



Answering Common Questions about Navigate

EAB Global Inc., the company that produces Navigate's adviser dashboard and student app, offers this FAQ for faculty and staff to help you answer students' most common questions about the Navigate mobile platform.

Introducing Navigate



What is Navigate? (Formerly called "Guide")

Navigate is a mobile adviser that gets you from orientation to graduation. The app helps you choose the right major, navigate requirements from financial aid to course registration, and stay on top of important dates and deadlines — all in the palm of your hand.



What Do We Use Navigate For?

Navigate has made staying on top of the things you need to do and making the important decisions of college easier. It's the ultimate guide to build a path to graduation—and stay on that path.

- 1. Know When Important Things Are Coming Up:** Know when important things are coming up, and what do about them. From attending orientation to preparing for finals, now there's a clear timeline of what you need to do. Within each task, Navigate connects you to the links and resources you need to get things done.
- 2. Find the Right Fit:** Navigate's Major Exploration tool connects your interests and goals to the right major at the college. Fill out a short survey and Navigate takes it from there.
- 3. Learn How to Get the Most Out of College:** Navigate provides all the steps to start college on the right foot. Get handy tips and tutorials on everything from getting involved in student organizations to paying for college.
- 4. Connect to the Support You Need—Faster:** Have questions or run into a problem? Navigate's appointment scheduler gets you facetime with the people who can help. Best of all, the appointments sync onto your phone's calendar.



How Can I Start Using Navigate?

You can download Navigate in the Apple App Store or Google Play by searching for "**Navigate Student.**" Use the same username and password that you use for all your other university accounts. There's a web-based desktop version, too. Visit <https://uhcl.guide.eab.com> and log in with your university username and password.



How Much Do I Have to Pay for It?

It costs nothing to download Navigate or use the desktop version. However, that doesn't mean that your friends at other schools can download it too. We specially partnered with Navigate to customize it for your UHCL experience.

Answering Common Questions about Navigate (contd.)

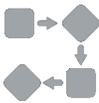
Downloading Navigate



Help! I can't log in to Navigate.

Can you sign into university E-Services? If you get this far but your credentials are rejected by the university's sign-on page, there is an issue with the school account. Try resetting your password.

If you successfully enter your credentials in the school's SSO web page, but Navigate says "Uh-oh..." or "Something went wrong," EAB must not have your username in their system. Contact guidesupport@eab.com with your full name, username, and email address.



The Steps I'm seeing don't look right to me...

What term of college are you in? Did you select the wrong term? Go to the More tab, under their name there's a link to "Update year and term."

If your selection is correct, Journey content might not be available for you yet. You can still use other features, and many of the Journeys for other semester may still be relevant.



What do I do if my app is frozen or acting weird?

Try a hard close and relaunch the app.

For iOS, double click the Home button then swipe the app preview away to "hard close." On Android, open the app manager view and slide the app preview away to "hard close."



What does it mean if a Step is an "autocomplete task"?

Some important Steps in Navigate can be automatically marked as complete based on the school's official record stored in the student information system (SIS). You can mark these Steps complete, but they will remain in the Path until the school has an official record of this Step being complete in the SIS.



I just resolved a Hold, why is it still showing up?

Holds are updated every 24 hours in Navigate, so check back tomorrow to see if it's successfully been resolved in Navigate. If the issue persists, contact guidesupport@eab.com.



How do I change my notification settings?

In the More tab, there's a link called Notification Settings where you can personalize your notification preferences.



Something is wrong with "My Class Schedule."

Contact guidesupport@eab.com to get it fixed.