



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.



What is Navigate?

Navigate is a mobile adviser that gets undergrads 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.

- 1. Know When Important Things Are Coming Up:** 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. 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. Appointments sync onto your phone's calendar.



How Can I Start Using Navigate?

Go to your mobile device's app store and search for "Navigate Student." Or use your device's browser:

- iPhone and iPad users, go to tinyurl.com/uhcl-navigate-apple.
- Android users, go to tinyurl.com/uhcl-navigate-android.

Use your UHCL username and password to sign on. Navigate can also be accessed via the web: tinyurl.com/uhcl-navigate-web.



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. We specially partnered with Navigate to customize it for your UHCL experience.

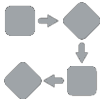
Answering Common Questions about Navigate (contd.)



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 your credentials are correct but you still can't sign on, EAB might not have your username in the system. Contact navigate@uhcl.edu with your full name, UHCL username and UHCL 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 semesters 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."



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 navigate@uhcl.edu.



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 navigate@uhcl.edu to get it fixed.