# How to Access the Compass Production Environment (Log In, Log Out, Check for Open Cases)

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**Description:** Steps for accessing the **Compass** Production Environment, including logging in, logging out, and checking for open cases.

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| Log In Process |

Perform the steps below to access the **Compass** Production Environment:

**Note:** Computer monitor must be set to 1920x1080 resolution and recommended scale is 100%.

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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. |
|  | Access Compass at <https://service360.my.salesforce.com/>. |
|  | Click the **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 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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| Log Out Process |

Perform the steps below to log out of the **Compass** Production Environment:

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| **Step** | **Action** |
|  | Click your profile picture in the top-right corner of the Compass application, then click **Log Out**.   * DO NOT click the X to close the browser window, as this will not log you out of the Compass system. * Refer to [Clearing Your Cache (008655)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7acfcb-ad36-4da3-b973-faf08afb7dea) for additional information as needed.     **Result:** A new screen will load stating, “You Have Successfully Logged Out”. |

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| Checking for and Closing Open Cases |

**Note:** This procedure is only for closing open cases.

Perform the steps below to check for and close open cases:

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| **Step** | **Action** |
| **1** | Access the **Search** tab in **Compass**. |
| **2** | Select **Cases** from the dropdown menu.    **Result:** **Recently Viewed** screen displays a list of Case Numbers. |
| **3** | Select the dropdown arrow next to **Recently Viewed**, then type “**PBM My Open Cases**” in the **Search lists…** field. |
| **4** | Click the **Case number** hyperlink that corresponds with the open case that needs to be closed.  **Result:** The **Edit Case** screen for the case displays. |
| **5** | Click the **Close case** button in the top-right corner of the **Edit Case** screen.    **Result:** The **Close Case** popup populates. |
| **6** | **Click** inside the **Case Comments** box and enter any necessary/required notes.   * Once complete, **click** the **Close Case** button.     **Result:** Green **Success!** will display across the top of your screen with the corresponding case number. |

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| Related Documents |

[How to Access the Compass Environment for Training (031259)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc8c1e54-edff-403d-9014-76dc357d3401)

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

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