

NCompass Anywhere

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What is NCompass Anywhere?

NCompass Anywhere is our latest application that brings essential reporting and management features to your fingertips. Designed to enhance your work on-the-go, the app offers a streamlined and user-friendly experience.

This document will cover how to gain access to the application, and how to use these exciting new features.

Please note: Before using NCompass Anywhere, your NCompass System needs to be running version 11.15 or newer.

If you believe you are not already running this version, you can book a slot for your system to be updated using our booking link [here](#).

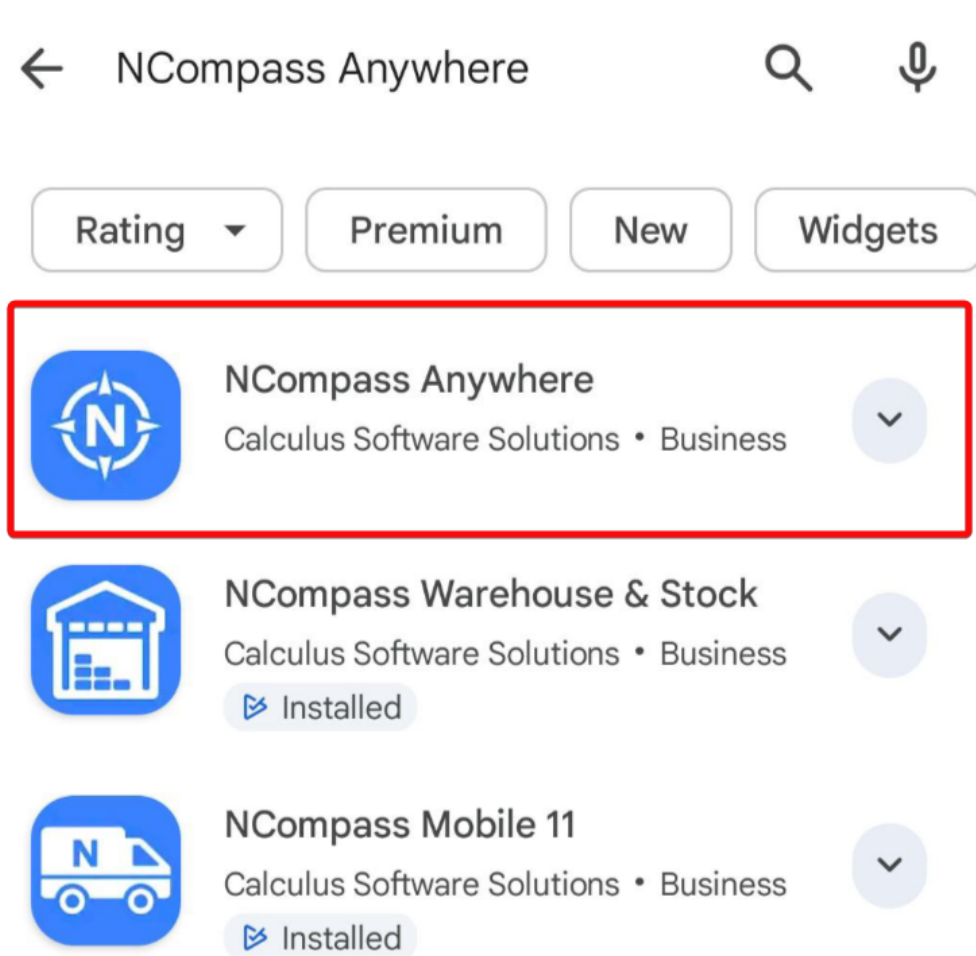
NCompass Anywhere - Mobile App

The NCompass Anywhere Mobile App is currently only available on the Play Store for Android Devices, however we are in the process of deploying the application to the App Store so it can be installed on iOS devices.

If you want to use NCompass Anywhere on an iOS device today, you can do so via a Web Browser on the device by following the instructions in the [NCompass Anywhere - Webpage](#) section

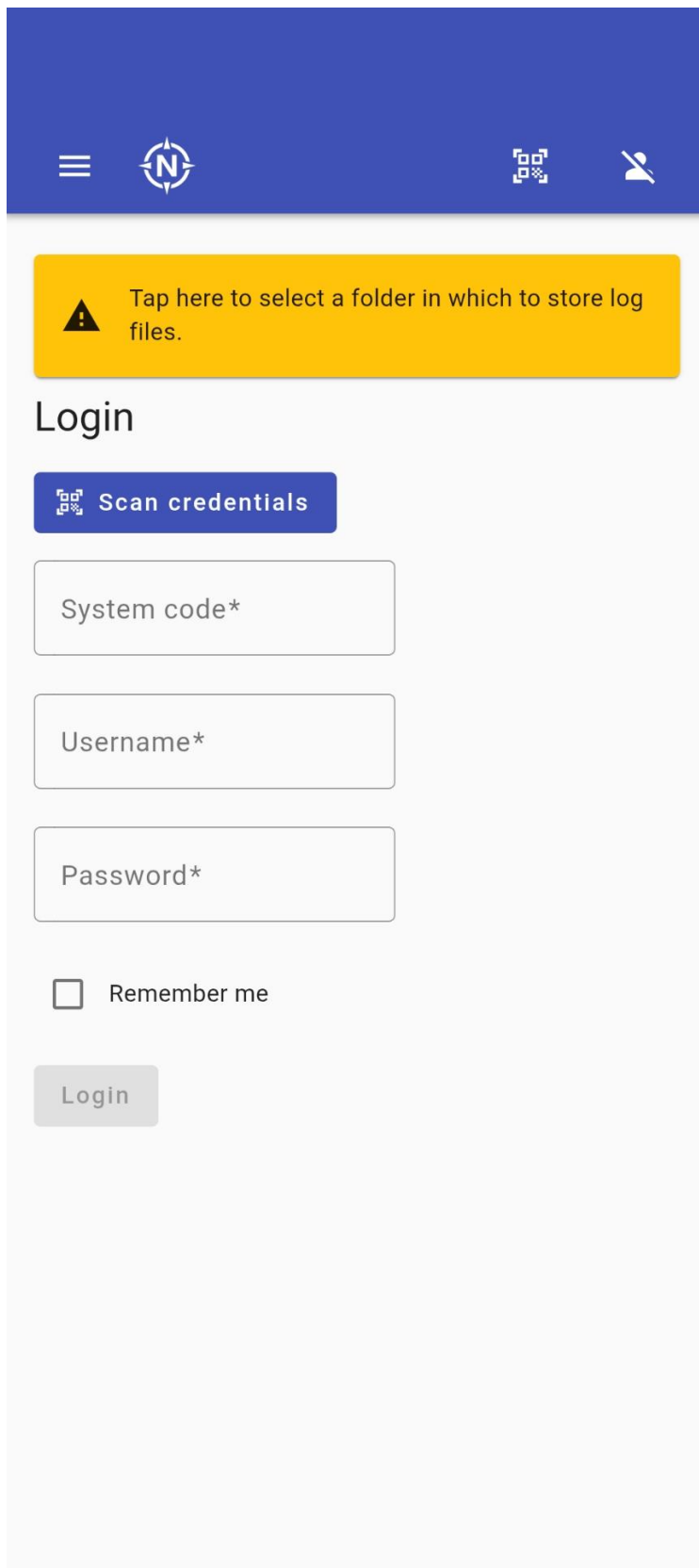
Getting Logged In

To install the NCompass Anywhere App, simply search for 'NCompass Anywhere' on the Play Store, and tap to install the highlighted option below:



Once the App has been installed, tap onto it to open it.

You will then be presented with the below screen, and prompted to login to the app:

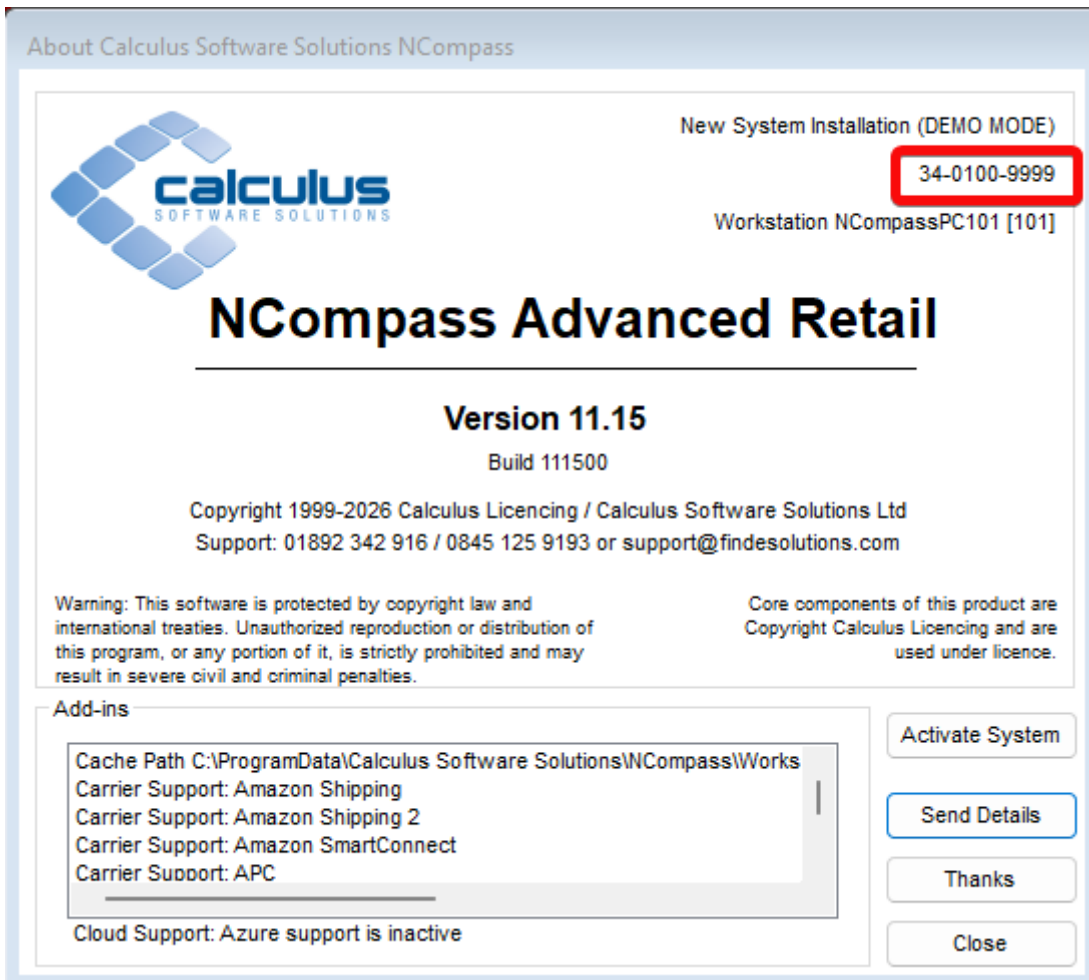


Before attempting to login for the first time, we need to action the Yellow Warning message at the top of the screen to setup a folder on the device to store logfiles.

Simply tap onto this warning, and follow the on screen prompts to get this configured.

Once this has been actioned, we are then in a position to enter/scan a , , and to allow us to Login.

Your can be found on Desktop NCompass under Help > About NCompass > find in the highlighted section that appears in the new window, and take note of the number that shows (this will be in the format of 34-0100-xxxx):

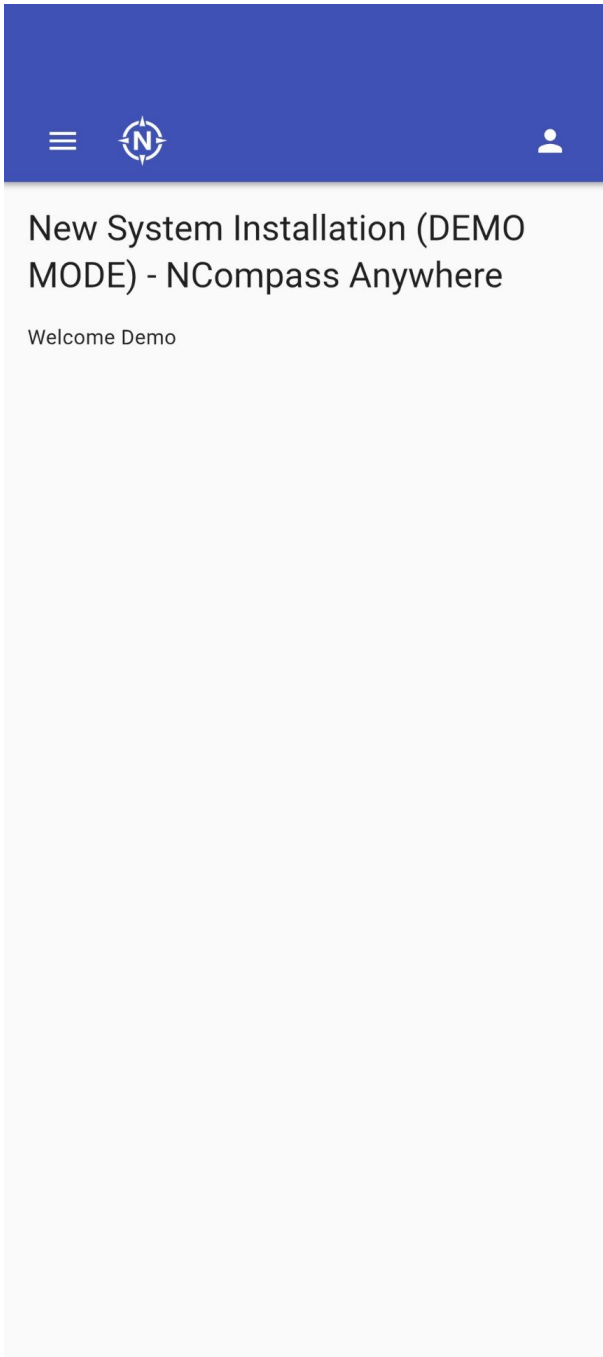


Please Note: the is the same for all Users wanting to login to the App at your Company.

Your Username and Password are the same Username and Password you use to Login to Desktop NCompass.

By Default, any existing Login for Desktop NCompass will have access to login to Anywhere. However, it is possible to control which Users do or do not have access to Login to Anywhere, which is covered more in the ['Configuring your NCompass Users for Anywhere'](#) section.

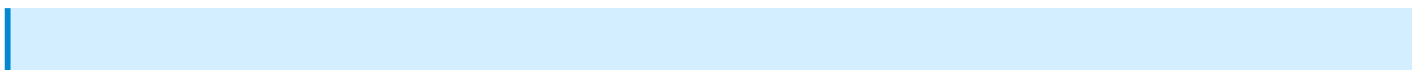
Once you have successfully logged in, the app will take you to the home page below:



If you need to Logout at any point, simply press the Person Icon in the top left hand screen, and press Logout.

Running Reports

The NCompass Anywhere Application has the ability to run any Report that is configured as an Additional Report inside Desktop NCompass (Reports > Additional Report).



Please Note: The user you are logged in as needs to have permissions inside Desktop NCompass to be able to run Additional Reports.

The '[Configuring your NCompass Users for Anywhere](#)' section covers in more detail the tools that are available to control if a User does or does not have the ability to run these reports

where tap the menu (≡) icon > All Reports > Pick a Report you wish to run.

Reports > Field Calls > Incomplete Field Calls

Incomplete Field Calls

Delivery Van

Field call type	Field call number	Time type
Collection	100227	Between 11:40:00
Collection	100228	Between 16:40:00
Collection	100260	AM: Anytime
Collection	100296	Between 15:50:00
Collection	100343	PM: Anytime
Collection	100344	Any time
Collection	100379	Any time
Collection	100582	Any time
Collection	100654	AM: Anytime
Collection	100670	PM: Anytime
Collection	100717	Any time
Collection	100720	Between 11:30:00
Collection	100814	Any time
Collection	100834	Any time
Collection	100898	Any time
Collection	100987	Any time
Collection	100987	Any time

In the event that a report has multiple columns, you can use

your finger to swipe left/right across the screen to scroll through these columns.

Next to the title of the report, you will see a Filter Icon and another Menu Icon (in the form of 3 vertical dots)

The Filter Icon will open a new window that allows you to apply filters to your report:

The screenshot shows a mobile application interface with a blue header bar. On the left of the header is a menu icon (three horizontal lines) and a logo with the letter 'N' inside a circle. On the right is a user profile icon. Below the header, the title 'Incomplete Field Calls' is displayed. The form contains several filter options: a dropdown menu for 'Engineer' (currently showing 'Engineer'), a dropdown for 'Carrier', a dropdown for 'Branch', two checkboxes for 'Include Pickup' and 'Include Unscheduled' (both unchecked), a 'Delivery Date Range' field with a calendar icon, and a 'Time Period' dropdown menu (currently showing 'Any'). A pink 'Apply' button is located at the bottom right of the filter section.





The Menu button gives us options to;

- Send the report via email
- Download the report as PDF
- Download the report to Excel
- Reload the Data in the report

Incomplete Field Calls



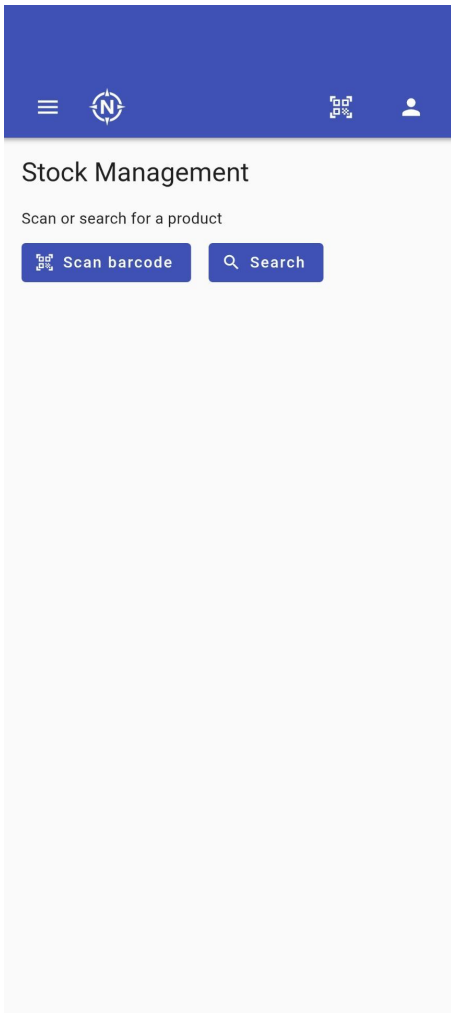
Delivery Van		
Field call type	Field cal	
Collection	100227	
Collection	100228	
Collection	100260	
Collection	100296	Between 15:50:0
Collection	100343	PM: Anytime
Collection	100344	Any time
Collection	100379	Any time
Collection	100582	Any time
Collection	100654	AM: Anytime
Collection	100670	PM: Anytime
Collection	100717	Any time
Collection	100720	Between 11:30:0
Collection	100814	Any time
Collection	100834	Any time
Collection	100898	Any time
Collection	100987	Any time
Collection	100987	Any time

-  Send email
-  Download PDF
-  Download Excel
-  Reload data

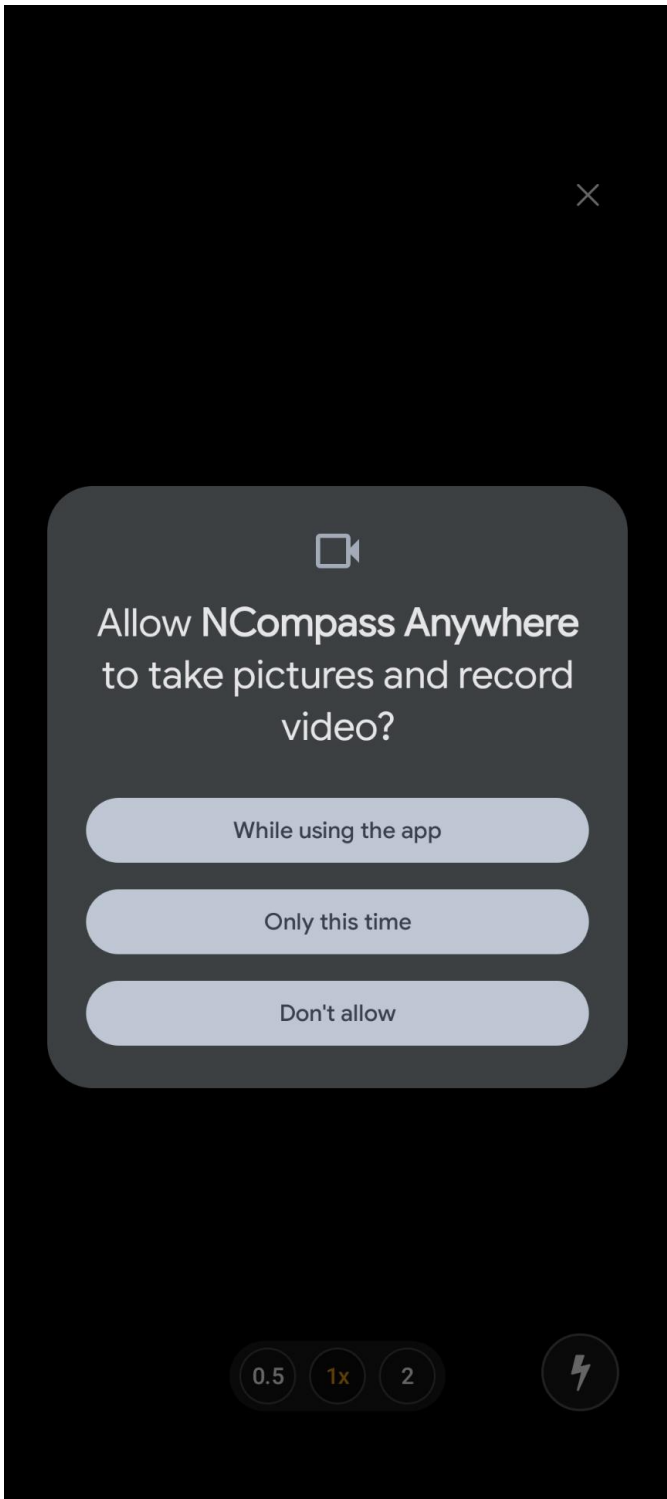
If you require a new Report adding to the system, please contact our Support team with a Specification of what you require, and we will be happy to review this request further for you

Stock Management

The Stock Management screen allow you to search for a product either Scanning a Barcode, or by a Search



To scan a Barcode, simply press the Scan barcode button, and ensure that you allow NCompass Anywhere the correct permissions to use the Camera on your device if prompted to do so:



Then, simply place the barcode for the product in front of the camera, and the app will then bring information about that product up on the screen.

To Search for a product without using it's barcode, press the Search button, and in the Search Query box, search for the product in question. If required, you can press the 'Show advanced filters' button to have more granular levels of filtering

Product enquiry

Search query

Hide advanced filters

Manufacturer
LG

Model/part number

Stock/serial number

Retail price from

Retail price to

Supplier

Include expired records

Clear Search

Press Search, and a list of products that match your search criteria will appear. Tap onto a search result, and press Select, and you will then be taken to a new screen that shows you information about that Product.

From this new screen, you can see information such as:

- View the product on your website
- Product Pricing
- Stock Levels
- Print Stock labels

Helpdesk

Helpdesk is a new platform that allows you to see any existing tickets you have open with us at the moment, and create new tickets from this platform, without needing to phone our Support team. You do not need to be setup for NCompass Anywhere to be able to use Helpdesk, but we have added the option to be able to login to it through NCompass Anywhere to help have everything in one easy to use place.

If you require assistance logging into the Help desk, please contact our Support team who will be happy to assist further

NCompass Anywhere - Website

As well as being mobile app, NCompass Anywhere is accessible in a Web Browser of your choosing by visiting anywhere.findesolutions.com

This can be loaded on any device that has a Web Browser installed, be that a mobile phone, tablet, or PC.

Getting Logged In

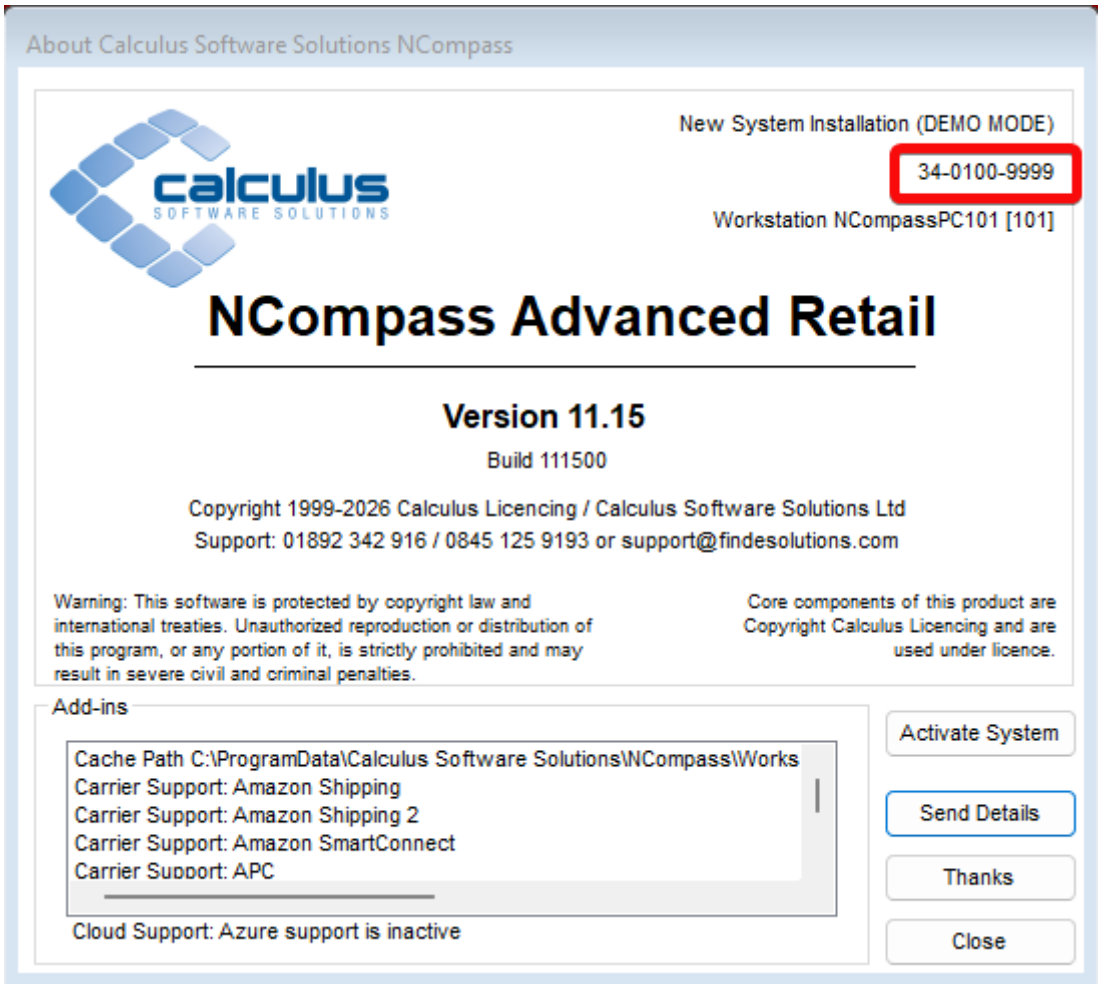
Browse to anywhere.findesolutions.com and you will be presented with the below screen



The screenshot shows a web browser interface for the NCompass Anywhere login page. At the top, there is a blue navigation bar with a menu icon on the left and a logo in the center. Below the navigation bar, the word "Login" is displayed. There are three input fields: "System code*", "Username*", and "Password*". Below these fields is a checkbox labeled "Remember me" and a "Login" button.

Here you are being prompted to enter in `System Code`, `Username`, and `Password`, all of these are required to allow us to Login.

Your `System Code` can be found on Desktop NCompass under Help > About NCompass > find in the highlighted section that appears in the new window, and take note of the number that shows (this will be in the format of 34-0100-xxxx):



Please Note: the `System Code` is the same for all Users wanting to login to the App at your Company.

Your Username and Password are the same Username and Password you use to Login to Desktop NCompass.

By Default, any existing Login for Desktop NCompass will have access to login to Anywhere. However, it is possible to control which Users do or do not have access to Login to Anywhere, which is covered more in the ['Configuring your NCompass Users for Anywhere'](#) section.

Running Reports

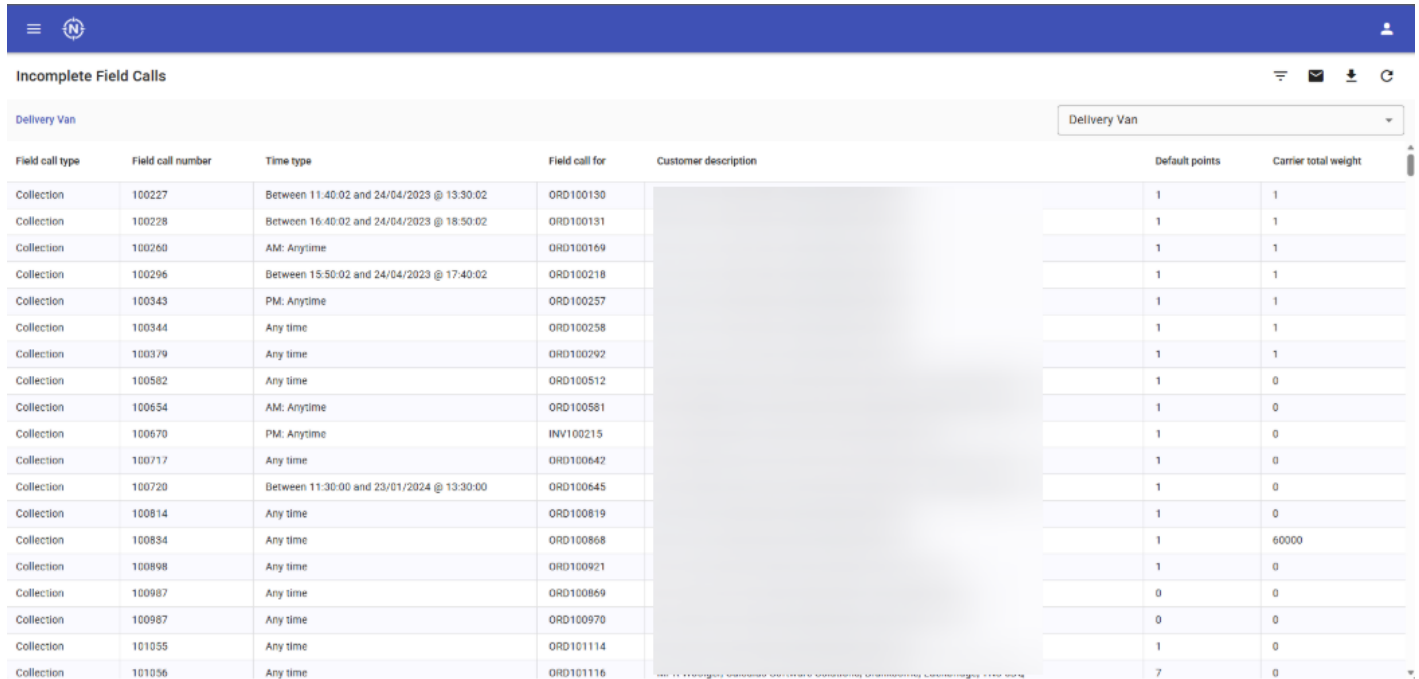
The NCompass Anywhere Application has the ability to run any Report that is configured as an Additional Report inside Desktop NCompass (Reports > Additional Report).

Please Note: The user you are logged in as needs to have permissions inside Desktop NCompass to be able to run Additional Reports.
The

'Configuring your NCompass Users for Anywhere' section covers in more detail the tools that are available to control if a User does or does not have the ability to run these reports

To run these inside NCompass Anywhere tap the menu (≡) icon > All Reports > Pick a Report Group > And then select the report you wish to run.


The below is an example of All Reports > Field Calls > Incomplete Field Calls



Field call type	Field call number	Time type	Field call for	Customer description	Default points	Carrier total weight
Collection	100227	Between 11:40:02 and 24/04/2023 @ 13:30:02	ORD100130		1	1
Collection	100228	Between 16:40:02 and 24/04/2023 @ 18:50:02	ORD100131		1	1
Collection	100260	AM: Anytime	ORD100169		1	1
Collection	100296	Between 15:50:02 and 24/04/2023 @ 17:40:02	ORD100218		1	1
Collection	100343	PM: Anytime	ORD100257		1	1
Collection	100344	Any time	ORD100258		1	1
Collection	100379	Any time	ORD100292		1	1
Collection	100582	Any time	ORD100512		1	0
Collection	100654	AM: Anytime	ORD100581		1	0
Collection	100670	PM: Anytime	INV100215		1	0
Collection	100717	Any time	ORD100642		1	0
Collection	100720	Between 11:30:00 and 23/01/2024 @ 13:30:00	ORD100645		1	0
Collection	100814	Any time	ORD100819		1	0
Collection	100834	Any time	ORD100868		1	60000
Collection	100898	Any time	ORD100921		1	0
Collection	100987	Any time	ORD100869		0	0
Collection	100987	Any time	ORD100970		0	0
Collection	101055	Any time	ORD101114		1	0
Collection	101056	Any time	ORD101116		7	0

Next to the title of the report, you will see a Filter Icon, an Email Icon, a Download Icon, and a Refresh Icon.

The Filter Icon will open a new window that allows you to apply filters to your report:

☰ 

Incomplete Field Calls


Engineer ▾

Carrier ▾

Branch ▾

Include Pickup

Include Unscheduled

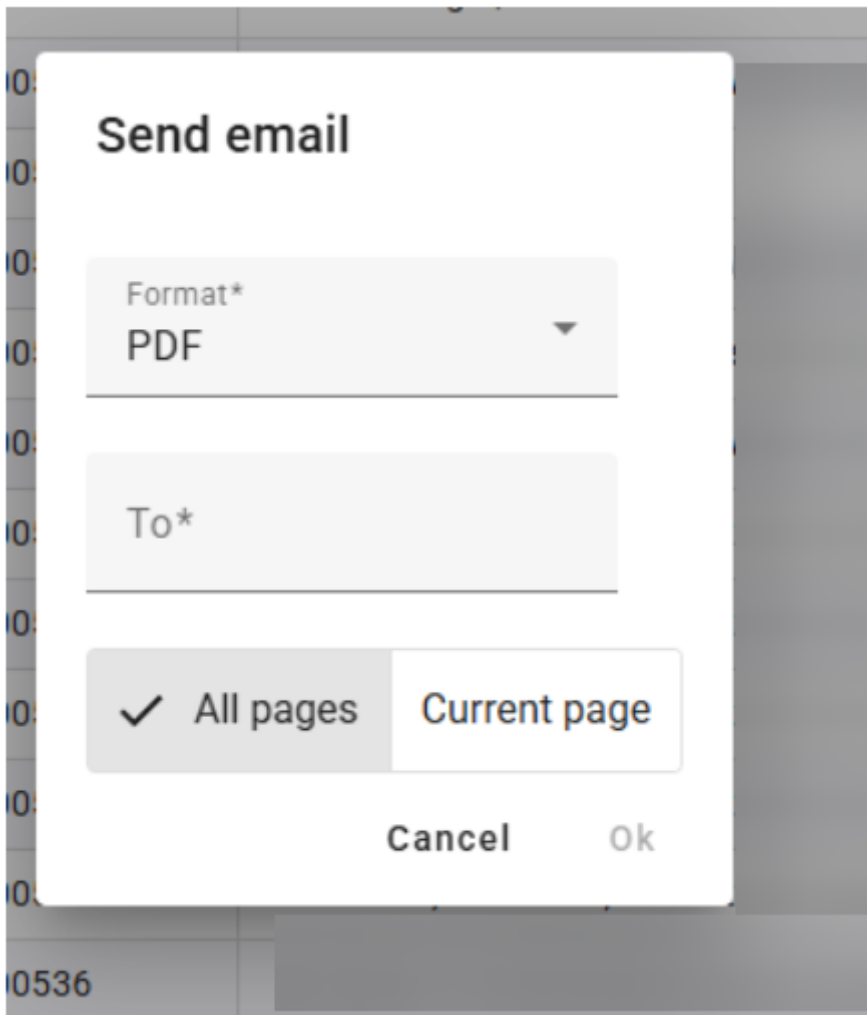
Delivery Date Range 

Time Period
Any ▾

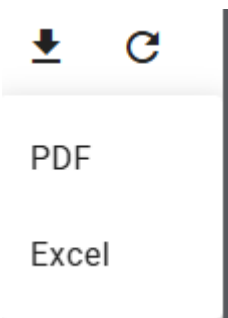
Apply

type	Field call for	Cu
me	ORD100512	M
nytime	ORD100517	M
me	ORD100518	Es
me	ORD100526	M
me	ORD100527	M
me	ORD100528	M
me	ORD100525	H
me	ORD100525	H
me	ORD100525	H
me	ORD100525	H
me	ORD100525	H
me	ORD100525	H
me	ORD100525	H
me	ORD100536	M
me	ORD100539	M
me	ORD100540	M
nytime	ORD100543	M
nytime	ORD100543	M
nytime	ORD100544	M
me	ORD100545	M
me	ORD100546	M

The Email Icon will allow you to send the report to a specific email address, in a specific file format



The Download Icon will allow you to download the report either as PDF, or to Excel

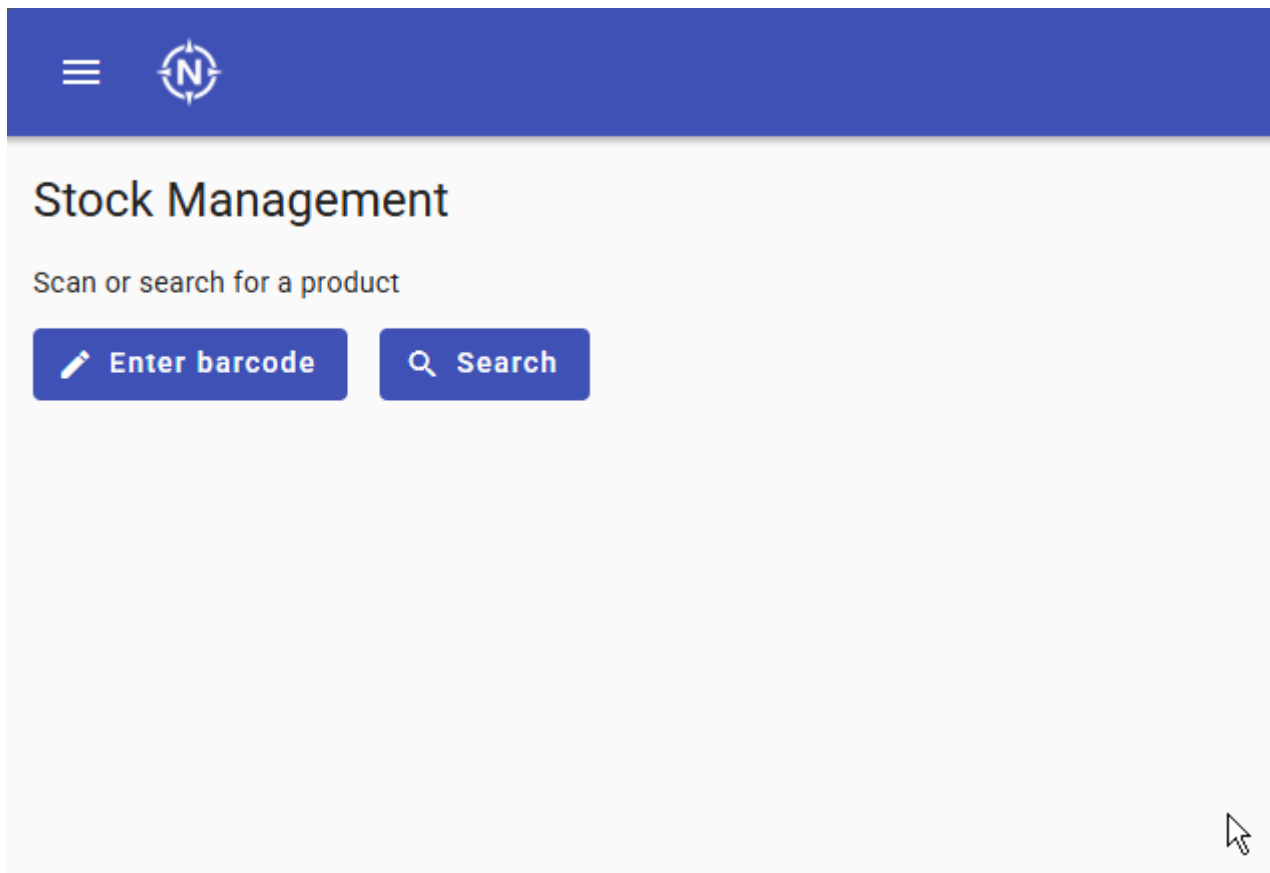


The Refresh Icon will re-run the report, in the event that any data has changed.

If you require a new Report adding to the system, please contact our Support team with a Specification of what you require, and we will be happy to review this request further for you

Stock Management

The Stock Management screen allow you to search for a product either by Entering a Barcode, or by a Search



If you know the Barcode/EAN of the product, then you can simply press the Enter barcode button and Press Ok. This will then take you to a page containing information about the product.

If not, press the Search button, and in the Search Query box, search for the product in question. If required, you can press the 'Show advanced filters' button to have more granular levels of filtering

Product enquiry

Hide advanced filters

Manufacturer
 LG

Include expired records

Clear

Search

Product enquiry

? Search...

Cancel Select

Press Search, and a list of products that match your search criteria will appear. Click onto a search result, and press Select, and you will then be taken to a new screen that shows you information about that Product.

From this new screen, you can see information such as:

- View the product on your website
- Product Pricing
- Stock Levels
- Print Stock labels

☰ N

LG 32LQ630B6LA 32" HD Ready HDR Smart LED TV with AI Sound and WebOS Smart Platform

i Fully tracked

Manufacturer: LG
 Model: 32LQ630B6LA
 EAN: 8806091638366

🔗 View on website

Price

	Euronics (Integrated) Date range: From 12 Feb 2024
	Retail Date range: From 12 Feb 2024
£240.00	Test Avg Date range: From 6 Dec 2023
£94.74	Test Cost Date range: From 12 Jan 2024
£599.99	Testformula Date range: From 6 Dec 2023

📄 Specific item prices

Stock

Branch	Stock Room	Stock

Helpdesk

Helpdesk is a new platform that allows you to see any existing tickets you have open with us at the moment, and create new tickets from this platform, without needing to phone our Support team. You do not need to be setup for NCompass Anywhere to be able to use Helpdesk, but we have added the option to be able to login to it through NCompass Anywhere to help have everything in one easy to use place.

If you require assistance logging into the Help desk, please contact our Support team who will be happy to assist further

Configuring your NCompass Users For Anywhere

As all permissions surrounding what a User can and can not access in NCompass Anywhere are controlled in NCompass Desktop, you will need to be logged into NCompass Desktop as a User that has the relevant permissions to be able to access 'Administration > Security > User Management' menu to be able to change these permissions .

Please be aware that NCompass Anywhere inherits the permissions set against a User in NCompass Desktop. So changing any permissions so the User can run Reports in Anywhere, means they will be able to run the same reports in Desktop NCompass, as the two systems are linked.

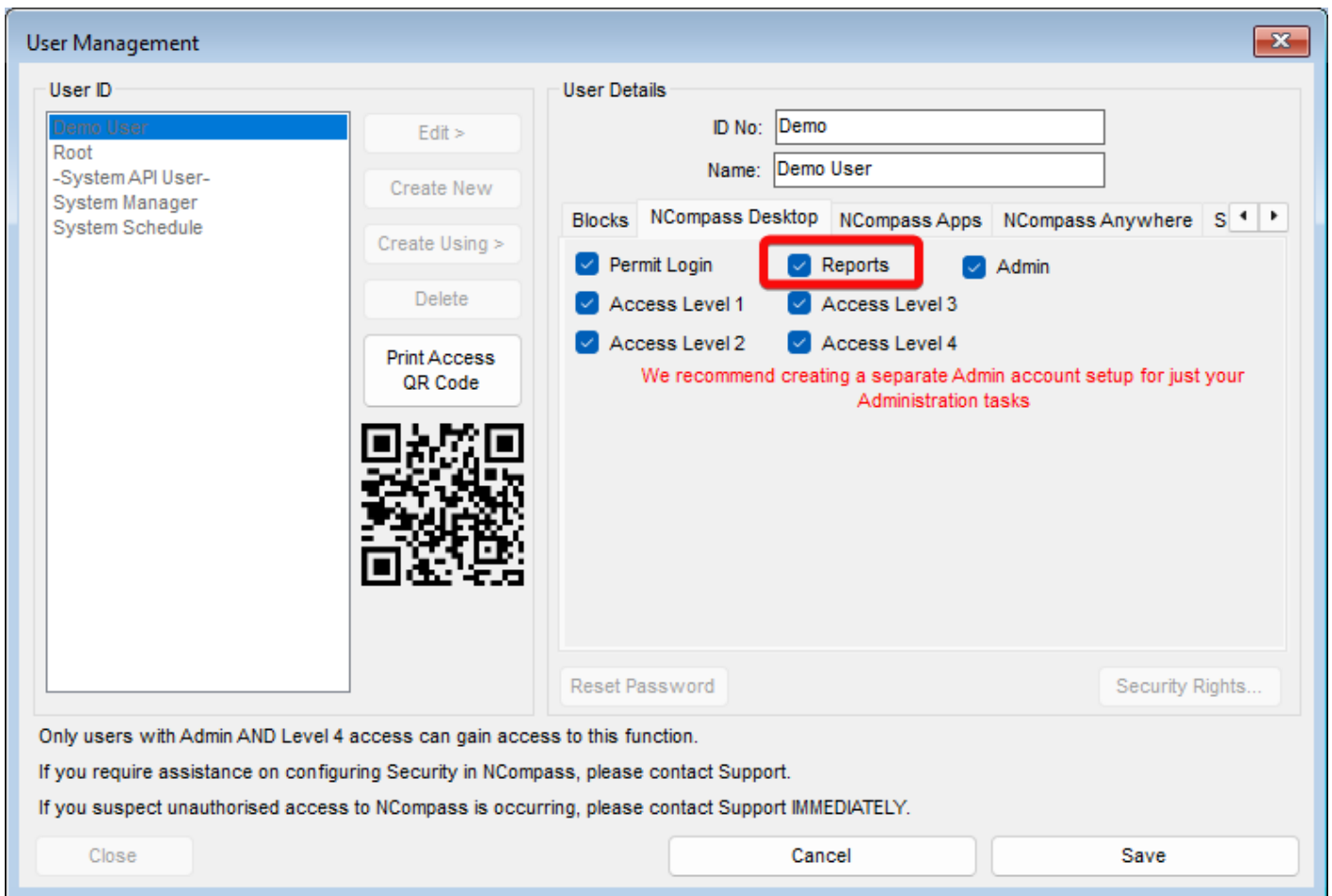
If you do not currently have the relevant permissions to change these settings against a User, pause here, and discuss with your manager to confirm if access can be granted to this section or not.

Please Note: Our Support team are happy to assist you in configuring these permissions if help is required, but will only do so if they have been granted permission by a senior member of staff at your company.

To edit the permissions of a User, first select the User in question and press Edit.

Using the navigation arrows, browse to the 'NCompass Desktop' tab.

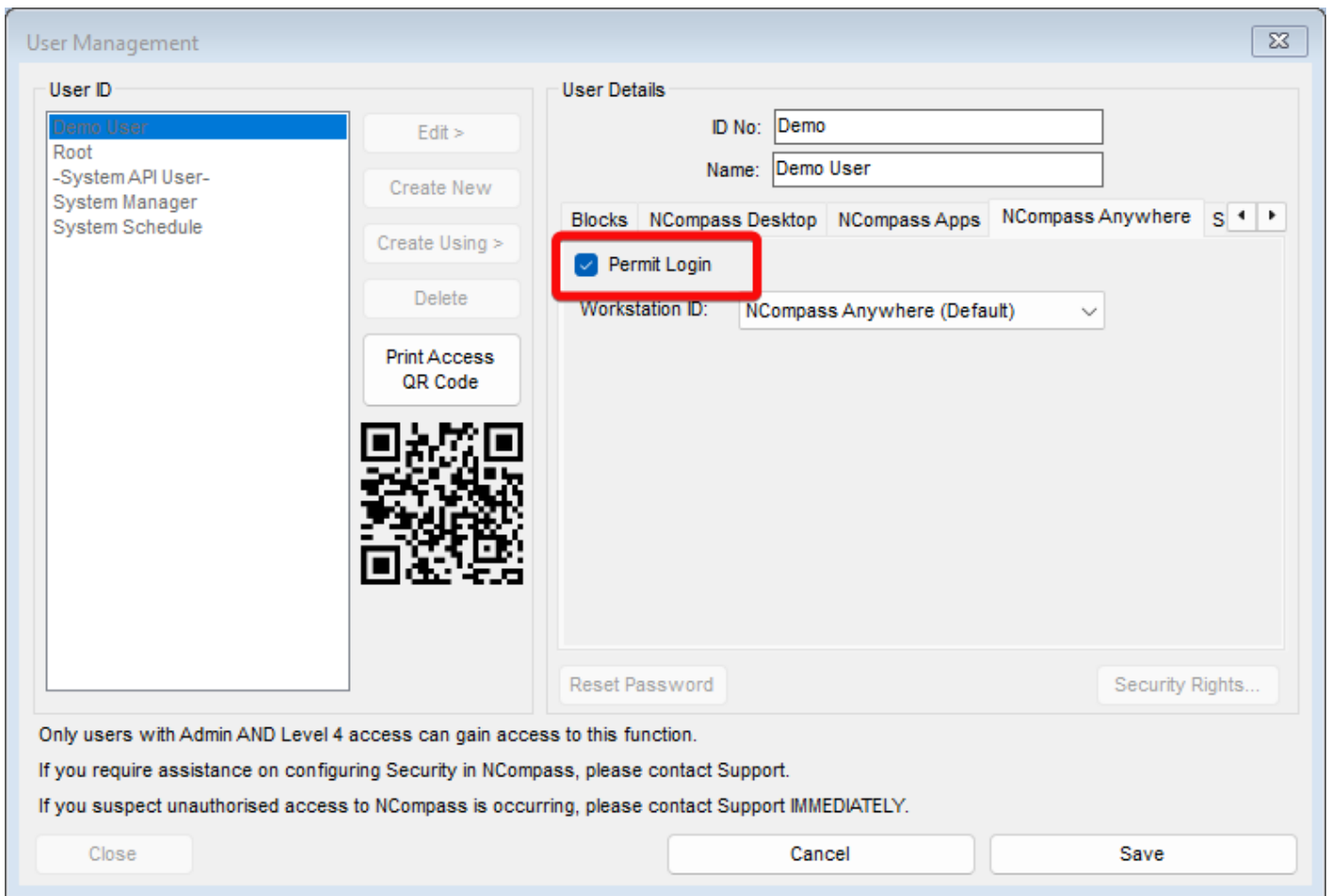
From here, you can control if a User has access to run Reports or not via the Reports tickbox highlighted below



If you require a member of Staff to be able to run any Reports configured under Reports > Additional Reports (which are the reports that can be run on NCompass Anywhere) but not be able to run any other type of report, then it is possible to do this via the Security Rights button in the bottom left hand corner of this screen.

Please contact Support if you require assistance setting this up

If you then use the Navigation Buttons to browse to the NCompass Anywhere tab, you can control if the user can Login to NCompass Anywhere or not via the Permit Login Button



By Default, all users are permitted to login to Anywhere. So if you only want select staff to be able to login to the application, then you will need to change this setting against each user.