Introduction to Using Navigate For Faculty

CCNY Navigate Sites:

- **Production:** This is our "live" site.

    o The data from CUNYFirst is updated once daily. This includes student data and user access/roles.
- **Training:** This is our sandbox where we test new configurations and conduct training. No actions taken on this site will send any communication to students, faculty, or staff. This is a safe place to try out all the features.
    o Student data and user information is not updated regularly. We request that the site be updated periodically. Usually at the beginning and end of each semester. We also request an update when we add new users so that they will have access to the training site. The training site is visually differentiated from the live site by the bright orange banner at the top of each page. On the production site, the banner is gray.

Access:

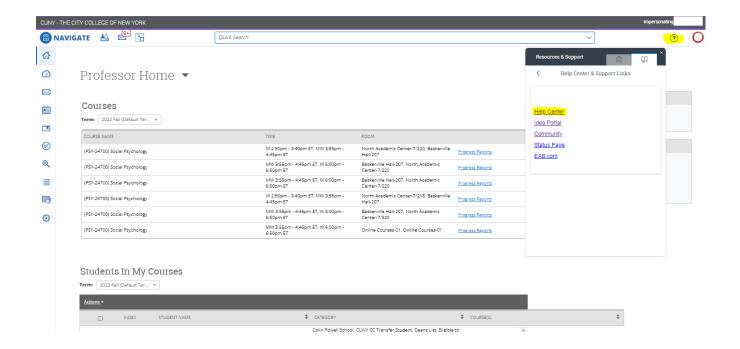Users use the CUNY credentials to access either of the sites using the links below:

- **Production Site:** https://ccny-cuny.campus.eab.com
- **Training Site:** https://ccny-cuny.campus-training3.eab.com

Navigate Help Center:

EAB provides a robust help center from within the Navigate platform. It is accessible from either the production site or the training site. Simply click on the "?" in the upper right-hand corner of the page and then click on the "Help Center" Link. (See image below)

The help center has articles, videos, and toolkits for all features in Navigate. Through this document we will provide links to resources in the help center for the feature we are discussing. For these links to work, you need to have the Help Center open prior to clicking on the link. The first such link is a video about the help center itself: https://helpcenter.eab.com/hc/en-us/articles/1500003172381-Help-Center-Overview-Video

Homepages:

To access the necessary features in CCNY Navigate, faculty members will have two homepages: A "Professor Homepage" and a "Staff Homepage".

Professor Homepage: Intro Video

Staff Homepage: Intro Video

The icons on the left-hand side of the home pages allow the user to access the key features on Navigate. When you hover your mouse over each icon, the title will display. In the sections below we will introduce the features behind each icon in order from top to bottom. Each entry will include links to the appropriate Help Center Articles.

✉ **Conversations:**

This page displays all communications the user has sent or received through navigate.

- https://helpcenter.eab.com/hc/en-us/articles/360010442254-Conversations

📅 **Calendar:**

The navigate calendar will show a user's scheduled appointments, classes, events, and busy times. These "busy times" are events in a user's linked personal calendar.

- https://helpcenter.eab.com/hc/en-us/articles/360014084874-Calendar

- https://helpcenter.eab.com/hc/en-us/articles/360014494694

Campaigns:

Campaigns are a wonderful way to reach a specific group of users (faculty or students) to ask them to complete a specific action item.

- Appointment Campaigns: https://helpcenter.eab.com/hc/en-us/articles/360011092253-Campaigns-Appointment-Campaigns
- Messaging Campaigns: https://helpcenter.eab.com/hc/en-us/articles/5700550933399-Campaigns-Messaging-Campaigns

To-Do's

To-dos allow a staff member to create a reminder for themselves regarding a particular student. To-Dos can also be configured to display to the student in the Navigate Student mobile app.

- https://helpcenter.eab.com/hc/en-us/articles/360014186553-To-Dos-Staff-Platform-