

Text Messaging in EAB Navigate

Overview

Text Messages from Navigate Faculty/Staff

NOTE:

- Texts will not identify the sender so it is best practice to briefly identify yourself in the text.
- Text back through the Navigate system under Conversations to reply by text. (Responding to a text by email, whether Outlook or via EAB Navigate, shifts the dialogue to an email conversation).


TROUBLESHOOTING: Please reach out to Academic Services at advise@umw.edu as needed.

Text/SMS Messages are sent directly to students from Navigate Staff using the **Send A Message** dialogue. There are several different ways to access this dialogue. One way is to navigate to a student's profile page and click the **Message Student** link:

The screenshot displays the EAB Navigate interface for a student named Amos Lamacchia. The page is divided into several sections:

- Header:** NAVIGATE logo on the left, and Fall Semester 201... search, help, and user icons on the right.
- Navigation:** A blue sidebar on the left contains icons for home, messages, calendar, documents, location, search, location, health, documents, and settings.
- Student Profile:** The main content area shows the student's name, Amos Lamacchia, and tabs for Overview, History, Class Info, and More. Below this are sections for Student ID (499452909), Advisors TESTs, Tutors, a message about an error retrieving information, Categories, Tags, and Enrollment Status.
- Current Alerts:** A section on the right titled 'Current Alerts' with a notification icon. It lists several actions: 'Message Student' (highlighted with a red box and a red arrow), 'Add a Note on this Student', 'Add a Reminder to this Student', 'Report on Appointment', 'Create Request for Appointment', 'Schedule an Appointment', 'Add to Watch List', and 'Issue an Alert'.
- Links:** A section below 'Current Alerts' with links for 'LMS Student Profile' and 'test 2'.
- Student Info:** A section at the bottom right containing contact information: Student ID: 499452909, Email: hxgjjnrx413@igfgmmr.xyh.xqc, and Cell: 7560203869.

Only 160 characters are allowed in SMS messages. Any valid Unicode characters are allowed in a message, including Emoji. In order for the user to receive the SMS messages, they must have a valid mobile/cell phone number.

Sent and received SMS/text messages are shown on your My Conversations page, , accessible near the top left of your page:

Frequently Asked Questions

What third-party company facilitates text messaging?

We partner with Twilio to support our text messaging functionality.

What happens if you try to text a student in Navigate but there is no cell phone number available for the student in the SIS, and therefore no cell phone number in Navigate?

The text message will be sent as an email to the student's email address instead. Students also have the opportunity to input or change their cell phone number when scheduling an appointment in Navigate Staff, in Navigate Student, or via an appointment campaign request.

Can students opt out of text messaging?

Yes, they can reply STOP to any text received from a short code and it will change their setting in Navigate to no longer send them text messages from the short code. Text messages users attempt to send to this student will be routed to their email instead.

What happens if the student texts a response to a staff member?

This will come through as an email in Navigate and in the university's email system.

Will staff members receive any texts or emails on their personal cell phone?

No, they will not.

Will students know if the message sent to them is sent only to them or to a lot of students?

No, the message will appear as an individual text, not a group text.

When would a text not make it back to the sender in Navigate?

There are several reasons as to why a text response would not be accurately documented in Navigate:

- SMS, cell networks, and cell phones are inherently unreliable; messages get dropped/lost all the time.
- If Navigate can't find the reply's *sender*.
- If the recipient route ("To" address) is a cell number (i.e. *not* a short code), but the recipient's number was either not found, or not assigned to any users.