# How to Access the Compass Environment for Training

[Process](#_Toc151486925)

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**Description:** Steps for accessing the Compass Environment for Training.

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| Process |

Complete the steps below:

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| **Step** | **Action** |
|  | Open a Chrome browser.  **Note:** All activity in Compass must be done in Chrome as other browsers will not provide a complete display. |
|  | Navigate to Salesforce at the following URL: <https://service360--training1.sandbox.my.salesforce.com/>. |
|  | Click **Log in with Ping Federation**    If **Log In with Ping Federation** option does not display, select **Log In with a Different Account,** then select the Ping Federation option to Log In.  **Results:**   * Compass displays. * The **Search** window opens. You are now ready to begin.     **Note:** If the Search screen does not display, it may be necessary to launch the **Compass** Service console app from the **App Launcher**.   * + Proceed to the next Step to perform this process. |
|  | Locate and select the **App Launcher** symbol located in the top, left corner to display available options. |
|  | Select **View All** to view all available options. |
|  | Locate and select the **Compass Service console app** to launch the app.    **Result:** The Compass Service console app is launched, and the **Search** window displays. You are now ready to begin. |

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| Related Documents |

 **Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Customer Care Compass Document Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5adafaf7-02a1-49b8-b58b-3abceda07ad2) (058484)

[Aetna Compass – Documentation Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=84670f57-9883-4bf8-aeaf-6de6375c7cf9) (064929)

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