We were very pleased with the response of flight attendants to OB 13-03. Thank you for your responsiveness!

After the positive feedback about the first Tablet Q & A, we are providing additional information. Below are some recent questions and answers.

Q. I think I am connected to the Internet, but I am not receiving the updated publications. How do I confirm connectivity?

A. Even though the Wi-Fi network might display “Connected,” it is sometimes still necessary to use a web browser (i.e. globe-like Internet app) to verify connectivity. At some locations, it is necessary to view a web page and accept the Wi-Fi terms before being able to connect.

Q. The Comply365 system has changed from STARTUP to LIVE. How does this impact me?

A. Within the myMobile365 app, you will no longer see a red bar stating “STARTUP.” Also, you will now receive emails to your personal email address on file.

Q. What types of emails will be sent from Comply365?

A. There are three types of emails:

1. An announcement about a new publication. This email goes out once to inform you that there is a new publication that requires compliance. An excerpt looks like this:

   * Compliance Reminders: Listed below are your outstanding publication compliances requiring your attention:
You were assigned the following Publication(s):
Comply365 System Has Gone LIVE

2. A reminder email that the compliance Due date is approaching for publications listed under the “Comply” tab. This email is sent 7 days prior to the Due date listed in the tablet. The reminder message is sent daily after this. An excerpt looks like this:

* **Compliance Reminders:** Listed below are your outstanding publication compliances requiring your attention:

<table>
<thead>
<tr>
<th>Publication</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAM OB 13-03</td>
<td>3/31/2013</td>
</tr>
</tbody>
</table>

3. A confirmation email informing you that your compliance was completed. This email is sent once within 24 hours after you have complied.

* **Compliance Recorded:** You complied with the following publications in the last 24 hours:

<table>
<thead>
<tr>
<th>Publication</th>
<th>Compliance Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comply365 System Has Gone LIVE</td>
<td>3/28/2013</td>
</tr>
</tbody>
</table>

Q. Do I need to log into the Comply365 website or can I just comply from my tablet? In the personal email from Comply365 it states, “Please sign into your Comply365 account at [https://compass.comply365.net](https://compass.comply365.net) to verify your ability to see the updates listed above and take any necessary action.”

A. It is possible to comply from your tablet or the website. The tablet is preferred because then the tablet will be synced and all new content will be located on the tablet. If you comply at the website, you will also need to take your tablet to a Wi-Fi hotspot to download the new publications onto your tablet so they are accessible on the aircraft (go to a Wi-Fi hotspot, connect to Wi-Fi Internet, and log in to myMobile365).

Q. I went to the website at [https://compass.comply365.net](https://compass.comply365.net) and tried to log in. What is my User Name and Password?

A. Your User Name and Password are the same ones that you initially used to log in to the tablet. Your User Name is your 6-digit employee number (exception: if employee number starts with 0, enter a 5-digit employee number). Your Password is the last 6 digits of your social security number.

Q. I was on vacation for two weeks and didn’t use my tablet. My tablet status is now inactive. What should I do?

A. After 14 days of inactivity in the myMobile365 app, your PIN will not be recognized. To log in again, you need to log in as a “New User.”
1. On the login screen, press the “New User” button.
2. Log in like you did when you first received your tablet:
   · User Name is your 6-digit employee number (exception: if employee number starts with 0, enter a 5-digit employee number).
   · Password is the last 6 digits of your social security number.
   · Domain is Compass.
   · Check the “Set up a PIN” box to set up a 4-digit number for future use.
   · Click on Login.

Thanks for your compliance within Comply365. If you have any questions, feel free to contact your Inflight support team.