

Navigate: Notifications Feature

Notifications are messages sent from Navigate360 Student to the student via push notification, text message or email.

The content that is sent via notification is not available for the student to view within the application itself; it appears either in the student's email app, text/SMS app, or on their lock screen.

Notifications are a feature in the Smart Guidance module of Navigate360 Student. They are configured for particular To-Dos and Events.

Note: This article details how notifications in Navigate360 Student function. Text messages can also be sent from the Navigate360 Staff platform to students. That functionality works differently than is outlined below.

Notifications are messages sent to students to notify them about important upcoming To-Dos, Events, or Personal Reminders configured in Navigate360 Student. They can also be used to get Academic Plan suggestions from advisors, Study Buddies notifications, and notifications about Surveys and Journeys. **Please Note: Currently, we are not using the Study Buddies feature.**

Notifications can be push notifications to a mobile device, a text message to a mobile device, or an email message. The type of notification sent is dependent on which methods the student chooses to receive and which ones the institution has enabled.

Notifications and Navigate360 Student Features

Notifications are associated with Academic Plan suggestions, Study Buddies, Surveys, Journeys and Steps, Mandatory To-Dos, and Events. They are also associated with Personal To-Dos the student sets for themselves in the app.

Note: Notifications cannot be sent for optional To-Dos or Tips.

Your institution determines which To-Dos that are classified as **mandatory**. They are typically tasks related to Financial Aid, Tuition, Drop Deadlines, and Scheduling & Registration.

Holds can also trigger push notifications. Push notifications for holds will happen when:

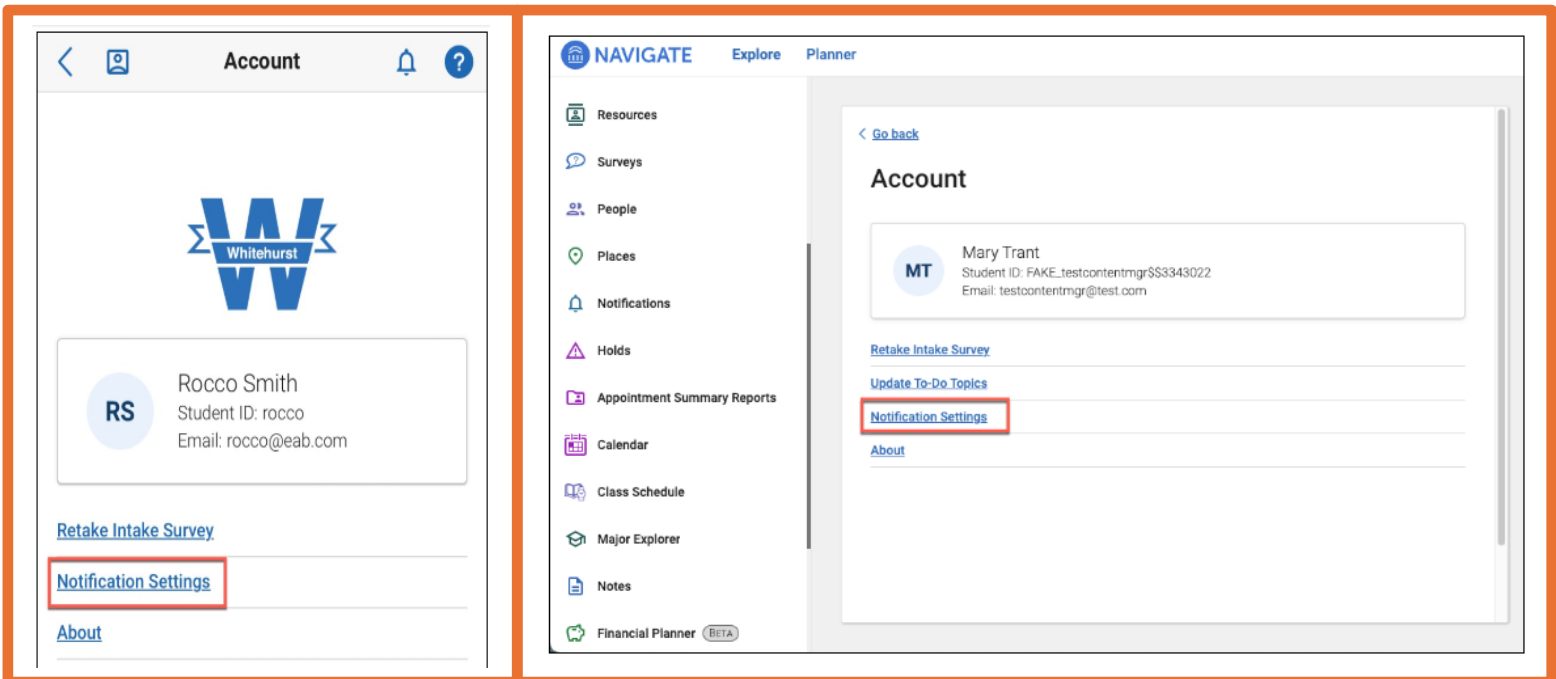
1. A new hold comes through Banner to Navigate360 Student that the system has not seen before.
2. 14 days has passed since the last push notification about an existing hold.
3. 14 days have passed since the student used Navigate360 Student to view how to resolve a hold and it has not yet been resolved per Banner.

Opting In to Navigate360 Student Notifications

Students must opt in to receiving notifications from Navigate360 Student to receive the notifications your institution has set up. Students can set their preferences by selecting **Settings > Notification Settings**.

Mobile App Example

Student Desktop Site Example



Students must enter their cell phone information in the **Update Your Contact Information** section. They can enter a different phone number than the number on file with your institution. When the *Phone Number* field is blank, it is updated to *Add Your Phone Number*.

Note: The phone number a student enters in Navigate360 Student cannot be written back to Banner. There is no way to alert you or your institution if the contact information a student has entered is different than what you have on file.

The self-reported number also does not alter the number that is attached to the student within Navigate360 Staff, as the numbers for text messages sent from Navigate360 Staff are sourced from Banner. **If the student does not enter a mobile phone number, but elects to receive text messages, the message is delivered as an email instead.**

Students can select which types of notifications they wish to receive. They may choose more than one way to receive a notification. For example, students may choose to have both a text message and email sent.

Additionally, your institution can determine if you would like email notifications to be automatically opted-in for students. This means they receive all scheduled notifications via email even if they have not yet opted into notifications in Navigate360 Student. This is an optional configuration made during initial site set-up.

For students who have not set notification preferences for the School Reminders category, but who have set notification preferences for the Personal To-Dos category, their preferences from the Personal To-Dos category are copied as their preferences for the School Reminders category.

Student Desktop Site Example

Notification Settings

[?](#)

Update Your Contact Information

Add Your Phone Number [Edit](#)

To-Dos and Events [?](#)

Text Messages

Email

Personal To-Dos [?](#)

Text Messages

Email

Mobile App Example

T-Mobile LTE 9:37 AM 95%

< Notification Settings > ?

Update Your Contact Information

Phone Number [Edit](#)
(302) 519-4622 ✓

To-Dos and Events [?](#)

Push Notifications

Text Messages

Email

Personal To-Dos [?](#)

Push Notifications

Text Messages

Email

Study Buddies [?](#)

Push Notifications

Text Messages






Surveys [?](#)


Push Notifications

Text Messages

Email

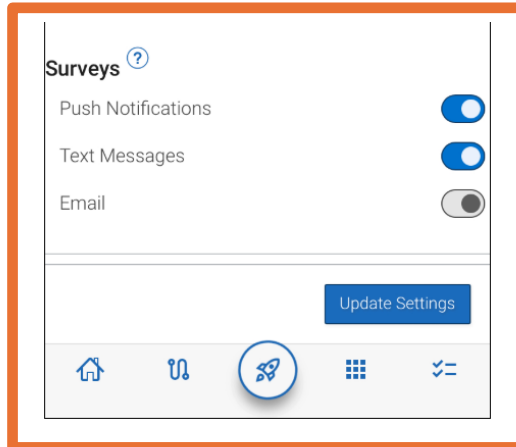
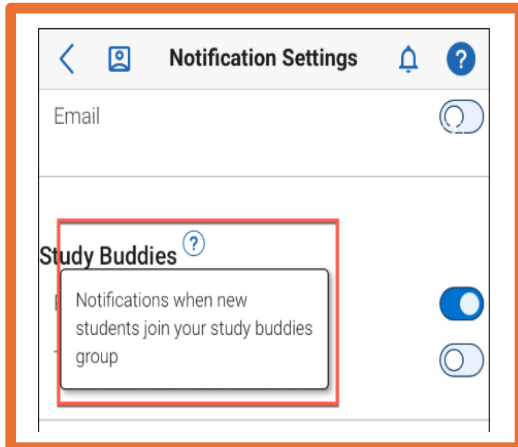
[Update Settings](#)

Students can select the  icon to learn more about the different notification settings.

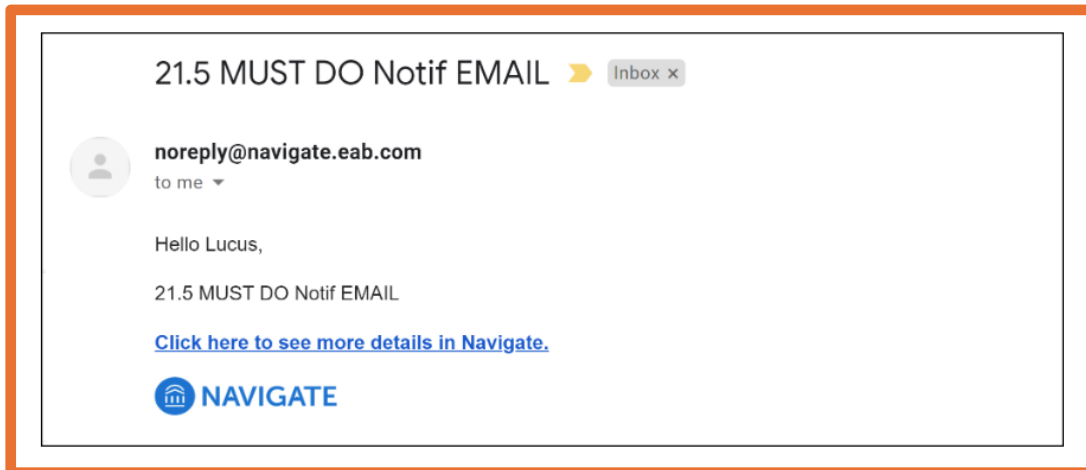


Mobile App Example



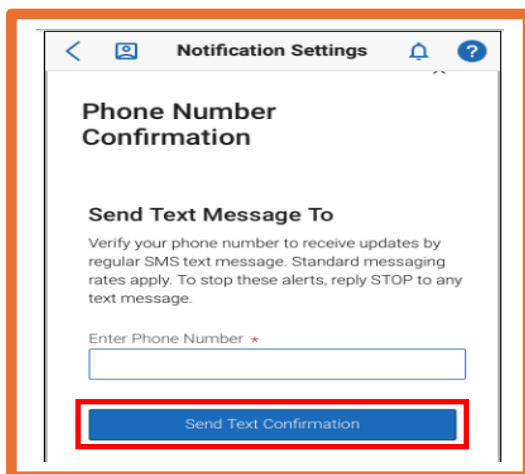
Student Notifications from Navigate360 Student

Email notification is sent from **noreply@navigate.eab.com** as shown in the example below. If the notification is for a Must-Do or personal To-Do, you see a *Click here to see more details in Navigate360* link. If it is for a different notification, the student sees the URL instead.

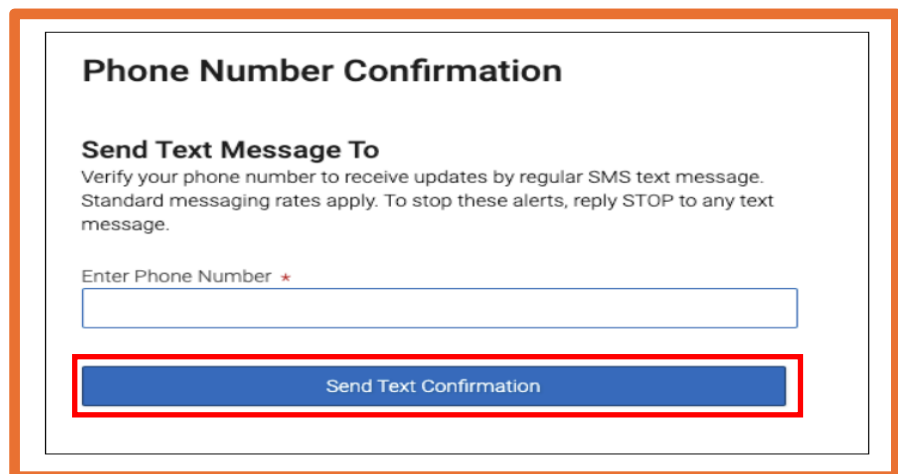


Navigate360 partners with a third-party SMS platform, Twilio, to deliver verification codes when students opt into text messages. Delivery time of the code varies depending on many factors outside of our control, but students can select **Resend Code** if the delivery is not timely.

Mobile App Example



Student Desktop Site Example

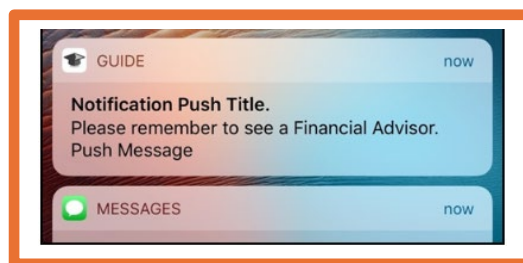
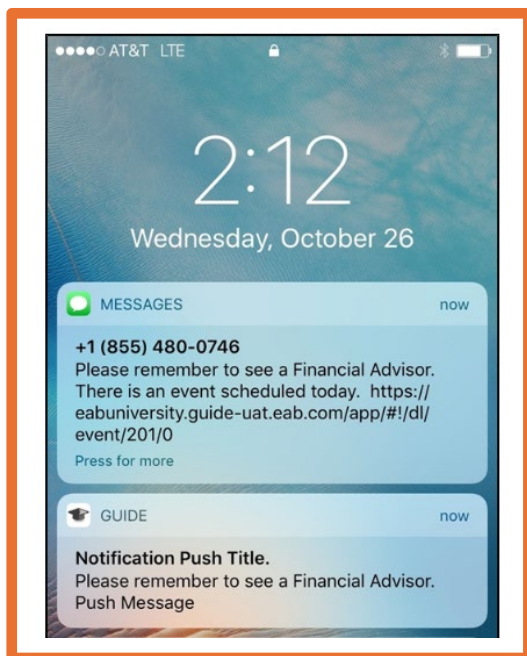


Text messages and push notifications display as shown below.

All text messages come from a toll-free number, 855-480-0746. Students cannot respond to text messages generated from Navigate360 Student. The date that a notification is sent to a student is determined and configured by your institution. However, all notifications are sent at 11 AM Eastern time on the day they are configured to be sent. This time cannot be changed or configured by your institution. If there are a large number of students receiving the notification, it may take additional time for a notification to actually reach the student's phone.

Note: This is a different number than text messages sent from Navigate360 Staff.

Mobile App Example



If a student no longer wants to receive notifications, they must log into Navigate360 Student and change their Notifications Settings.