From: Hanson, Aaron M  
Sent: Friday, March 15, 2013 4:10 PM  
To: Compass All Flight Attendants  
Subject: Q & A about Tablets and Comply365

Since the launch of the tablet earlier this year, flight attendants have asked questions about the tablet. Below are some common questions that we have received.

**Q. How do I connect to Wi-Fi?**

1. Click on the Settings icon (if the Settings icon is not visible on the home screen, click on the grid-like Apps icon and then navigate to the Settings icon).

   ![Setting Icon](image)

2. Under the Wi-Fi heading, there is a list of available Wi-Fi networks. Press on the desired network name. Note: A lock symbol next to the network name means a password is required (for example, in the MSP crew room the network name is Compass and the password is compass1).

   ![Wi-Fi Network List](image)

3. When you are connected, the word “Connected” is displayed below the network name.

4. Click on the Home icon at the bottom of the screen (looks like a house) to return to the home screen.
Q. I heard that training videos are available to view on the tablet. I don’t see them. Where are they?

A. The videos are downloaded in the myMobile365 app and located in “Collections” in a folder called “FA Training.” You must be connected to Wi-Fi to be able to download the videos or other content. Once the videos are downloaded, they will remain on the myMobile365 app (even when you are not in Wi-Fi).

Q. When a new item requires compliance, how do I know?

A. After connecting to Wi-Fi and logging in to the myMobile365 app, the “My Publications” icon will have a red circle with a number in it. The number indicates how many items require compliance.

Q. Bulletin 13-03 was just issued. Where do I read the bulletin on the myMobile365 app?

A. The bulletin will be located under the “Comply” tab. Press on the document title to open the document. You will need to enter a Confirmation code to comply with items under the Comply tab.

Q. How do I comply with documents like OB 13-03 in the Comply area?

1. Press the document name to open it.
2. Read the entire document.
3. Locate the confirmation code (usually on the last page). Remember the case-sensitive code to enter later.
4. Exit the document by touching the arrow.
5. Touch the white document icon to the right of the document title.
6. Enter the code and touch the Confirm button.
When you have successfully complied, the white document icon changes to green and is relocated under the Recently Complied ribbon.

Q. The entire FAM was reposted and now includes Bulletin 13-03. How do I view and comply with the new FAM version?

1. Under the “View” tab, press on the FAM title to open the FAM.
2. View the changes.
3. Exit the document by touching the arrow.
4. Touch the white checkmark on the right side of the screen.

When you have successfully complied, the white checkmark changes to green and is relocated under the Recently Complied ribbon.
Q. Where do I view the FAM after complying?
A. The updated FAM will reside under “Collections” in the folder for Manuals.

Q. I noticed that there are several new folders under “Collections,” including “FA Read Files.” Will content be located there?
A. Yes, in the future. Several folders were added as place holders. We plan to distribute additional content to the folders later.

Q. Will I get a reminder email about complying?
A. In the future, an email message will be sent to individuals who have not complied.

Q. What do I do if I have not entered my personal email address in ADP yet?
A. All flight attendants are required to have a personal email address (not Compass email) in ADP by March 31, 2013. To enter a personal email address:

1. Open Internet Explorer.
2. Enter the address https://portal.adp.com or enter the ADP ESS portal through the Compass Airline Website.
3. Click the User Login Button.
   Type in your user ID and password for ADP and press Enter (if you need an ADP password reset, contact Jim Sechter at jsechter@transstates.net).
4. From the Personal Information menu, click Addresses.
5. Click the Edit button shown on the Addresses screen.
6. Enter your Primary email address into the Primary email address field. The Primary email address must be a personal email address and not a work email address.
7. Once the email address is entered, click the Save button.
8. Click Log On.

Q. When I am viewing a page of the FAM in myMobile365, sometimes I cannot advance to the next page. What do I need to do?
A. Pages must be displayed at 100% size (i.e., 1.00x) to advance forward or move backward in a document. If you have zoomed in on a page, you must zoom back out to 100%. To do this, press two fingers on the screen and pinch them together. As an alternative, you can tap the screen twice with your index finger.
Q. What do I do if I forget my 4-digit PIN to log in to myMobile365?

1. Press on the myMobile365 app to start the app.
2. On the login screen, press the “Forgot Pin” box.
3. Enter your user name (6-digit employee number, unless number starts with a zero – then five-digit employee number), your password (last 6 numbers of your social security number), and ensure the domain is Compass.
4. To set up a new PIN, check the box.
5. Click on Login.

Q. What can I do if my tablet is not functioning properly?

1. Press “Log Off” in the myMobile365 app.
2. Completely turn off the tablet (press the on/off button for 3 seconds and then touch on “Power off”).
3. Turn on the tablet (press the on/off button for 3 seconds).

Q. Where can I get Technical Support for the myMobile365 app?

A. Customer service is available from Comply365 from 0800-1700 Central Time 7 days a week. The phone number is on the back of your tablet on the blue sticker (608-313-1551). You can also send an email to CustomerSupport@Comply365.com.

Q. Who else can I contact if I have questions about my tablet?

A. Inflight management is also available to answer questions. Feel free to contact anyone in Inflight management.