# Computer and Application Best Practices Index

[Computer](#_Toc182835937)

[Five9](#_Toc182835938)

[Compass Users](#_Toc182835939)

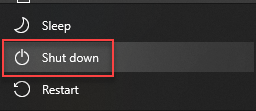
[PeopleSafe Users](#_Toc182835940)

**Description:** Index of work instructions and jobs aids that can be utilized for computer and application best practices. Also includes tips and reminders.

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| Computer |

**Tips and Reminders:**

* **Closing Tabs:** Only necessary tabs should remain open in the preferred browser to ensure optimal computer and application performance.
* ** Shutting Down:** A hard shut down of your computer should be performed **daily** at the end of each shift to refresh the system and allow overnight system updates to sync successfully into the system.
  + **Do not** Restart instead of Shut down. These are two different functions. A shut down clears more data and ram and ensures optimal computer and system performance. To perform a Shut down:
    1. Select the **start menu**.
    2. Select the **power button**.
    3. Click **Shut down**.



* + 1. **** At the end of your shift, shut down. **Do not** lock your computer or Restart.

**Note:**  Repeat the above steps daily to ensure the best user experience and operation of your computer.

* ** Clearing Cache & Cookies:** Cache and cookies need to be cleared **weekly** in both Chrome and Edge. Ensure that you are clearing for “all time” when doing so. Additionally, clearing cache and cookies should be completed any time an application issue is experienced or after a PeopleSafe or Compass software release.

Refer to as needed:

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| **Title with Link** | **Description** |
| [Clearing Your Cache (008655)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7acfcb-ad36-4da3-b973-faf08afb7dea) | This document provides instructions on how to clear cache, also known as deleting browser history, in Google Chrome and Microsoft Edge. It also includes how to delete temporary files in Windows 10 when needed and specific instructions for when a PeopleSafe Software Release occurs. |

[Top of the Document](#_top)

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| Five9 |

Refer to as needed:

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| **Title with Link** | **Description** |
| [Five9 CCaaS Troubleshooting Guide (052267)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49b28887-b0f7-4992-9a55-040a4a86d9ee) | This document includes common issues related to the Five9 Softphone Service Software. |

[Top of the Document](#_top)

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| Compass Users |

**Tips and Reminders:**

* Multiple accounts should not remain open; each case must be closed after each call.
*  Enabling force-close tabs does not force-close open cases.
* If an interaction case becomes stuck or an error appears when trying to close a case, do not open an IT ticket until the following work instructions have been utilized. Refer to [Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b).

Refer to as needed:

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| **Title with Link** | **Description** |
| [Compass FAQs (044016)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bae45e56-52a4-4bd4-9006-99855810bfa8) | This document introduces and provides FAQs about Compass, a new Customer Relationship Manager (CRM) tool created to replace PeopleSafe, including answers to the most frequently asked questions submitted via the Compass Feedback tool. |
| [Compass - Known Issues and Actions to Resolve (058313)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf08f416-3cba-43b2-ab9a-0d8ff9489ae2) | This document contains a list of known issues and current action steps to take when encountering each issue, including when it is expected to be resolved. |
| [Compass - Optimize the On-screen Experience (049985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2f702dca-38c5-4b46-be0b-8191ed5619e1) | This document provides tips on how to adjust your computer screen to optimize Compass for the end user. |
| [Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) | Instructions to force close open/stuck tabs and close any open interaction case that may prevent users from being able to continue working in Compass. |

[Top of the Document](#_top)

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| PeopleSafe Users |

**Tips and Reminders:**

* Once logging into PeopleSafe and selecting “Bypass CTI,” close out of that browser and only keep up the initial PeopleSafe login screen. Do not click on any previous browsers left open. Clicking on the previous browser as the new browser is loading can interfere with the CTI passing the member data correctly to the new browser.
* Continue to close all previous PeopleSafe pop up browsers at the conclusion of every call and only utilize the tab open for the current call.

Refer to as needed:

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| **Title with Link** | **Description** |
| [PeopleSafe and CTI (IVR) Phone System Log In and Troubleshooting (075981)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59b2b856-ee29-4eeb-a801-83911c01bb47) | Instructions to access CTI (Computer Telephony Interface, aka the Phone System, troubleshooting and reporting. Includes options presented to the member when using the IVR (Interactive Voice Response) system. |

[Top of the Document](#_top)

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