

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!

The screenshot shows the 'COMPASS INCIDENT LOG' web application. On the left is a 'Menu' with a search bar and a list of options, including 'Compass Incident Log' (marked with a red circle 1). The main form area has the following sections:

- Incident:** 446 (marked with a red circle 1)
- *System:** Compass (PS FINANCIALS) (marked with a red circle 2)
- Logged By:** LERHARD, 10/14/09 10:22:36AM
- *Status:** Logged, 10/14/09 10:22AM
- REQUESTOR DETAILS:**
 - *Source: User
 - *User ID: LERHARD
 - Phone: Linda Erhard, 7-2879 (marked with a red circle 3)
 - *Email: CTVALDE@EMORY.EDU
- INCIDENT DETAILS:**
 - *Item: Expense Reports (marked with a red circle 4)
 - *Type: How-To (marked with a red circle 5)
 - *Database: FSPROD
- *Describe Your Request:** How do I establish proxy rights? (marked with a red circle 6)
- Email Your Attachments:** (marked with a red circle 8)
- Save:** (marked with a red circle 7)

- Navigate to the Compass Incident Log page: **Compass Support Center > Compass Incident Log**
- 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
- Your user credentials (User ID and e-mail) will default. Enter your contact phone number.
- Complete the **Item** field by selecting an option from the Item dropdown menu. Item options include:

<ul style="list-style-type: none"> Accounts Payable Accounts Receivable Asset Management Banking Benefits Billing Emory Proposal Express Expense Reports General Ledger Grants Management 	<ul style="list-style-type: none"> HR Web Human Resources Not Sure Payroll Purchase Order Report Security SmartKey/COA Student Administration VDT
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- Complete the **Type** field by selecting an option from the Type dropdown menu. Type options include:
 - Error Message
 - How-To
 - Order/Add/Change
 - Problem
- Complete the **Description** field by typing a brief description of the issue or request.
- 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.
- 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.