Compass Bulletin

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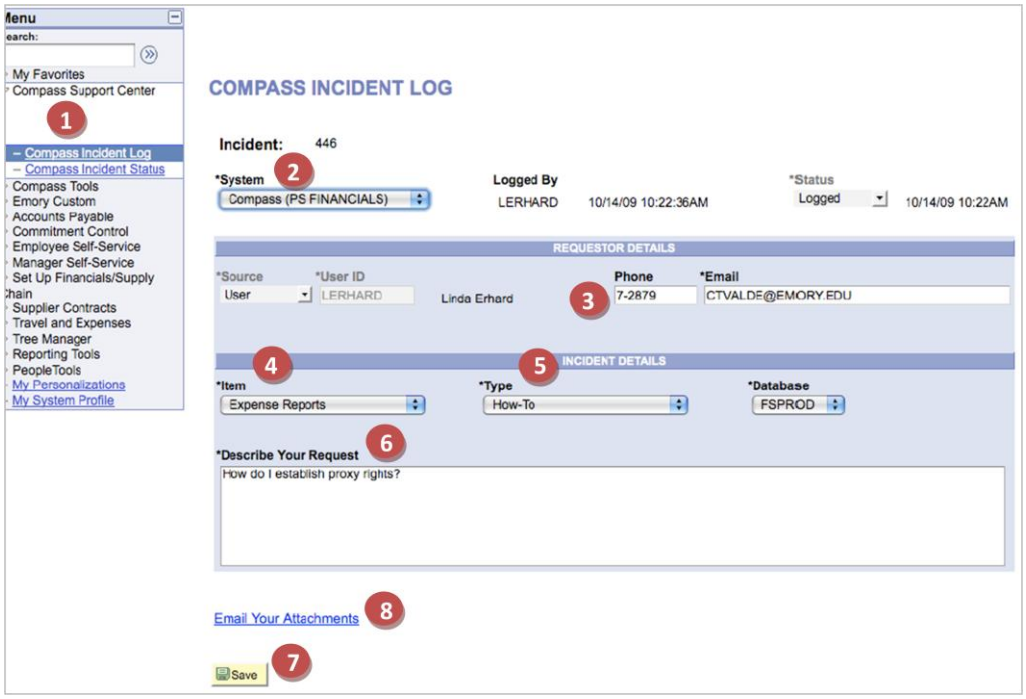
Need Help with Compass? **Web:** www.compass.emory.edu **Help Desk:** 7-7000

Access to Compass Support is now Easier and Faster!

Submit your Compass-related question or issue directly to the Compass Support Team via the **Compass Incident Log**. To access the Incident Log, from the Compass menu, navigate to **Compass Support > Compass Incident Log** from your menu options. After logging your question or request, you will receive an e-mail with an incident number, allowing you to track the status of your question. Follow these steps to get started!



1. Navigate to the Compass Incident Log page: ***Compass Support Center > Compass Incident Log***
2. Complete the **System** field by selecting an option from the **System** dropdown menu. System options include:
   - Compass (PS Financials)
   - Network or Web App Access
   - Other
   - PeopleSoft HR/Payroll/Benefits
   - Personal Computer Software
3. Your user credentials (User ID and e-mail) will default. Enter your contact phone number.
4. Complete the **Item** field by selecting an option from the Item dropdown menu. Item options include:
   - Accounts Payable
   - Accounts Receivable
   - Asset Management
   - Banking
   - Benefits
   - Billing
   - Emory Proposal Express
   - Expense Reports
   - General Ledger
   - Grants Management
   - HR Web
   - Human Resources
   - Not Sure
   - Payroll
   - Purchase Order
   - Report
   - Security
   - SmartKey/COA
   - Student Administration
   - VDT
5. Complete the **Type** field by selecting an option from the Type dropdown menu. Type options include:
   - Error Message
   - How-To
   - Order/Add/Change
   - Problem
6. Complete the **Description** field by typing a brief description of the issue or request.
7. Click the **Save** button. The issue is now submitted to the Compass Support Team. An e-mail confirming receipt of your issue and an incident number will be sent to your Emory e-mail account.
8. After you click save, the **Email Your Attachments** hyperlink appears. To send an attachment, e.g., error screenshot, click the link and a blank e-mail will open. The e-mail subject line will default with your incident number.

REMEMBER: Navigate to ***Compass Support Center > Compass Incident Status*** to check the status of your incident. Remember to keep your incident number.