

Technical Service Platform

User guide: Getting Started

WELCOME

You have been given access to our Technical Service Platform where you can track your service requests with our technical support team. Here you can see the latest messages concerning your request and have full transparency of all documentation. You can also proactively use the portal to troubleshoot, tapping into our library of knowledge articles which covers a wide array of potential technical issues, as well as other helpful features.

To get started and see your latest case with us, please follow the instructions included in this document.

A platform for technical support and collaboration.

The screenshot displays the user interface of the Technical Service Platform. At the top left is the CHR HANSEN logo with the tagline 'Improving food & health'. The navigation bar includes 'Home', 'All cases', and 'Projects', along with a search bar. The main content area is titled 'TECHNICAL SERVICES' and includes a sub-header 'WHAT CAN WE HELP YOU WITH?'. Below this are two cards: 'TROUBLESHOOTING' (Get help with an issue) and 'COLLABORATION HUB' (Create new products or optimize existing ones). The 'ACTIVE CASES' section features two case cards: 'FERMENTATION ISSUE - LATE BLOWING' (Continental, Natural Rind) and 'STRAWBERRY YOGURT - NEW TEXTURE' (Spoonable, Fermented, Dec 3, 2020). Each card has a 'View case' button.

LOGGING ON

STEP 1 A: New user

If you are new to our digital services, you will receive an email from 'Compass' within 24hours. CH Compass™ is our portal to our digital services. Through CH Compass™ you can log onto our Technical Service Platform. If it is your first time logging on, click the "Create password - Click here" link in the email. It will prompt you to create a password and your username will be your work email address.

Compass <noreply@chr-hansen.com>
to me ▾

2:12 PM (0 minutes ago)



Welcome to CH Compass™ - Chr. Hansen's portal for digital solutions. Through CH Compass™ you can access platforms and services such as the Chr. Hansen Store, Product Documentation, PhageWatch™, our Technical Service Platform, and other solutions depending on what is relevant for you.

Your username is:



Please use the link below to set up your login for the first time. Here you will be asked to create a unique password. If you have created a password previously the link below will direct you to the CH Compass login page, and you can just reuse your password
[Create password - Click here](#)

Once your login is set up, you will be able to access the digital services available to you through the CH Compass™ portal. Please use this link in the future to access the portal directly:

<https://compass.chr-hansen.com>

Please note that your access may expire if you do not login for over 30 days. If it does, just reset your password to restore access.

It is recommended to use browsers like Chrome, Edge or Firefox. Internet Explorer is not supported for all digital solutions.

In case of any questions related to accessing CH Compass™ and our digital services, please send an email to digitalsupport@chr-hansen.com.

Best regards,

Chr. Hansen



Improving food & health



STEP 1 B:
Have CH
compass™
already

If you already have access to one of our digital platforms or services such as the CH Store or PhageWatch, you already have access to CH Compass™. We have just added access to the Technical Service Platform. You will receive an email from CH Compass explaining the platform with a link to log on. You can always reach it by going to compass.chr-hansen.com.

Trouble shooting Step 1:

To find the email, try searching your inbox for emails from 'noreply@chr-hansen.com'. The email may be in your spam folder. The email could also be in your company's spam folder which you are not able to access. If you cannot find the email, please try reaching out to your IT department asking them to send through emails from 'noreply@chr-hansen.com'.

You can always reach out to your Chr. Hansen representative or digitalsupport@chr-hansen.com for help.



STEP 2

By either creating your password or logging onto CH Compass™ as an existing user, you will come to the homepage of the portal where you can see all Chr. Hansen digital services and platforms available to you. Here you can click on to the 'Technical Service Platform' box to access the platform.

CHR HANSEN

Welcome to CH Compass™

The digital platform driving tomorrow's advances from today's partnerships and expertise. Here you can access Chr. Hansen's digital services, enabling us to navigate the future together.

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TECHNICAL SERVICE PLATFORM

Get the technical support you need, when you need it through our Technical Ser...

Need support?

We are here to help. If you are experiencing any technical difficulties or need support when using our digital products, please reach out to digitalsupport@chr-hansen.com.

For PhageWatch™ related inquiries, please reach out to phagewatch@chr-hansen.com.

Phone +0045 4574 7474
Fax +0045 4574 8888
Email digitalsupport@chr-hansen.com
Address Boege Alle 10-12

GETTING STARTED

Once you are on the platform, you will be able to troubleshoot, track your open cases, review old cases, and reach out to collaborate. You can see your open cases under 'Active Cases'.

The screenshot shows the Chr. Hansen platform interface. The top navigation bar includes the Chr. Hansen logo, 'Home', 'All cases', and 'Projects' links, along with a search bar and notification icons. The main content area is titled 'TECHNICAL SERVICES' and 'WHAT CAN WE HELP YOU WITH?', featuring buttons for 'TROUBLESHOOTING' and 'COLLABORATION HUB'. The 'ACTIVE CASES' section displays two case cards. A callout box provides a detailed view of the 'FERMENTATION ISSUE - LATE BLOWING' case, showing its status as 'REVIEW' and type as 'TROUBLESHOOTING', with a 'View case' button to access details.

If calling or emailing your Chr. Hansen representative is best for you, please continue to do so. They can create and update cases for you on the platform.

Missing information? If we need anything else to move forward on a case, we will chat with you through the platform and you will be notified both on the platform and via email. The same goes for updates so you never miss a thing.

The screenshot shows the top navigation bar of the Chr. Hansen platform. It includes the Chr. Hansen logo, 'Home', 'More' dropdown, search bar, and notification icons. The 'Notifications' button is highlighted with a hand cursor icon.

Need support? Email digitalsupport@chr-hansen.com.