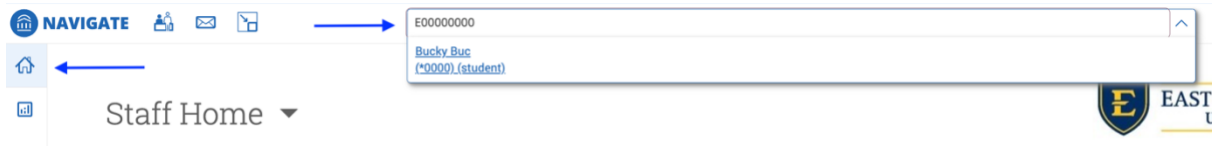


Navigate - Texting or Emailing a Student

Easily communicate with students via text or email within Navigate.

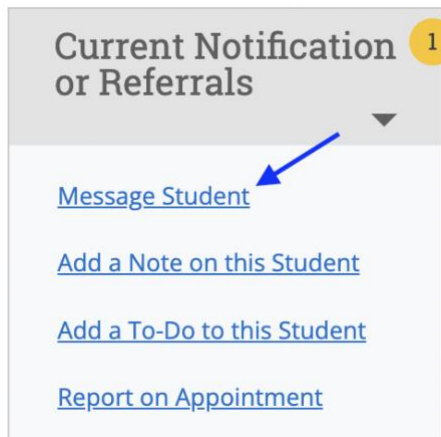
1. Open the student profile page

- Open a student profile by typing the student 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.



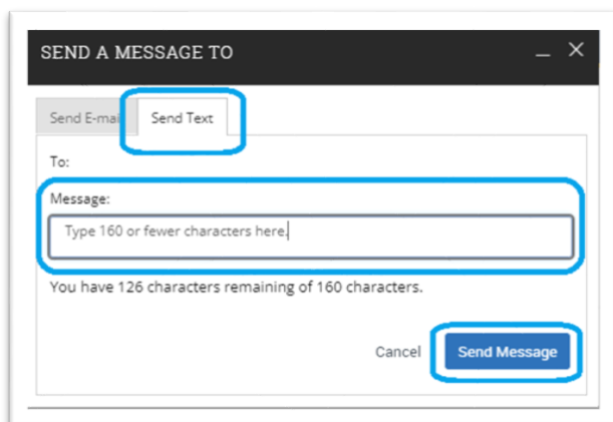
2. To send a message to the student:

- Click *Message Student* in the *Current Notification or Referrals* box on the left of the student profile page.
- A *Send a Message to Student* window will appear.



3. 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*.





4. To send an email:

- Ensure that the *Send Email* tab is selected.
- Type a subject into the *Subject* box.
- Type a message into the *Message* box.
- 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*.

5. To reply to a student's text or email:

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*  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*.

