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Enrolling for Access

COMPASS requires that Customers enroll prior to gaining access.

For a full detailed Tutorial on the registration process click "Compass Customer Enrollment".

Or you can follow the steps below:

1. Click “Enroll Here” from the COMPASS Home Page
2. Provide all required information and any optional information requested
3. Once enrollment is complete, you will receive your DNRid number and be given ability to login

Logging In

Logging in Using your COMPASS Account Information

If you have previously registered with the COMPASS system, then you have an existing account and DNR id number.

- Enter your COMPASS Username and Password
- Click Login From the COMPASS Home Page

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 email address, be sure that you're using the correct email address and password combination. Also, if your computer is set to auto-complete the email, 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, click Forgot 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 ID Number, a License Transaction Code from an issued license, or your Driver’s License Number.

- Click Login With ID and Birthdate
- Select the ID Type
- Enter the ID Number
- Enter your Birth Date
- Click Continue

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, and be provided an opportunity to update your Customer Record, create a password, and finalize the creation of your COMPASS account.

Retrieving a Forgotten Password

Your username is the email address you provided during registration in the format of username@domain.com. If you have forgotten this information, please contact your local Licensing & Registration Service Center, where a representative will assist you with accessing your account. You can also email customerservice.dnr@maryland.gov, please be sure to provide your full name and date of birth.

1. Click the Forgot Password link from the COMPASS home page.
2. Enter the email address of which you receive COMPASS confirmations.
3. An email will be sent to you prompting you to change your password.
4. Navigate to your inbox and select the Compass email. (Be sure to check your junk mail if you do not see it)
5. Enter your username, And create new login password.

Note: Be sure your new passwords meets the minimum security criteria.
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, email customer service customerservice.dnr@maryland.gov, 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 directed to your Home Page. Every task that you complete in COMPASS can be initiated from this screen including: updating your account information, reprinting an existing license, buying a new license, and renewing vessel registration.

If you are adding a new Certification, Be sure you do NOT add an end date.

If there are any changes needing to be made to your account in regards to your name, date of birth, and residency, please contact your local Licensing and Registration Service Center.
Managing Your Account

Personal Information

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

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. 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

Note: 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

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.

Identity Information

When initially creating your Compass account, you are required to provide Identification, and the last four digits of your Social Security Number. If your residency changes you can always update your identity information.
**Active Duty**

If you are an active duty member of the armed forces, and you are stationed in Maryland, though not a resident of Maryland, you are subject to the same fees as a MD resident. If this is applicable to your situation, please select YES.

**Disabled Veteran Status**

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

Customers are only eligible for the Disabled Veteran Licenses if they are MD residents, and their combined service connected disability is evaluated at 100%, or if they are prisoners of war.

**Hunting License Prior July 1st, 1977**

If you have held a license, or hunted on private property prior to July 1st, 1977, please select YES. By selecting yes, you are exempt from needing to complete the hunter education safety course. You are not required to enter the Hunter Safety Certification Number in order to purchase hunting licenses.

**Contact Information**

Please provide a valid email address and day time contact telephone number in the case that the DNR needs to contact you.

Your Contact Information can be updated as needed by you, the customer.
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 start date only, an end date is not needed.
5. Click Save

Changing your Password

1. Navigate to your COMPASS home page
2. Click Change Password under the Services heading
3. Enter your current COMPASS password
4. Enter your new password, making sure it meets all specified criteria
5. Confirm your new password
6. Click Change Password
7. Your password has now been updated successfully
**Existing Licenses**

**Reprint License**

COMPASS provides you with the ability to reprint any current license purchased through COMPASS free of charge through the online sales channel. This can be accomplished through both the View Licenses and Print Recreational Licenses, under the My Licenses heading.

To reprint a replacement license through the View Licenses section:

1. Log into your homepage
2. Click Print Recreational License under the My Licenses Heading
3. Your license will appear in a new tab with all valid recreational licenses.
4. Now you can print and save your license

**Renewing a License**

**To renew a license:**

1. Log into your COMPASS homepage
2. Click Renew a License
3. Click Renew next to the License you wish to renew, the item is automatically added to the cart.
4. You’ll be instructed to complete the Checkout Process by selecting the appropriate license added to the Shopping Cart.

**Note:** 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.

**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 transactions. Transactions are presented in chronological order with the most recent at the top of the list.

To view your order history:

1. Log into your COMPASS homepage
2. Click View Order History
3. Click Select next to a transaction to see the Transaction details
**New Licenses**

In order to purchase a new license, be sure to log into your COMPASS account. From your home page select the option *Purchase New License* under the *Services* heading.

**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 Category 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.
Renewing Vessel Registration

Non-login method of renewal

**Step 1)** Navigate to the COMPASS Homepage: [https://compass.dnr.maryland.gov](https://compass.dnr.maryland.gov)

**Step 2)** Select the image of the vessel, click Renew Vessel Registration.

**Step 3)** Enter your vessels MD state registration number, and the last four digits of the Hull Identification Number.

After entering your vessel information click Continue.
If you receive an Error message, check to make sure:

- all information entered is correct and accurate
- the vessel does not have current valid registration
- you have had previous transactions completed within the Compass Portal

**Step 4)** Review and Confirm that all Vessel information is correct.

**Vessel Registration Renewal**

Please confirm the vessel information below:

- **Vessel Number**: MD 1234AA
- **Hull Number**: KB1A71MSK191
- **Year**: 1991
- **Manufacturer**: BAYLINER
- **Model**: 
- **Vessel Length**: 25.5
- **Vessel HorsePower**: 180.00
- **Expiration**: 12/31/2017

The vessel is not eligible for renewal at this time. Please contact DNR at 877-620-8DNR (8367) if you have any questions.

**Note:** The renewal decals will be mailed to the address we have on record with our COMPASS system.
**Step 5)** Entering Cardholder information.

Please enter your name and the billing address.

Once you have completed all required fields, continue to payment screen.

**Step 6)** Enter Credit Card information, complete all required fields and continue.

Please review all information, if corrections need to be made, click on Modify to make the changes.

If there are no changes, click Confirm to continue.

**Step 7)** Once your payment has been completed, enter your email address in order to receive and electronic copy of your receipt.
Step 8) Be sure to print your receipt. While awaiting your decals in the mail, your receipt serves as your temporary Registration for 30 days.
Login Method

Step 1) Navigate to the Compass Homepage. Log into your COMPASS account.

Step 2) From your Compass Homepage click the option to View Vessels under the Vessels heading.

Step 3) Vessels you own that are eligible for renewal, will have the renew button available.
Step 4) Review Vessel information, be sure all information is correct and current before Continuing.

![Verify Vessel Information](image)

Step 5) Your Vessel Registration Renewal will be added to your shopping cart. You can continue to shop, or select the cart icon to proceed to checkout.

![Maryland Department of Natural Resources](image)

Step 6) Proceed through the checkout process, complete and confirm payment information.

Step 7) Be sure to print and save your receipt, as it serves as your temporary vessel registration for 30 days while you await the decals.

For additional questions or concerns please contact (410) 836-4550, or email customerservice.dnr@maryland.gov, please provide DNR id Number and/or your vessels MD registration number.
Natural Resource Police Parking Citation Payment Process

1) Log into your Compass Homepage. For further instructions on how to login to your Compass account, reset your password, or to create a new account, please refer to Compass User Guide.
2) From your Compass Home page locate the Services Heading. Click the option to Pay Parking Citation.

Compass will automatically add the $35.00 NRP Citation product to the cart.

3) Select any additional Licenses, Permits, or Merchandise and add all items to the cart. Once added to the cart, the number of items elected for payment will reflect in the shopping cart icon.
4) Click Add Items to Cart.
5) Click Proceed to checkout.
6) Review your shopping cart.
7) Complete survey. You will need citation number and vehicle registration number from citation to complete survey.
8) Review Address. Before proceeding to Pay Now be sure to click the box to agree to the above terms.
9) Enter payment information and confirm.
10) Print your receipt as confirmation that the citation has been paid in full. The citation number and vehicle registration number will be printed on the receipt.

If you need a VR-119 for the MVA please call NRP Records 410-295-4646