



FINANCE SUPPORT CENTER

FOR YOUR INFORMATION

Welcome to the Emory Finance Support Center

The new Emory Finance Support Center has been established to support the Compass 9.2 Upgrade and the broader Finance Community. Based on feedback received from the colleagues we serve, we have consolidated our various support groups so that you will have one place to come for Finance support. We are now staffed with a team of professionals ready to help you as we move into the upgraded Compass environment.

In order to facilitate our support and continually improve our service, the Finance Support Center has implemented a tool to track your reported issues and to provide you with improved access to knowledge articles, job aids and status on your tickets as they are resolved by team members. You no longer have to wonder if your issue is getting the attention it deserves as you will be able to see the progress and receive status updates.

How to Get Help

If you have any questions, problems, or comments related to your work in Compass, EPEX, Emory Express or EBI-Finance, please contact the Finance Support Center through one of the following:

1. **Log a ticket in our new tracking system** (quickest way and provides you with personal tracking) We have attached a job aid or you can click on the [*How to Open a Ticket*](#) link to assist you should you encounter an issue.

For the quickest response log a ticket request at
[Community Website](#)

Or by pasting the following URL into your browser

<https://eufinancesupportcenter.force.com/login?so=00D36000000JQII>

2. **Email us:** Send us an email at Finance.Support.Center@emory.edu. Note, all of the previous emails you have used in the past will be re-routed to us, so you can use those as well.
3. **Call us:** Our phone lines will be staffed from 9am until 3pm Monday – Friday. **404-727-7000**

We look forward to supporting you!
Your Finance Support Center Team