



# FAQ

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## How do I download Compeat?

The below instructions are for organizations hosted on the Compeat cloud. If you have questions as to your organization's hosting status, please e-mail [support@compeat.com](mailto:support@compeat.com).

### Install Compeat

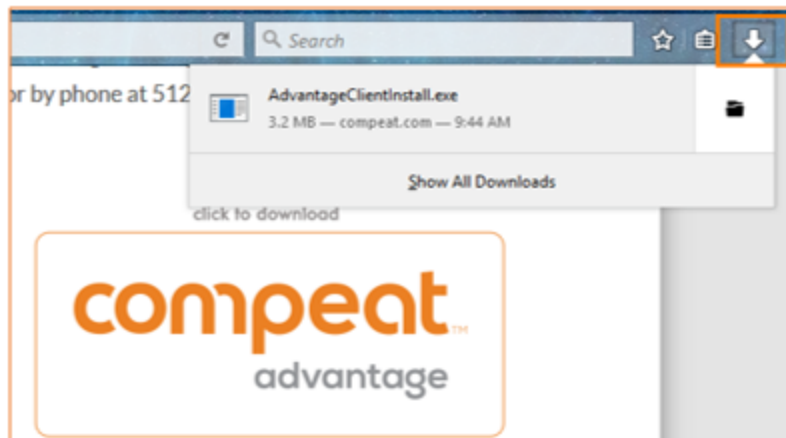
To download and install Compeat, navigate to the Compeat [website](#). Click the **Compeat Advantage** icon (pictured below) to begin the process.

click to download



Depending on your browser, you may be asked to **Save** the Advantage Installer. The installer saves to either a Downloads toolbar at the bottom of your browser window, or to the Downloads folder:

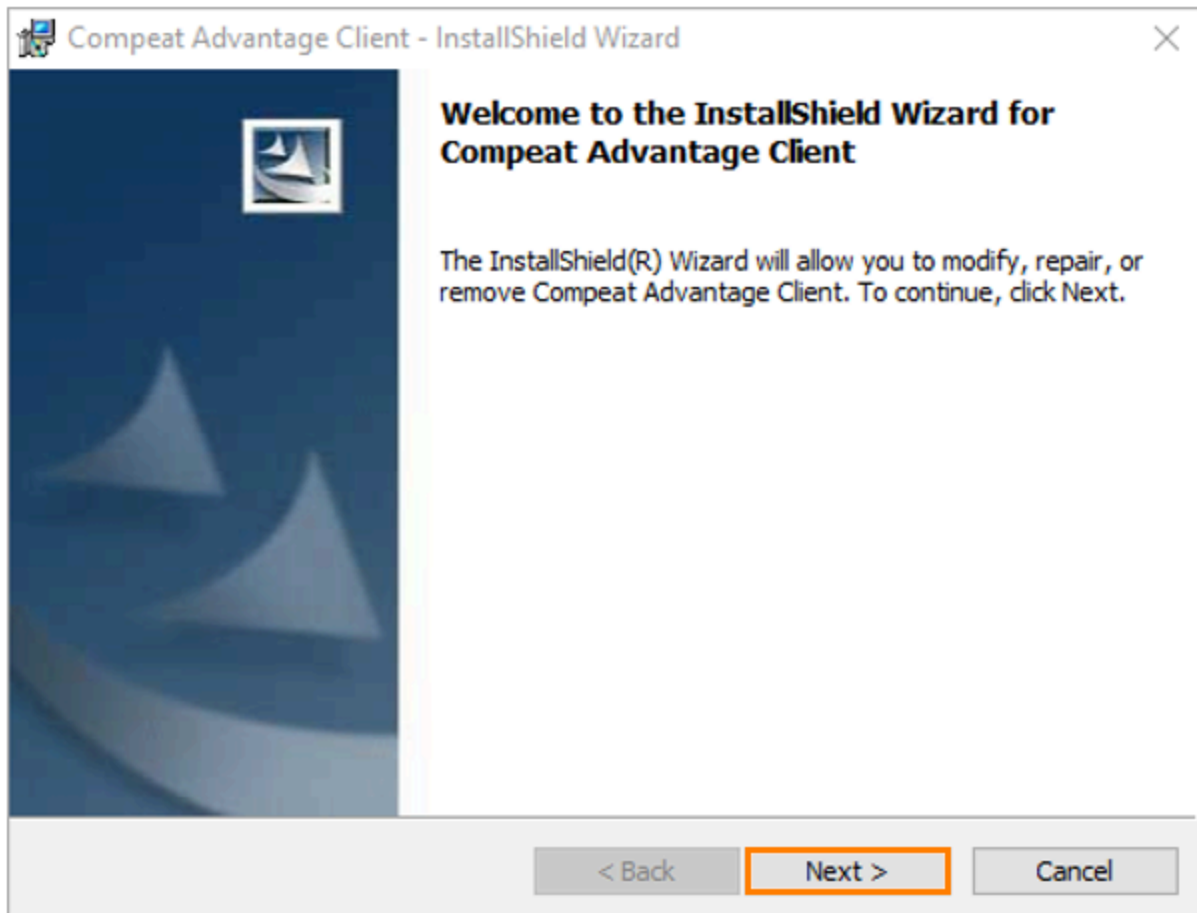
### Downloads Folder



### Downloads Toolbar



Double-click the file to launch the **Install Wizard**.

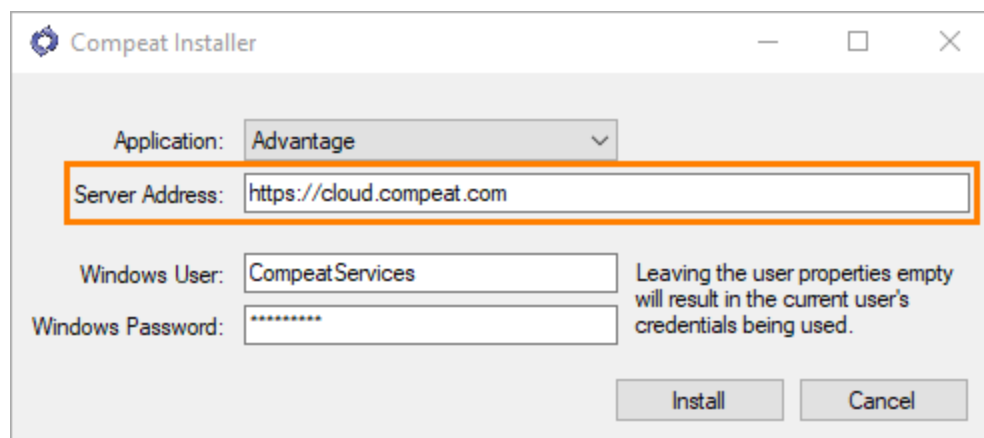


Click **Next** once the wizard opens, then **Finish** on the final wizard screen.

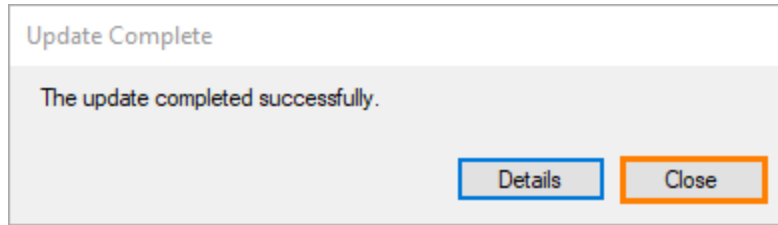
### >> Important <<

After the install wizard runs, a dialog window appears.

1. Change the **Server Address** to `https://cloud.compeat.com`.
2. **Do not** change information populated in the Windows User and Windows Password fields.
3. Click **Install**.



You will receive a final notification once the installation successfully completes. Click **Close** to finish.

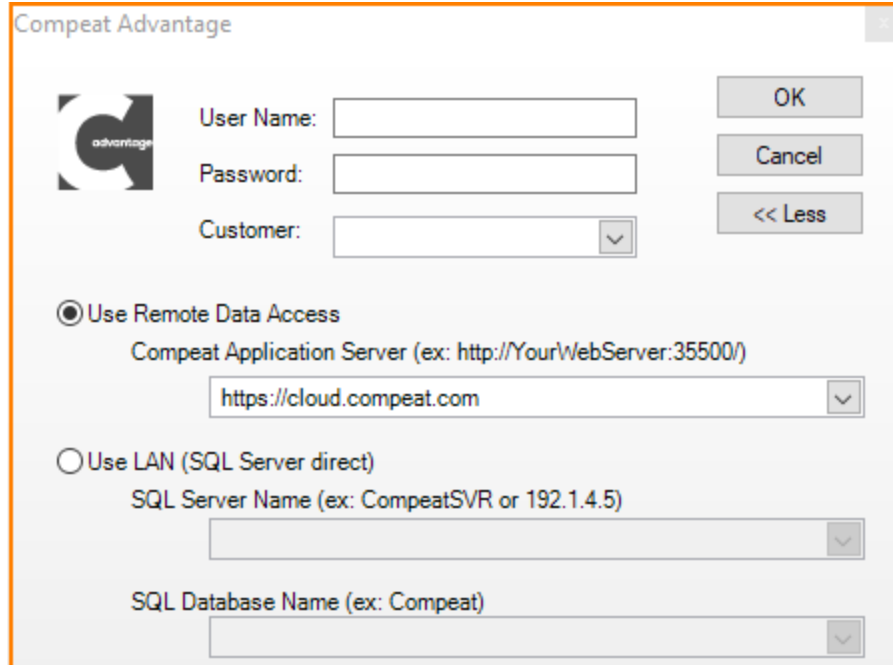


## Access Compeat

To access Compeat, you need:

1. Your **User Name**
2. Your **Password**
3. Your organization's **Customer** or database name
4. The **Remote Data Access** (<https://cloud.compeat.com>)

Compeat does not create user names and/or passwords, nor do we keep a record of user names and passwords. You must contact your system administrator for this information. They should also be able to provide you with your database name.

A screenshot of the "Compeat Advantage" login dialog box. It features a logo on the left and several input fields. The "User Name:" field is a text box. The "Password:" field is a text box with a small eye icon to its right. The "Customer:" field is a dropdown menu. Below these fields are three buttons: "OK", "Cancel", and "<< Less". There are two radio button options: "Use Remote Data Access" (which is selected) and "Use LAN (SQL Server direct)". Under "Use Remote Data Access", there is a label "Compeat Application Server (ex: http://YourWebServer:35500/)" and a dropdown menu containing "https://cloud.compeat.com". Under "Use LAN (SQL Server direct)", there is a label "SQL Server Name (ex: CompeatSVR or 192.1.4.5)" and a dropdown menu. Below that is a label "SQL Database Name (ex: Compeat)" and another dropdown menu.

If you encounter any issues downloading, installing, or access Compeat, please contact the Compeat Support Team at [support@compeat.com](mailto:support@compeat.com).

Was this Helpful ?

yes

no

How do I see if an inventory item has been added to an entity?

My Advantage screen looks weird. How can I fix it?

I made changes to wage rules that are not reflected on my reports - Why?

How do I change my employee's myWorkforce login?

When do I need a Labor Definition record instead of just a Default Labor Definition record?

Why do employees have to log in to myWorkforce to read messages?

What happens to scheduled shifts when I terminate an employee?

Why didn't my employee receive an email/SMS notification with their schedule?

How do I set up Restaurant Schedule Stations?

How do I re-poll salesmix?

Where are polling times set in Advantage?

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**Learn More**



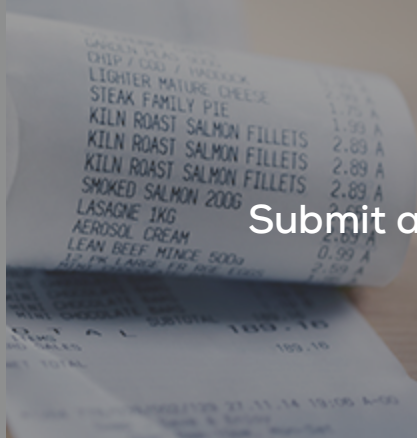
System Status



News and Updates

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Need More Help?



Submit a Ticket



Enhancements and Feedback