

# Compass.cn App Quick Guide



English Version 2.2



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## 1. Downloading the App

### Android phone

#### Scan the QR Code

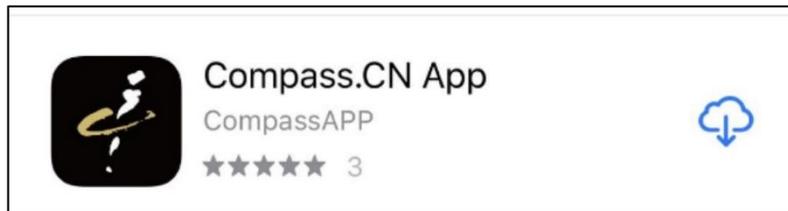
For Android phones do not scan through WeChat.  
Please scan through your camera or internet browser



### iOS phone

#### Apple Store

Search for **Compass.cn** in the App store



or



<https://app.compass-group.com.cn/Compass.apk>



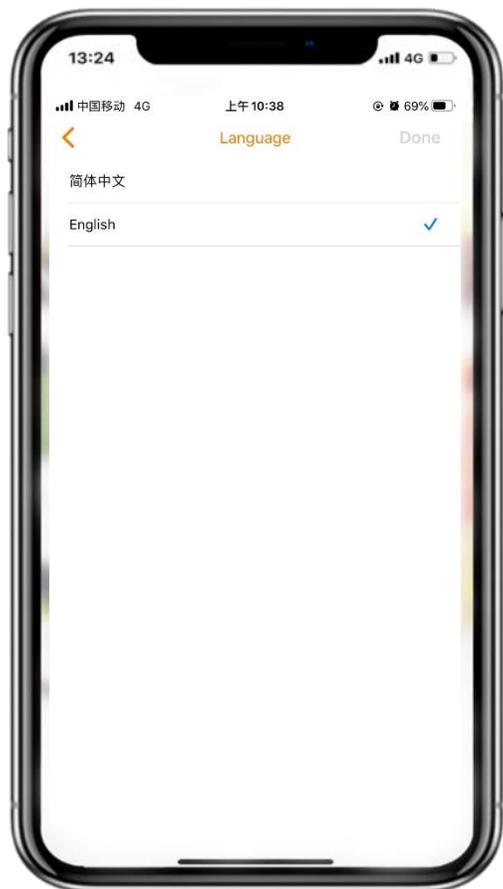
## 2. Language Setup

Please follow the steps below to setup language.

Please press Language to setup language.



## 2.1 Language Setup

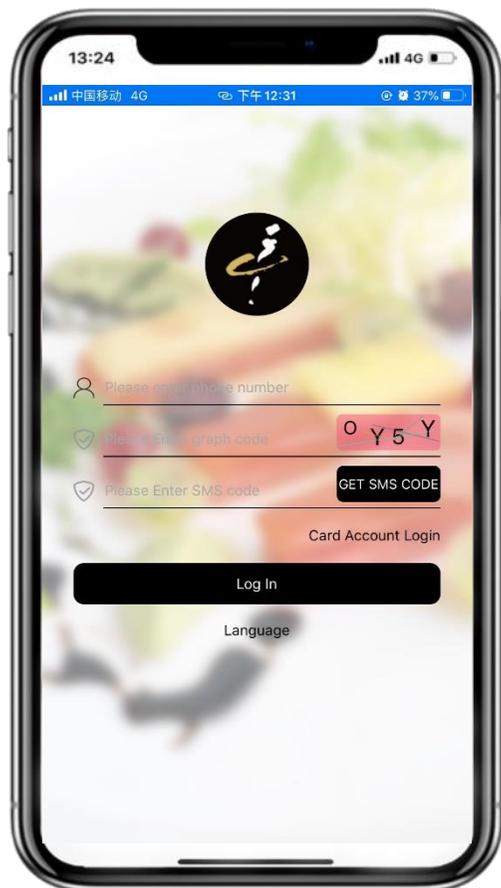


Choose 简体中文 or English and press Done button to setup language



## 3. Parent Account Login (Mobile Phone Number)

Please follow the steps below to Log-In into your account via mobile phone number.



### Step 1: Mobile Phone Number

Please enter your mobile phone number and press Done.

### Step 2: Graph Code

Please type the graph code shown on the screen and press Done.

### Step 3: Get SMS Code

Please press on the GET SMS CODE button.

### Step 4: Enter SMS Code

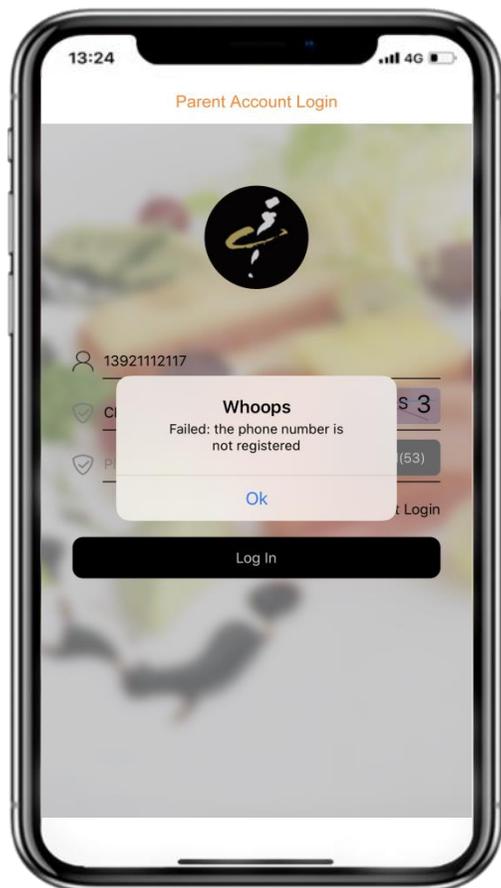
Please type the SMS Code received on your mobile phone into the SMS Code field.

### Step 5: Log-In

Please press on Log In.



## 3.1 Parent Account Login (Mobile Phone Number)



### Info

If it shows:

*"Failed: the phone number is not registered"*

- a) Please first check carefully if the entered mobile phone number is entered correctly, if the mobile phone number is entered correctly, please follow the instructions mentioned in b).
- b) Please contact [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn) by providing the following data:
  - ✓ Mobile Phone Number you like to use
  - ✓ Child Family Name
  - ✓ Child First Name
  - ✓ Class Name of FDS QP



## 4. Card Account Login (Card Account Number)

Please follow the steps below to Log-In into your account via card account number.



### Step 1: Select Unit Code

Please select Unit Code: 19903 and press OK.

### Step 2: Enter Card Account Number

Please enter your card account number  
If you don't know your Card Account Number, please contact our the on-site team in your Canteen they will help you to find your Card Account Number which is used as username for Login.

### Step 3: Enter Password

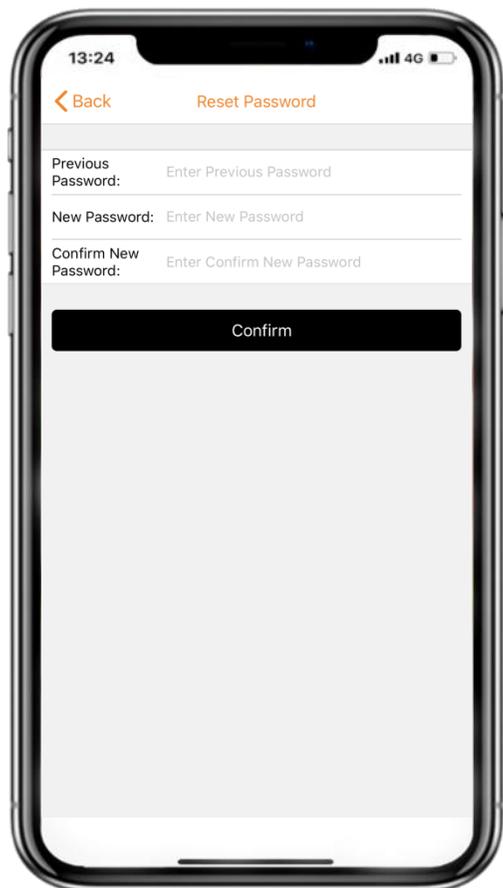
Please enter for the **first time** the following password: **1234** and press Done, this is a one time password, you will be requested to amend it during the first time log-in process.

### Step 4: Log In

Please press on the Log In button to enter the app.



## 4.1 Card Account Login – Modify the Password



### Step 5: Modify Password

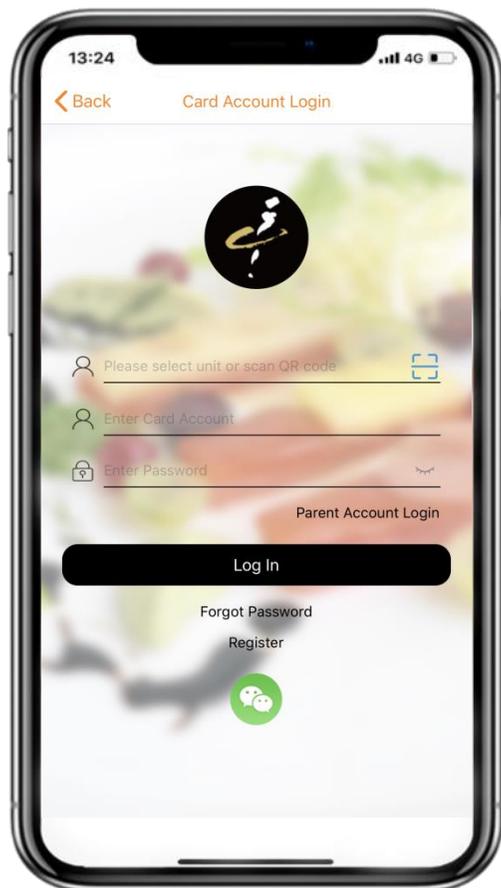
- a) Please enter the old password
- b) Please enter the new password twice
- c) Please press the *Confirm* button

### Info

The new password need to be combined by **letters** and **numbers**.



## 4.2 Card Account Login – Reset your Password



### Step 1: Start Reset Password

Please click on “Forgot Password”.

### Step 2: Select Unit Code

Please select Unit Code: 19903 and press OK.

### Step 3: Enter Card Account Number

Please enter your card account number and press Done.  
*(It is not the serial number on the meal card !)*

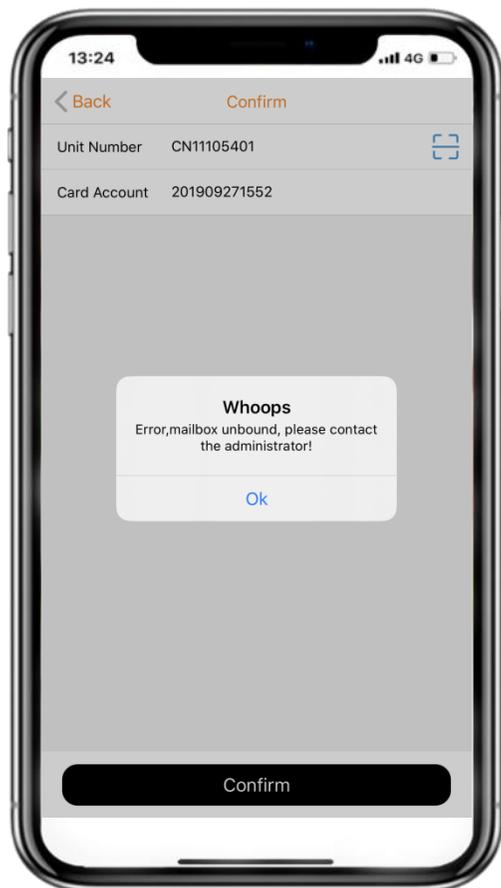
### Step 4: Confirm

Please press Confirm.

An E-Mail will be sent to a previously registered mailbox.  
Please click on the link in the E-Mail to reset the password.



## 4.3 Card Account Login – Reset your Password



### Info

If it shows:

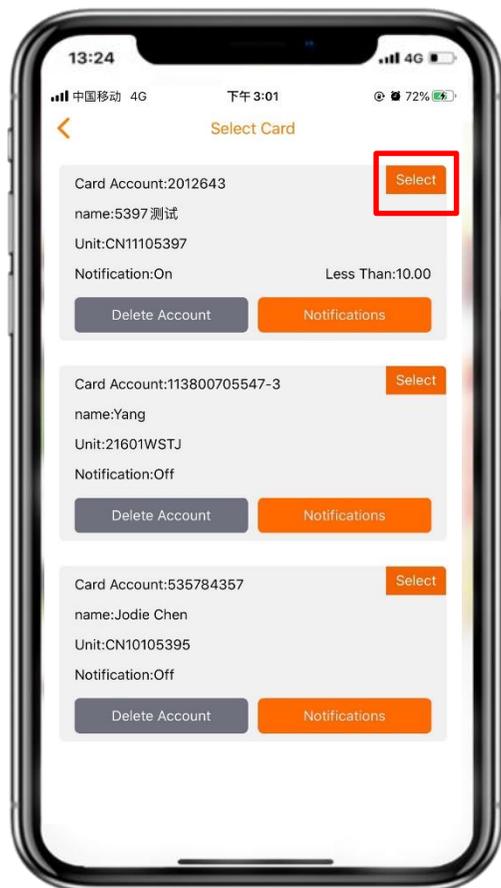
*“Error, mailbox unbound, please contact the administrator”*

- a) Please note that the email address has not been registered in our system. The email address needs to be registered in our system first, before you are able to receive a new password.
- b) Please contact [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn) by providing the following data:
  - ✓ Card Account Number (*Your Login Username Number*)
  - ✓ The E-Mail Address you like to be entered into our system
  - ✓ Child Family Name (*Meal Card Holder*)
  - ✓ Child First Name
  - ✓ Class Name of FDS QP

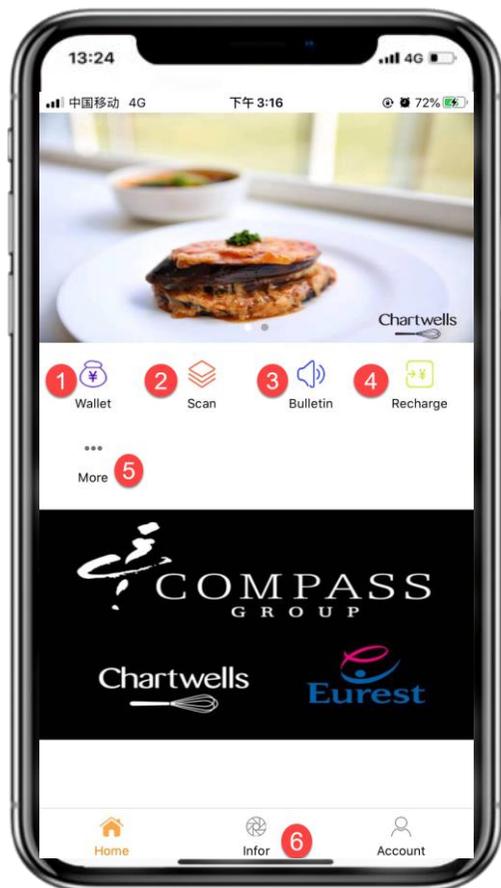


## 5. Home Page Main Features (Select Card)

After log in successfully, App will show linked card and please press Select to enter App



## 5. Home Page Main Features



### 5.1 Wallet

### 5.2 Recharge

### 5.3 Scan

Scan QR code provided by school to instead of selecting school code manually (not used, school code is 19903 )

### 5.3 Bulletin

### 5.4 More

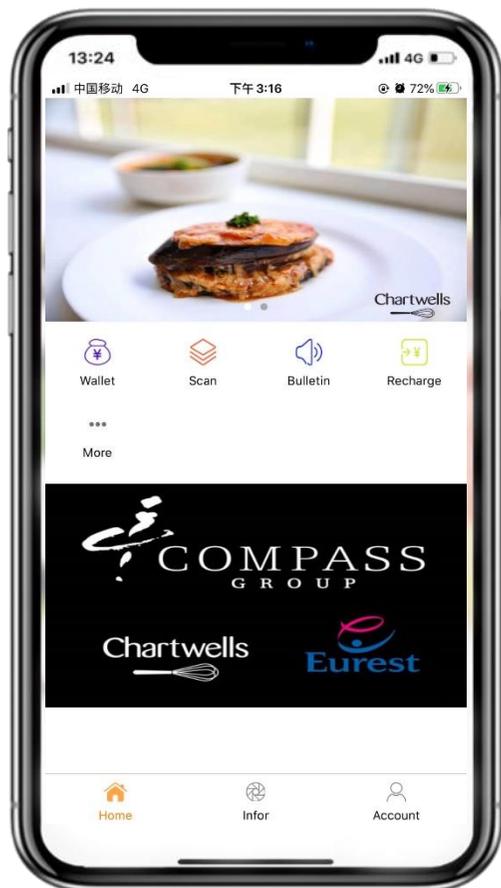
### 5.1 Infor



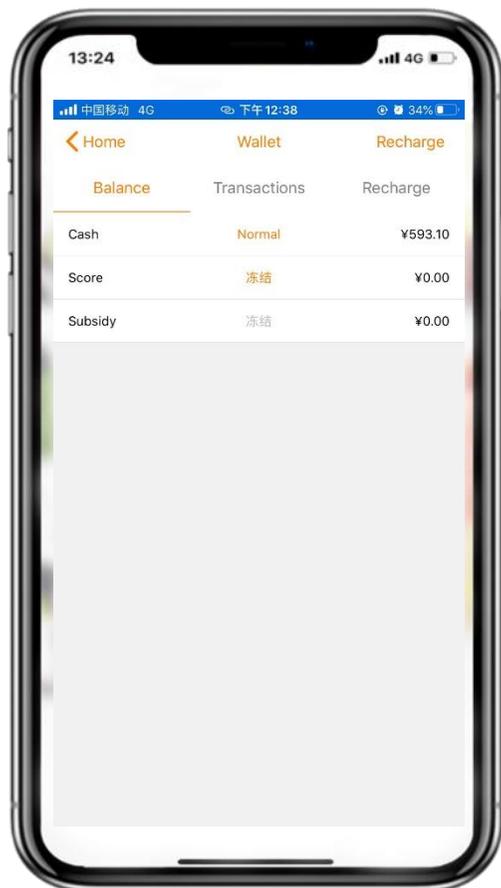
## 5.1 Wallet

Wallet will allow you to see information about balance, transactions, recharge records and purchases.

**Step 1: Access the Wallet**  
Please press on Wallet.



## 5.1.1 Wallet – Balance



### Step 2: Check Balance

Current account balance is shown in Wallet A (Cash).

### Info

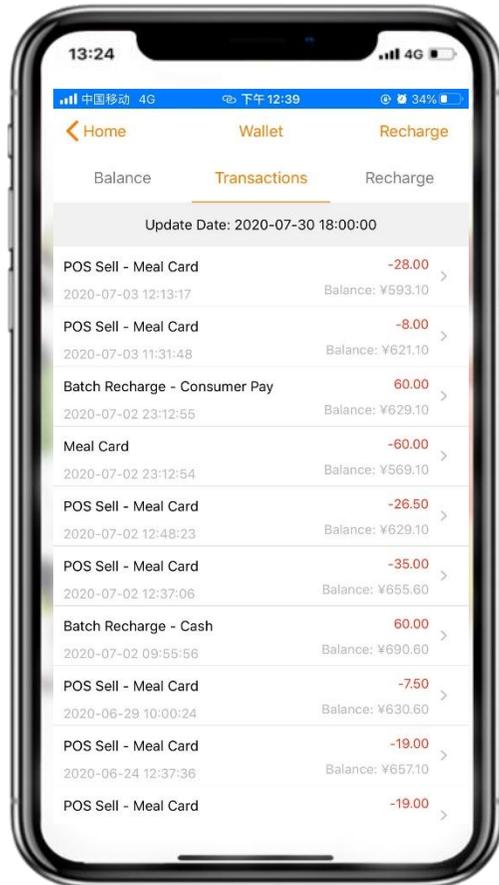
Please ignore other wallets such as Wallet B (Subsidy) & C (Score).

*(Shown by system default)*

*(Data here may take up to 2 hours to update)*



## 5.1.2 Wallet – Transactions



### Step 3: Check Transactions

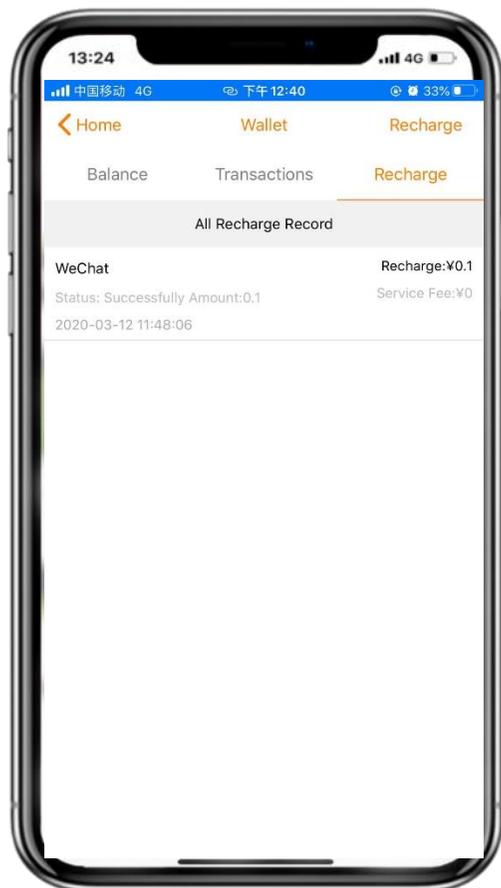
All transactions (Recharge, Purchases) records are shown here.

### Info

*(Data here may take up to 24 hours to update)*



## 5.1.3 Wallet – Recharge Record



### Step 4: Check Recharge Record

All recharge records are shown here.

### Infor

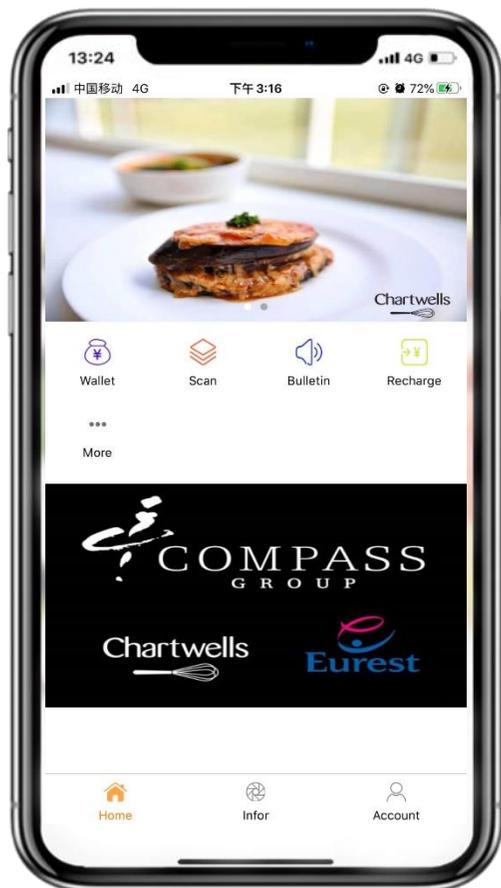
*(Data here is instant updated)*



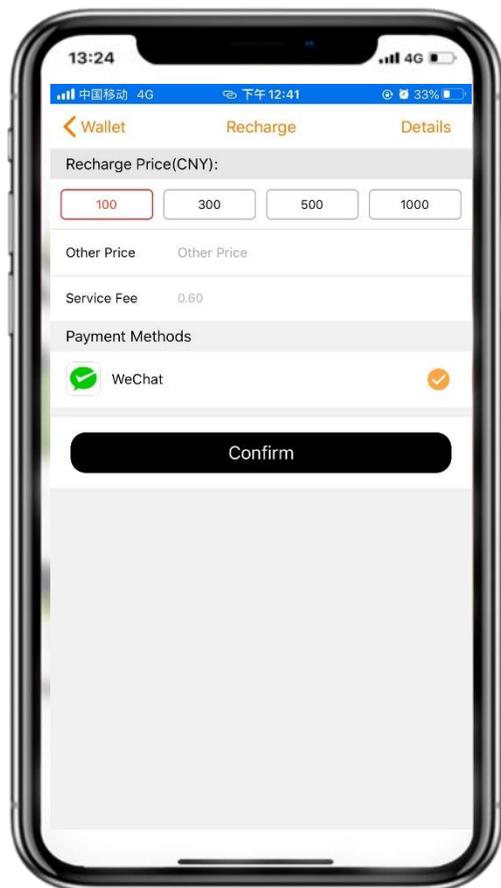
## 5.2 Recharge – WeChat Recharge Process

Recharge will allow you to recharge your linked meal card.

**Step 1: Recharge the Account**  
Please press on Recharge.



## 5.2.1 Recharge – WeChat Recharge Process



### Step 2: Choose Top-Up Price

Please choose how much you want to Top-up. You can select one of the pre-selected amounts or enter your own desired amount of money manually.

### Step 3: Enter Manually Top-Up Price (Optional)

Please enter the desired amount of money in the field “Other Price” and then press Done.

### Step 4: Choose Top-Up Method

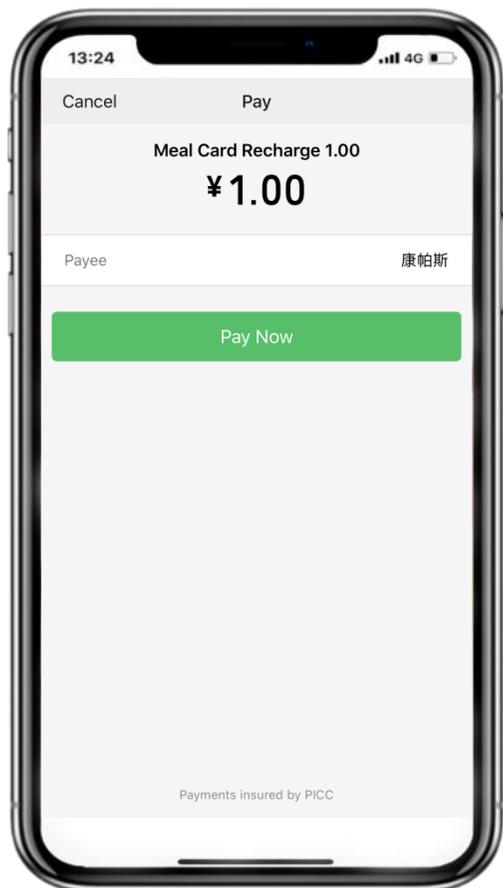
Please choose WeChat method to top-up your account and press Confirm.

### Info

The 0.60% bank fee for each transaction, is required by the 3<sup>rd</sup> party payment service provider.



## 5.2.2 Recharge – WeChat Recharge Process

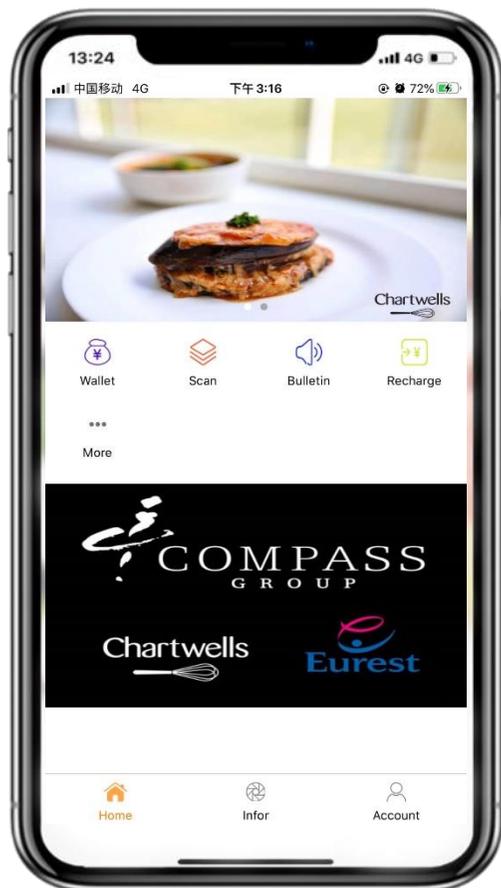


### Step 5: WeChat Payment

Please follow 3<sup>rd</sup> party payment instructions.



## 5.4 Bulletin

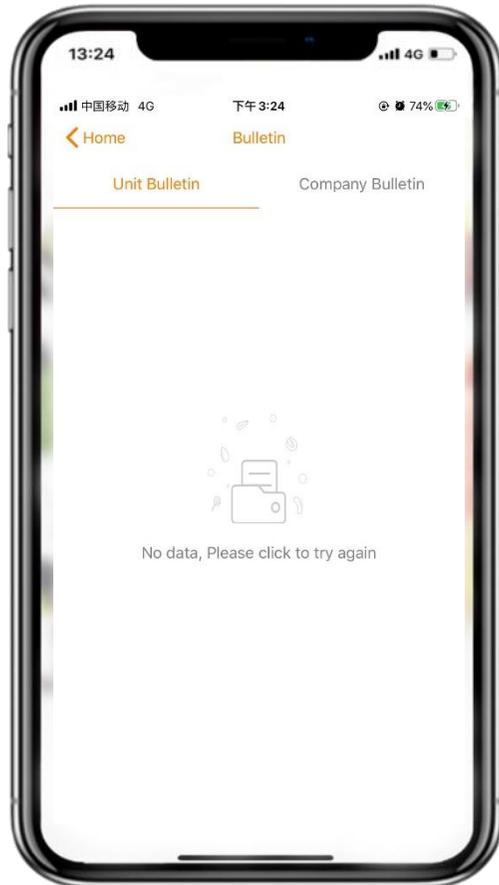


### Announcement

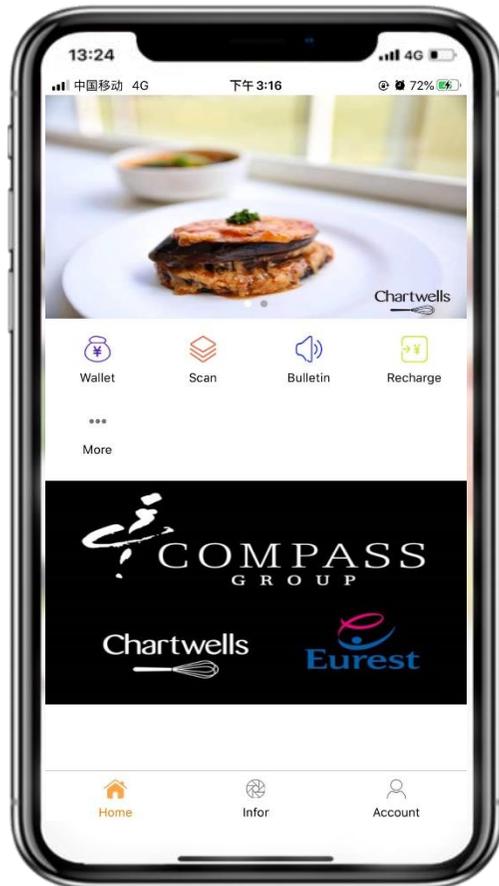
Press Bulletin to see announcements



## 5.4.1 Bulletin



## 5.5 More

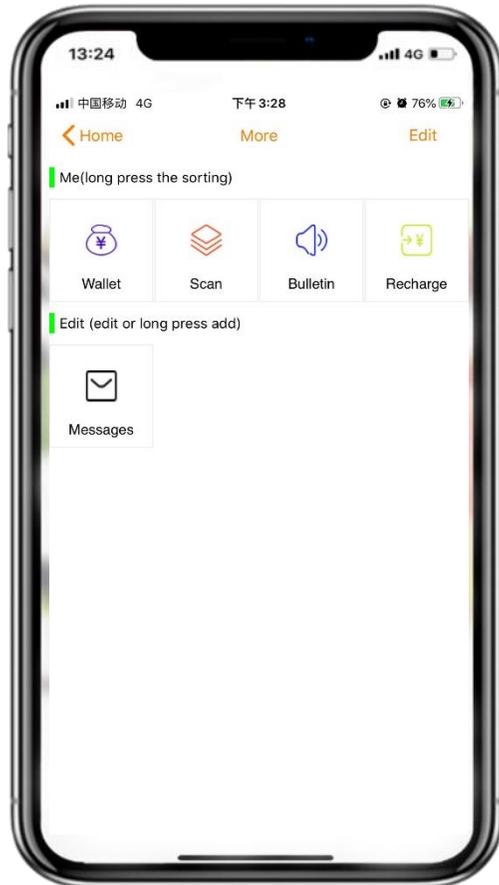


### More functions

Press more to check more functions



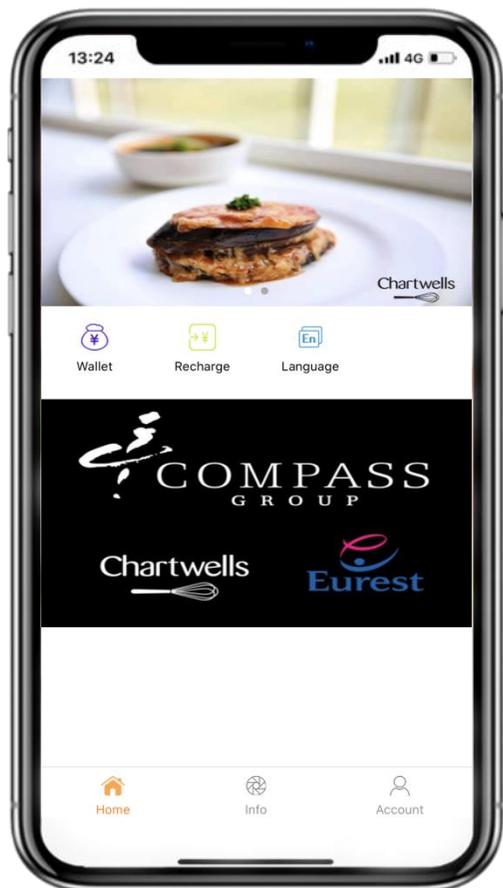
## 5.5.1 More



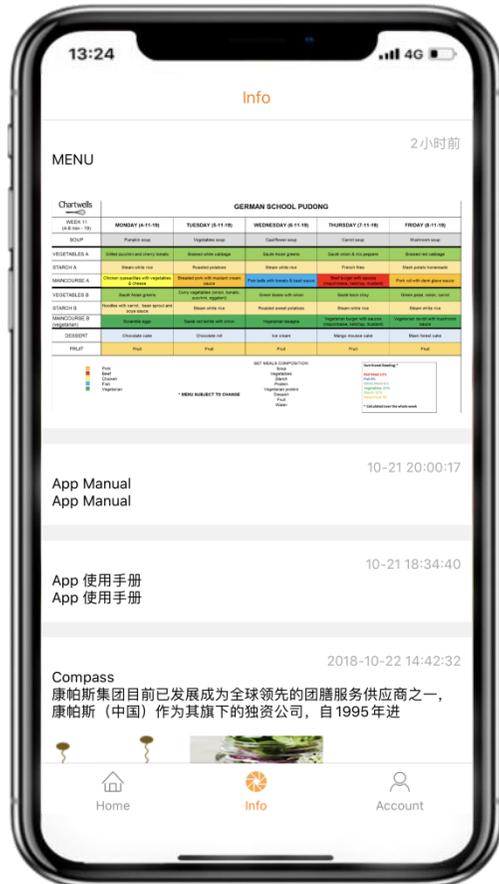
## 5.6 Infor

Info will allow you to see the latest Menu, get access to the App Manual's and see latest information.

**Step 1: Infor Selection**  
Please press on Infor



## 5.6.1 Info – Menu



### Step 2: Check Menu

Please press on the Menu picture.

### Step 3: Enlarge Menu

Please enlarge the Menu picture to read the Menu details.

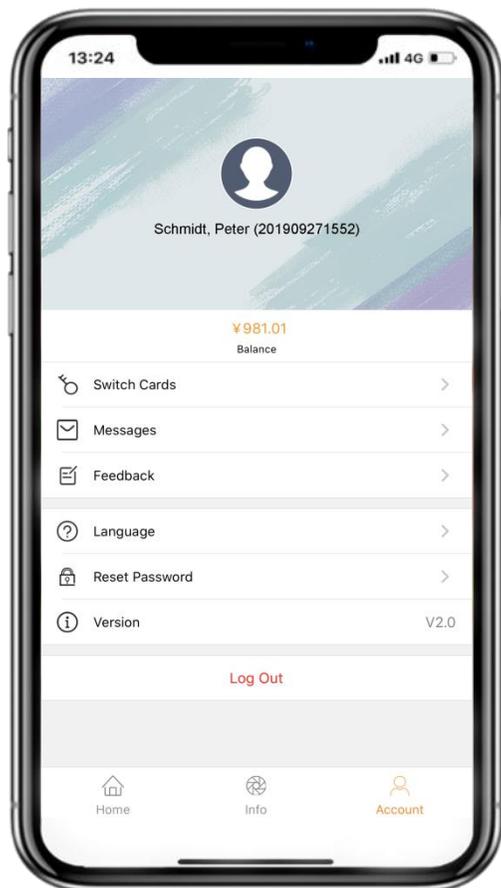


## 6.1 Account – Parent Account Switching Cards

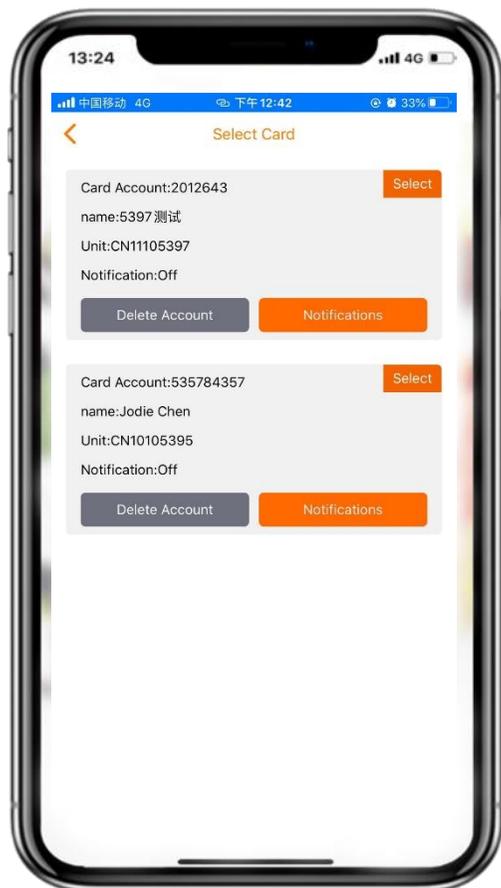
Switching cards will allow you to access to your other children's account.

### Step 1: Access Accounts

Please press on Switch Cards.



## 6.1.1 Account – Parent Account Switching Cards



### Step 2: Choose Account

Please choose which account you need and press Select button.

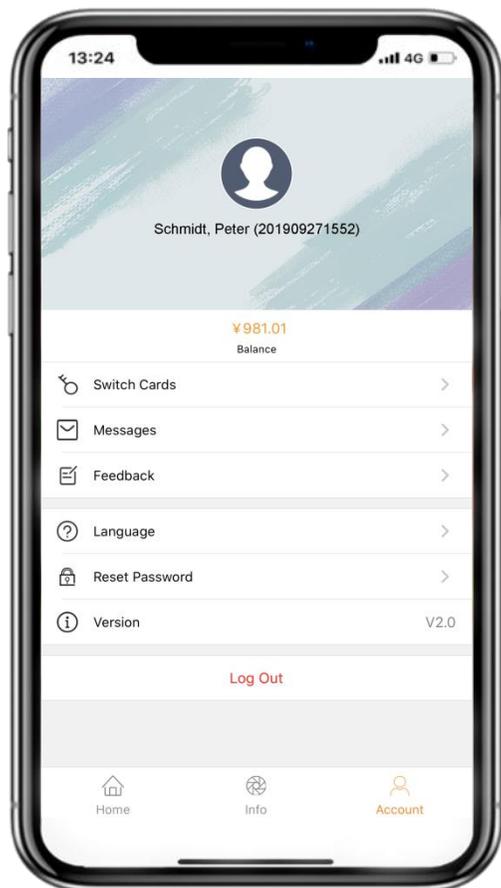


## 6.1.2 Account – Parent Account Setting Up Notifications

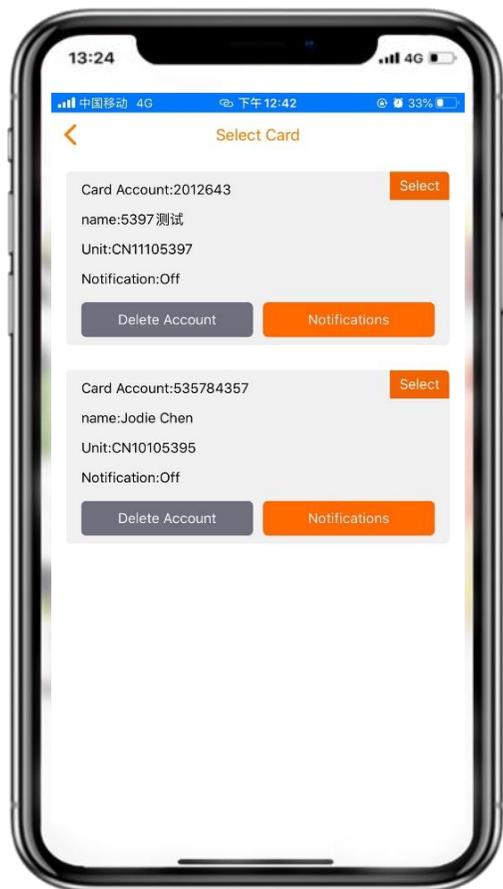
Notifications will allow you to establish an automatic reminder when the account reaches the set amount.

### Step 1: Access Accounts

Please press on Switch Cards.



## 6.1.2 Account – Parent Account Setting Up Notifications

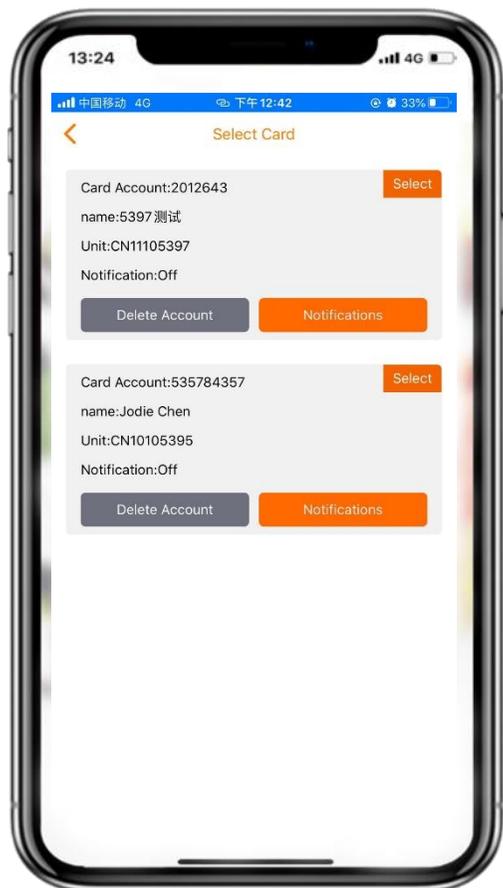


### Step 2: Choose Account

Please choose which account you would like to set a top-up reminder (*Notification*) and press on the relevant card the “Notifications” button.



## 6.1.1 Account – Parent Account Switching Cards

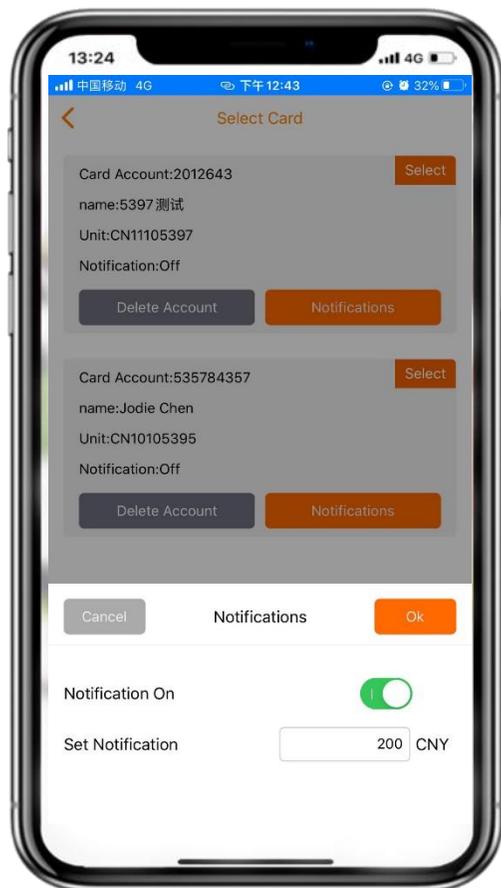


### Step 2: Choose Account

Please choose which account you need and press Select button.



## 6.1.2 Account – Parent Account Setting Up Notifications



### Step 3: Switch Notification On

Please move the “Notification On” switch to the right side.

### Step 4: Set Notification

Please enter the amount you want to be reminded and confirm with pressing Done. In this screenshot example it is 50 CNY.

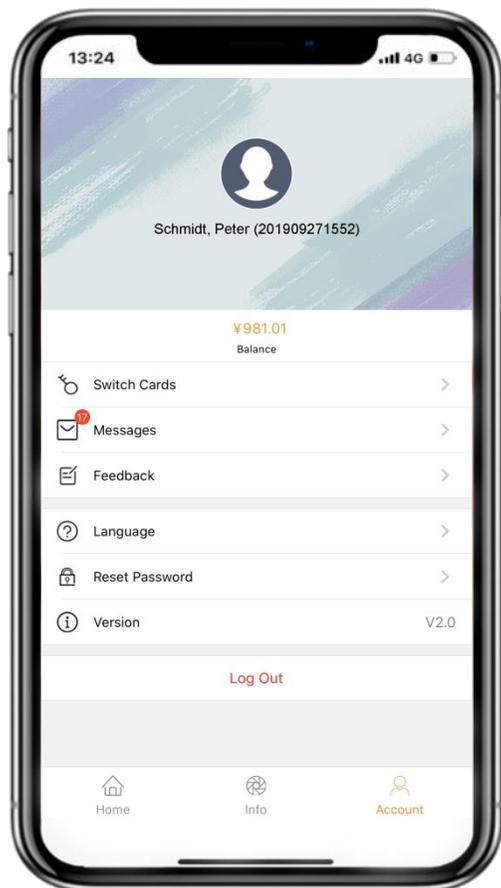
### Step 5: Confirm Notification

Please press OK to confirm the setup of the Notification for this account.



## 6.3 Account – Messages

Messages will allow you to get information such as Notifications regarding your Account Balance.



### Info

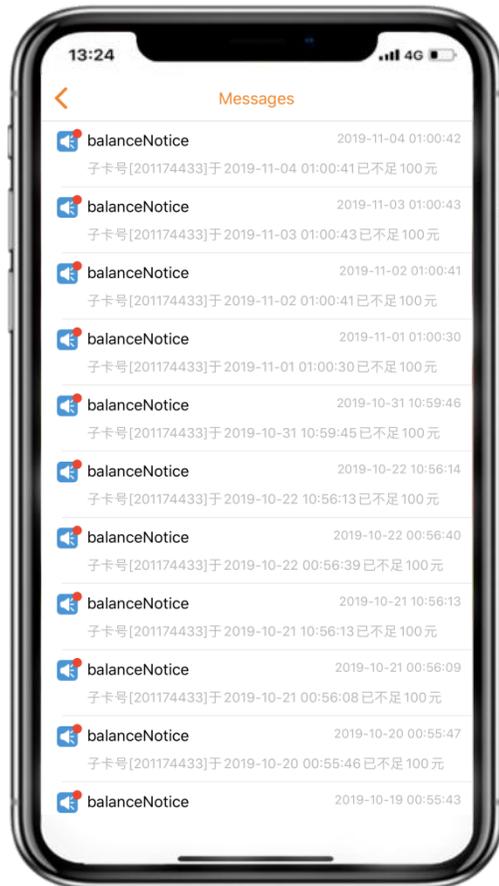
If you can see above the envelope a red dot with a number inside, then you have received some messages.

### Step 1: Access Messages

Please press on Messages in order to see the incoming messages of your account.



## 6.3 Account – Messages



### Step 2: Choose Message

Please press on the Message you like to read.



## 6.3 Account – Messages



### Info

Currently messages are only available in Chinese language, in the screenshot on the left you can see a notification which tells you that this account on 4<sup>th</sup> November 2019 is already below 100 CNY account balance.

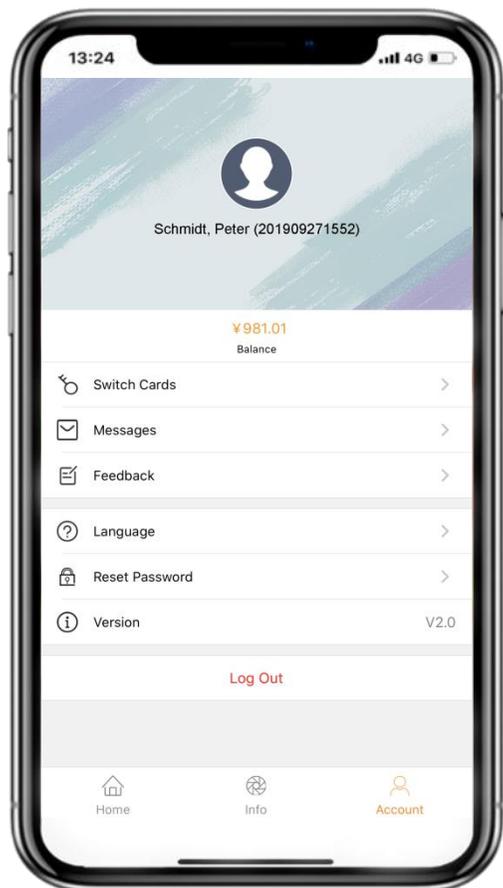
*(This messages shows up, due to the setup of [Notifications](#) with a reminder of 100 CNY).*



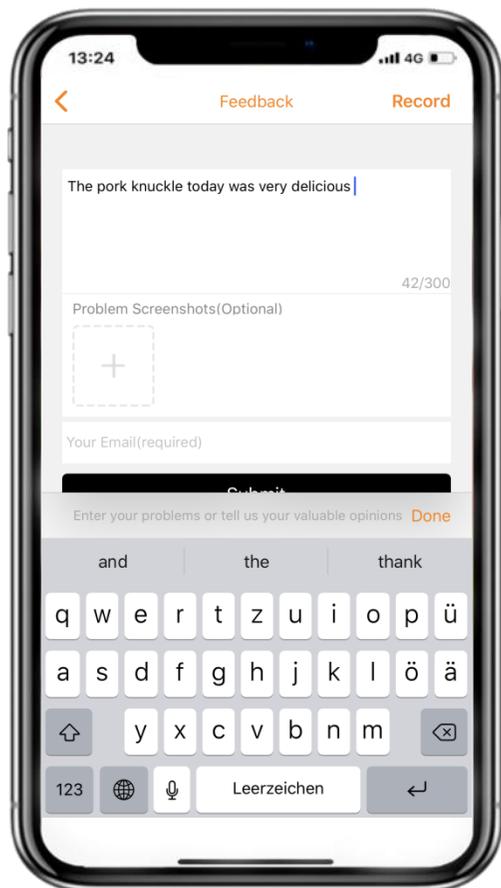
## 6.4 Account – Feedback

Feedback will allow you to send information about problems or valuable opinions to us incl. picture support.

**Step 1: Access Feedback**  
Please press on Feedback.



## 6.4 Account – Feedback



### Step 2: Write Feedback

Please enter your Feedback such as your valuable input or any problems you have encountered.



## 6.4 Account – Feedback

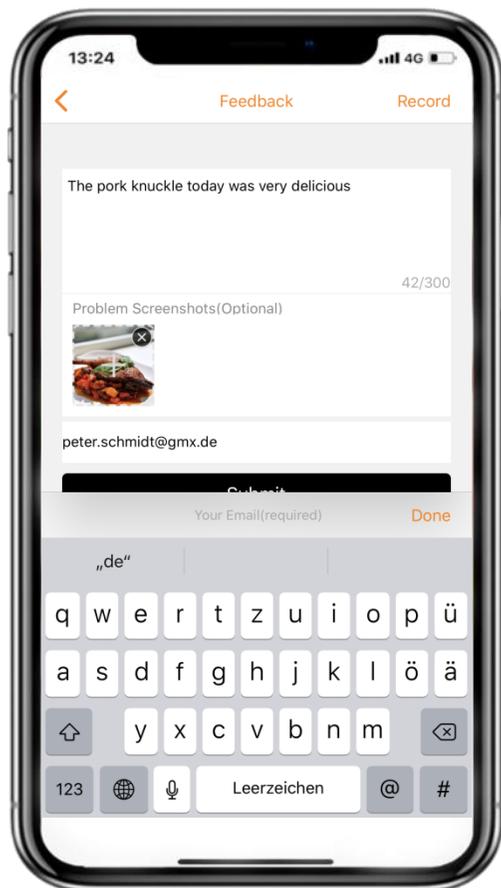


### Step 3: Add Feedback Pictures

Please add relevant pictures related to your valuable input or any problems you have encountered.



## 6.4 Account – Feedback



### Step 4: Enter E-Mail Address

Please enter your E-Mail address, so that we are able to get in touch with you for any other question or being able to reply to you. Please press Done to confirm.

### Step 5: Submit Feedback

Please press on Submit.





## 7. Frequently Asked Questions (FAQ)

### Q. What kind of account should I create, Parent Account or Card Account?

A. We always suggest to create a Parent Account as it is easier to login

*(Don't need to know the card number details)*

as well it is more secure, since you don't need a password and can login via SMS code.

### Q. When I try to bind my child card to my account it fails because the name does not match, what I can I do?

A. Due to the name might be written in different order in our internal system, we suggest you to contact our the on-site team in your Canteen they will kindly check the correct name.

### Q. My kid just purchased something but it does not show on Purchase neither on Transactions record.

A. The Transactions and Purchases tab may take up to 24 hours to update in our system.

### Q. Why does it take so long to display a transaction?

A. Our POS system is build to operate offline for security purposes in case of internet or power outages. The secure data gets synchronized with our servers at the end of the day.





## 7. Frequently Asked Questions (FAQ)

**Q. I downloaded the App last year and now I can't find the new options available.**

A. You need to [download](#) the latest version in order to have all the features available.

**Q. I'm a parent and I have two (or more) kids at school, which kind of account should I register?**

A. Registering a Parent Account will allow you to add your two (or more) kids meal card under your account. Your child accounts can easily be accessed from your Parent Account so you do not need to logout and login every time as well don't need to remember all the different card account numbers and related passwords.

In addition the Parent Account can be used simultaneously by two different mobile phones as long as two different mobile phone numbers have been provided.

**Q. How can I change from Card Account into Parent Account?**

A. Please contact [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn) by providing the following data:

- ✓ Card Account Number (*Your Login Username Number*)
- ✓ Mobile Phone Number you like to use
- ✓ Child Family Name (*Meal Card Holder*)
- ✓ Child First Name
- ✓ Class or Name of the Wellington school





## 7. Frequently Asked Questions (FAQ)

### Q. I have some questions about my child's purchases. Who can I ask?

A. Please contact [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn) by providing the following data:

- ✓ Card Account Number or Mobile Phone Number of your Account
- ✓ Child Family Name (*Meal Card Holder*)
- ✓ Child First Name
- ✓ Class or Name of the Kindergarten group

### Q. Which payment methods I can use to Top-Up?

A. You can use WeChat to top up online.

### Q. Will Alipay be available as a payment method?

A. Yes, when this will be ready to launch, the relevant information will be sent out.

### Q. My mobile phone number is not registered, how can I register it ?

A. Please contact [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn) by providing the following data:

- ✓ Mobile Phone Number you like to use
- ✓ Child Family Name (*Meal Card Holder*)
- ✓ Child First Name
- ✓ Class or Name of the Kindergarten group



## 7. Frequently Asked Questions (FAQ)

### Q. How many mobile phone numbers can be registered ?

A. Up to two mobile phone numbers can be registered, which can be used simultaneously.

### Q. How can I change my registered mobile phone number ?

A. Please contact [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn) by providing the following data:

- ✓ Mobile Phone Number which is currently registered with us
- ✓ New Mobile Phone Number you like to use
- ✓ Child Family Name (*Meal Card Holder*)
- ✓ Child First Name
- ✓ Class or Name of the Wellington school

### Q. Is the printed number on the meal card the requested card account number for login?

A. Unfortunately not, the number which can be seen printed on the meal card, is the meal card serial number, inside of the card is a chip and that one keeps the meal card number for the system, which is also used for the login. It can be only read via our POS Terminals in your Canteen.



## 7. Frequently Asked Questions (FAQ)

### Q. I don't know my child's card account number, how can I find out ?

A. Please contact [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn) by providing the following data:

- ✓ Child Family Name (*Meal Card Holder*)
- ✓ Child First Name
- ✓ Class or Name of the Wellington School

If via using the above data, the meal card number can't be found in our system, please be so kind and take the meal card with you and contact our on-site team in your Canteen they will kindly check the meal card number for you.

### Q. I topped up my child's account, how can I get an FaPiao?

A. Please contact our the on-site team in your Canteen they will help you to issue an FaPiao.

### Q. My child received a new Meal Card, what should I do?

A. Please contact our the on-site team in your Canteen they will help you to link the new Meal Card with your Parent or Card Account and transfer the previous balance and purchase history into your account.





## 7. Frequently Asked Questions (FAQ)

### Q. How can I register or link my E-Mail address with my child's card account ?

A. Please contact [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn) by providing the following data:

- ✓ Card Account Number (*Your Login Username Number*)
- ✓ The E-Mail Address you like to be entered into our system
- ✓ Child Family Name (*Meal Card Holder*)
- ✓ Child First Name
- ✓ Class or Name of the Kindergarten group

### Q. Will the app be available in other languages?

A. Currently we are only having an English and Chinese (Mandarin) version, also at the moment we don't have any development plans for other languages, we are more focusing on continuously improving further features and functions on the app to make it more and more convenient to use.

### Q. What kind of mobile phone numbers in Parent Account can be used?

A. Only Mainland China mobile phone numbers without using the international code can be used.

**For any questions please contact:** [compass.app@compass-group.com.cn](mailto:compass.app@compass-group.com.cn)

