Student FAQ Answer Bank (Cont.)

Helping Staff Answer Common Student Questions

Help, I can't log in to Navigate!

Can you get to the school's sign-on webpage? If you get this far but your credentials are rejected by your community college's sign-on page, there is an issue with the school account. Try resetting your password.

If the problem persists, connect with EAB through the "Need some help?" box on the top right side of the screen. Your request will be triaged to the appropriate staff member who will work to resolve your issue in 24-48 hours.

If the problem persists, direct students to click the "Need some help?" box to submit their issue.

The Steps I'm seeing don't look right to me...

What term of college are you in? Did you select the wrong term? Go to "My Profile", and then click on "My Path Settings".

There, students can update their path starting term by scrolling down a drop-down menu of terms. Select the correct term and the student's term will update.

What does it mean if a Step is an "autocomplete task"?

Some important Steps in Navigate can be automatically marked as complete based on the school's official record stored in the student information system (SIS). You can mark these Steps complete, but they will remain in the Path until the school has an official record of this Step being complete in the SIS.

I just resolved a Hold, why is it still showing up?

Holds are updated every 24 hours in Navigate, so check back tomorrow to see if it's successfully been resolved in Navigate. If the issue persists, click on the the "Need some help?" button.

How do I change my notification settings?

In "My Profile", click on "Notification Settings", there you can personalize your notification preferences.

You can also opt into text messaging if you prefer text to receiving an email. After you select text messages you will be prompted to enter a valid cell phone number.

Something is wrong with "My Plan."

Click on the "Need some help?" button and type in a description of the issue you need fixed. If you registered for classes using another system besides Navigate, the course schedule will update overnight and will reflect changes the following day.