

Online Pay Stub Enrollment Guide – Associates Without Network ID

For those without a Compass Group network ID, pay stubs will be available in the following locations after voluntarily enrolling. Enrolling through either option below provides access to both applications.



1. Compass Associate Portal (CAP) at CompassAssociate.com under the Paystubs tab
2. On a mobile device through Employee Self Service (ESS) at ESS.CompassAssociate.com under the More tab

To enroll, follow the steps below:

- Click the blue **Register** link found below the Login button.
- Enter your information to verify your employment.
- Provide the phone number (optional) and email address (required) you would like to use for your new Compass Associate Portal and Employee Self Service account, and click Save.
- A welcome message will be delivered to the email account you chose with a **Complete Account Setup** link. Use this link to create your password and account reset security questions.

Once you have completed your account setup, you can login to CAP or ESS immediately. Your username for CAP and ESS is your personnel number and the password will be what you create during setup.

- Username Example: 123456

Please email Shared.Payroll-Corporate@compass-usa.com if you have any questions.

FAQ's

1. Who can access online pay stubs?

Only active associates in deployed sectors can view pay stubs online through OMS/CAP/ESS.

2. Is my pay stub secure?

Yes, all files are encrypted. To view or download your paystub, you must enter an 8 digit passcode made up of the last 5 digits of your SSN, the 2 digit month of your birth, and the first letter of your last name in uppercase. Example: SSN = 543-21-**2345**, Birth Month = January (**01**), Last Name = **S**mith – **1234501S**

3. Can I print my pay stub?

Yes, you will have the ability to view or print your pay stub. Please notify your manager if you do not have access to a computer with an internet connection and a printer so that they can assist you in printing your pay stub.

4. What if my pay stub is incorrect?

Please contact your manager for assistance.

5. What if I forgot my password?

When logging in, there is a Forgot Password link which will prompt you to answer your security questions set up at the time of enrollment. If you cannot remember the answers to the security questions, you can contact the Technology Service Center at 888-295-7206 option 2. You will be asked to verify your identity with your name and last 4 digits of your SSN and can then specify the help needed for online pay stubs.

Please note the Technology Service Center cannot change your email address or password. The only action they can assist with is generating an email link to your registered email for you to reset your password.