

Quick Start Guide: Emailing or Texting Students from Navigate

Please use this guide to use Navigate to email or text your students. We strongly encourage you to use email in most cases, and text sparingly. It is important to use texting only, for example, when you have an urgent message to communicate about a last-minute classroom change or logon.

Students may opt out of receiving text messages from Navigate. If they do, all future messages will be sent to their preferred email address in CUNYfirst.

1. Log in to Navigate:

Using Google Chrome or Firefox, go to <https://citytech-cuny.campus.eab.com> and login with your CUNYfirst username and password

* If you don't know or need to reset your CUNYfirst password, go to <https://home.cunyfirst.cuny.edu> and click the "Forgot Password" link at the bottom of the login box. Your login name should be Firstname.LastnameXX@login.cuny.edu, where the XX stands for the last two digits of your EMPLID.

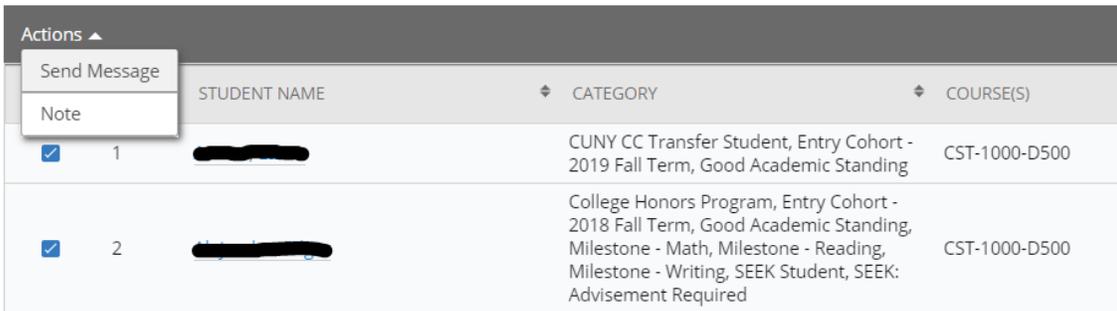
2. Get to Know the Professor Home: You should see the sections you are teaching this term and the students who are enrolled in each section. If it says "Staff Home" instead, click the small arrow to the right and choose "Professor Home" to see the list of students in your classes for the current semester.

* Tip: Navigate is refreshed with CUNYfirst data on a nightly basis, so if a student were to withdraw from your class, you would see that reflected in Navigate the following day.

3. Message Your Students:

Under "Students In My Classes" use the check boxes next to each student in a course. If you are only teaching one course, you can use the select all box at the top. Next, click "Actions" and select "Send Message." In the message window, select "Send Email" or "Send Text".

Students In My Classes



Actions ▾		STUDENT NAME	CATEGORY	COURSE(S)
<input checked="" type="checkbox"/>	1	[REDACTED]	CUNY CC Transfer Student, Entry Cohort - 2019 Fall Term, Good Academic Standing	CST-1000-D500
<input checked="" type="checkbox"/>	2	[REDACTED]	College Honors Program, Entry Cohort - 2018 Fall Term, Good Academic Standing, Milestone - Math, Milestone - Reading, Milestone - Writing, SEEK Student, SEEK: Advisement Required	CST-1000-D500

a. Students will receive email at their preferred email address, as set in CUNYfirst. The email will come from your preferred email, as set in CUNYfirst. If you wish to change your sending email address, you must update it and then wait one day for the change to be reflected in Navigate. Students will receive individual texts from a randomly generated phone number. They will not have your cell phone number or be grouped together in a single message.

b. Keep in mind that, while emails can be longer and include attachments and images, texts are limited to 160 characters. If your message is longer than 160 characters, you can split it into multiple texts. Sample message:

This is Prof. Lastname. Your online course link for [INSERT COURSE] is [INSERT URL]. Please don't reply to this text. For questions, please email [INSERT professor's City Tech email address].

4. Going Forward:

If you have any questions or run into any issues, please email Navigate@citytech.cuny.edu. City Tech will continue to evaluate additional opportunities for faculty and staff to leverage Navigate to support our students.