



Using EAB Navigate Help Resources

The Help Center on EAB Navigate is a valuable resource for faculty at LaGuardia Community College. It provides various articles, guides, and how-to instructions for all Navigate features and workflows. Accessing and utilizing the Help Center effectively can enhance your ability to support students and streamline your workflows. Here are five steps to access and use the EAB Navigate Help Center.

Step 1: Logging into Navigate

- Start by logging into your Navigate account using your CUNY-first credentials. This step is essential to ensure you have the necessary permissions to access the Help Center.

Step 2: Accessing the Help Center

- After logging in, locate the question mark icon (?) in the top right-hand corner of the page. Clicking this icon will open a drop-down menu.

Step 3: Opening the Help Center

- From the drop-down menu, select “Help Center & Support Links.” This selection will redirect you to the Help Center where you can find extensive resources.

Step 4: Navigating through Resources

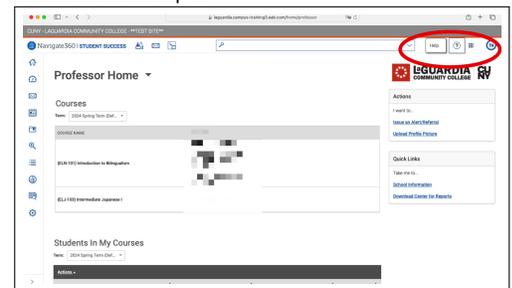
- Once in the Help Center, you can browse through a variety of articles and step-by-step instructions. Use the search bar for specific queries or navigate through categories such as “Staff Workflows” or “Student Engagement Hub” to find relevant information.

Step 5: Utilizing Help Center Features

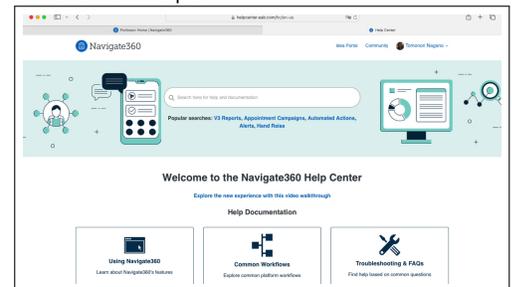
- Explore various features such as video tutorials, workflow solutions, and strategic care modules. These features are designed to assist you in scaling interventions, streamlining day-to-day work, and providing effective student support.

EAB Navigate provides comprehensive help resources designed to support faculty at LaGuardia Community College. These resources include essential guides and tools, such as workflow automations, student engagement features, and analytics capabilities, ensuring effective student interactions and academic success tracking. See below for a compiled help resource list for the

Screenshot of Step 2



Screenshot of Step 3





faculty members. All help resources can be found at <https://helpcenter.eab.com/hc/en-us> by typing in the listed keywords (see )

- **Professor Home:** A specialized homepage that allows faculty to manage tasks such as finding academic records of students in their classes, issuing alerts, and communicating with students.  ["Professor Home"](#)
- **Setting Up Appointment Availability:** This resource provides detailed instructions on configuring availability, allowing students to schedule appointments or drop-in sessions efficiently, thereby enhancing the overall advising and support experience.  ["Getting Started with Navigate360 Staff Workflows"](#), ["Syncing an Outlook Service Account Calendar"](#)
- **Advanced Search:** The Advanced Search feature in EAB Navigate 360 allows LaGuardia Community College faculty, advisors, and administrators to create specific student cohorts by applying a variety of search filters. This tool helps in identifying and analyzing unique student groups for targeted interventions, detailed analysis, and tracking student progress efficiently.  ["Advanced Search"](#)
- **Student Profiles:** The "Student Profile" in EAB Navigate360 provides a comprehensive overview of a student's academic journey and performance. It includes information such as GPA, courses, predicted support level, and success markers. This profile is a key resource for staff and faculty to engage in informed, strategic conversations with students and support their academic success.  ["Using Student Profiles to Prepare for Student Meetings"](#)
- **Emailing and Texting:** Centralized tools for all communication between faculty and students within the Navigate platform, including emails and text messages. These comprehensive guides introduce how to efficiently communicate with students, ensuring proper documentation and understanding the platform's functionalities to enhance student engagement and support.  ["Text Messaging"](#), ["Emailing and Texting Students"](#)
- **Alerts and Referrals:** This resource covers using EAB Navigate 360 to issue alerts for academic risks and initiate referrals to appropriate student services, ensuring timely support and intervention for student success.  ["Alerts"](#), ["Alerts & Cases"](#)

LaGuardia Navigate Resources

- Link to LaGuardia Navigate (Faculty/Staff): <https://laguardia-cuny.campus.eab.com> 
- Link to LaGuardia Navigate (Students): <https://laguardia-cuny.navigate.eab.com> 
- LaGuardia Navigate webpage: <https://laguardia.edu/navigate> 
- Email support for LaGuardia Navigate: navigate@lagcc.cuny.edu 