Navigate - Mass-Texting from a Search or Report

Use Navigate Search or Report function to send a text to one or more students.

1. Run the desired report or search
   - To run a report, click the *Reporting* icon from the left navigation. Select a report, apply the desired filters, and click *Search* at the bottom of the page.
   - To run an advanced search, click the *Advanced Search* icon from the left navigation. Apply the desired filters, and click *Search* at the bottom of the page.

2. Send a mass-text message
   - Click the boxes to the left of the student's name in the *Name* column to select students to be messaged. 100 students are displayed per page. Click *Next* at the bottom to move to the next page of 100 students.
   - To check all boxes for all students, click the checkbox next to the *Student Name* column title.
       - NOTE: Plan to send texts in batches of 100 or fewer. Recipients will not be able to respond to this message because there are more than 100 recipients. This constraint is in place to avoid text message spam blockers.
   - Click *Actions* and from the drop-down menu choose *Send a Message*.
   - Click the *Send Text* tab at the top of the pop-up box. Type the text message in the *Message* box. Proofread and click *Send Message*.
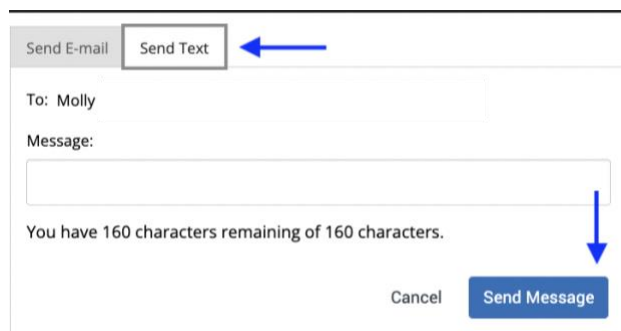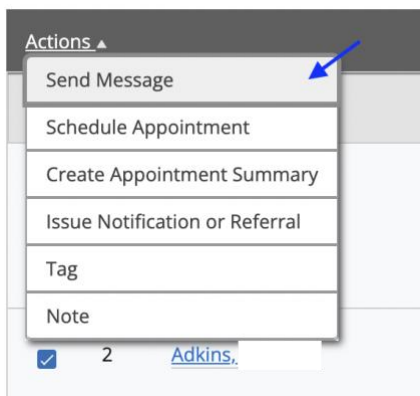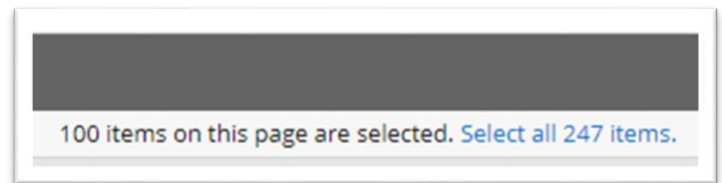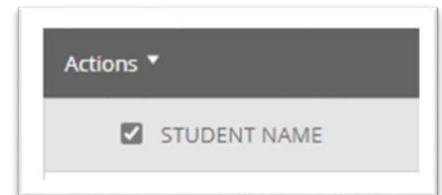
3. Reply to students' texts
   - When a student replies to the text, their message will appear as a reply in your ETSU email account as well as in Navigate Messaging. To view replies and reply by text message in Navigate:
       - Click on the *Conversations* icon at the top left of the page.
       - The *Topic* column will display the students' replies. Click on the text of the students' reply in the *Topic* column.
       - Click on the *Reply* icon to the right. Replies can be sent as e-mails, text messages, or phone calls. Click the *Respond by Text* tab at the top.
       - Type the text message in the *Message* box. Click *Send Message*.