

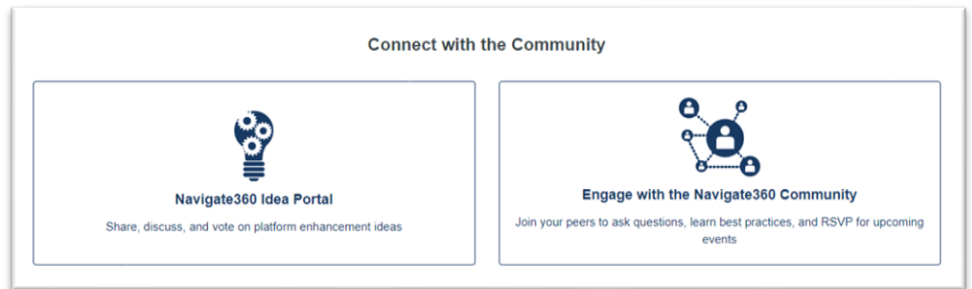
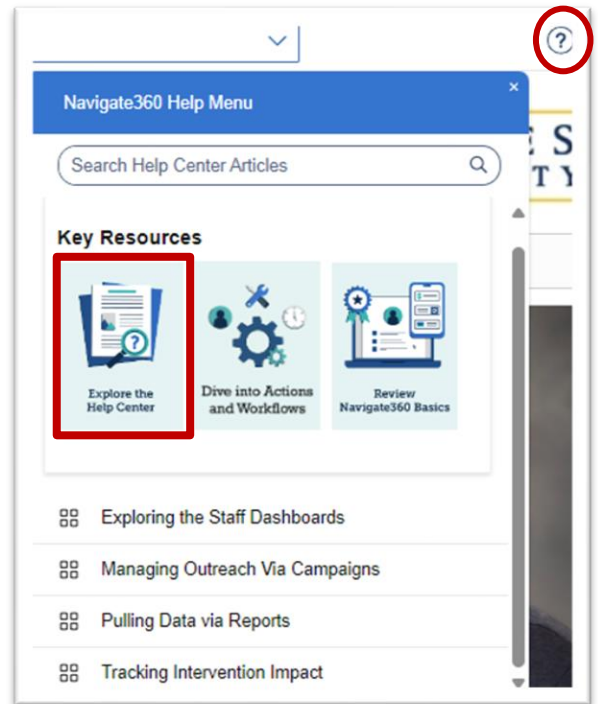


Navigate360: Help Center and Navigate Engagement

EAB has resource guides for users through the Help Center. After accessing the Help Center, users can engage with other users in the Navigate360 Community and access the Idea Portal.

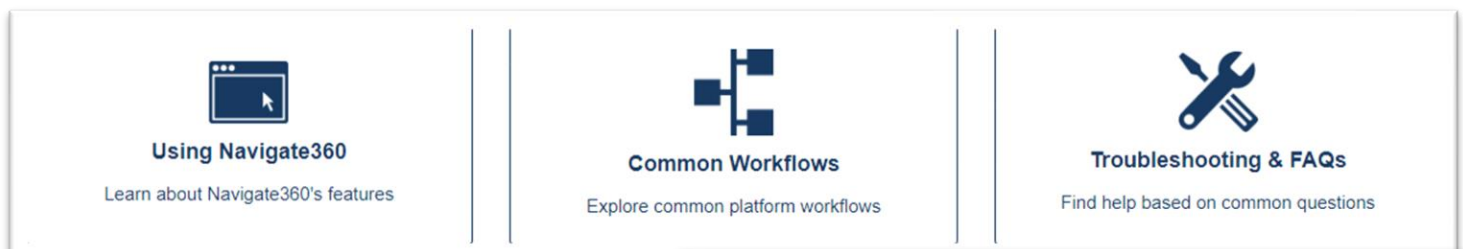
1. Access the Help Menu

- Log into Navigate via GoldLink
- In Navigate, click the  icon in the top right corner of the page. Use the Quick Search bar to search the Help Center Articles or click [Explore the Help Center](#) tile to launch the *Help Center*.
- **NOTE:** From the *Help Menu*, users can explore Navigate key resource articles and highlights by clicking the quad icon  articles
- Within the *Help Center*, there are seven categories: **Using Navigate360, Common Workflows Troubleshooting & FAQs, Platform Administration, What's New, Strategic Resources, and EAB Experiences.**
- Under the *Help Center's* help documentation, users can view [Promoted Articles](#), access the [Idea Portal](#) or engage with other users or RSVP for upcoming EAB events by [Engaging with the Navigate360 Community](#), and view recent activity in the idea portal.

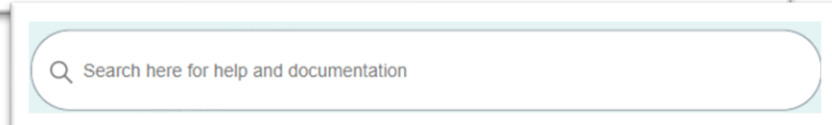


Help Documentation:

- Click on the [Using Navigate360](#), [Common Workflows](#), or [Troubleshooting and FAQ](#) tiles to read articles about features and functionalities by topic. These boxes can assist with troubleshooting within the system. Additionally, there is a [Search](#) bar in the top center of the page



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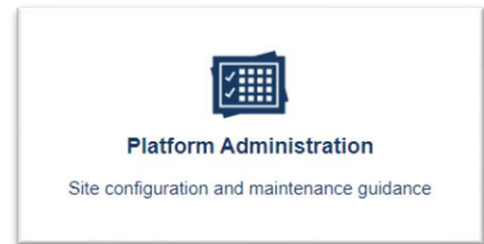
Product Updates:

- Click on the [What's New](#) tile and select [Student Success](#) to access recent product release notes
 - **NOTE:** On any of the Release Notes page(s), click the [Follow](#) button on the top right. Next time a note is released, it will come to your Outlook inbox.
- Click on the [EAB Experiences](#) tile to view and subscribe upcoming EAB webinars



Platform Administration:

*Platform Administration pages are used by content administrators and Information Technology Services to configure the platform and import student data. Front-end users will not need to access articles under this tile.



Strategic Resources:

- Click on the [Strategic Resources](#) tile and select [Resources by Type](#) to view: [Infographics](#), [Toolkits & Guides](#), [Student Promotional Materials](#), [Webinars](#), [Training Resources](#), or [Case Studies](#) to explore best practices.

