Navigate360: Texting or Emailing a Student
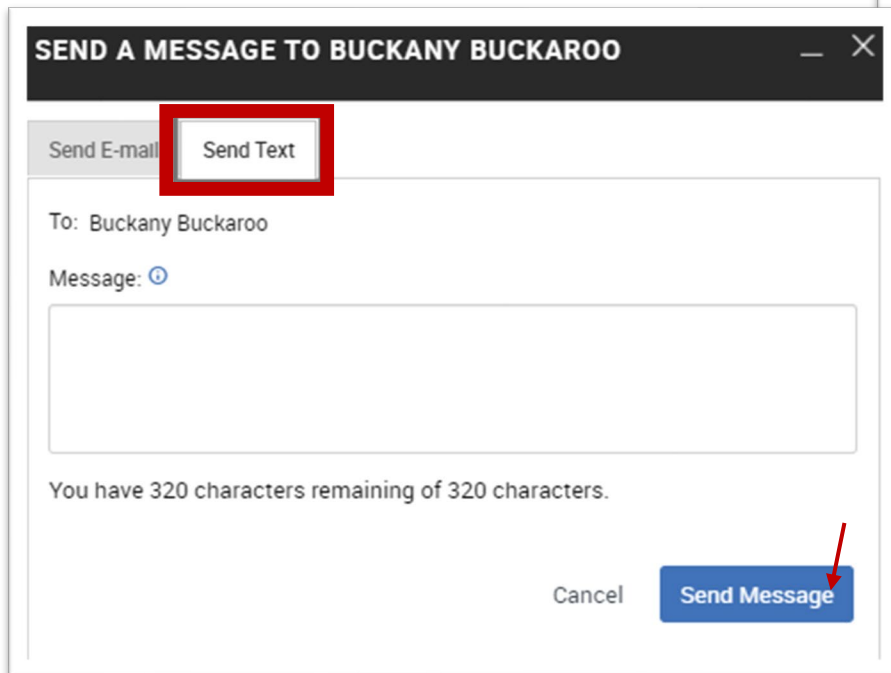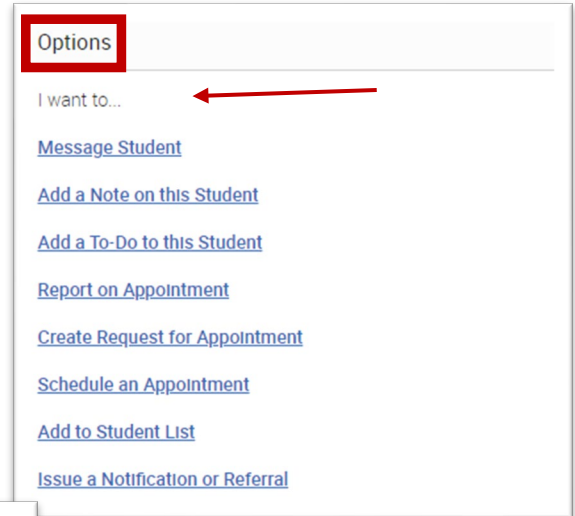
Navigate provides email and text messaging functionality for faculty and staff to communicate with students, either individually or en masse

1. Open the student profile page
- Open a student profile by typing the student's name or E Number into the top *Quick Search* bar. Select the appropriate student by clicking their name from the list which drops down from the *Quick Search* bar.

2. Send a message to the student
- Click *Message Student* in the *Options* box on the right of the student profile page.
- A *Send a Message to Student* window will appear.

TO SEND A **TEXT** MESSAGE:
- Ensure that the *Send Text* tab is selected
- Type a message into the *Message* box
- **NOTE**: Text messages may only be 160 characters in length. Be direct and concise
- Review the message
- Click *Send Message*

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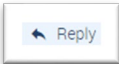# Navigate360: Texting or Emailing a Student

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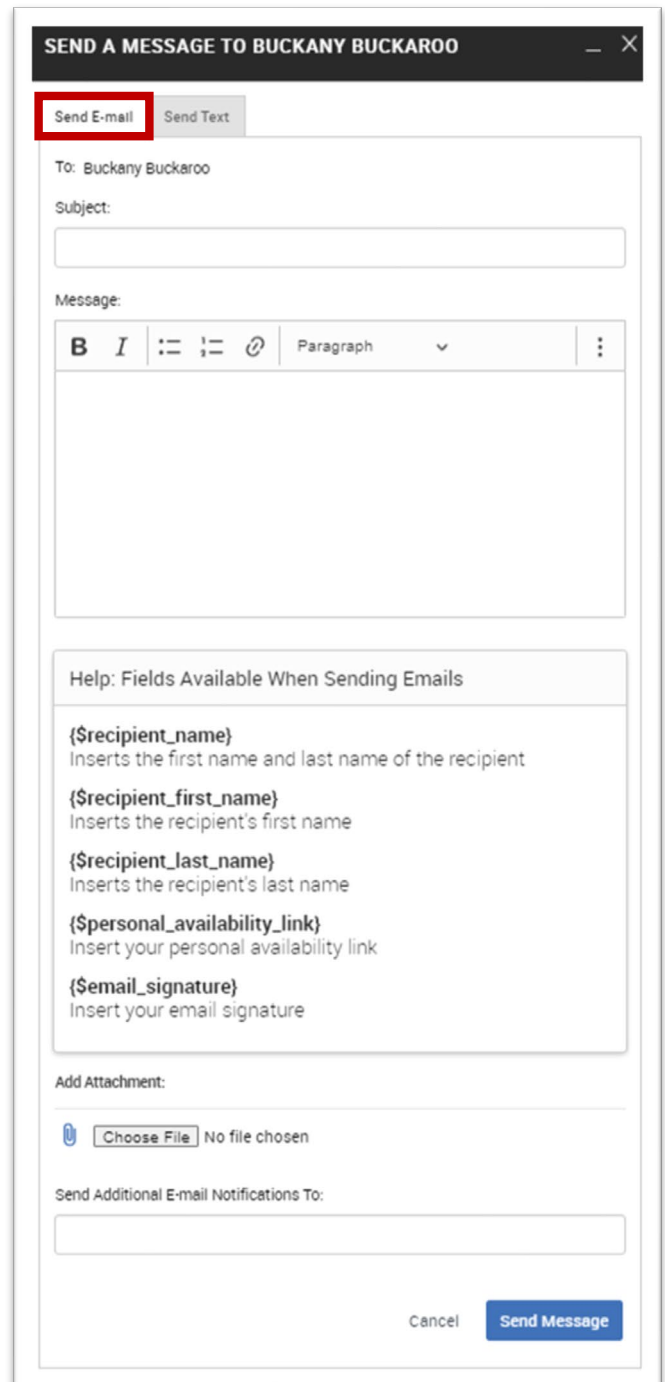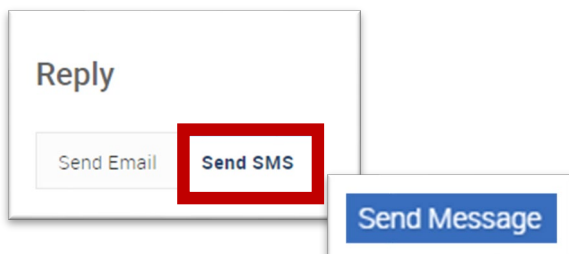
TO SEND AN <u>EMAIL</u>:

- Ensure that the *Send Email* tab is selected.
- Type a subject into the *Subject* box.
- Type a message into the *Message* box.
- Users have the option to insert *Fields Available* (merge tags) if desired to personalize the email in an automated fashion.
- Add an attachment as needed.
- To CC another person on the email message, type their @etsu.edu email address into the *Send Additional E-mail Notification To* box.
- Review the subject, message, file attachment, and CC.
- Click *Send Message*.

3. Reply to student(s)' texts or emails

   NOTE: When a student replies to the text, their message will appear as a reply in your ETSU email account as well as in Navigate Messaging. Replies can be sent from Outlook email. When replying to text messages, remember the 160-character limit. To view replies and reply by text message in Navigate:

- Click on the *Conversations* ✉ icon at the top left of the page.
- The *Topic* column will display the students' replies. Click on the text of the students' reply in the *Topic* column.
- Click on the *Reply* button ↩ Reply
- Replies can be sent as e-mails, text messages, or phone calls. Click the *Send SMS* tab to respond by text.
- Type the text message in the *Message* box. Click *Send Message*.