
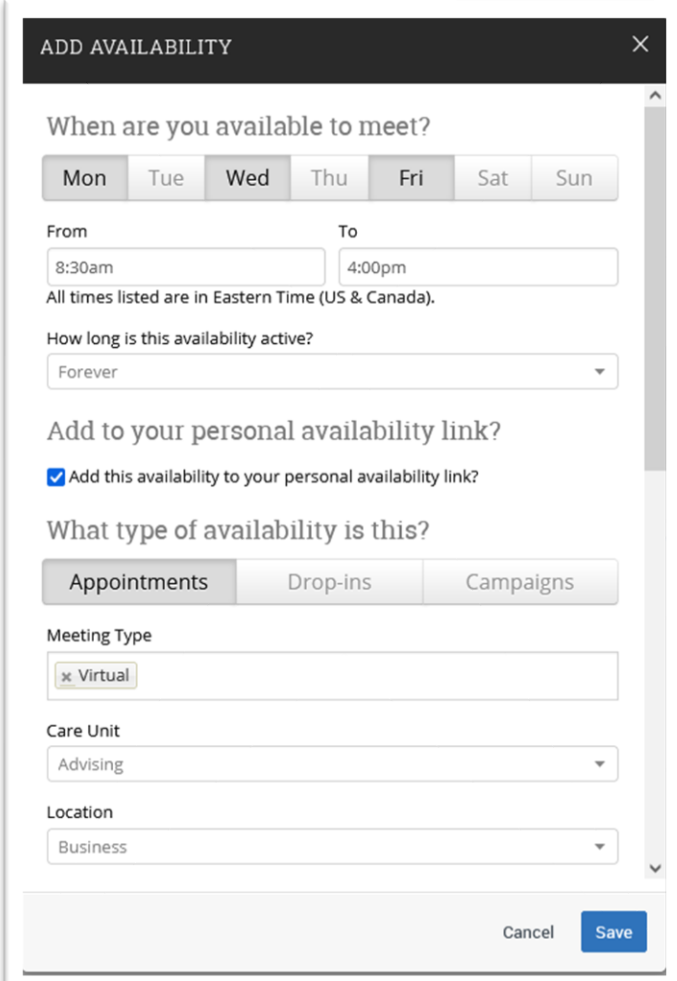


## Navigate360: Create Availability

Availability allows staff to indicate the days, times, locations, and services they offer during appointments.

### 1. Create a block of available times for student appointments

- Click the [Home](#)  icon from the left navigation bar.
- On the [Staff Home](#) page, click the [My Availability](#) tab at the top.
- In the [Available Times](#) box, click [Actions](#).
- Choose [Add Time](#) from the drop-down menu. An [Add Availability](#) box will appear.
- Select the days of the week for appointment availability by clicking the boxes.
  - **NOTE:** for variable availability (Ex: differing MWF and TR availabilities), several Availabilities will need to be added. See step 3 below.
- Select the hours of the day for appointment availability.
  - **NOTE:** Navigate accounts for events made directly in Outlook. When Navigate is synced to the Outlook calendar, any events (ex: lunch) on the Outlook calendar will show as “busy” in Navigate.



The screenshot shows the 'ADD AVAILABILITY' dialog box. At the top, it says 'ADD AVAILABILITY' with a close button (X). Below that, it asks 'When are you available to meet?' and shows a row of days: Mon, Tue, Wed, Thu, Fri, Sat, Sun. The 'Fri' tab is selected. Underneath, there are 'From' and 'To' time fields. 'From' is set to 8:30am and 'To' is set to 4:00pm. A note below says 'All times listed are in Eastern Time (US & Canada)'. Then it asks 'How long is this availability active?' with a dropdown menu set to 'Forever'. Next, it asks 'Add to your personal availability link?' with a checked checkbox. Below that, it asks 'What type of availability is this?' with three tabs: 'Appointments', 'Drop-ins', and 'Campaigns'. 'Appointments' is selected. Underneath, there are three more dropdown menus: 'Meeting Type' set to 'Virtual', 'Care Unit' set to 'Advising', and 'Location' set to 'Business'. At the bottom right, there are 'Cancel' and 'Save' buttons.

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- Select a duration for this availability under the *How long is the availability active?* drop-down menu.
  - **NOTE:** To create availability for a future term, use the *Terms* drop down menu in the top right of the home page to select a future term.
- Click the checkbox next to *Add this availability to your personal availability link?*
- Select the availability type under *What type of availability is this?*
  - **NOTE:** Usually *Appointments* will be the best option. *Campaigns* can be used to designate a specific time to meet with students who have been contacted through the *Campaigns* feature. Select *Appointments* and *Campaigns* to allow students who are and are not a part of a Campaign to schedule during this availability. *Drop-ins* will allow students to check-in for a meeting at a kiosk or through their mobile app during that time. Do not select *Drop-ins* and *Appointments* or *Campaigns* together. Create separate times for *Drop-ins*.
- In the box under *Meeting Type*, enter one or more Meeting Types for this availability: *Virtual, In Person, Phone, Email*. This will allow students to indicate preferred meeting type when making their appointment.
- Select the *Care Unit* (Ex: Advising)
- Select the *Location* of your availability
- Select the *Services* offered
  - **NOTE:** for variable majors/minors/alpha assignments (Ex: advising for multiple majors), an Availability will need to be added for each of those *Locations*. See step 3 below.
- Select one or more *Services* from the drop-down menu under *Services*. There is no limit to the number of Services which may be offered during each availability.
- Type or paste the Zoom link into the *URL / Phone Number* box.
- Type or paste your Phone Number and Physical Location into the *Special Instructions for Student* text box.
- Type any other special instructions for the student into the text box under *Special Instructions for Student*.
- Click *Save* at the bottom of the *Add Availability* box.

The screenshot shows the 'ADD AVAILABILITY' modal window. It contains the following fields and options:

- Location:** A dropdown menu with 'Business' selected.
- Services:** A text box containing 'x Advising (General)'.
- URL / Phone Number:** A text box containing 'https://etsu.zoom.us/my/ethangrey'.
- Special Instructions for Student:** A rich text editor with a toolbar (B, I, bulleted list, numbered list, undo, redo) and the text 'e.g. room 23, please bring paper'.
- Will you be meeting with multiple students?** A section with a note: 'These settings will not be used for kiosk and campaign purposes.'
- Max Number of Students per Appointment:** A dropdown menu with '1' selected.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right.

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### 2. Use the Personal Availability Link

- Once an Availability is set, a **PAL (Personal Availability Link)** will appear at the bottom of the **Staff Home** page on the **My Availability** tab display.
- Click **Copy** to copy the link. Once the link is copied it can be pasted into email signatures, on webpages, and any other place a student may go to make an appointment.

The screenshot shows the 'Staff Home' interface. At the top, there are navigation tabs: 'Students', 'Appointments', 'My Availability', and 'Appointment Requests'. Below the tabs is the 'Available Times' section, which contains a table with columns for 'DAYS OF WEEK', 'TIMES', 'DATES', 'LOCATION', 'PURPOSE', 'CARE UNIT', 'PERSONAL LINK', and 'MEETING TYPE'. A single row of data is visible, representing an availability for 'Mon, Tue, Wed, Thu, Fri' from '8:30am - 4:30pm' at 'Business' location, with the purpose 'Advising (General) For: Appointments' and a 'Virtual' meeting type. An 'Edit' link is present at the end of the row. Below the table, a note states '\* All times listed are in Eastern Time (US & Canada)'. At the bottom of the screenshot, there is a 'Personal Availability Link' section with a 'Link:' label, a copy icon, the URL 'https://etsu.campus-training3.eab.com/pal/0zRO9Rdh\_j', and a 'Copy' button.

<input type="checkbox"/>	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	PERSONAL LINK	MEETING TYPE	
<input type="checkbox"/>	Mon, Tue, Wed, Thu, Fri	8:30am - 4:30pm	Forever	Business	Advising (General) For: Appointments	Advising	Yes	Virtual	<a href="#">Edit</a>

\* All times listed are in Eastern Time (US & Canada)

Personal Availability Link

Link: [https://etsu.campus-training3.eab.com/pal/0zRO9Rdh\\_j](https://etsu.campus-training3.eab.com/pal/0zRO9Rdh_j) [Copy](#)

### 3. Use the Copy Time function to create additional availabilities

- Click the check box to the left of an availability.
- In the **Available Times** box, click **Actions**. Choose **Copy Time** from the drop-down menu. A **Copy and Add Availability** box will appear.
- Click **Copy Time**
- Edit the desired information. If editing the **Location**, the **Services** will need to be input again.
  - Examples of additional availabilities: Create Tuesday/Thursday availability. Create availabilities for the final exam period. Create availabilities for specific Campaigns. Create availabilities in which only virtual or phone Meeting Types are available.