

## COMPASS Knowledge Center Guide

The COMPASS Knowledge Center has been developed to assist users with the tools needed to get started using the COMPASS software as well provide a support system for specific issues that pertain to either COMPASS or Office 365. The COMPASS Knowledge Center also contains current and previous newsletters and other information that describe the evolution and progression of the COMPASS system.

In order to address questions and problems with the COMPASS software, a service request must be initiated in the COMPASS Support Center, which resides in the COMPASS Knowledge Center. Once a service request has been created, it will be routed to a COMPASS staff member, who will help resolve the issue.

There are two ways to access the COMPASS Help Center. One way is through the COMPASS Knowledge Center, which is on the CTDOT Intranet page. Similarly, a hyperlink to the COMPASS Help Center is another way to access the COMPASS Help Center.

### **Create a Service Ticket**

Note: If you use the COMPASS Knowledge Center to access the COMPASS Support Center, then you do not have to use a username/password to create a service request. However, if you choose to log in to the COMPASS Support, you will have the ability to access other service requests that you have created.

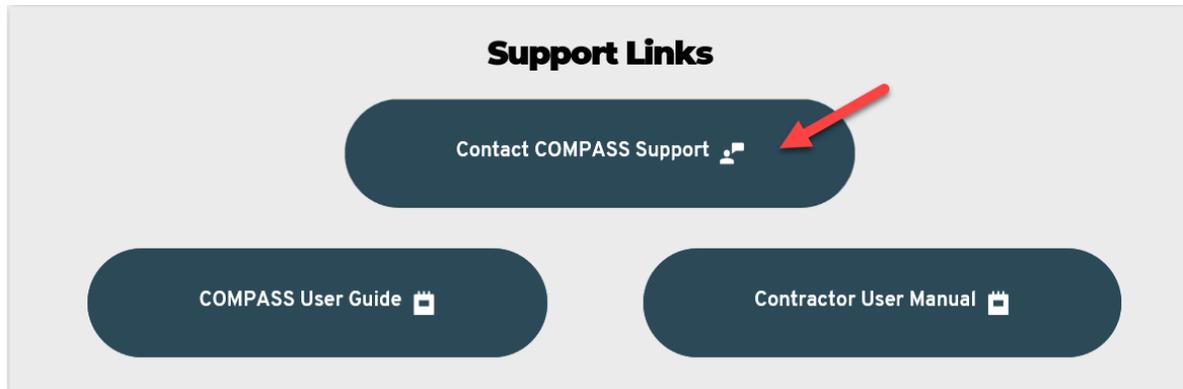
1. Navigate to <https://ctdotcompass.atlassian.net/servicedesk/customer/portals>, or from the CTDOT Intranet site, select the link to the COMPASS portal shown on the bottom right of the page. The direct link to the portal is: <https://www.dotdata.ct.gov/compass/index.html>



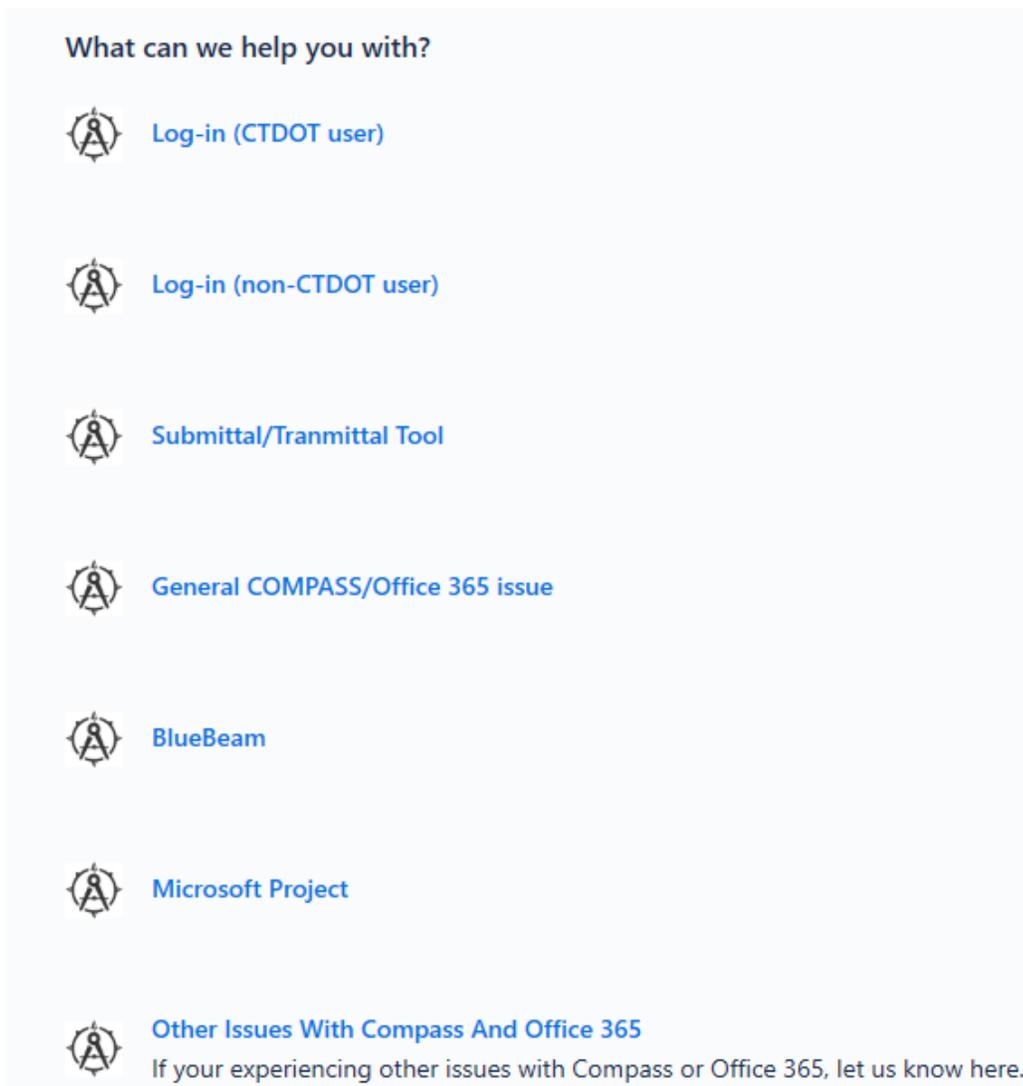
2. Select "Support" on the far right menu.



3. Then select Contact COMPASS Support.



4. On the next screen, select the issue from the list of COMPASS Help categories. Note: There is the option to submit an enhancement or suggestion for COMPASS. Enhancements or suggestions will be collectively viewed and later discussed and prioritized for future changes to the software.



- On the next screen, type in a short summary of the COMPASS/Office 365 problem, as well as your CTDOT email address. When finished, click on "Send."

[Help Center](#) / [Compass Support](#)



## Compass Support

Welcome! You can raise a Compass Support request here. As well as an Office 365 issue. Please click the link under What Can We Help You With?

What can we help you with?

 **General COMPASS/Office 365 issue** ▼

1. Type in a short summary of the issue

Summary \*

2. Type in your email with the following format: `firstname.lastname@ct.gov`

Email confirmation to \*

3. Click "Send"

- Once you click on "Send", a service request with a reference number is created in the COMPASS Support system. You will receive a confirmation containing the service request number.
- Behind the scenes, the service request will be assigned to a member of the COMPASS Support staff. If there are any further questions concerning the service request, you will be contacted by a COMPASS Support Staff.
- When the COMPASS support issue has been resolved, the service request will be marked as "resolved" in the COMPASS support database.

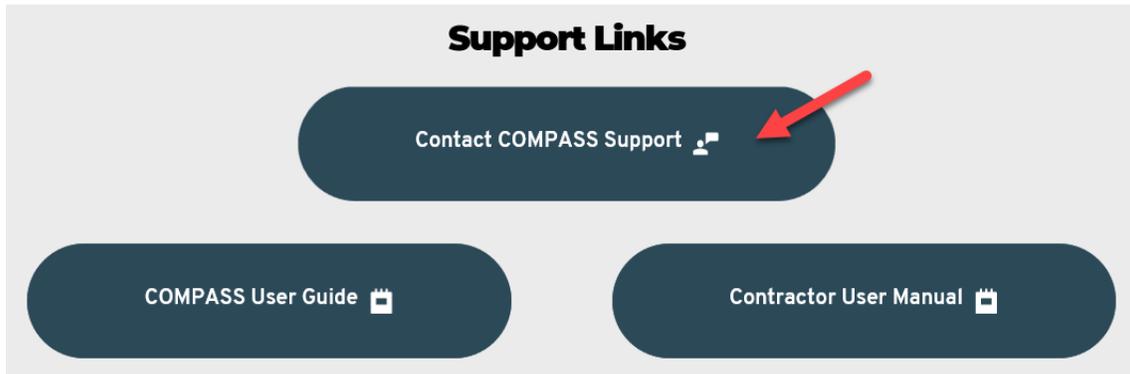
### To View COMPASS Service Requests

In order to view the COMPASS support request, you have to log into the COMPASS Help Center.

- Navigate to <https://ctdotcompass.atlassian.net/servicedesk/customer/portals>, or from the COMPASS Knowledge Center, select SUPPORT.



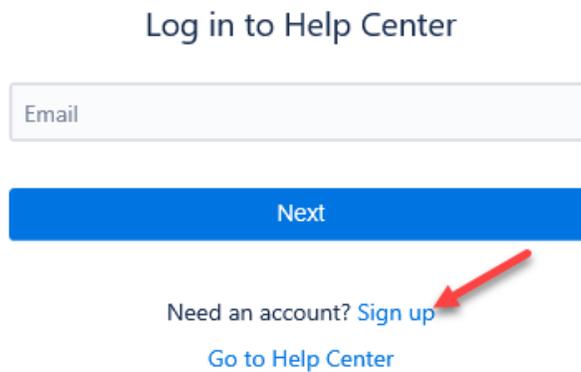
Then select Contact COMPASS Support.



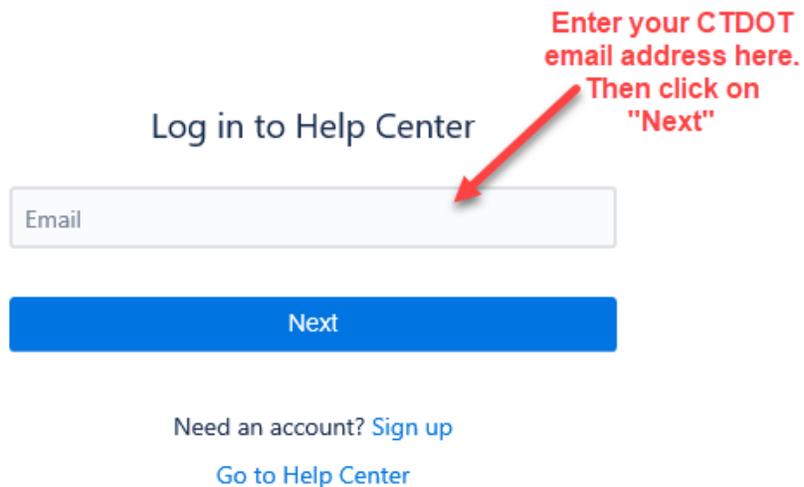
2. Click on **Log in** on the top right hand corner of the page.



3. If you do not already have an account, on the next screen, click on the "Sign up" hyperlink.



4. Enter your email address and click "Next" link.



5. You will be prompted to check your email with the following message shown below:

## Check your email

We sent an email to michael.reed@ct.gov. Click the link in the email to finish signing up.

[Resend](#)

- Once you open your email, there will be a message in the inbox to sign up for a COMPASS Help Center log in. To begin the process, click on Sign up.

Almost done!

Follow the link below to finish signing up to Help Center. For security, don't share this link with anyone.

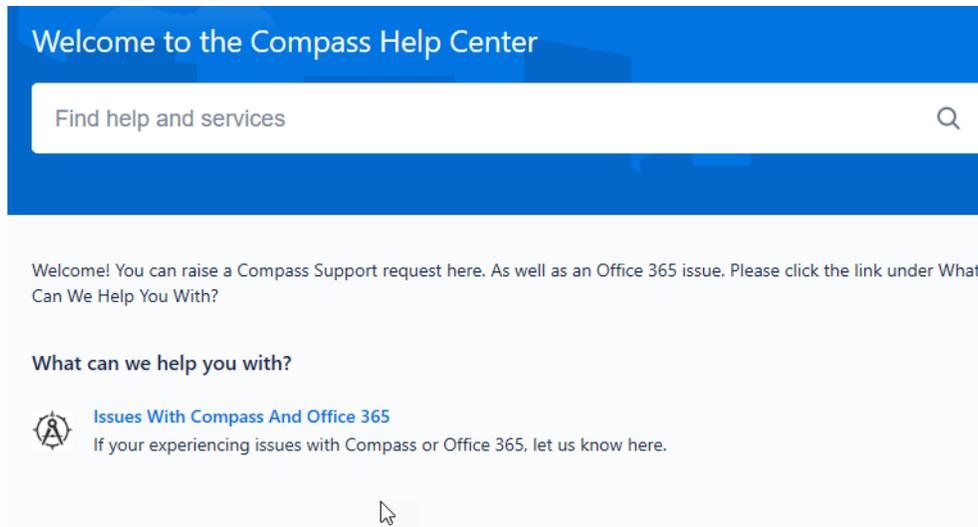


- Enter your full name (first and last name). On the next line, type in a desired password to access the COMPASS Help Center. Then click Sign up. We suggest keeping the password the same as your network login.

A screenshot of a web-based sign-up form. The form has the following fields and elements:

- Sign up**: A blue button at the top left of the form.
- Email address**: A text field containing "michael.reed@ct.gov".
- Full name**: A text field containing "Michael Reed". A red arrow points to this field with the annotation "Type in your first and last name".
- Choose a password**: A password field with a strength indicator below it showing "Strong". A red arrow points to this field with the annotation "Select and type in a password".
- Disclaimer**: Text below the password field: "By clicking *Sign up*, you agree to the [Privacy Policy](#) and [this Notice and Disclaimer](#)." A red arrow points to the "Sign up" button with the annotation "Then click on 'Sign Up'".
- Sign up**: A large blue button at the bottom of the form.

- Your COMPASS Help Center account has been created. You can look up and create new support requests for Compass and Office 365 issues.



9. Your account has been created and you can now create support requests for Compass and Office 365 issues.

