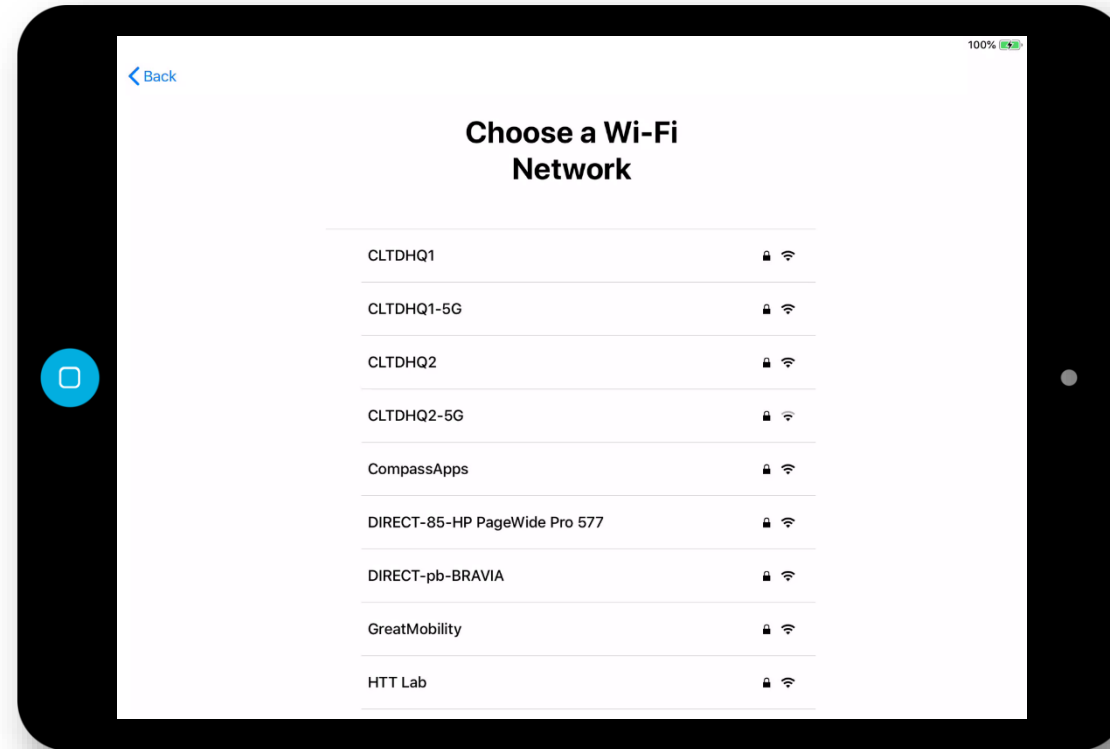


At the “**Quick Start**” screen, select “**Set Up Manually**”



At the “**Wi-Fi**” screen, select a Wi-Fi network from the list or choose “**Use Cellular Connection**” if you have a Cellular enabled device.

*\*NOTE – If the Wi-Fi connection requires authentication, you will be presented with an authentication screen.*



**“Activating”** Screen. Please wait...

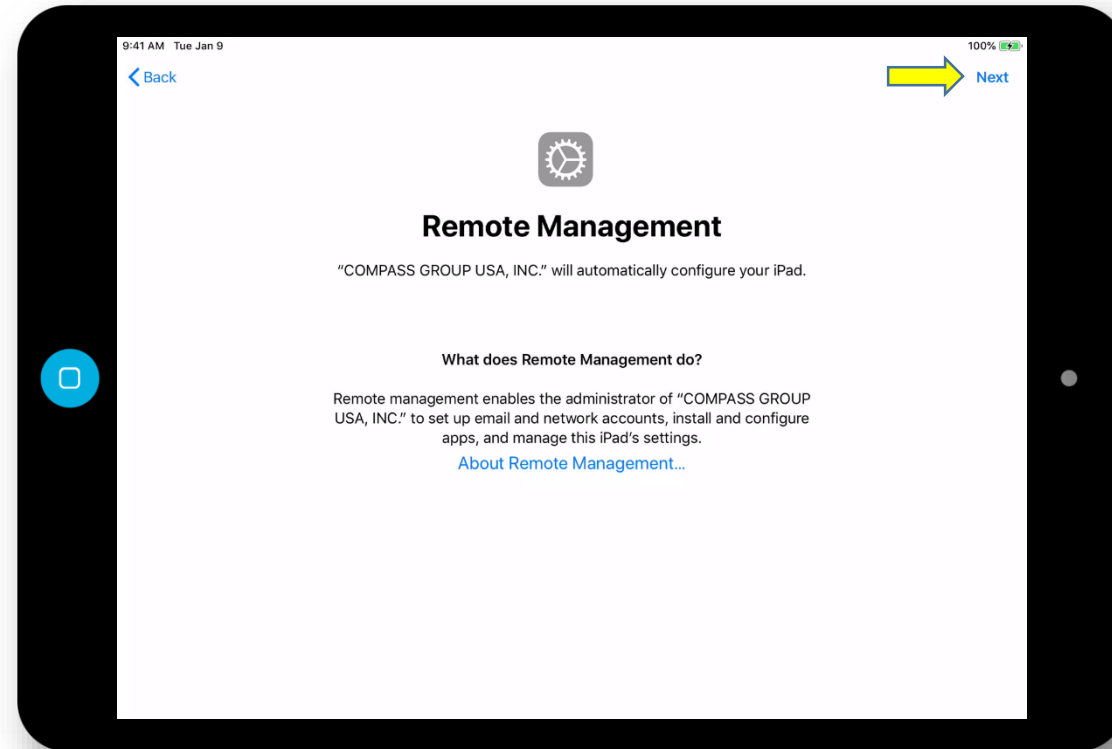


**“Retrieving Configuration”** Screen. Please wait...

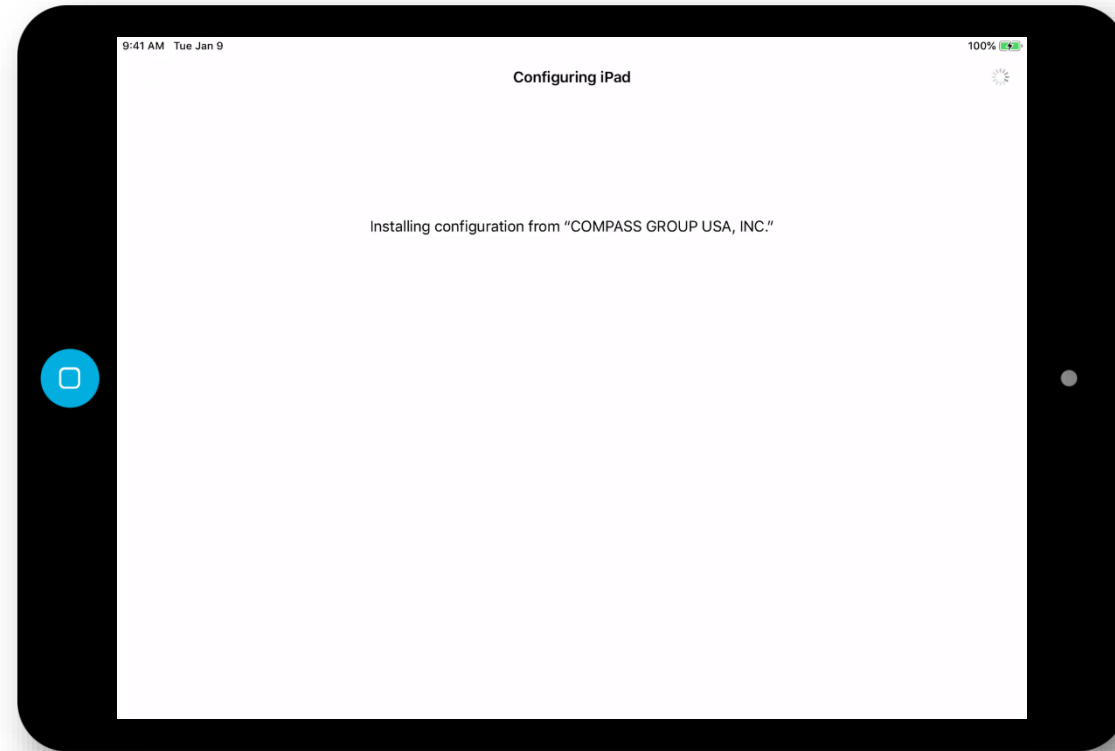




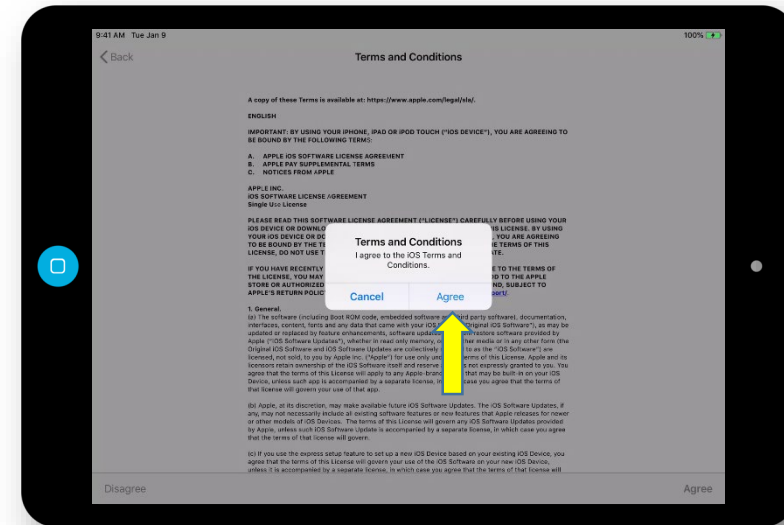
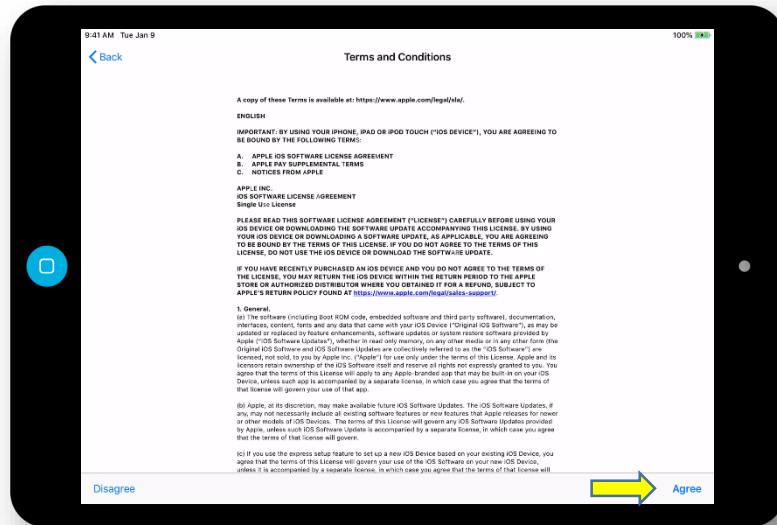
“Remote Management” Screen. Tap “Next” in the upper right corner



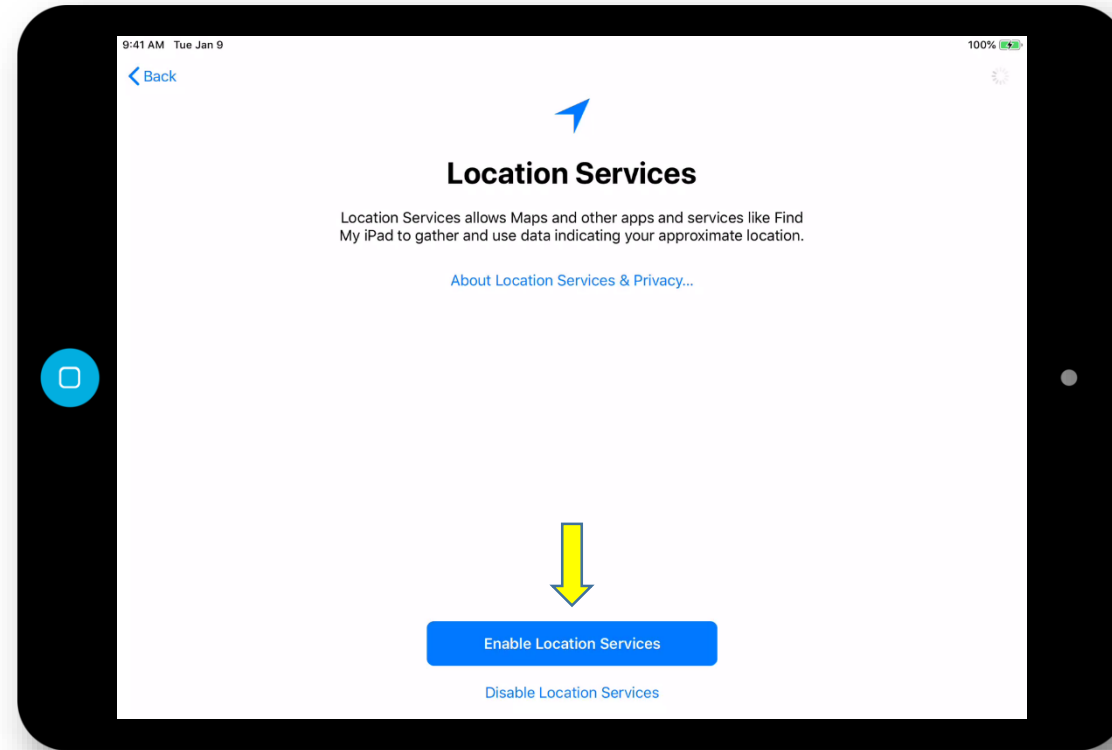
**“Installing Compass configuration”** Screen. Please wait...



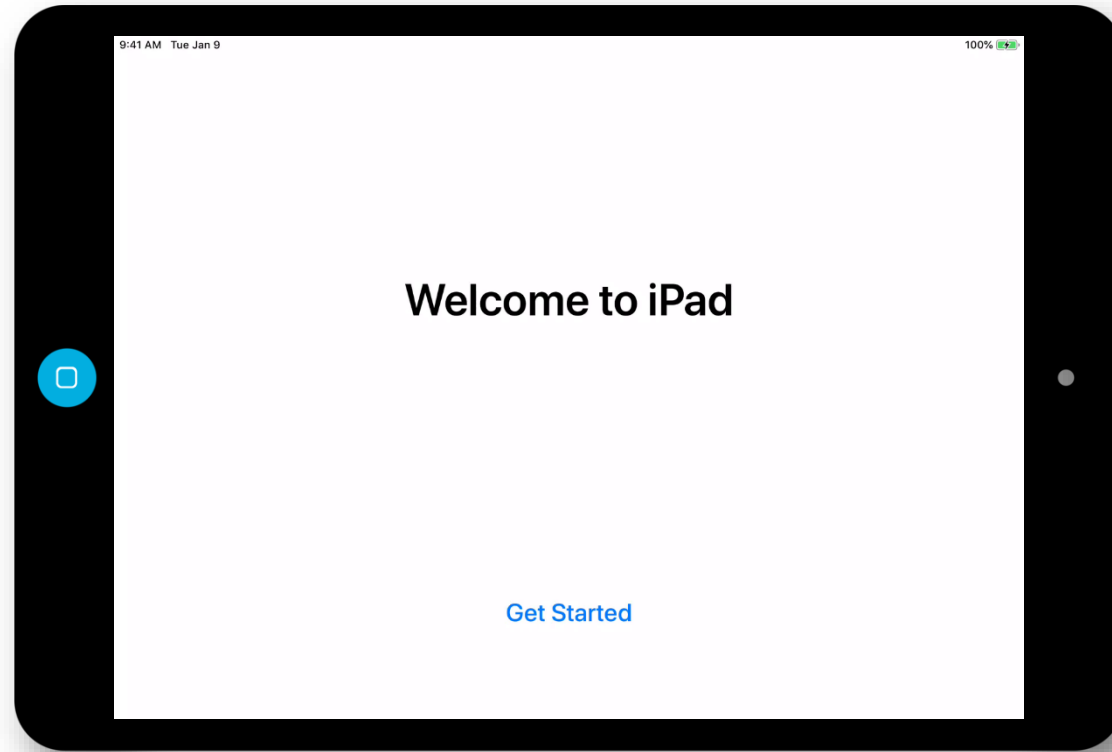
“Terms & Conditions” screen. Tap “Agree” in the lower right corner, the tap “Agree” on the Terms and Conditions Popup.



“Location Services” Screen. Tap on the “[Enable Location Services](#)” button.



“Welcome” Screen. Tap on “[Get Started](#)”.



**“Home”** Screen. You will be presented with your “Home” screen.

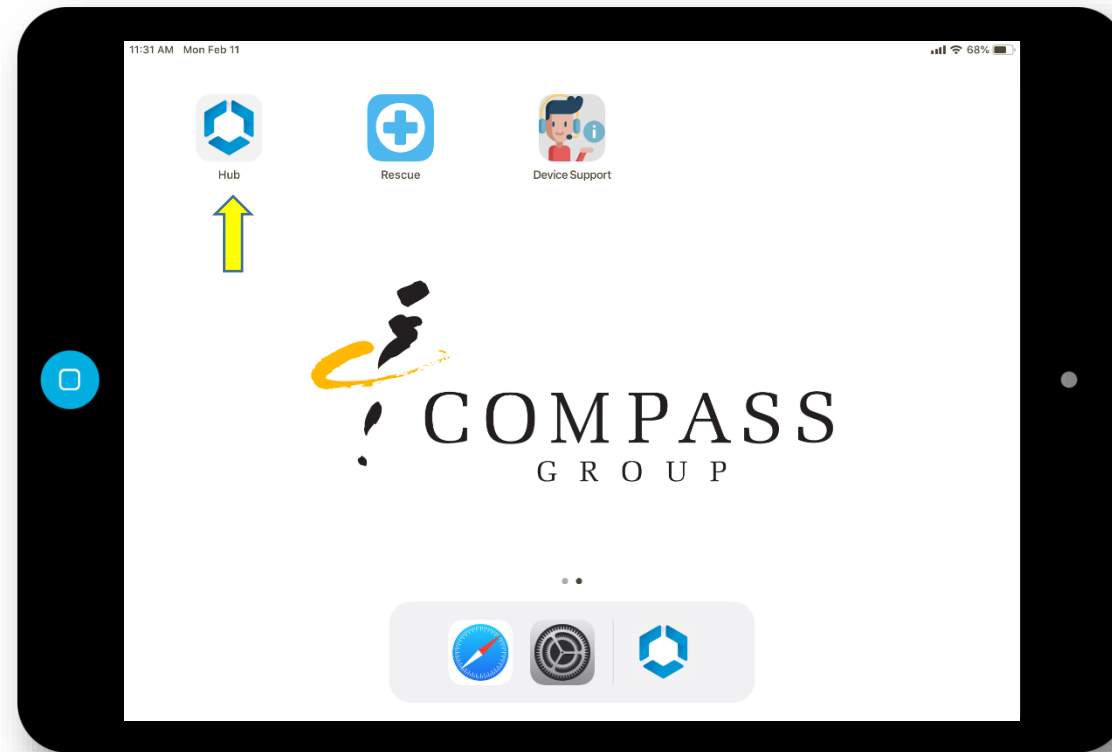
Please be patient as it could take up to an hour for all of your apps to load.  
This depends on your WiFi/Cellular connection strength and speeds.

*\*NOTE – Home screens and installed apps will vary based on Sector. The screenshot below is for training purposes only*



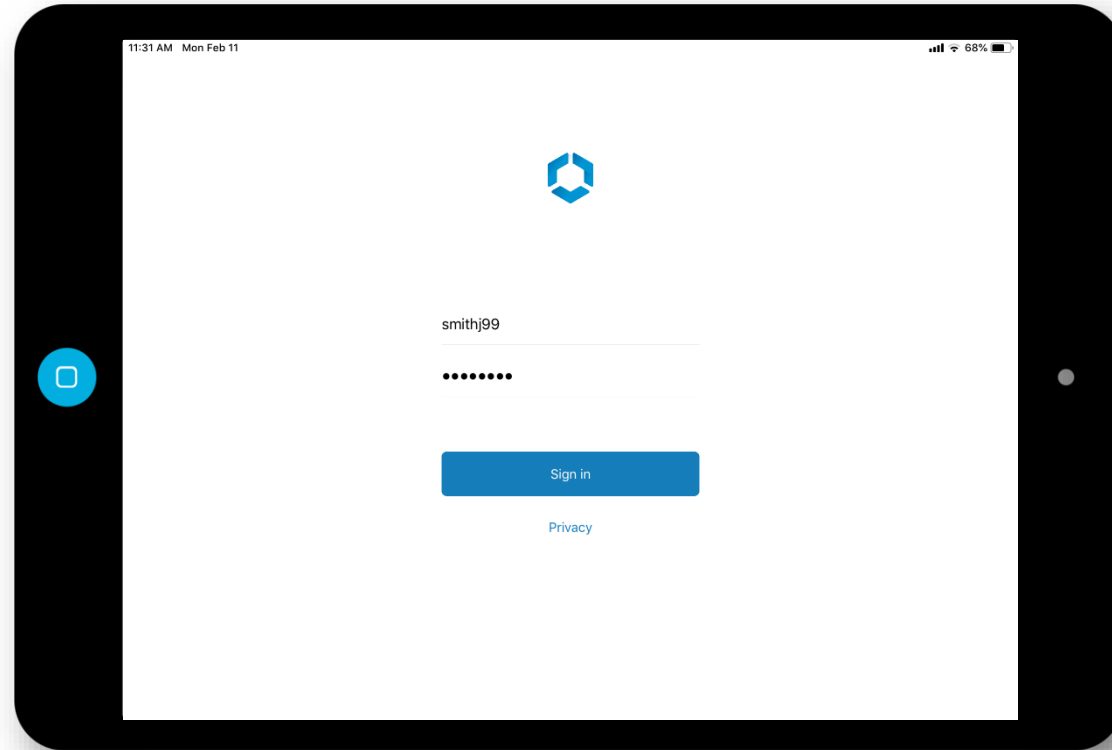
This is the main screen. Click on the “Hub”  Icon to login to get your apps

*\*Home screens & apps may vary based on your Sector*



In the “**Username**” & “**Password**” fields, please enter your Compass (OMS) credentials then press “**Sign In**”

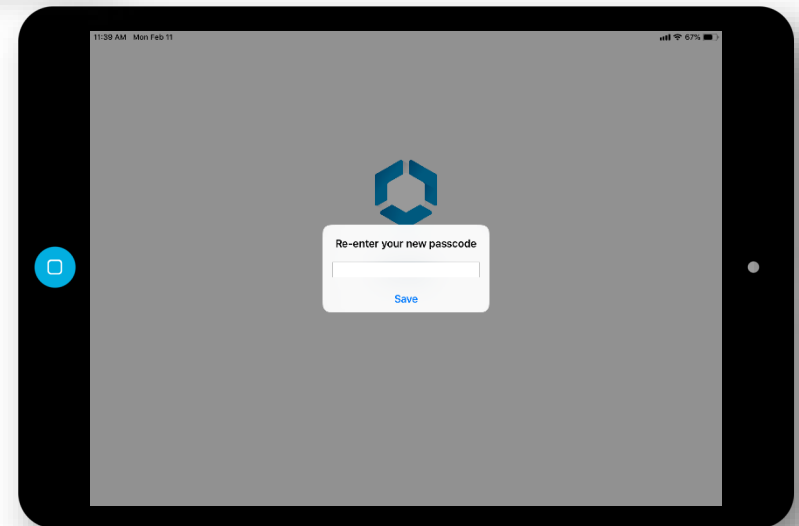
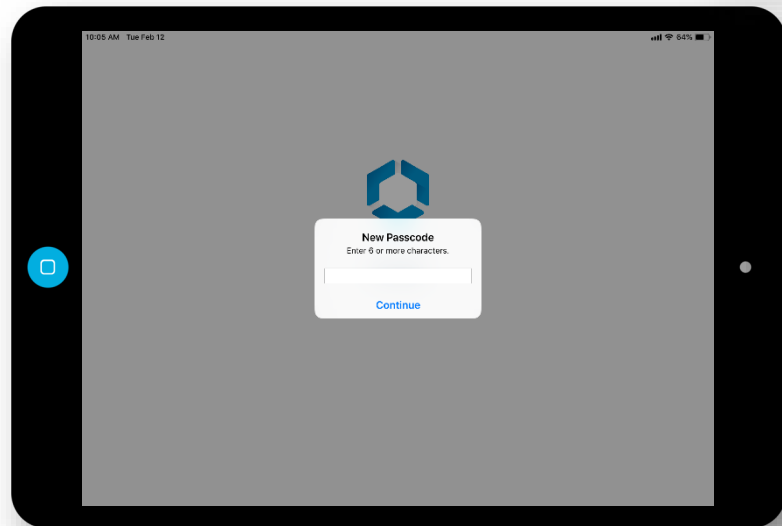
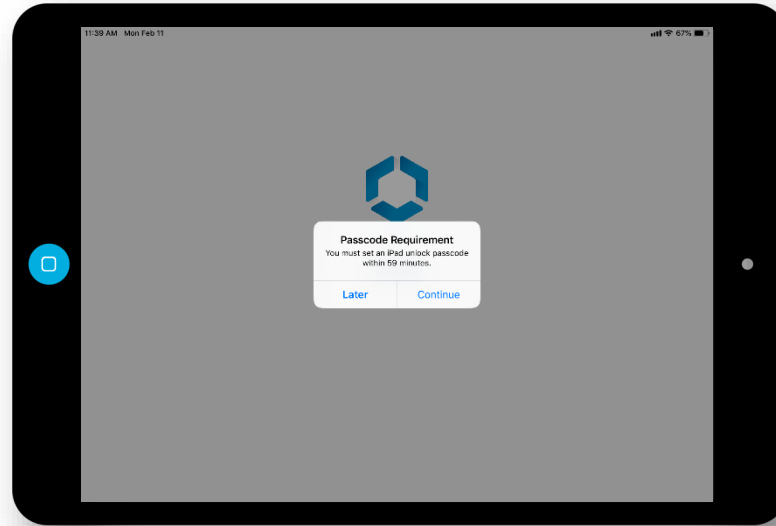
*Username Example: SmithJ99*



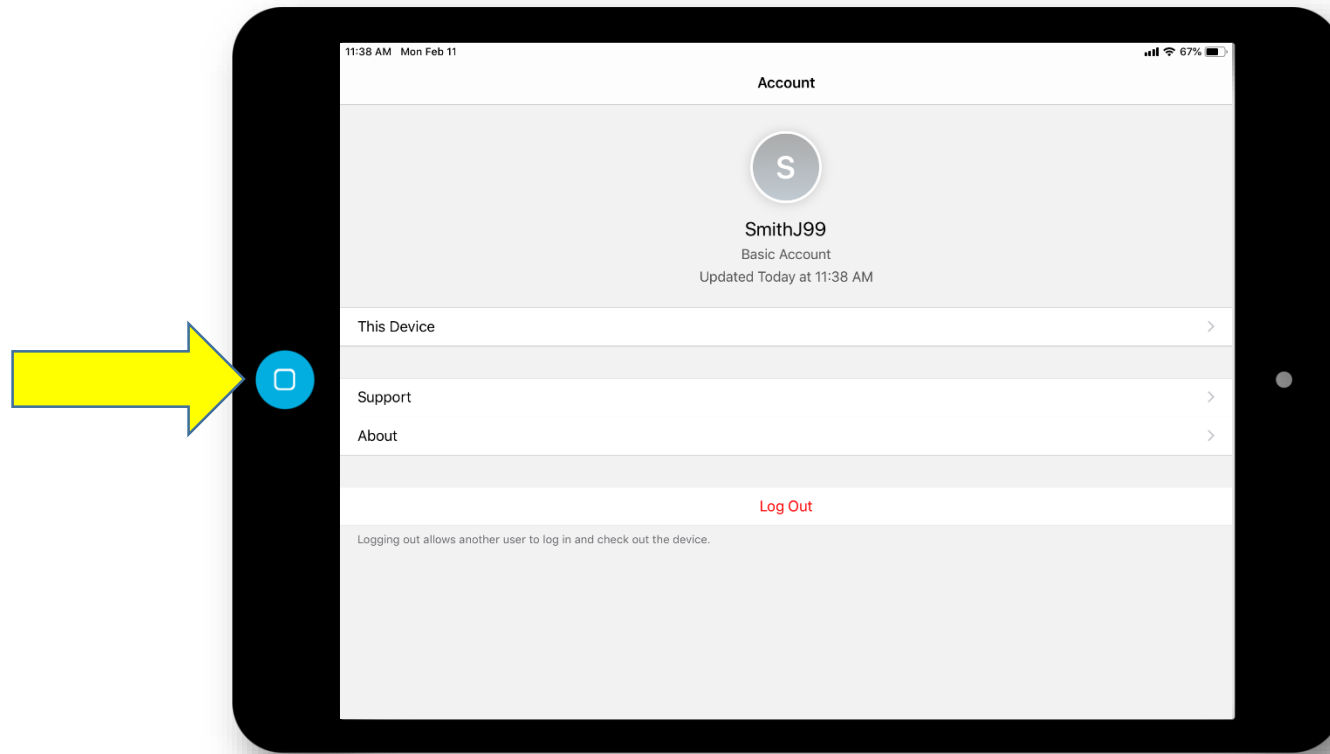


Depending on your sector you may need to enter a **4** digit passcode for your session and confirm the **4** digit passcode. Please set it to something you can easily remember as you will need to set this each time you login to your profile.

*\*This is a Compass Security requirement and cannot be bypassed*



You will briefly see a “Loading...” screen followed by the “Account” page. Once you see the “Account” page you can press your “Home” button on your iPad.




You will now be presented with your new “Home” screen with your business apps.

*\*Please be patient as your apps are loading. Loading times depend on your WiFi or Cellular connection speeds*

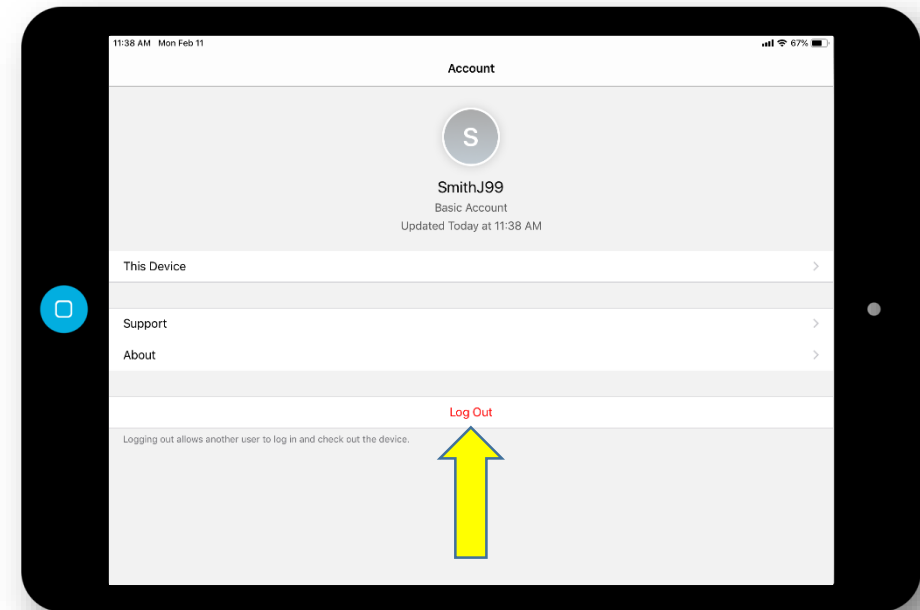
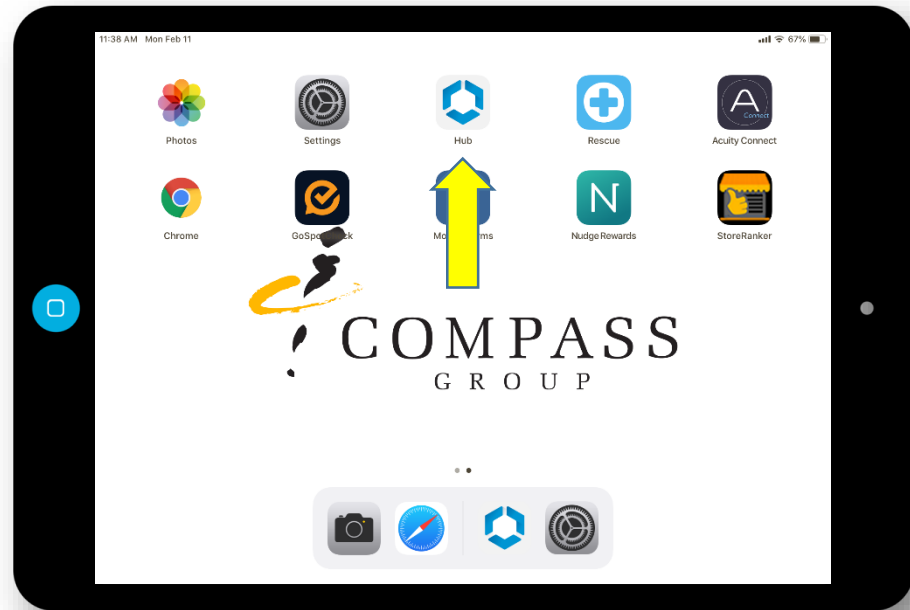
*\*Home screens & apps may vary based on your Sector*




When you are done with your shift, launch the “Hub” 

When the “Account” screen loads, press “Log Out”. The iPad will then be ready for the next shift associate.

*\*The passcode you previously set will be removed when you log out.*



## Having Issues?

Use the “Device Support” icon  on the Home screen for assistance.



Complete the online form. Please ensure you give us the serial number of your device. Serial Number can be found by going to **“Settings→ General→ About→ Serial Number”**.

Once you hit **“Submit”**, the form will clear. Your request was automatically sent to the Mobile Device Support Team. Please **do not** submit multiple entries, doing so may delay the support process.

You will receive an email from **“Remedy Service”** within a few minutes after you hit submit. Please ensure you are checking your email as all communications for your request will come from **“Remedy Service”**.

## FORM

Compass Group Mobile Device Support Form

Name \*

First Last

Email \*

Phone \*

Sector \*

Bon Appetit

Device Serial Number \*

This can be located by going to settings>general>about or the back of your iPad. If it is in a case you will need to remove it. The serial number is mostly letters and is 12-15 characters long.

Is your issue App related? \*

Yes  
 No

What App are you having an issue with? \*

Hub

Description of Issue \*

CAPTCHA

I'm not a robot

Submit

## EMAIL NOTIFICATION

Wed 10/23/2019 9:42 AM

Remedy Service

Help Desk Case # HD0000008746714 has been created

To

This message was sent with High importance.  
If there are problems with how this message is displayed, click here to view it in a web browser.

**Technology Service Center**

Thank you for creating a ticket with the Technology Service Center.  
Your Help Desk Case has been created.

Incident Category:  
**Remedy - Email - Case Submission**

Summary:  
**Gg7w53e9hljj - Hub**

Please reply to this e-mail if you wish to provide us with any additional information with this issue. Please mention the Help Desk case number in the subject line.

Thank you,  
Technology Service Center

**IMPORTANT INFORMATION: If you have any questions please reply to this email WITHOUT changing any information included in the SUBJECT line.  
If the subject line is altered, then traceability to your request will be lost.**

## EMAIL RESPONSE

Wed 10/23/2019 9:48 AM

Remedy.Service@compass-usa.com <Remedy.Service@compass-usa.com>

HD0000008746714 -

To

Good Morning!

Can you please describe the error you are receiving logging into the Hub app so we can better assist you?

Thanks!

Compass MDM Team

----Original Message----

From:  
Sent: 10/23/2019 9:39:55 AM  
To: [Shared.MobileDeviceSupport@compass-usa.com](mailto:Shared.MobileDeviceSupport@compass-usa.com)  
Subject: Gg7w53e9hljj - Hub

Name  
Your Name

Email  
YourEmail@compass-usa.com

Phone  
(704) 328-4000

Sector  
Canteen

Device Serial Number  
Gg7w53e9hljj

Is your issue App related?  
Yes

What App are you having an issue with?  
Hub

Description of Issue  
Cannot login

Having issues filling out the online form, do not have internet connectivity or is your device locked? We got you covered.

**Support Contact Information**

- [MobileDeviceSupport@compass-usa.com](mailto:MobileDeviceSupport@compass-usa.com). \*All inquiries will be responded to within 24 hours of receiving the request
- Compass HelpDesk – 1-888-295-7206 Option 2