



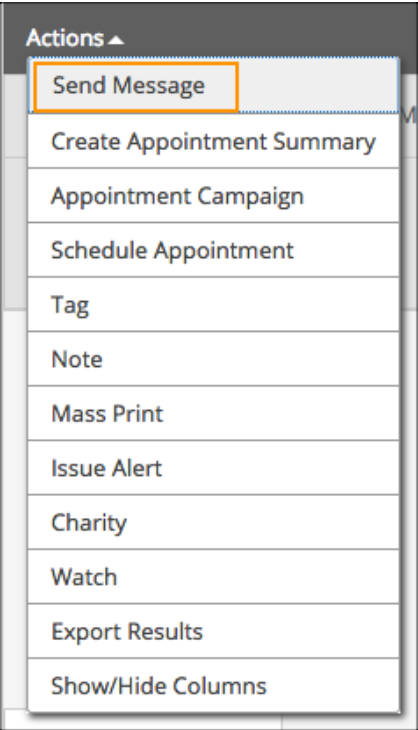
Sending Messages Through CCNY Navigate for Advisors and Administrators

There are two primary communication methods available in Navigate: Email, and Text.

You can send emails or texts to one or more students from Staff Home, the student profile, or Advanced Search. Most Action menus throughout the platform also allow for sending emails or texts. See below for screenshots of each of these locations. Once you click on the highlighted link, you will be able to choose to send an email or a text message.

Important: Sending an email or text message to more than one student blind copies all students. In other words, the student does not know that the message was sent to more than one student. For both email and text, it looks like the message was only sent to them.

Send Message action on the Staff Home page.



Message Student link on Student Profile.

Staff Alerts 0

I want to...

- Message Student**
- Add a Note on this Student
- Add a Reminder to this Student
- Report on Appointment
- Create Request for Appointment
- Schedule an Appointment
- Add to Watch List
- Issue an Alert

Send Message action on the Advanced Search results page.

| Actions ^ | |
|----------------------------|-----------|
| Send Message | |
| Create Appointment Summary | ID |
| Appointment Campaign | 954058983 |
| Schedule Appointment | 159466807 |
| Tag | |
| Note | 694076931 |
| Mass Print | 082564784 |
| Issue Alert | |
| Charity | 302610444 |
| Watch | 800367062 |
| Export Results | 501665806 |
| Show/Hide Columns | |

Viewing Email and Text Conversations

You can access all communications between you and your students through the Conversations page of the platform. You can also access all communication with a specific student through the Conversations tab on their student profile.