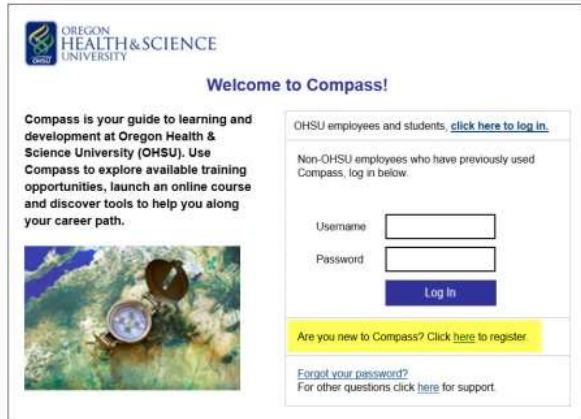


## How to Request a Compass Account Compass Job Aid for the OCNE CTA Learning Program









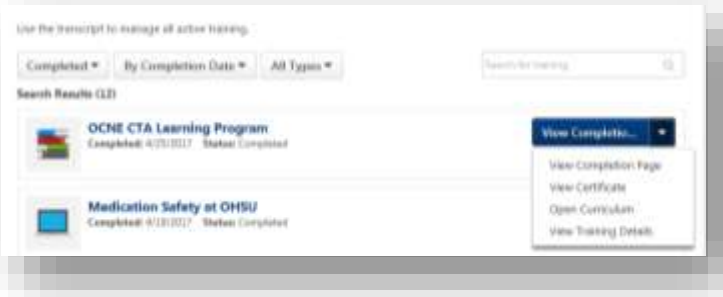
- Go to <https://ohsu.csod.com>
- Register if you are a New User or Login if you are an existing user
- If you are a New User you will first need to complete and submit the [Compass online request form](#)
- **Username:** Your username will be the full email address entered in the form.
- Please make note of your user name and password. You will need these when you are granted access to Compass.



- In the drop-down menu under “Reason for Compass Account Request” select: **CTA Training (OCNE)**
- Please allow one to two business days for the processing of your request.
- Once your request is approved, you will receive a confirmation email with a link to the [login page](#) where you enter your username and password to access Compass.



Locate Training	
	<ul style="list-style-type: none"> <li>• Use the “Universal Search” in the upper right hand corner to search for <b>OCNE CTA Learning Program</b></li> <li>• Click on OCNE CTA Learning Program</li> </ul>
	<ul style="list-style-type: none"> <li>• Scroll down and click on the Curriculum links to Part I, Part II or Part III</li> <li>• When you “<b>Launch</b>” the course it is automatically added to your transcript</li> </ul>
	<p>There are a number of ways to navigate to your transcript:</p> <ul style="list-style-type: none"> <li>• From your home page, click on the Transcript button or link</li> <li>• From the Course Curriculum page, use the back arrow</li> </ul>
	<ul style="list-style-type: none"> <li>• “<b>Active</b>” courses are assigned but not yet completed. It is the default view.</li> <li>• You may toggle back and forth between your Active transcript and the Course Curriculum page via “<b>Open Curriculum</b>”</li> </ul>

	<ul style="list-style-type: none"> <li>• Change the view to <b>“Completed”</b> to see the courses you have completed</li> <li>• The OCNE CTA Learning Program will not show up on your “Completed” transcript until all 3 parts and the evaluation are complete</li> </ul>
	<ul style="list-style-type: none"> <li>• To retrieve the course evaluation after completing all 3 parts, return to your “Active” transcript and click on <b>“Evaluate”</b></li> </ul>
	<ul style="list-style-type: none"> <li>• <b>From your “Completed” transcript, you can “View Certificate” and print your CE certificate of completion</b></li> </ul>

**Here are a few tips when working with Compass:**

Be sure you are using one of the three browsers Compass currently supports; Internet Explorer, Firefox and Chrome. Other browsers like Safari and mobile devices are not currently supported.

- If you are having this issue with Internet Explorer, try Firefox or Chrome.
- If that does not resolve the issue disable the pop-up blocker. Often the browser will present an option to "always allow pop ups for this site" that you can click on.

Also there may be system requirements and/or viewing requirements for the applications used to create the online training.



- Adobe Flash Player – do you have an up to date version?  
<http://www.adobe.com/software/flash/about/>
- Do you need to install it? <https://get.adobe.com/flashplayer/>
- You may need to clear your cache <http://www.wikihow.com/Clear-Your-Browser's-Cache>

Questions? Please contact:

**Compass Support, Human Resources**

Phone: 503 494-5902

Fax: 503 494-6110

Email: [learning@ohsu.edu](mailto:learning@ohsu.edu)

## Frequently Asked Questions

### What happens after I submit my request?

Please allow one to two business days for the processing of your request. Once your request is approved, you will receive a confirmation email with a link to the [login page](#) where you enter your username and password to access Compass.

### What if I don't remember my username?

Your username is the full email address you entered in the request form.

### What if I don't remember my password?

- Be sure you are accessing Compass from the correct login page: <https://ohsu.csod.com>
- If that does not resolve the issue, go to the login page and click on the "Forgot your password?" link. Enter your login credential (username/full email address). You will then receive an email enabling you to reset your password.

### How do I find the trainings I need?

Use the "Universal Search" in the upper right hand corner to search: When you "Launch" the course it is automatically added to your transcript.

### When will my completed training appear in my transcript?

After you have successfully completed your training modules, they will automatically be listed on the Completed section of your Transcript page.

### Why can't I see my completed trainings in my Transcript?

The default setting on the Transcript page is set to *Active*. You must click on *Completed* to view your completed training modules.

