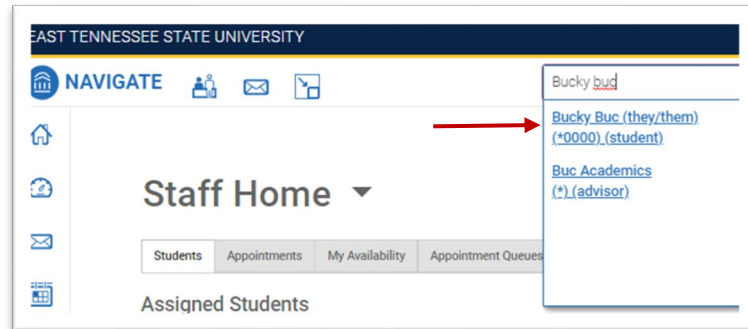


Navigate360: Viewing 'Conversations' on Student Profile

Staff users are able to read and review the messages sent to a student via the Navigate platform, including appointment confirmation and reminder emails, and text messages and nudges generated by campaigns

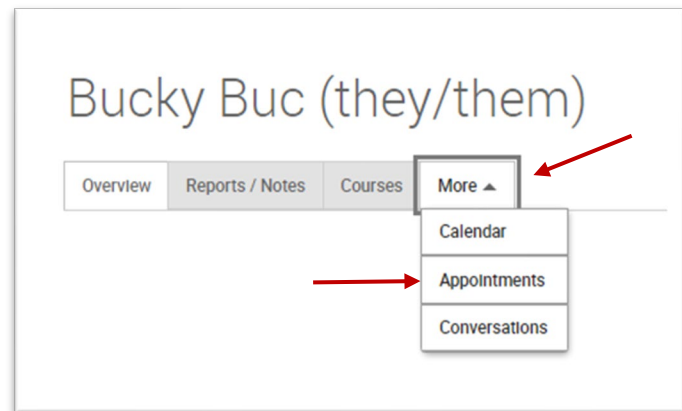
1. Open the student profile page

- Open a student profile by typing the student's 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. Review conversations on the student profile

- Click the *More* tab at the top of the student profile page
- Click *Conversations* from the drop-down menu
- Click the *Clear All Sorts and Filters* icon
- **ALL** messages will display in the student's conversation history, including sent and received
- Click the message to be viewed



Conversations

+ Send Message

Search in Results [Clear all sorts and filters](#)     

<input type="checkbox"/>	STATUS	DATE SENT	SENDER	RECIPIENT	Topic
<input type="checkbox"/>	Unread	03/21/2024 1:13pm ET	Advisement, Academic	Buc, Bucky (they/them)	Hi Bucky, this is your academic advis
<input type="checkbox"/>	Unread	03/21/2024 1:13pm ET	Advisement, Academic	Buc, Bucky (they/them)	Please Schedule an Appointment

The screenshot shows the 'Conversations' page. At the top, there is a '+ Send Message' button. Below that is a search bar with the text 'Search in Results'. To the right of the search bar is a 'Clear all sorts and filters' button and several icons: a clear icon, a filter icon, a list icon, a dropdown icon, and a settings icon. A red arrow points to the 'Clear all sorts and filters' button. Below the search bar is a table with columns for 'STATUS', 'DATE SENT', 'SENDER', 'RECIPIENT', and 'Topic'. The table contains two rows of unread messages. The first row has a status of 'Unread', date '03/21/2024 1:13pm ET', sender 'Advisement, Academic', recipient 'Buc, Bucky (they/them)', and topic 'Hi Bucky, this is your academic advis'. The second row has a status of 'Unread', date '03/21/2024 1:13pm ET', sender 'Advisement, Academic', recipient 'Buc, Bucky (they/them)', and topic 'Please Schedule an Appointment'.