**CRM Viewing Checklists, Communications, Comments**

**Purpose:** Applicants should be directed to log into My Universe to view outstanding checklist items. The 360-Degree View shows the Checklists, Communications, and Comments (Three Cs) for an applicant or prospect. To view the applicant’s Three C’s follow the steps below.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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<tbody>
<tr>
<td>1.</td>
<td>In CRM, navigate to the <strong>360-Degree View</strong>. Select <strong>Main Menu › Customers 360-Degree View</strong>&lt;br&gt;<strong>Result:</strong> The Search For Customer page displays.</td>
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| 2.   | Enter applicable search criteria. Click the **Search** button.  
**Result:** The **360-Degree View** for the matching record displays. Note: If multiple records match the search criteria, all matches will display. Click the appropriate result. |
Step | Action
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3. | Scroll down to the Higher Education Information section to view the Checklists/Communications/Comments.

Tips:
- Select **View All** in the title bar for each of the Three Cs that have multiple entries to see all the entries.
- Click the *column header* to sort by any column.