

A thick blue horizontal bar with a slight wavy, undulating shape across the top of the page.

# Managing your Compass account

# Introduction

This presentation has been created to familiarise you with:

- changing your memorable word
- changing your password

It will also show you what to do if you:

- forget your memorable word or password
- forget your username



# What do you want to do?

Please select one of the four options below:

Change memorable  
word

Change password

Forgotten  
memorable word or  
password

Username reminder

# Changing your memorable word

If you need to change your memorable word, open the [Compass](#) log in screen and click 'Change memorable word'.

**Once you've done this, use the arrow below to continue.**

Please log in with your username and password below

Username

Password

Memorable Word

4th

5th

6th

[Log In](#)

[Change Password](#) | [Change Memorable Word](#) | [FAQ](#) | [Cookie Usage](#)

[NHS Choices Provider Login](#)

[Compass Guides](#)



If you have forgotten your password or your memorable word - [Please Click Here](#)  
If your account has been blocked or you have forgotten your username - [Please Click Here](#)

[Back to main menu](#)

[Next](#)

# Changing your memorable word

Please complete the following to change your memorable word

Username

Password

Memorable Word

New Word

Verify Word

[Cancel](#) [Confirm](#)

[Change Password](#) | [FAQ](#) | [Cookie Usage](#)



You will be redirected to this screen.

To change your memorable word, you must first enter your username, password and current memorable word.

**Once you've done this, use the arrow below to continue.**

If you have forgotten your password or your memorable word - [Please Click Here](#)  
If your account has been blocked or you have forgotten your username - [Please Click Here](#)

[Back to main menu](#)

[Next](#)

# Changing your memorable word

Please complete the following to change your memorable word

Username	<input type="text"/>
Password	<input type="text"/>
Memorable Word	<input type="text"/>
New Word	<input type="text"/>
Verify Word	<input type="text"/>

[Cancel](#) [Confirm](#)

[Change Password](#) | [FAQ](#) | [Cookie Usage](#)

Enter your new memorable word. Remember, it needs to match these security requirements:

- be more than 8 characters
- contain a number
- have a combination of upper and lower case characters.

An error message will appear if any of the details entered are not correct, the new memorable words do not match or if it does not meet the security requirements.

If the new memorable word has been accepted, you will be returned to the login page.

**Once you've done this, use the arrow below to continue.**

[Back to main menu](#)

[Next](#)

## Changing your memorable word

You will not be able to change your memorable word through this screen if you have forgotten your current password or memorable word.

For information about resetting your memorable word, please click 'Forgotten memorable word or password' from the main menu. Alternatively, read the help screen titled 'Forgotten password' or memorable word'.

[Back to main  
menu](#)

# Changing your password

If you need to change the password, open the [Compass](#) log in screen and click 'Change password'.

**Once you've done this, use the arrow below to continue.**

Please log in with your username and password below

Username

Password

Memorable Word

1st

2nd

6th

[Change Password](#) | [Change Memorable Word](#) | [FAQ](#) | [Cookie Usage](#)

[NHS Choices Provider Login](#)

[Compass Guides](#)



If you have forgotten your password or your memorable word - [Please Click Here](#)  
If your account has been blocked or you have forgotten your username - [Please Click Here](#)

[Back to main menu](#)

[Next](#) 

# Changing your password

Please complete the following to change your password

Username

Password

New Password

Verify Password

[Cancel](#) [Continue](#)

[FAQ](#) | [Cookie Usage](#)

[Compass Guides](#)



You will be redirected to this screen. In order to change your password, you have to enter your username and current password.

**Once you've done this, use the arrow below to continue.**

If you have forgotten your password or your memorable word - [Please Click Here](#)  
If your account has been blocked or you have forgotten your username - [Please Click Here](#)

[Back to main menu](#)

[Next](#)

# Changing your password

Please complete the following to change your password

Username

Password

New Password

Verify Password

[Cancel](#) [Continue](#)

[FAQ](#) | [Cookie Usage](#)

If you have forgotten your password  
If your account has been blocked or you

Your new password has to:

- be more than 8 characters
- contain a number
- have a combination of upper and lower case characters.

Re-enter your new password in the 'Verify password' field to continue.

If your new password has been accepted, you will be returned to the login page.

An error message will appear if any of the details are incorrect, the new passwords do not match or they do not meet the security requirements.

**Once you've done this, use the arrow below to continue.**

[Back to main menu](#)

[Next](#)

## Changing your password

You will not be able to change your password through this screen if you have forgotten your current password.

For information about resetting your password, please click 'Forgotten memorable word or password' from the main menu. Alternatively, read the help screen titled 'Forgotten password' or memorable word'.

[Back to main  
menu](#)

# Forgotten password or memorable word

Please log in with your username and password below

Username

Password

Memorable Word

4th

5th

6th

[Log In](#)

[Change Password](#) | [Change Memorable Word](#) | [FAQ](#) | [Cookie Usage](#)



If you have forgotten your password or memorable word, open the [Compass](#) log in screen and click the highlighted link shown next to 'If you have forgotten your password or memorable word'.

**Once you've done this, use the arrow below to continue.**

If you have forgotten your password or your memorable word - [Please Click Here](#)  
If your account has been blocked or you have forgotten your username - [Please Click Here](#)

[Back to main menu](#)

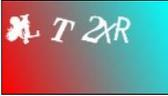
[Next](#)

# Forgotten password or memorable word

DCS007 - Forgotten Password or Memorable Word

Username

Please enter the Text displayed in the image  
(To get a new image click on the image or on the New Image icon)





Submit

You will then be taken to this page where you are asked to enter your username and the text displayed in the box.

**Once you've done this, use the arrow below to continue.**

Copyright © 2020 NHSBSA

Supporting the NHS, supplying the NHS, protecting the NHS  
NHS Dental Services is a service provided by the NHS Business Services Authority

[Back to main menu](#)

[Next](#)

# Forgotten password or memorable word

Dear John Smith,  
You have requested your password to be changed using the forgotten password or memorable word function in Compass.

Please click on the following link to continue:

<https://examplelink.nhs.uk>

If the link does not work, please copy and paste the entire link (not just the underlined part) into your web browser.

Kind regards,  
Dental Contract Services Support

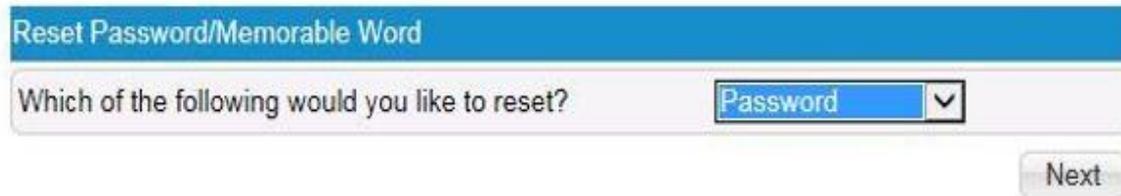
Once you've successfully submitted your username and text in the box, you will receive an email, similar to the one shown, with a link. Click on the link to action the change to your password or memorable word.

**Once you've done this, use the arrow below to continue.**

[Back to main menu](#)

[Next](#) 

# Forgotten password or memorable word



Reset Password/Memorable Word

Which of the following would you like to reset? Password

Next

The link contained in the email will redirect you to the 'Reset Password/Memorable Word' internet page. On this screen, you must first select which item you would like to reset – your password or memorable word. Once you've done this, click 'Next'.

**Once you've done this, use the arrow below to continue.**

[Back to main menu](#)

Next

# Forgotten password or memorable word



The screenshot shows a web form titled "Security Details" with a blue header. Below the header, there are two rows of input fields. The first row is labeled "Security Question" and contains the text "Mother's Maiden Name". The second row is labeled "Answer" and contains an empty text input field with a light green border. To the right of the input fields is a "Next" button.

You will be directed to the page shown, where you must answer the security question that you selected/set during your initial account registration process. Once you've answered the security question, click 'Next'.

**Once you've done this, use the arrow below to continue.**

[Back to main menu](#)

Next

# Forgotten password or memorable word

Please complete the following to change your password

Username

Password

New Password

Verify Password

[Cancel](#) [Continue](#)

[FAQ](#) | [Cookie Usage](#)



If the question is correctly answered, you will be directed to the screen where you can enter your new password or memorable word. If you selected password on the first screen, you will be prompted to enter a new password and confirm it.

**Once you've done this, use the arrow below to continue.**

[If you have forgotten your password or your memorable word - Please Click Here](#)  
[If your account has been blocked or you have forgotten your username - Please Click Here](#)

[Back to main menu](#)

[Next](#)

# Forgotten password or memorable word

Please complete the following to change your memorable word

Username

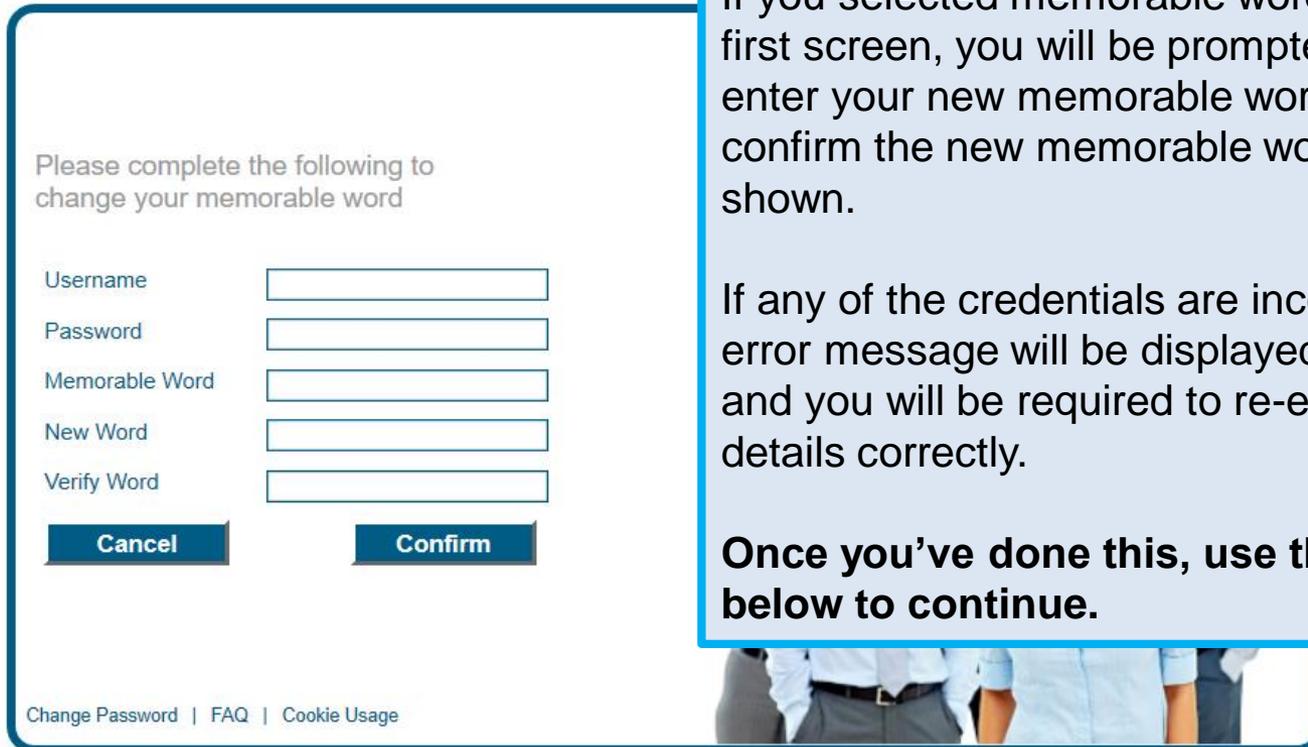
Password

Memorable Word

New Word

Verify Word

[Change Password](#) | [FAQ](#) | [Cookie Usage](#)



If you selected memorable word on the first screen, you will be prompted to enter your new memorable word and to confirm the new memorable word as shown.

If any of the credentials are incorrect, an error message will be displayed to you and you will be required to re-enter your details correctly.

**Once you've done this, use the arrow below to continue.**

[If you have forgotten your password or your memorable word - Please Click Here](#)  
[If your account has been blocked or you have forgotten your username - Please Click Here](#)

[Back to main menu](#)

[Next](#)

# Forgotten password or memorable word

When you click reset, the password/memorable word will be checked to see if they match, and that they conform to the security requirements. If all details are entered correctly, your password or memorable word will be updated and a message will display confirming it has been changed.

If they do not match, an error message will appear and amendments will need to be made.

[Back to main  
menu](#)

# Username reminder

Please log in with your username and password below

Username

Password

Memorable Word

4th

5th

6th

[Log In](#)

[Change Password](#) | [Change Memorable Word](#) | [FAQ](#) | [Cookie Usage](#)



You can find out who you need to contact if you have forgotten your username by opening the [Compass](#) log in screen and clicking the highlighted link shown next to 'If your account has been blocked or you have forgotten your username'.

**Once you've done this, use the arrow below to continue.**

If you have forgotten your password or your memorable word - [Please Click Here](#)  
If your account has been blocked or you have forgotten your username - [Please Click Here](#)

[Back to main menu](#)

[Next](#) 

# Username reminder

## Account Blocked or Forgotten Username

If you have forgotten your username or your account has been blocked please contact one of the below:

For health body users: Your local Compass administrator.  
For dental practice employees: Your practice administrator.

If you are an administrator, please contact our helpdesk using the details below:

Telephone: 0300 330 1348

Email: [nhsbsa.dentalservices@nhsbsa.nhs.uk](mailto:nhsbsa.dentalservices@nhsbsa.nhs.uk)

Our helpdesk service is open from 8.00am to 6.00pm, Monday to Friday.

[Back](#)

For example, if a Commissioner user has been blocked, they will need to contact their local Compass administrator who will be required to unblock their account

**Click the arrow below to continue.**



[If you have forgotten your password or your memorable word - Please Click Here](#)  
[If your account has been blocked or you have forgotten your username - Please Click Here](#)

[Back to main menu](#)

[Next](#)

# Username reminder

Please note that the contact details for each user type are different, so ensure you're using the right ones if you have forgotten your username.

[Back to main  
menu](#)