

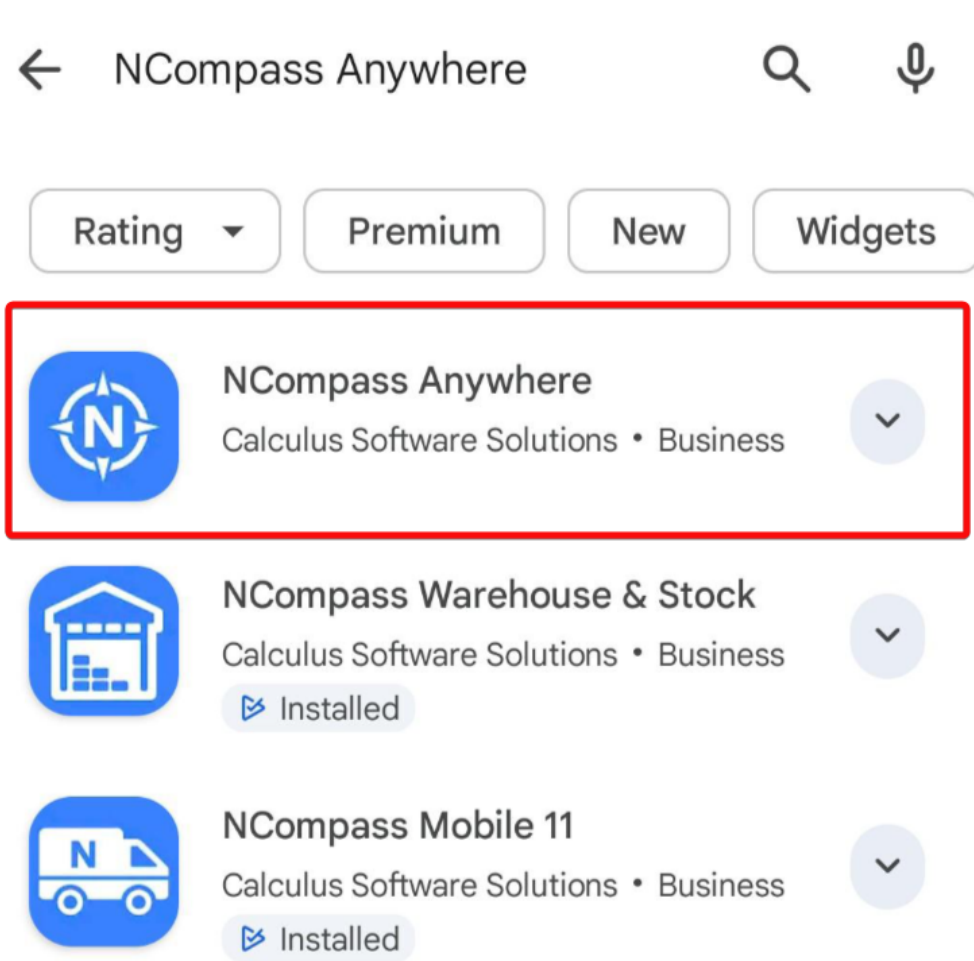
NCompass Anywhere - Mobile App

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

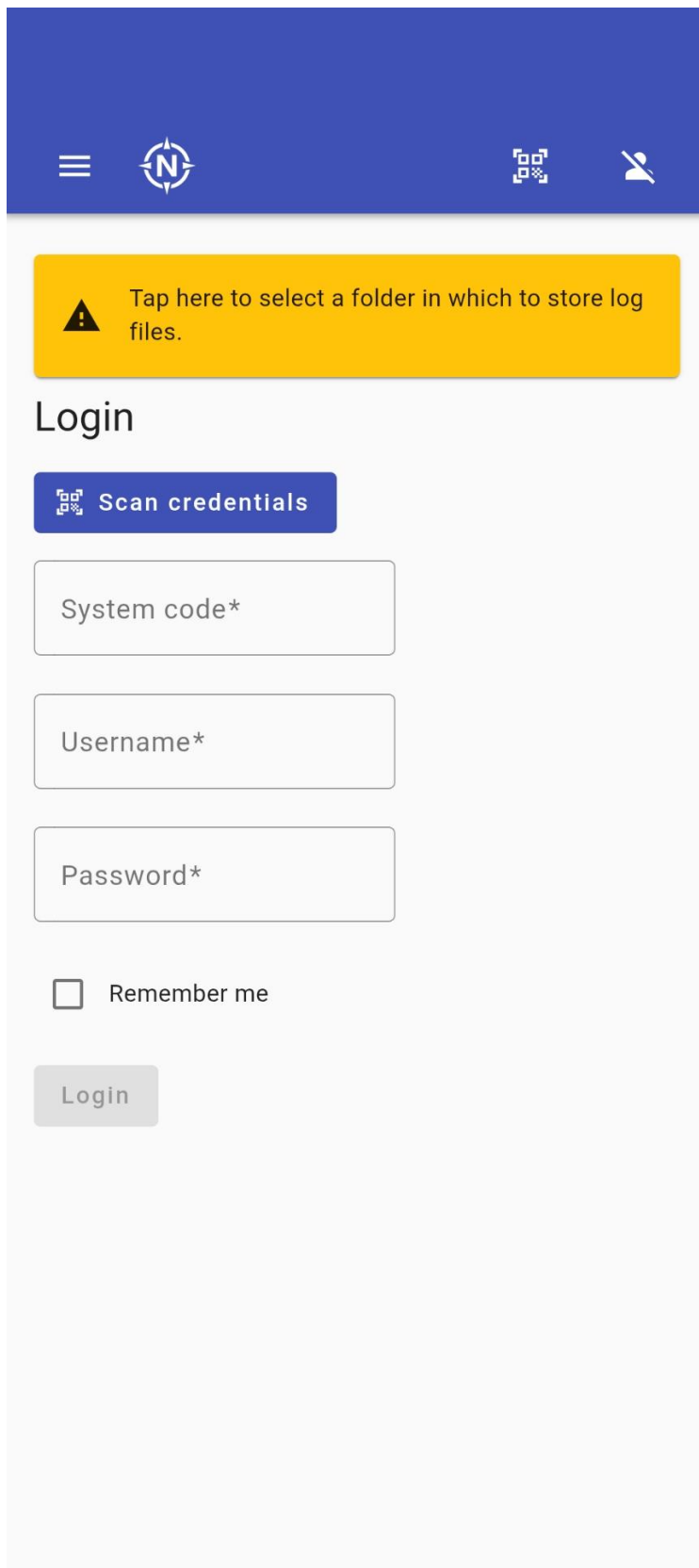
Getting Logged In

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:

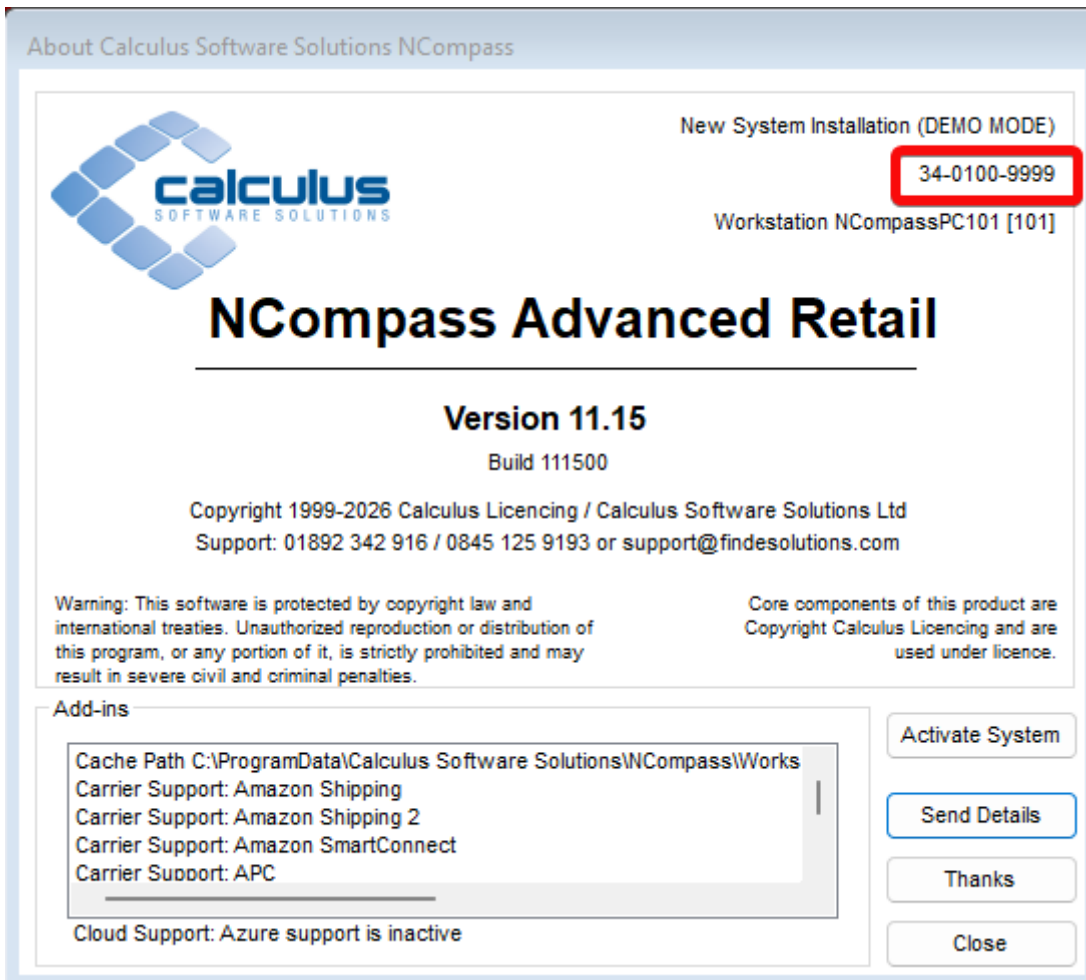


Before attempting to login for the first time, we need to action the Yellow Warning message at the top of the screen to setup a folder on the device to store logfiles.

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):

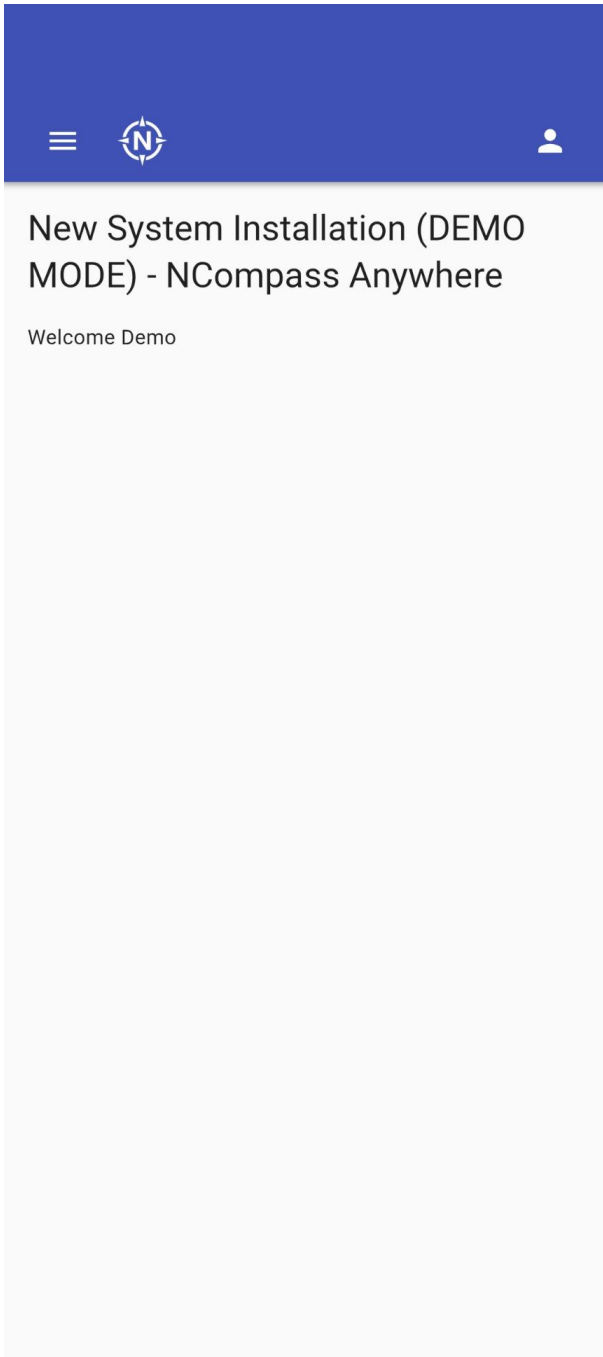


Please Note: the is the same for all Users wanting to login to the App at your Company.

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:

Incomplete Field Calls

Engineer

Carrier

Branch

Include Pickup

Include Unscheduled

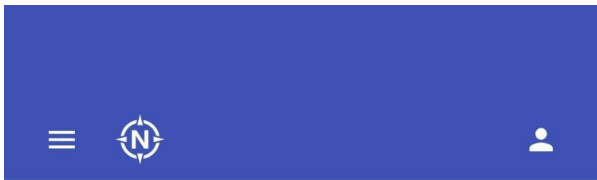
Delivery Date Range

Time Period
Any

Apply

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



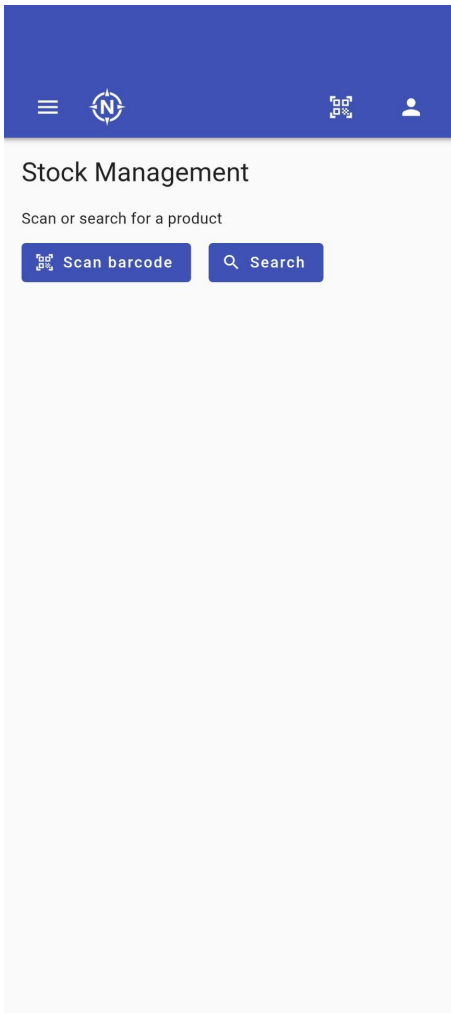
Delivery Van		
Field call type	Field cal	
Collection	100227	
Collection	100228	
Collection	100260	
Collection	100296	Between 15:50:0
Collection	100343	PM: Anytime
Collection	100344	Any time
Collection	100379	Any time
Collection	100582	Any time
Collection	100654	AM: Anytime
Collection	100670	PM: Anytime
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

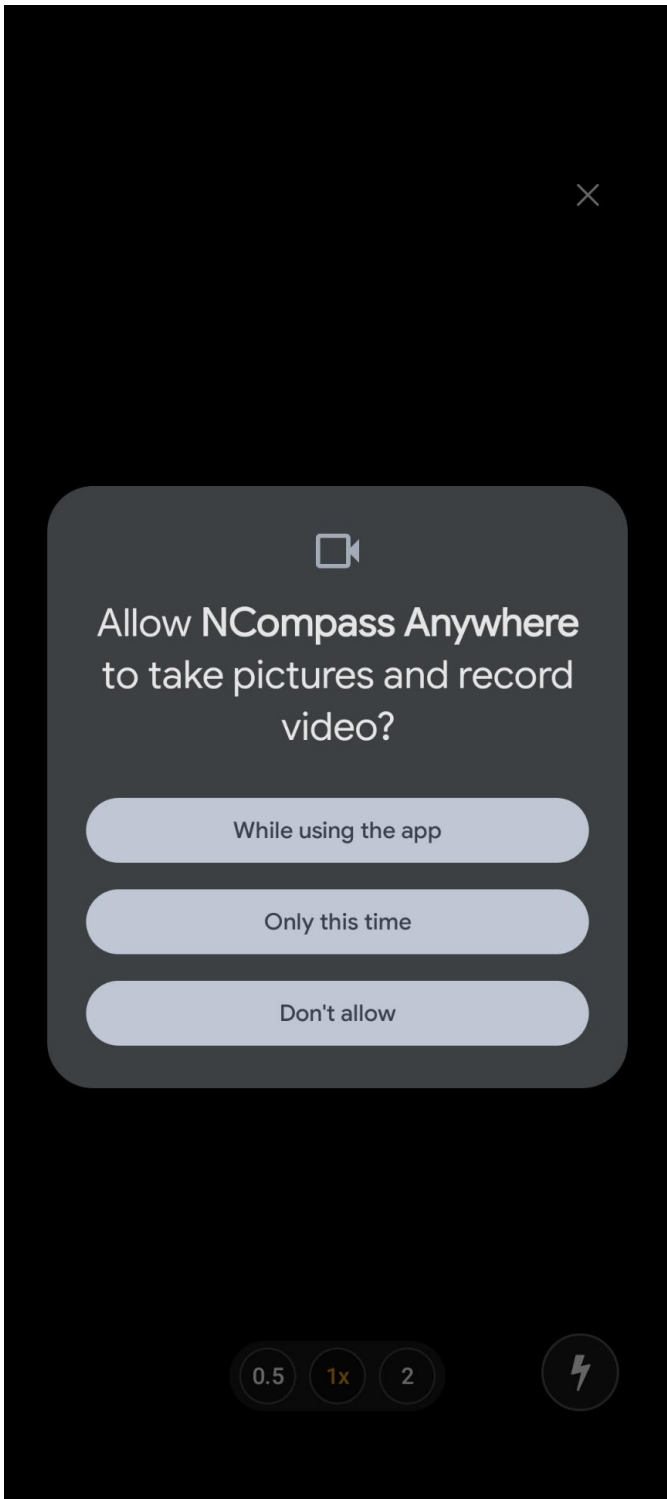
If you require a new Report adding to the system, please contact our Support team with a Specification of what you require, and we will be happy to review this request further for you

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

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