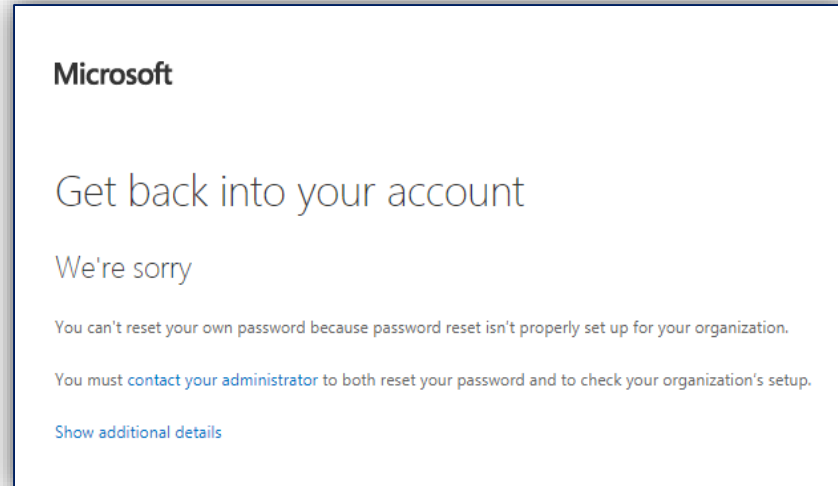




Humana®

# Population Insights Compass Login Error Resolution Guide

# Compass Login Error and Resolution



**Error message:** “Get back into your account”

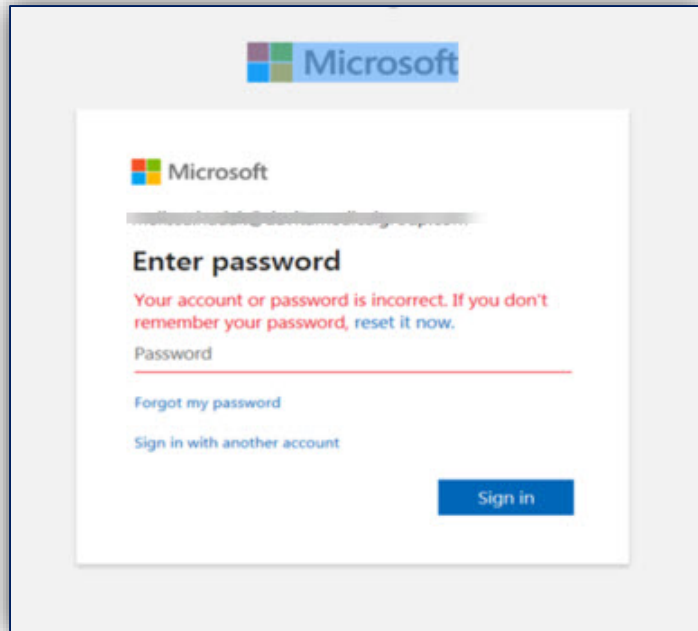
**Resolution:** Contact your organization’s IT administrator to reset your Microsoft password. (The Humana Population Compass Support Team cannot reset a Microsoft password.)

Microsoft sites for additional assistance :

[https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/reset-passwords?view=o365-worldwide \(1 \)](https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/reset-passwords?view=o365-worldwide(1))

<https://docs.microsoft.com/en-us/office365/troubleshoot/sign-in/sign-in-to-office-365-azure-intune>

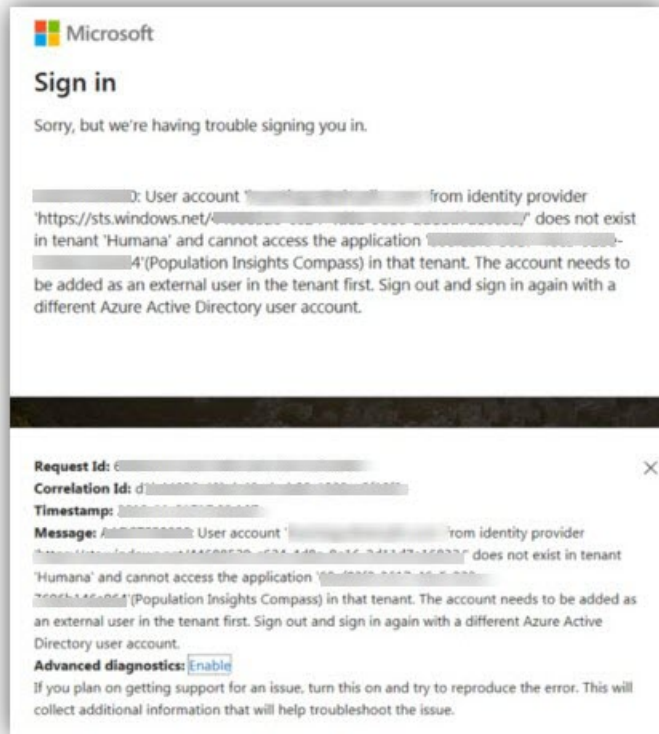
# Compass Login Error and Resolution



**Error message:** "Your account or password is incorrect."

**Resolution:** Reset your password by using the "Reset it now" or "Forgot my password" button.

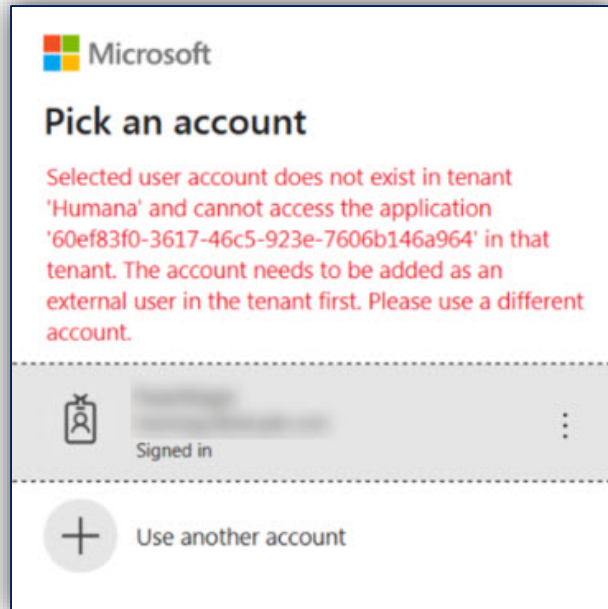
# Compass Login Error and Resolution



**Error message:** “Trouble signing you in” – Indicates user(s) has not followed the instructions from the Microsoft invitation to set up the account.

**Resolution:** Complete the instructions sent in the “Welcome” invitation email with the subject “Humana invited you to access applications within their organization.” If you did not receive a welcome email, contact your Humana representative for assistance.

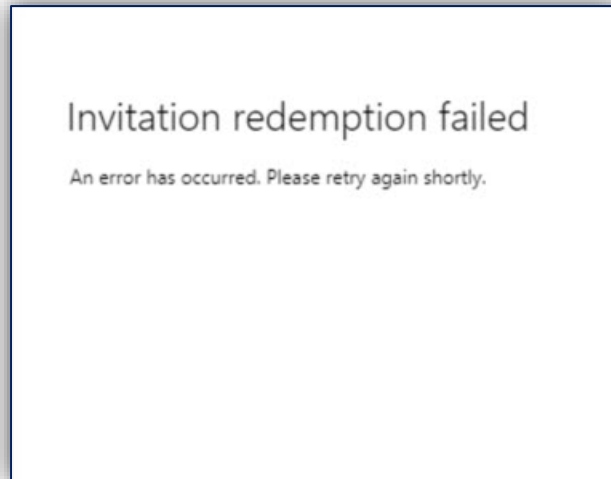
# Compass Login Error and Resolution



**Error message:** “Pick an account” – Indicates user has not followed instructions in the Microsoft invitation for setting up an account.

**Resolution:** Locate the Microsoft invitation (email: [invites@microsoft.com](mailto:invites@microsoft.com)) with the subject "Humana invited you to access applications within their organization" and complete the steps outlined in the email. If you did not receive a welcome email, contact your Humana representative for assistance.

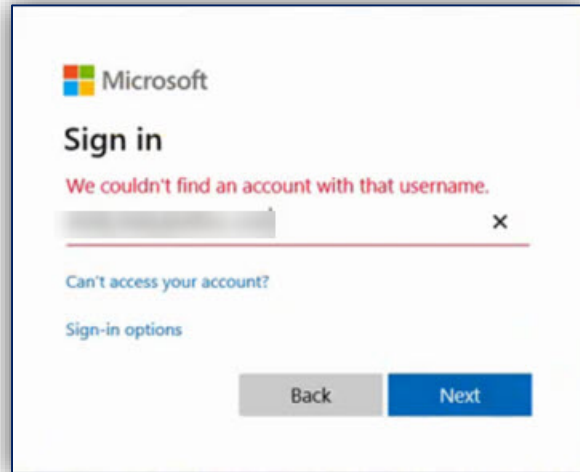
# Compass Login Error and Resolution



**Error message:** "Invitation redemption failed"

**Resolution:** Contact your Humana representative for assistance.

# Compass Login Error and Resolution



**Error message:** “We couldn’t find an account with that username” – Either the account does not exist or the Microsoft Invitation instructions have not been completed.

**Resolution:** Complete the instructions from the email with the subject "Humana invited you to access applications within their organization." If you did not receive a welcome email, contact your Humana representative for assistance.

For additional assistance,  
please reach out to your  
Humana representative.

Thank you

