Student Success Platform

T-Claw Navigate360 Student Quick Start Guide

Guidance for Setting Up Your App to Serve Your Needs and Preferences

Follow these steps to start using the T-Claw Navigate360 app today!

Log In to Navigate360 Two Ways

1 Download the Navigate Student app from your device's app store.

Available on the App Store | GET IT ON Google Play

Search for Texas Southern University name in the dropdown menu. Use your TSU Net login credentials to log in.

2 Access T-Claw Navigate360 App site on the Desktop at https://tsu.navigate.eab.com.

Use Chrome or Firefox browser for best results. Use your institution's login credentials to log in.

Trouble logging in? Email tclaw@tus.edu for help resolving your issues!

Complete the Intake Survey

The first step to setting up your app is completing the intake survey. Tell us about yourself! Answers you provide are used to create tailored app content. You cannot access core platform features without completing the survey. After you've completed the survey, use the following pages in this guide to set up other features.

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Make an Appointment

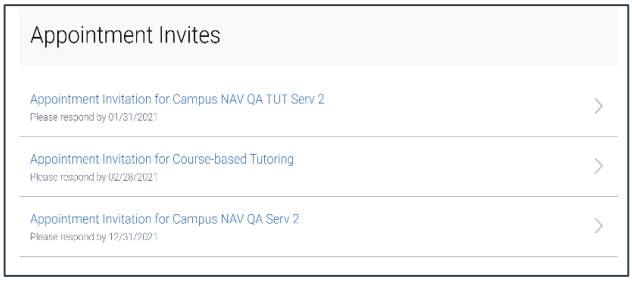
To schedule appointments, click the purple **Appointments** icon on the left navigation menu and answer questions about your preferred service, date, time, and location.

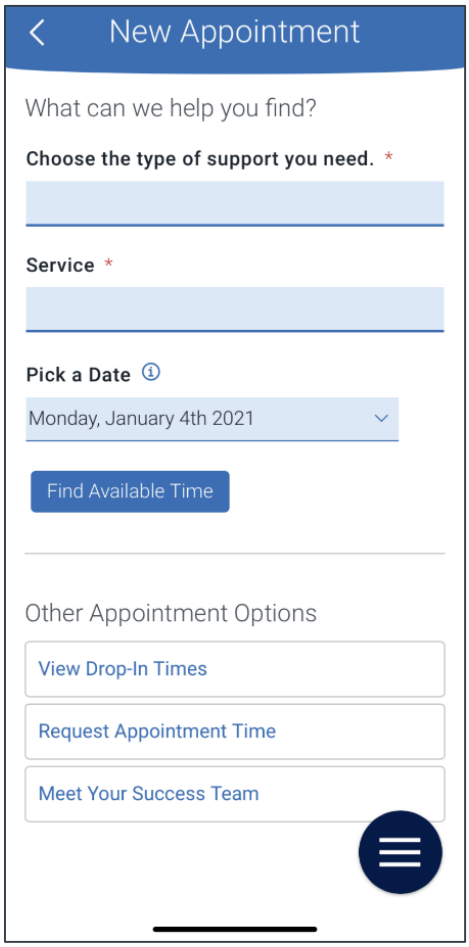
Other Appointment Options

You can also view available drop-in times or request appointment times for your preferred service.

Appointment Invitations

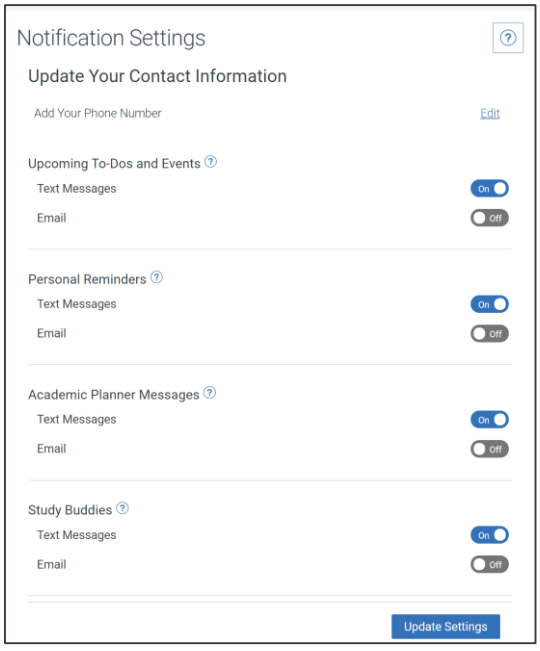
Your Success Team (e.g., assigned advisors, instructors) may also request you meet with them. When this happens, you receive an appointment invitation where you only need to choose a time that works for you!





Set Up Notifications

1. Choose the **Account** button on your app or on the desktop site.
2. Select **Notification Settings**. Scroll to find content categories like *Upcoming To-Dos and Events*, *Personal To-Dos, and Study Buddies*
3. Select your preferred method of notification. **Note:** You can select as many notification methods as desired, but you receive multiple notifications if you choose more than one.
4. If you select the **Text** option, ensure that your cell phone number is accurate in Navigate360. You can do this by choosing **Edit** next to *Add Your Phone Number*.



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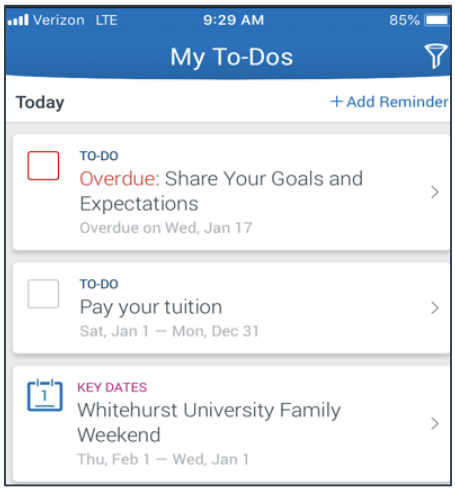
To-Dos

See important tasks and check them off as you complete them. Check to-dos regularly to stay on track.

Events

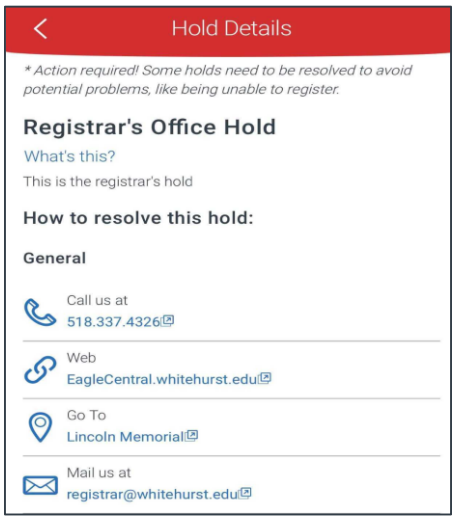
See a list of key dates and deadlines on the To-Dos page. Add events to your personal calendar for more info.



Hold Center

See a list of your current holds in the Hold Center. Get more information about how to resolve them by reviewing the details.

Note: Navigate360 takes up to 24 hours to reflect any changes if your Hold has been resolved.



Join Study Buddies

Identify classmates who are interested in group study and access their contact information directly in the app.

1. Opt-in to Study Buddies for the courses you would like help in.
2. Once other students have opted into Study Buddies, select the names of the students you want to contact.

You will be directed to email these students.

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Hand Raise

Let your campus know that you are looking for more information or need additional assistance by "raising your hand". This can be accessed either by clicking the "+" sign on the top right of your screen or by clicking the Hand Raise icon on your home page.

My Docs

Here you can see Appointment Summaries, Notes and/or Progress Reports that have been shared with you by your Success Team. You can see reports that were created after your school enabled this feature that you have permission to see. Reports are hidden 180 days after they are created.

Resources

See a list of important services and locations on campus. The **People** tab shows a list of your assigned staff, e.g., advisors and instructors. Click the heart icon to favorite a resource. You can find your favorites in **Settings > Favorites**.

Major Explorer

Search for academic programs offered at your school or take the Major Explorer quiz to learn about programs and careers that might be a good fit for you.

View Your Class Schedule

See your course schedule at a glance or get additional details such as meeting time, location or instructor.

Notifications

See messages from staff and faculty. Opt-in to email notifications to receive a copy of your messages. Messages older than 90 days are cleared from Navigate360.

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Journeys

The Journeys feature in Navigate360 helps you understand and complete essential steps towards their goals. Designed to extend beyond mere course planning, these Journeys empower you to focus on proactive, forward-thinking milestones crucial to your college experience. The main Journeys page displays any current Journeys that you have added for yourself or those that have been assigned to you by staff. Feel free to add additional Journeys by selecting Explore All Journeys.

AI Assistant for Students

Navigate360's AI Assistant for Students is an AI-assisted chatbot for you to use 24/7. Feel free to ask the Assistant questions related to Advising, Upcoming Events and more! Your feedback matters – use the thumbs up or thumbs down icon. If you do not like the answer and give a thumbs down, you can also give specific feedback about why.

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