

Conversations



What: Similar to an email inbox, the Conversations tab displays messages, reminders, and other communications.

Where: My Conversations is located on the Conversations tab, which you can access by clicking the envelope icon on the left sidebar of Navigate.

Who: Conversations are used by **staff** and **faculty** to see the historic record of messages sent to students or other staff through Navigate.

Conditions: The Conversations tab is accessible based on **user permissions**. Furthermore, your institution must have set up **email capture** in order to ensure that all responses to a message initiated from the Navigate platform are captured in the Conversations page.

1

Navigate to <https://csus.campus.eab.com/home>

2 Feature Overview

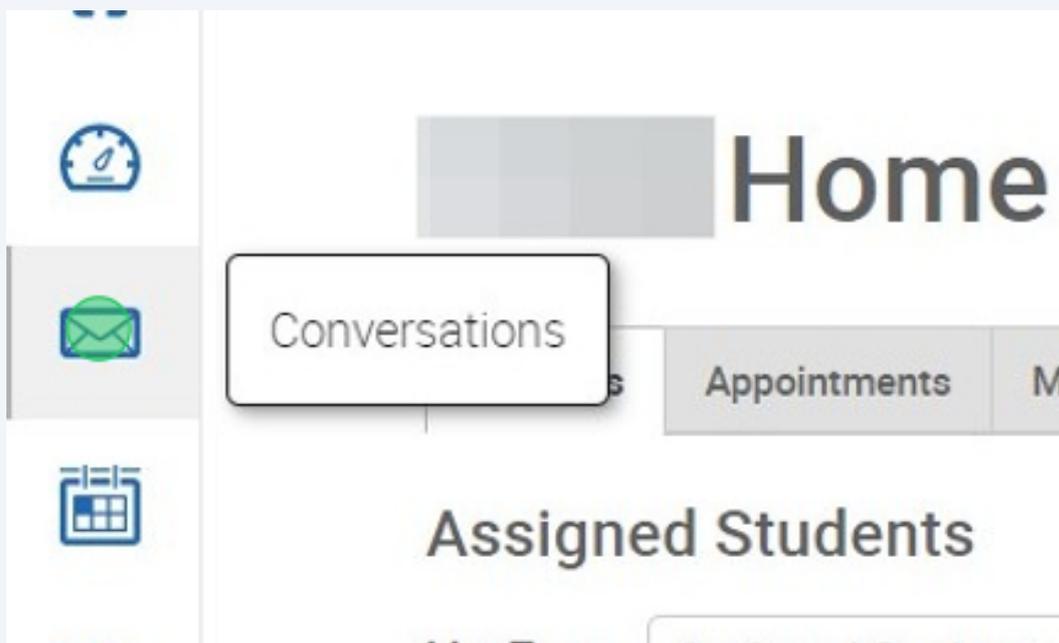
The **Conversations** page allows you to track messages you have sent to students and staff via Navigate. It also allows you to open messages and take action/send replies on certain non-automated messages. To enter My Conversations, click the icon on the left-hand sidebar:

Our email capture functionality records email conversations between students and support staff so that your institution can measure support staff activity and student engagement. This allows the Conversations tab to function optimally. For more information on email capture, refer to the Email Capture article.

There are three main parts of the My Conversations page: the **List of Messages**, the **Filter/Search Bar**, and the **Actions Menu**.

List of Messages

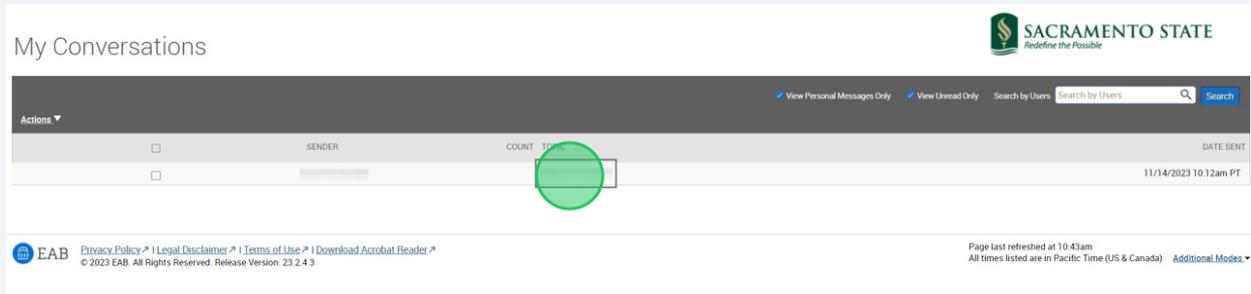
The Conversations page is organized similarly to the arrangement of an email inbox, with a **list of messages** arranged in order from most recently sent to least. Within each entry, you are able to view high level information about the message, including the sender, the topic, and the date sent.



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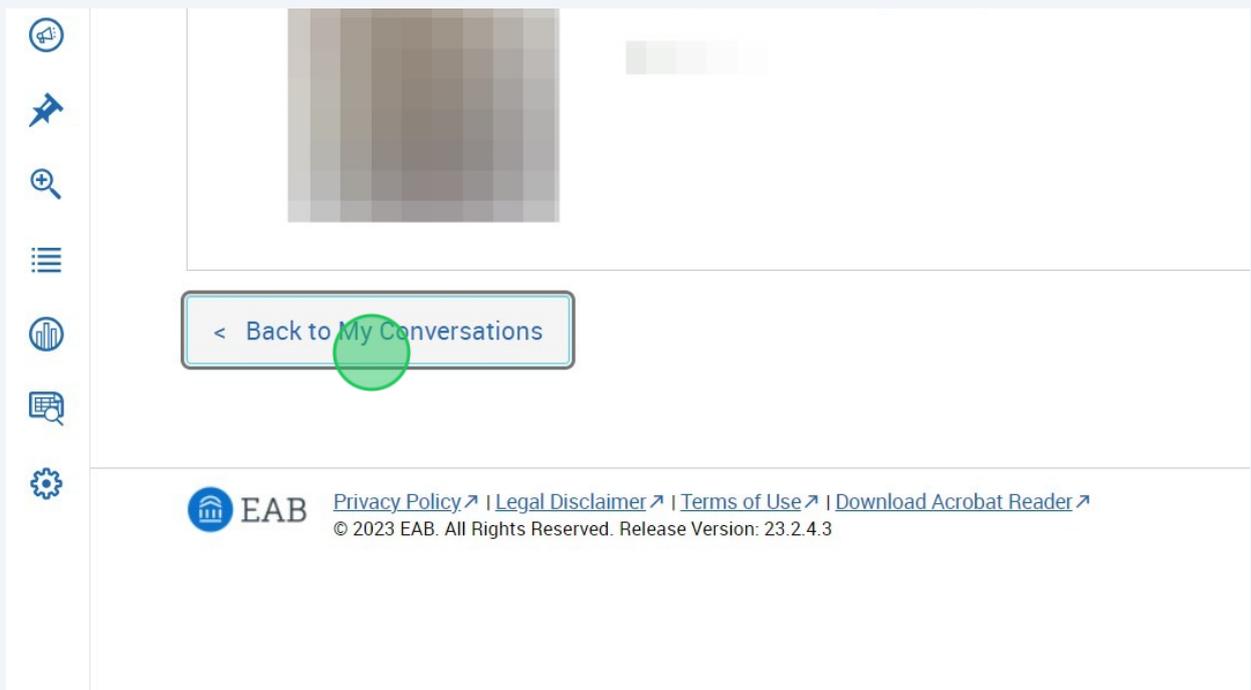
Many of the messages will be appointment reminders and campaign nudges sent automatically by the Navigate platform, like the example below. Click to View the Message.

However, you will also be able to see messages sent from other platform users, such as requests for appointments or other communications.



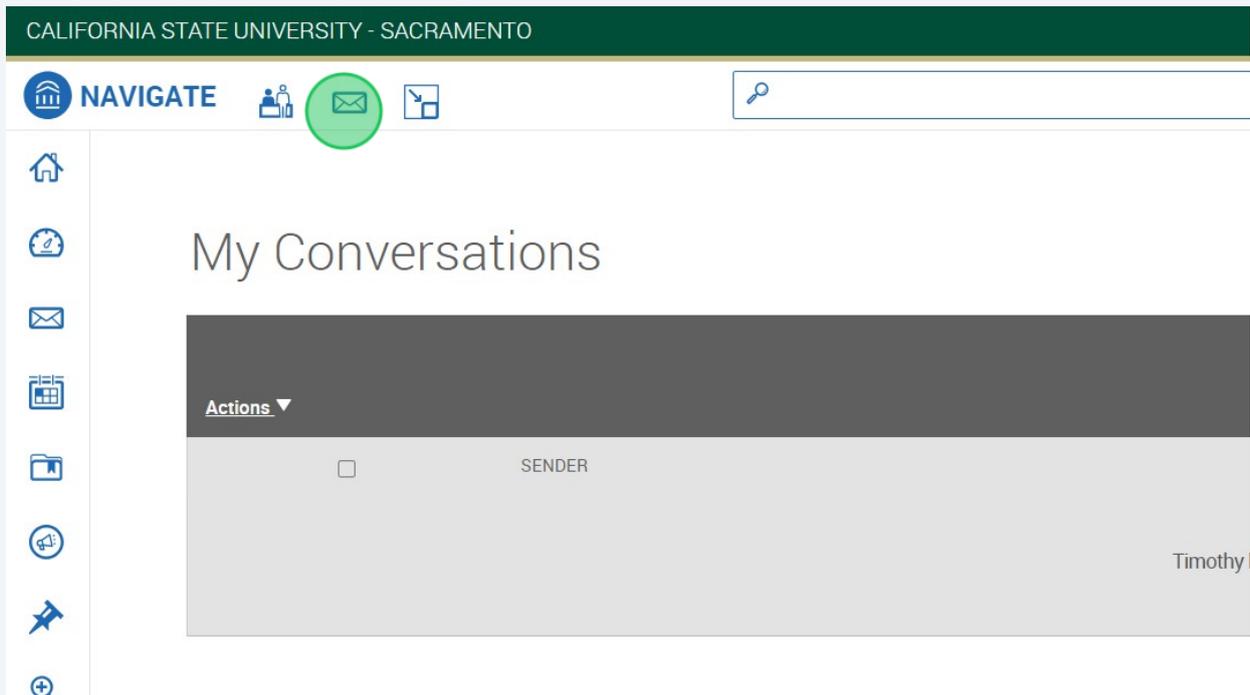
4

Click "< Back to My Conversations"



5

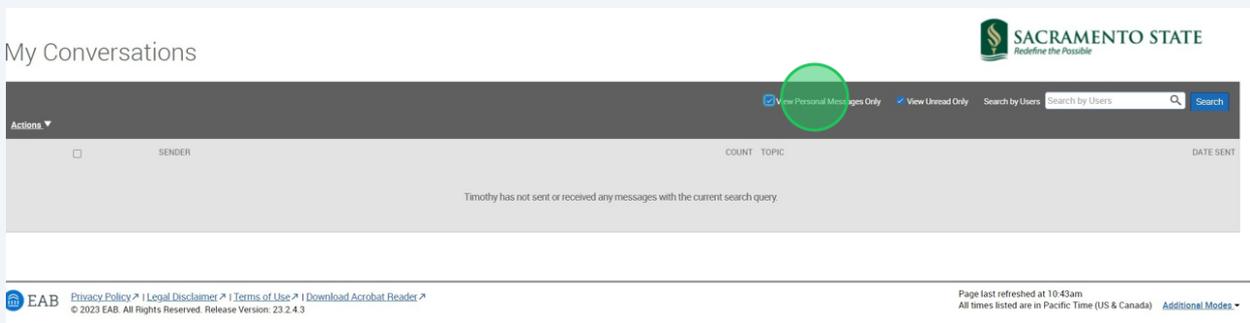
You also get notifications when you receive new messages via the greyed out envelope icon at the top of the application.



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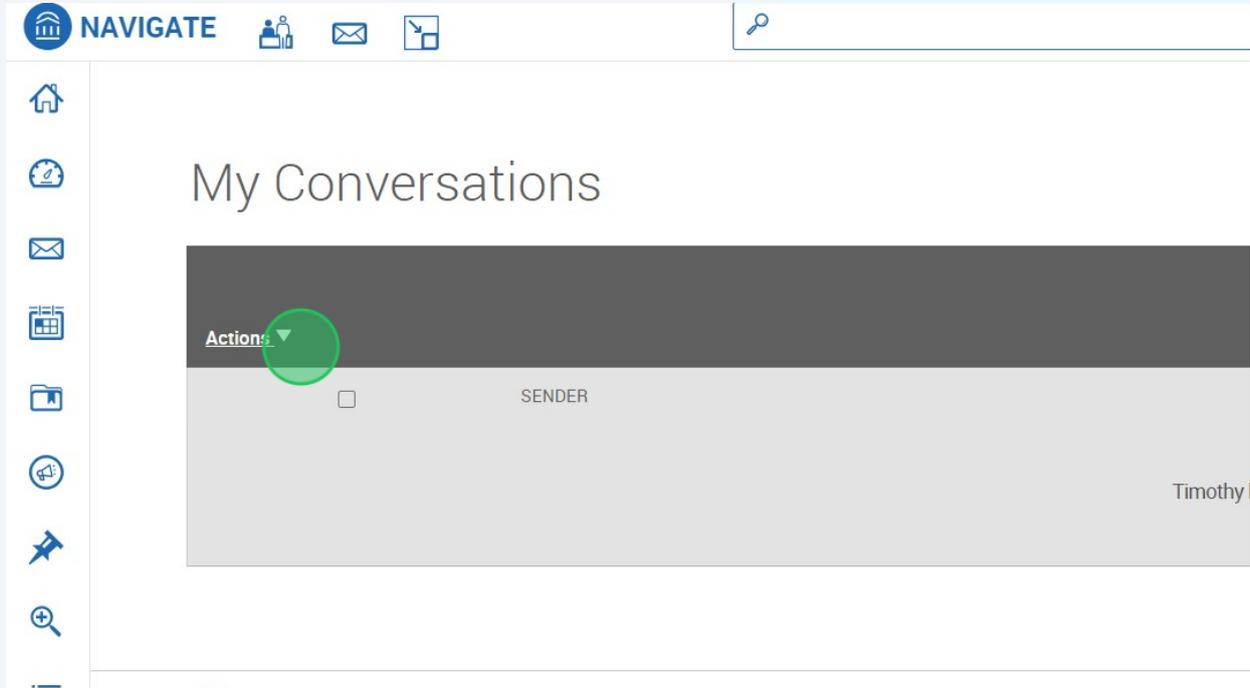
Filter/Search Bar

The Filter/Search Bar at the top of the message list allows you to change the messages you are viewing in your inbox. By checking a box, you can filter your messages to only view personal messages or only unread messages. You can also search for messages that have been sent by a specific user. Please note that you can only search for users in the search bar, not specific keywords.

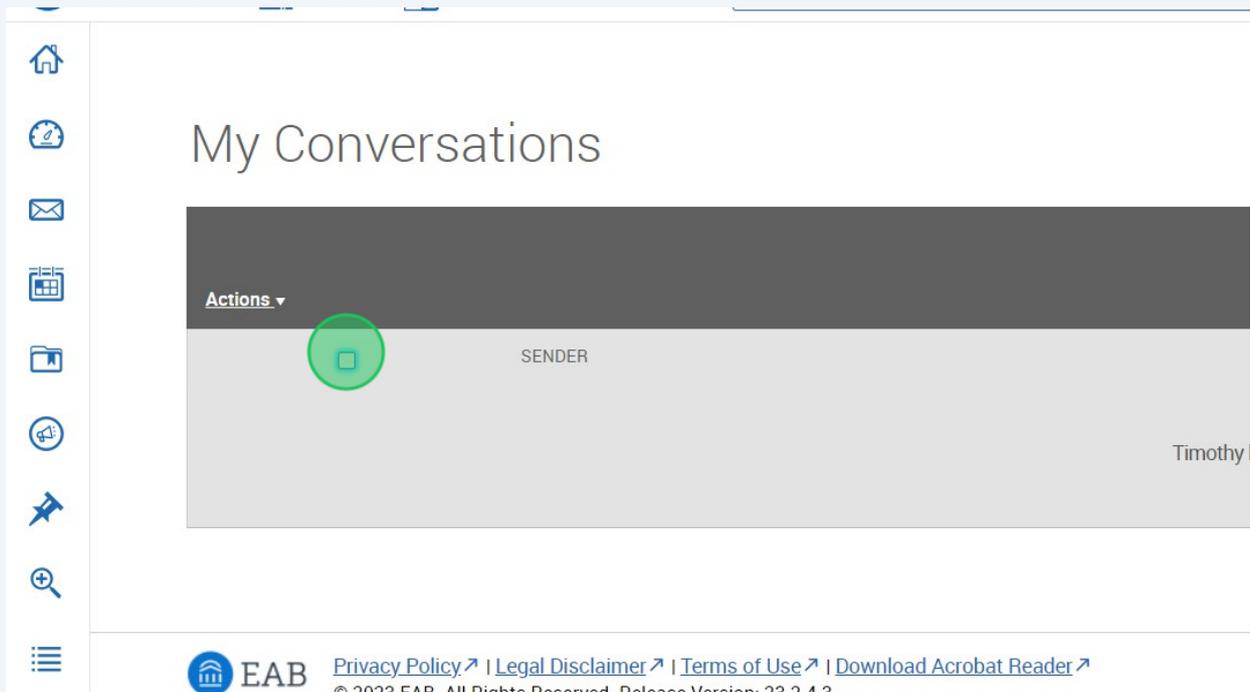


7 Actions Menu

The Actions menu is found on the left hand side of the list of messages. By selecting a message or group of messages, you can use the actions in this drop-down to mark the messages as read.



8 Click the "Select All Rows" field.



9

Click "Mark As Read"

