

Compass Time – Quick FAQ

1. How do I download Compass Time?

Download the app from the App Store (iPhone) or Google Play (Android) by searching 'Compass Time' or scanning the provided QR code.



iOS



Android

2. Do I need to create an account?

No. Your account is created automatically during onboarding.

- OMS Users (Salaried/Hourly): Log in with your existing OMS username and password.
- CAP Users (Hourly): Log in with your Personnel Number and CAP password.

3. I forgot my username or password. What should I do?

Select 'Login Assistance' in the app and follow the prompts.

- Your Personnel Number is your Login ID (your manager can provide it).
- If needed, use your email address to locate your Login ID.

4. I can't reset my password or account.

Managers should contact CSG Corporate Leadership, who can call Compass Tech Support at 1-888-295-7206 (Option 2, 1, 1) for help.

5. I didn't receive the setup email for Security Questions or Password.

Verify the associate's email in PeopleHub is correct.

- If updated, a new setup email should arrive soon (check Spam).
- Associates can also go to 'Login Assistance' → 'Register your account' to complete setup.

6. The app says 'Account is Disabled.'

This usually means the associate must now log in with their User ID and OMS password.

- If a User ID was granted in error, contact IT Support at 1-888-295-7206.