# Compass - Optimize the On-screen Experience

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**Description:** Tips on how to adjust your computer screen to optimize Compass for the end user.

 Compass must display on a full screen. Minimizing the Compass window will impact your ability to service the member.

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| Compass Recommended System Settings |

The following are best recommendations provided by the Compass development team:

* **Screen Resolution:** 1920 X 1080
  + This requires Compass to use total screen space on **one** monitor. So, if you adjust your screen to reduce the size of the window (minimize) then you lose this screen resolution.
* **Scaling Percentage:** 100%
* **Required Browser:** Google Chrome

**Note:** If you have a monitor supplied by CVS, these settings will be preset for you and may not require a change. If you are a CVS Employee using Compass and do not have a 22 to 23 inch wide screen monitor, please inform your supervisor. Your supervisor will take that information and contact the Compass technology team.

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| View/Change System Display Settings |

Perform the following steps to view or change system display settings:

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| **Step** | **Action** | |
| **1** | Right clickthe mouse in an empty area on your desktop, then click **Display Settings** from the drop-down menu.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** You are now in Display settings. | |
| **2** | View the **Scale and layout** and **Display resolution** settings and update as needed. | |
| **If...** | **Then...** |
| **Scale and layout** | **View** the dropdown titled **Change the size of text, apps, and other items**.   * Ensure the dropdown shows **100% (Recommended)**.   A screenshot of a computer  AI-generated content may be incorrect.  **Note:** If the dropdown is not on the system **recommended** setting you can select the correct setting from the drop-down menu. |
| **Display resolution** | **View** the dropdown titled **Display resolution.**   * Ensure the dropdown shows **1920 X 1080 (Recommended)**.   A black and white box with black text  AI-generated content may be incorrect.  **Note:** If the dropdown is not on the system **recommended** setting you can select the correct setting from the drop-down menu. |

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| Adjust Zoom View in Compass |

The Google Chrome browser defaults to 100% Zoom. This may result in an additional scroll bar that displays, requiring the user to scroll to see all information on the screen. Users can optimize the **Zoom** view for a single browser tab without impacting other tabs or applications.

Perform the following steps to adjust the Zoom setting within the browser:

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| **Step** | **Action** |
|  | Open **Compass** in the Google Chrome browser.  **Result:** The Google Chrome browser defaults to 100% Zoom; additional scroll bar displays on the Center Panel. |
|  | In the upper right corner of the Compass browser window, click the **Customize and control Google Chrome** icon (three dots).  A red arrow pointing to a person  AI-generated content may be incorrect.  **Result:** A pop-up menu displays with browser control options. |
|  | To adjust the Zoom setting, locate Zoom and adjust to a comfortable level (80% for this example).  **Notes:**   * This zoom setting only adjusts the open Compass tab and will be retained for any consecutive accounts that are opened. * The zoom setting can reduce or increase scrolling; be mindful of the setting and remember to scroll for additional information, if necessary.   A screenshot of a computer  AI-generated content may be incorrect.  **Results:**   * The Zoom setting now displays at 80%. * Additional scroll bar (as shown in the above [Step 1](#Step1Open)) may be removed from the Center Panel. |

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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 Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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