

Population Insights Compass Login Error Resolution Guide

Humana.

LC9999ALL0221-C GHHL55MEN

Microsoft

Get back into your account

We're sorry

You can't reset your own password because password reset isn't properly set up for your organization.

You must contact your administrator to both reset your password and to check your organization's setup.

Show additional details

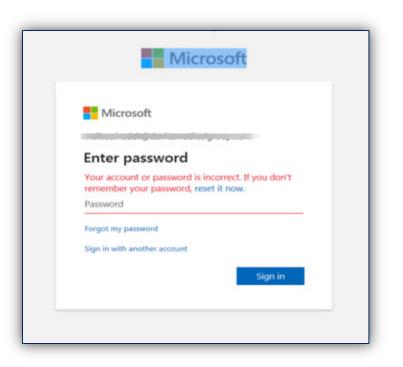
Error message: "Get back into your account"

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 :

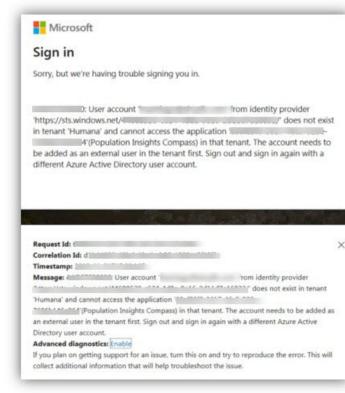
https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/reset-passwords?view=o365worldwide (1)

https://docs.microsoft.com/enus/office365/troubleshoot/sign-in/sign-in-to-office-365-azure-intune



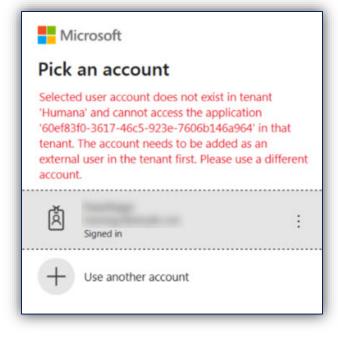
Error message: "Your account or password is incorrect."

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



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.



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) 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.

Invitation redemption failed

An error has occurred. Please retry again shortly.

Error message: "Invitation redemption failed"

Resolution: Contact your Humana representative for assistance.

Microsoft		
Sign in		
We couldn't find a	n account with tha	t username.
	1	×
Can't access your acc	ount?	
Sign-in options		

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

