

## 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!

- 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"> <li>Accounts Payable</li> <li>Accounts Receivable</li> <li>Asset Management</li> <li>Banking</li> <li>Benefits</li> <li>Billing</li> <li>Emory Proposal Express</li> <li>Expense Reports</li> <li>General Ledger</li> <li>Grants Management</li> </ul>	<ul style="list-style-type: none"> <li>HR Web</li> <li>Human Resources</li> <li>Not Sure</li> <li>Payroll</li> <li>Purchase Order</li> <li>Report</li> <li>Security</li> <li>SmartKey/COA</li> <li>Student Administration</li> <li>VDT</li> </ul>
---	---
- 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.

