

MARYLAND DEPARTMENT OF NATURAL
RESOURCES



ONLINE LICENSING AND REGISTRATION SYSTEM

COMPASS
User Guide

Table of Contents

Accessing COMPASS.....	3
Registering for Access	3
Logging In	3
Logging in Using your COMPASS Account Information	3
Logging in using Personal Identification Information	4
Retrieving a Forgotten Password.....	4
Retrieving a Forgotten Username.....	5
COMPASS Overview	5
Home Page Overview.....	5
Navigating COMPASS	5
Managing Your Account.....	6
Personal Information	6
Disabled Veteran Status.....	6
Legally Blind Status	6
Addresses	6
Address Types	7
Adding a New Address	7
Editing an Address	7
Deleting an Address	8
Certifications.....	8
Changing your Password.....	8
Existing Licenses.....	8
Replacement Licenses.....	8
Renewing a License.....	9
Viewing your Order History	9
New Licenses.....	10
Product Catalog Overview	10
Executing a Sales Transaction	10

Accessing COMPASS

COMPASS is accessible via the internet using a standard web browser.

The URL to COMPASS is <https://compass.dnr.maryland.gov/DnrCompassPortal>

Registering for Access

COMPASS requires that Customer's register prior to gaining access. The registration wizard will step you through the registration process.

A detailed Tutorial on the registration process entitled "Becoming a COMPASS Customer can be accessed in the COMPASS Help Center.

At a high-level the process is as follows:

1. click Enroll from the COMPASS Home Page
2. Provide all required information and any optional information requested by the Registration Wizard
3. Receive verification email at the email address provided during registration
4. Click the link in the verification email to finalize your registration

Note: If you do not receive the verification email please check your junk mail folder. If the email still cannot be found, please contact DNR for further assistance.

Logging In

Multiple options for logging into COMPASS are available to you depending on whether you have previously registered with the COMPASS system and / or purchased a sports licensing product from DNR in the previous 3 years.

Logging in Using your COMPASS Account Information

If you have previously registered with the COMPASS system you have created a COMPASS account.

To Login using your COMPASS account information:

5. Click Login from the COMPASS Home Page
6. Enter your COMPASS Username and Password

If you have trouble logging in please verify the following:

1. Incorrect email address - Your e-mail address must be in the format [username@domain.com](#). If you have more than one e-mail address, be sure that

you're using the correct e-mail address and password combination. Also, if your computer is set to auto-complete the e-mail, make sure it's the correct e-mail address listed.

2. **Incorrect Password**: If you're sure you're using the correct e-mail address, than ensure the password is correct. If you cannot remember the correct password please use the password retrieval capabilities COMPASS to generate a new password.

Logging in using Personal Identification Information

You may login to COMPASS using a personal identifier and your date of birth if you have an existing COMPASS record within the system. Personal identifiers include your DNR Customer ID, a Transaction Number from an issued license, your Driver's License Number, or your Social Security Number.

To Login using your COMPASS account information:

1. Click Login from the COMPASS Home Page
2. Click Use Identification and Date of Birth
3. Select the Unique Identification Type
4. Enter the Unique Identification Number
5. Enter your Date of Birth
6. Click Continue
7. If you have previously registered with COMPASS you will be directed to your COMPASS home page. If you have not registered with COMPASS you will be directed to the COMPASS registration wizard and provided an opportunity to update your Customer record and create a COMPASS account.

Retrieving a Forgotten Password

Retrieve a forgotten password by typing in your username and the system will e-mail a new password to the e-mail address on file.

To retrieve a forgotten password:

1. Click Login from the COMPASS Home Page
2. Click the Forgot Password Link
3. Enter your COMPASS Username. Your username is the email address you provided during registration in the format [username@domain.com](#).
4. An email will be sent with a new password.

Retrieving a Forgotten Username

Your username is the email address you provided during registration in the format [username@domain.com](#). If you have forgotten this information please contact the COMPASS help number or stop by DNR Regional Service Center where a representative will assist you with accessing your account.

COMPASS Overview

Home Page Overview

Once logged in you'll be redirected the Home page, your primary access point to the COMPASS system. Every task that you'll complete in COMPASS can be initiated from this screen including updating your account information, reprinting an existing license and buying a new license.

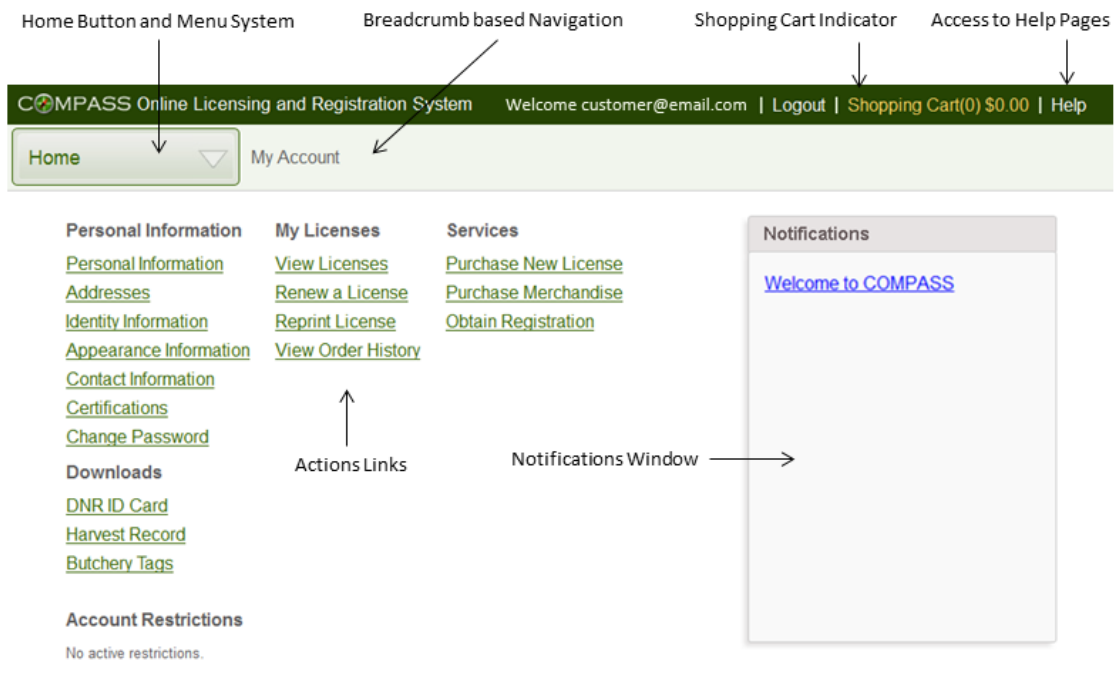


Figure 1: COMPASS Home Page Overview

Navigating COMPASS

There are two fundamental ways to navigate between the various sections of COMPASS: Using the drop down menu system and using breadcrumbs. The following diagram depicts these two items.



Figure 2: COMPASS Navigation

Managing Your Account

COMPASS provides you the capability to access and manage your account information. The following describes how to accomplish these tasks.

Personal Information

Your personal information is accessible from your COMPASS home page. The information is organized logically by the category of information: Personal Information, Identify Information, Appearance Information and Contact Information.

Disabled Veteran Status

This status can only be set to Yes by a DNR representative at a DNR Regional Service Center and requires provision of acceptable documentation.

Please visit your local RSC to have your account updated accordingly.

Legally Blind Status

This status can only be set to Yes by a DNR representative at a DNR Regional Service Center and requires provision of acceptable documentation.

Please visit your local RSC to have your account updated accordingly.

Addresses

Maintaining accurate address information in COMPASS is essential as this data has an impact on product purchases. To provide maximum flexibility COMPASS allows for the creation of multiple addresses for these entities that are categorized by their address type.

Address Types

An address in the COMPASS system can be designated as one or more of the following address types: Primary, Mailing, Shipping, and Billing. Once address information is created for an entity all four address types must be represented either on one address or distributed among multiple addresses.

Please note that your Primary address is the address that will be used by COMPASS to determine residency when purchasing products.

Adding a New Address

To add a new address in COMPASS:

1. Navigate to the Home Page
2. Click Manage Addresses
3. Click the Add New Address link
4. When the Add New Address screen appears, enter the New Address
5. Select one or more address type designations
6. Click Save
- 7.
8. The first address added for an entity will, by default, be assigned all address designations. A secondary address will by default be assigned no address type, requiring the user to explicitly indicate during its creation the address type for this address.

Editing an Address

To edit an address in COMPASS:

1. Navigate to the Home Page
2. Click Manage Addresses
3. Click Edit at the bottom of the address block you wish to edit
4. When the Edit Address dialog appears, modify the information as necessary
5. Select one or more address type designations as necessary
6. Click Save
- 7.
8. Note that in order to remove an address type designation from Address A and add that designation to Address B you must edit Address B.

Deleting an Address

To delete an address in COMPASS:

1. Navigate to the Home Page
2. Click Manage Addresses
3. Click Delete at the bottom of the address block you wish to delete
4. Click OK in the confirmation dialog
- 5.

Note an address can only be deleted if there are no address types associated with the address. This means you must first edit one or more of the addresses that are to remain and reassign the address type designations.

Certifications

Certifications are required to purchase certain products and, in these cases, COMPASS will disallow the sale of products to Customers if the required certification has not been recorded in the system.

To record your Certifications with COMPASS:

1. Navigate to your COMPASS home page
2. Click Certifications on the Personal Information heading
3. Click Add New Certification to display the Add New Certification dialog
4. Enter the certification number, type, and date acquired
5. Click Save

Changing your Password

Existing Licenses

Replacement Licenses

COMPASS provides you with the ability to replace any current license purchased through COMPASS free of charge through the online sales channel. This can be accomplished through both the View Licenses section and the Order History Section.

To print a replacement license through the View Licenses section:

1. Navigate to the COMPASS home page
2. Click Reprint License

3. Click Print next to the License you wish to reprint

To print a replacement license through the Order History section:

1. Navigate to the COMPASS home page
2. Click View Order History
3. Click Select next to the transaction you wish to reprint
4. Click Reprint

Renewing a License

You can renew a license in COMPASS as long as the identical product is available to you for the subsequent season.

To renew a license:

1. Navigate to the COMPASS home page
2. Click Renew a License
3. Click Renew next to the License you wish to renew
4. You'll be redirected to the Checkout Process with the appropriate license added to the Shopping Cart.
5. Note that many factors impact whether the Renew capability will be present next to a given license. These include the current availability of this product for the subsequent season and the variety of other business rules that govern the ability of a Customer to purchase a given product.
6. If the Renew option is not present please return to the Home Page, click Purchase New License, and look for the desired product in the Product Listing.

Viewing your Order History

The Order History section gives you access to multiple years of your Sports Licensing Transactions including the specific items purchased and the payments remitted. Transactions are presented in chronological order with the most recent at the top of the list.

To view your order history:

1. Navigate to the COMPASS home page
2. Click View Order History
3. Click Select next to a transaction to see the Transaction details

New Licenses

Product Catalog Overview

The Product Catalog is organized by item type, such as Hunting, Sport Fishing, Merchandise and Free Registration. Clicking on any of the green Item Banners will expand or collapse as necessary to display the products within that category. Each product in the catalog features the year or season, name and price. COMPASS determines which items and pricing are available for you to purchase; this means it is very important for you to be certain that your account information is accurate and current. Inaccurate information could result in your being ineligible to purchase the desired products.

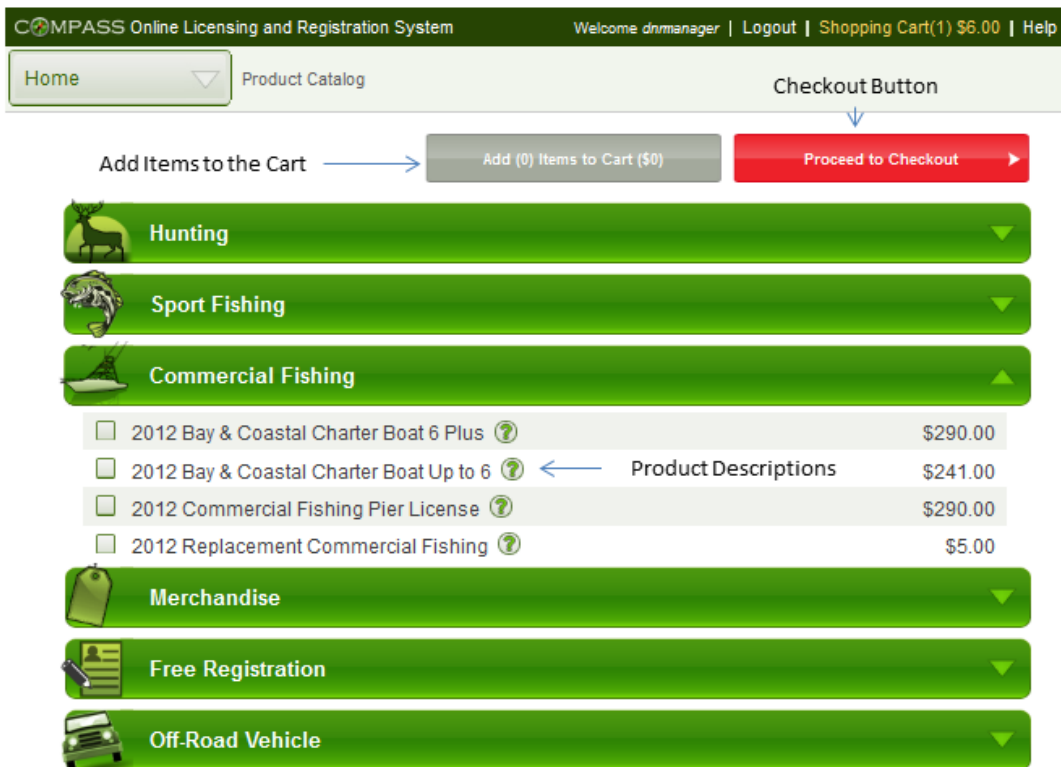


Figure 3: COMPASS Product Catalog Overview

Executing a Sales Transaction

Executing a Sales Transaction in COMPASS is a straightforward intuitive process. The graphic below describes entirety of the process step by step. Please note that you may or may not encounter individual steps in the process depending on the products that you have elected to purchase.

