NAVIGATE
EAB
FRONT DESK MANUAL
2022
PREPARED BY
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GETTING STARTED

ACCESS TO NAVIGATE
In order to get started using Navigate, a request must be submitted to the Navigate administrator, Sarah Matta smatta1@kennesaw.edu. The following information will be required:
Name
KSU email address
KSU ID number
Role (advisor, tutor, student assistant, front desk admin, etc.)

Once your profile has been created, you will have access to the Navigate platform and will access the platform via the following link:
https://kennesaw.campus.eab.com/home. You will use your Net ID and Password to login.

NAVIGATE SPECIALIST BY COLLEGE
Bagwell College of Education: Jessica Hood
College of Arch & CM: Janice Malone
College of Computing & Software Engineering: Aaron Parker
Coles College of Business: Greg Lawrance and Tyler Pede
College of the Arts: Amy Reynolds
College of Science & Math: David Marsh
Radow College of Humanities & Social Sciences: Hilary Battle and Matt Waller
Southern Polytechnic College of Engineering & Engineering Tech: Caitlin Filmore and Cat Groover
Wellstar College of Health & Human Services: Ansley Rowan
Owl Advising: Karen Sender
Institute for Cybersecurity: Kelley Price
Honors College: Justina Martin

**All troubleshooting or support requests must be submitted through your Navigate Specialist. If the Specialist is unable to troubleshoot, the issue will be forwarded to the Navigate administrator. Please include screenshots in your email. Do not reach out to EAB on your own.**
ADDITIONAL MODES

To access Additional Modes, scroll to the bottom right-hand corner of your home page and click Additional Modes followed by Appointment Center.

CHOOSING YOUR APPOINTMENT CENTER
ADDITIONAL MODES

From here, click the location of your advising center. Once selected, the staff calendar for that day will be shown.

You can filter the schedule by selecting different dates, services, staff, or meeting types.
APPOINTMENTS

SCHEDULING AN APPOINTMENT FROM THE APPOINTMENT CENTER

1. Find an open time on the staff calendar, or click Find First Available.
2. Once a time has been selected, click on it to open the appointment scheduler.
3. Follow the prompts to schedule the appointment.

First, select the service type.

If the advisor you are trying to schedule for is not currently assigned a specific appointment type you need, you may click Show All Services for this Location to bring up all options.

Only use this option with the permission of the advisor.

Next, select the Meeting Type for the appointment.

The options listed are dependent on the availability the advisor.

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APPOINTMENTS

You will then add the name of the student. You can search for a student by either using their name or KSU ID.

Add any comments about the appointment.

These comments can be seen by both the advisor and the student.

If the student is scheduled to meet with an advisor right away, they can be checked-in automatically once the appointment is created.

You can also choose to select whether the student and/or the advisor will receive email reminders about the appointment.

Once the appointment is created it will appear on the staff calendar.

Click on the appointment if edits or modifications need to be made.
CHECKING-IN AN APPOINTMENT
To check-in a student, click on the appointment in the schedule. In the appointment details window, click **Check-In Appointment**. The advisor will receive a notification on their end.

CANCEL AN APPOINTMENT
To cancel an appointment, click **Cancel Appointment** to bring up the cancellation detail window. From here select **Entire Appointment** under **Cancel Appointment For** and then select the best reason for the cancellation. Finally, select **Mark as Cancelled** in the bottom right corner.
APPOINTMENTS
MOVING AN APPOINTMENT

To move an appointment, first click on the appointment in the Scheduling Grid.

Click **move** in the Manage Appointment pop-up. You will be prompted to select a new time slot for the appointment. You can choose to move it to a new time with the same advisor, or to a new advisor altogether. You may adjust the day in the Scheduling Grid as well.

Once a new time slot has been selected, simply click on slot to move the appointment. The advisor and student will receive a confirmation email.
APPOINTMENTS

EDITING APPOINTMENT DETAILS

If you need to adjust details of an existing appointment, you may do so in the Edit an Event function. Details like "Service" and "Meeting Type" can be changed here in addition to time and dates.

To access this screen, click on an appointment in the Scheduling Grid and click Edit in the appointments details.

From here, make your changes and be sure to Save Appointment before exiting.
DROP-INS

CHECKING-IN A DROP-IN APPOINTMENT

To get to the Drop-In check-in screen, change your Scheduling Grid to Drop-In Appointments.

Academic Learning Center, Suite 3625

Location

Enter Student Name

Scheduling Grid

Date: 06/09/2022
Start Time (ET): 8:00AM
End Time (ET): 5:00PM

Engineering Lab Bldg. (G Bldg.)

Location

Enter Student Name

Drop-In Appointments

Scheduled Appointments

Once you are in your Drop-In Appointments grid, you may enter in either a student name or KSU ID number in the search bar to pull up their record. Click Add to Staff Queue button in their profile or underneath the Care Unit to add the student.

**Advisors must have drop-in availability that day in order for the Add to Staff Queue buttons to appear.**
DROP-INS

CHECKING-IN A DROP-IN APPOINTMENT

Before the student can be checked in, you must select whether the student will be assigned to a certain advisor or if it will be “first available staff”. You must also choose a service for the drop-in.

STARTING A DROP-IN APPOINTMENT

If an advisor wants to check-out a student from the appointment queue, they may do so by hitting Start Appointment in their appointment queue. This will create a template for an advising appointment like normal and the student will automatically be removed from the queue.
MANAGING THE DROP-IN QUEUE

Students In First Address

Students can be moved to the top of the waitlist by selecting Move to Top.

If a student needs to leave the queue before being seen, you may Remove them under the actions tab.

The Check-Out function is not something the front-desk currently utilizes.