

Links to Navigate Help Center

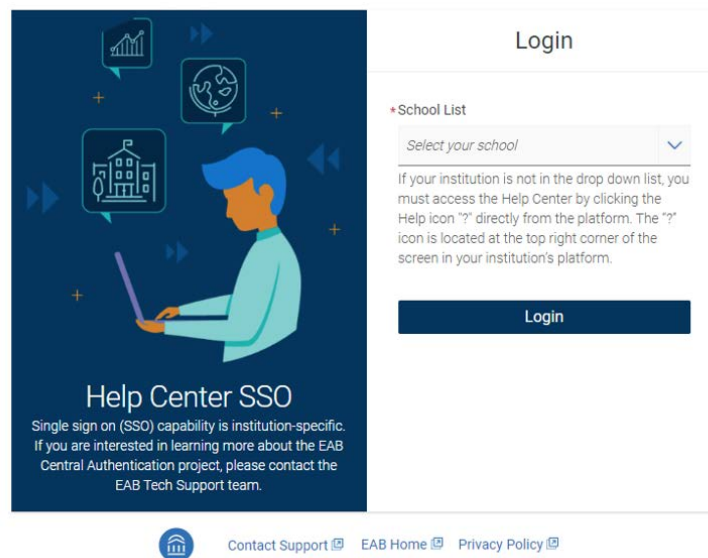
(Faculty & Staff Edition: Fall 2022)

Getting Started:

Using a link below for the first time will bring you to the Help Center SSO page

- Select college – Central State University
- Click Login

If you receive an Error Message, send an email to: navigate@centralstate.edu



Help Center SSO

Single sign on (SSO) capability is institution-specific. If you are interested in learning more about the EAB Central Authentication project, please contact the EAB Tech Support team.

Login

*School List

Select your school

If your institution is not in the drop down list, you must access the Help Center by clicking the Help icon "?" directly from the platform. The "?" icon is located at the top right corner of the screen in your institution's platform.

Login

Contact Support EAB Home Privacy Policy

Creating Availability

Availability lets staff indicate the days, times, locations, and services they offer when meeting with students. It is a cornerstone of Navigate's workflows and is located on the Staff Home page. This article explains how individual staff users create their own availabilities.

Link for Help:

<https://helpcenter.eab.com/hc/en-us/articles/360014072874-My-Availability>

Syncing Outlook Calendar

Calendar sync is a way to make sure Navigate appointments are shown on your professional calendar and constraints on your professional calendar are reflected in the Navigate platform

Link for Help:

<https://helpcenter.eab.com/hc/en-us/articles/360058410854-Syncing-an-Outlook-Service-Account-Calendar-to-Navigate>

Appointment Center

The Appointment Center lets staff manage appointments at an individual location. To open Appointment Center, click Additional Modes at the bottom right of the screen and select Appointment Center.

Link for Help:

<https://helpcenter.eab.com/hc/en-us/articles/360011216573-Appointment-Center>

Appointment Summary

Appointment Summaries let you document information about specific student appointment. Appointment Summaries are primarily created and stored in three main sections of the platform: Staff Home, a Student Profile page, and the Standard Report page.

Link for Help:

<https://helpcenter.eab.com/hc/en-us/articles/360014178813-Appointment-Summaries>

Student Search (Advanced)

Advanced Search is a search function in Navigate that lets you create unique cohorts of students based on the layering of various search parameters. To access the Advanced Search filters, navigate to the Advanced Search magnifying glass icon on the left side tool bar.

Link for Help:

<https://helpcenter.eab.com/hc/en-us/articles/360014175873-Advanced-Search>

Messaging Students (email & text)

The Navigate platform provides both email and text messaging for faculty and staff to communicate with students, either individually or at masse. Communicating with students through the platform creates records of those communication which can be accessible by other staff or faculty on your campus. In addition, it allows for a quick and easy way to communicate with more than one student at once.

Link for Help:

<https://helpcenter.eab.com/hc/en-us/articles/360014188693-Emailing-and-Texting-Students>

Issuing Alerts and Cases

he Alert feature in Navigate enables you to collect early feedback about your students and the Case feature allows you to document next steps taken about that feedback.

Link for Help:

<https://helpcenter.eab.com/hc/en-us/articles/4418007967383-Alerts-Cases-Progress Reports>

HELP FOR STUDENTS

Scheduling Appointments as a Student

Scheduling Appointments: Students frequently schedule appointments through Navigate. This guide shows how a student can schedule appointments in Navigate Staff and Navigate Student. It assumes your institution has the new student scheduling features turned on.

Link for Help:

https://helpcenter.eab.com/hc/en-us/articles/360059747293-Scheduling-Appointments-as-a-Student#h_01EQTZSENHCPY6N0Y4HBZN5XW6