

# Compass User FAQs

## Didn't get my login information?

Visit the Compass website: [fmo.kizen.com](http://fmo.kizen.com). Click on: NEED HELP LOGGING IN? Enter in your email, [Support@Kizen.com](mailto:Support@Kizen.com) will send you an email to reset your password, and you'll simply follow the prompts to reset your password.

## Compass isn't loading? Something's wrong with Compass? Troubleshooting?

1. Ensure that you're using Google Chrome, as our app works best with it.
2. Verify that you're using the correct URL for the Compass platform. ([Login - KIZEN](#))
3. Clear your browser cache and cookies.
4. Try logging in again.

## How do I upload my contacts?

Please refer to this video or see our written instructions for help. If you have further questions, please send those to [Compass@GordonMarketing.com](mailto:Compass@GordonMarketing.com) or call us at 1-800-388-8342.

## Why isn't Compass showing all of my contacts?

You most likely have a filter on. At the top of your contacts page, you have quick filters, a manual filter option, and contact groups! Clear all filters and ensure you've selected the contact group entitled "All Contacts."


## Duplicate Contacts?

Compass shouldn't create duplicate contacts as long as you're using email addresses as the unique identifier.

## Does email have to be the unique identifier?

No but changing the unique identifier is not recommended and does require a more advanced setup. The Compass Team can assist you with this, contact us at [Compass@GordonMarketing.com](mailto:Compass@GordonMarketing.com)

## How do I delete a contact?

On the Contacts Page, if you hover your cursor over the contact, there will be three dots (  ). Click on that 'Edit Record/...' -> Archive Contact -> Confirm


## How do I delete multiple contacts at once?

Using the checkboxes, select all the contacts you'd like to delete. At the top right of your screen, select the dropdown on 'PERFORM ACTION' button. Select 'Archive Contacts' -> Confirm Archive.

**How do I reset my password?**

On the login page, click: 'NEED HELP LOGGING IN?' Enter in your email, Support@Kizen.com will send you an email to reset your password, and you'll simply follow the prompts to reset your password.

**How do I create a contacts group / pipeline?**

Go to your contact's page. On the top left, click on  / 'Filter Results.' Filter contacts down to your desired group. Name the group in the top left corner of the filter. Lastly, select 'CREATE NEW GROUP.'

Tags allow you to track groupings as well! To add/remove tags in bulk – use the checkboxes next to the records to select your group, click the dropdown next to the 'PERFORM ACTION' button, then click 'Change Tags.'