

EXTERNAL USER ACCESS

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Overview

Non-SSO/External users, such as Sedgwick's clients & brokers, do not access Compass.Net in the same manner as Sedgwick colleagues & contractors.

Sedgwick colleagues & most contractors access Compass.Net via SSO (single sign-on) and no user ID or password is required as long as the Sedgwick colleague/contractor is connected to the Sedgwick network (if they are not connected to the Sedgwick network, they will not be able to access Compass.Net at all).

The process for Sedgwick colleagues & contractors is very streamlined, but the login process is different for non-SSO/external users. This guide outlines the processes that apply as follows:

- ✓ How to login: [Non-SSO/External User Access to Compass.Net](#)
- ✓ How to login when you do not know your user name and/or password: [Locked Accounts/Forgot Password/User ID](#)
- ✓ How to unlock your Compass.Net account: [Locked Accounts/Forgot Password/User ID](#)
- ✓ How to reset your password: [Change Password](#)
- ✓ Compass.Net password requirements: [Compass.Net Password Expiration & Requirements](#)

Important Notes

Before proceeding to the above sections, please review the Important Notes below.

EMAIL

- ✓ During the login process, you must have access to your email as you will have to go through the Multi Factor Authentication process outlined below which requires you obtain an authentication code from your email.
- ✓ If you are not receiving emails from Compass.Net, check your junk folder.
- ✓ Emails come from CompassSupport@sedgwickcms.com so you may need to work with your IT to ensure this email address is on your company's "white list".

COMPASS.NET SUPPORT

- ✓ For security purposes, [Compass.Net Support](#) cannot see anyone's password, unlock external user accounts, reset passwords, or generate authentication codes.
- ✓ All of this, however, can be done by the user as outlined below and, in most cases, this will provide resolution within a few minutes.

INACTIVE ACCOUNTS

- ✓ If you have not accessed your account in the last 15 months, *it has been deactivated*.
- ✓ If you try to login to your account after it has been deactivated, an alert will automatically be generated to Compass.Net Support and a ticket will be created so the support team can reactivate your profile.
- ✓ You will receive a copy of the Compass.Net Support ticket within approximately 30 minutes of your login attempt.
 - If you do not receive this confirmation from Compass.Net Support, check your junk folder.
 - If you do not find the email in your junk folder, contact [Compass.Net Support](#) directly.
- ✓ You will receive another confirmation from Compass.Net Support once your account has been reactivated at which point you should use the [Locked Accounts/Forgot Password/User ID](#) steps below to obtain a temporary password.
- ✓ Emails come from CompassSupport@sedgwickcms.com so you may need to work with your IT to ensure this email address is on your company's "white list".

YOU CANNOT RESET YOUR PASSWORD MORE THAN ONCE IN A 24 HOUR PERIOD.

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Non-SSO/External User Access to Compass.Net

A non-SSO/external user must have access to the email address associated to his/her account to access Compass.Net, as the non-SSO/external user will be sent a security key to that email address during login for Multi-Factor Authentication.

- 1) Go to the Non-SSO External login screen: <https://compassnet.sedgwick.com/account/login>
- 2) Put in your user ID & your password (if you do not know both of these see the [Locked Accounts/Forgot Password/User ID](#) section below).

NOTE:

- a) If you received a temporary password via email, be very careful to ensure you enter it correctly on the login screen.
 - b) If you try to copy and paste the password, **double check the last character in the password after pasting**. Often a space will inadvertently get copied onto the end of the password and if this is pasted in during login, the password will not match.
- 3) Click Login.
 - 4) At this point you will be routed through the Authentication Screen and/or the password reset screen:
 - a) Click Email Authentication code (blue box in the below diagram).
 - i) Once you have received the 6 digit code via email, add that code to the Authentication Code field (red box in the above diagram) and click Validate Authentication Code (green box in the above diagram).
 - ii) After validation, you may then be routed to the Password reset screen (see the next step below).
 - b) If you are routed to the Password Reset screen, see the [Change Password](#) section below.

Authentication Required

User Login Multi-Factor Authentication Is required.

Click the *Email Authentication Code* button to receive an email with a one-time authentication code. This code will expire in 10 minutes.

Email Authentication Code

Enter the authentication code from your email and click the *Validate Authentication Code* button.

Authentication Code

Validate Authentication Code

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Locked Accounts/Forgot Password/User ID

Locked Account

When trying to sign-in, if the following screen appears, then the user should click on the “Reset your password” link (in the **purple box** in the following diagram). This will direct the users to the Login/Password Assistance screen. The steps to use this screen are outlined in the following section: [Forgot Password/User ID](#).

Locked Out

Your account has been locked out.

[Reset your password](#)

Forgot Password/User ID

As an external user, if your account is locked and/or you do not remember your user ID and/or password:

- 1) Go to the Non-SSO External login screen: <https://compassnet.sedgwick.com/account/login>
- 2) Click on the Login/Password Assistance link below the login fields (**purple box** in the below diagram).
- 3) Once on the Login/Password Assistance screen **IF**:
 - a) You do not remember your User ID, proceed to the [Retrieve User ID](#) section.
 - b) If your account is locked or you don't remember your password, proceed to the [Generate Temporary Password](#) section.

Login

Enter your Compass credentials.

Login/User ID

Password

Login

[Login/Password Assistance](#)

RETRIEVE USER ID

- 1) On the Login/Password Assistance screen, put your email address field under "Provide following information to retrieve your login:" (**blue box** in the [Login Password/Assistance Diagram](#)).
- 2) Click Email Login (**yellow box** in the [Login Password/Assistance Diagram](#)).
- 3) If you still need to reset your password, proceed to the [Generate Temporary Password](#) section.

GENERATE TEMPORARY PASSWORD

- 1) Put your User ID in the fields for same under "Provide following information to get new password:" (**green box** in the [Login Password/Assistance Diagram](#)).
- 2) Click Email New Password (**red box** in the [Login Password/Assistance Diagram](#)) to receive a temporary password.
- 3) After clicking on the Email New Password link, you will be routed to a page to [Change Password](#).

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LOGIN PASSWORD/ASSISTANCE DIAGRAM

Login/Password Assistance

Enter your Compass credentials.

Provide following information to retrieve your login:

Email

Email Login

Provide following information to get new temporary password:

Login/User ID

Email New Password

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Change Password

This section outlines how to change your Compass.Net password; there is a slightly different process and screen depending on if you:

- ✓ Are prompted to complete a [Password Reset During Login](#).
- ✓ Choose to change it via the [Change Password link on the Compass.Net Home Screen](#).

Password Reset During Login

- 1) Type your Compass.Net user ID in the Login/User ID field (in the **green box** in the following diagram).
- 2) Type in your Compass.Net current password or the temporary password supplied during the reset process in the Current password field (in the **blue box** in the following diagram).
- 3) Enter the same, new password in the New password field (in the **red box** in the following diagram) and in the Confirm new password field (in the **yellow box** in the following diagram).

NOTE: See the [Compass.Net Password Requirements](#) section below notes regarding same.

- 4) Click on the Change password button (in the **purple box** in the following diagram).

Password Reset

Your Compass password has been reset.

Check your email for your new temporary password.

You must change your password before you can use Compass.

Enter your Compass credentials.

Login/User ID	<input type="text"/>
Temporary password	<input type="text"/>
New password	<input type="text"/>
Confirm new password	<input type="text"/>

You cannot reset/change your password more often than once per 24 hours.

Change password

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Change Password link on the Compass.Net Home Screen

- 1) Type in your Compass.Net current password or the temporary password supplied during the reset process in the Current password field (in the **blue box** in the following diagram).
- 2) Enter the same, new password in the New password field (in the **red box** in the following diagram) and in the Confirm new password field (in the **yellow box** in the following diagram).

NOTE: See the [Compass.Net Password Requirements](#) section below notes regarding same.

- 3) Click on the Change password button (in the **purple box** in the following diagram).

Home > Change Password

Enter your Compass credentials.

Current password

New password

Confirm new password

You cannot reset/change your password more often than once per 24 hours.

Compass.Net Password Expiration & Requirements

EXPIRATION

- ✓ Compass.Net external user passwords expire every 90 days after which time users will be prompted to change their password during login.
- ✓ If the user's account is locked, which will occur after 3 failed login attempts, their password will expire.
- ✓ Users will be prompted to change the password when logging in through a temporary password provided during the reset process outlined in the [Locked Accounts/Forgot Password/User ID](#) section.
- ✓ The temporary password is just that, temporary, and must be changed to ensure the password will work for the next 90 days.

REQUIREMENTS

Please note the following system requirements for Compass.Net passwords:

- ✓ Passwords should be 8 to 20 characters in length and contain:
 - At least one (1) uppercase letter
 - At least one (1) lowercase letter
 - At least one (1) number
- ✓ No special characters (\$ @ # etc.) are allowed.
- ✓ New passwords cannot have been used for any of the past 12 passwords.
- ✓ Passwords can only be changed once per 24 hours.

A new password is required during the login process if:

- ✓ You used a temporary password sent through the [Locked Accounts/Forgot Password/User ID](#) process above.
- ✓ Your password is more than 90 days old.

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