Advisor Introduction

Created: July 2025
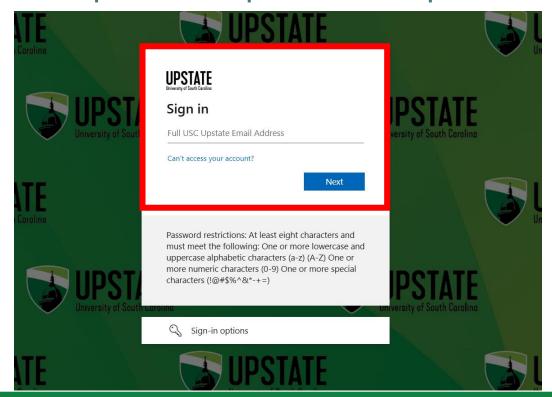
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Navigate360 – Advisor Introduction

- Navigate360 is USC Upstate's student success platform to connect faculty, advisors, and staff with students

- With Navigate360 you can:
  - Manage appointment availability
  - Sync your Navigate360 and Outlook Calendars
  - View student profiles, academic history, etc.
  - Document advising appointments and other interactions
  - Issue alerts

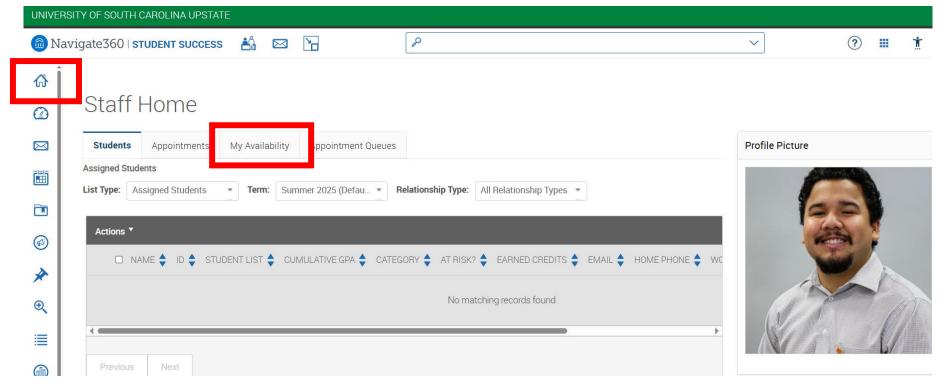# Navigate360 – Logging Into Navigate360 Staff Account

- You can access Navigate360 at https://uscupstate.campus.eab.com/

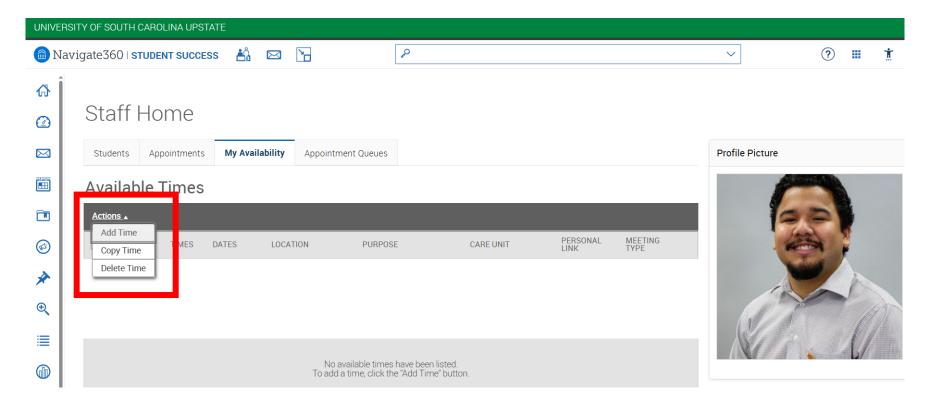*Login using your USC Upstate email address and password*

- Staff only have access to Navigate360 on desktop; the mobile app is intended for the student experience
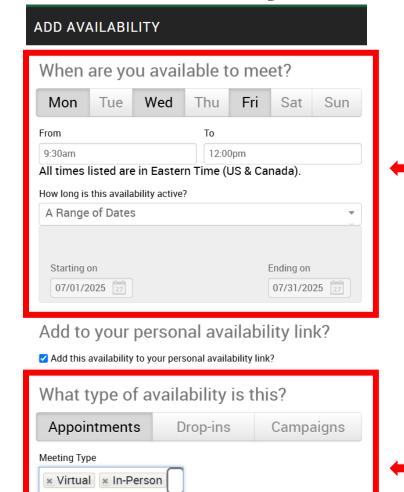
Creating and Managing Appointment Availability

1. Click on the Home icon on the left-hand side to access the **Staff Home** page

2. Click on **My Availability** to open the availability table

Creating and Managing Appointment Availability

3. Click on **Actions,** then select **Add Time**

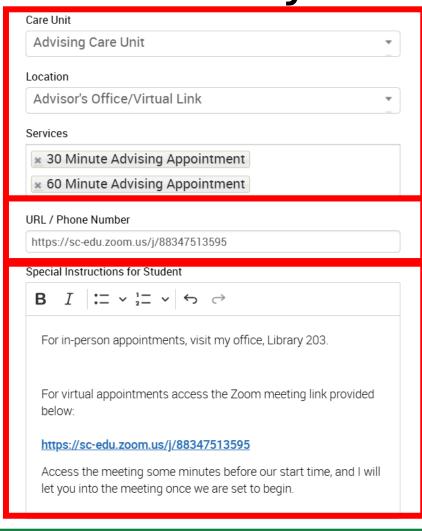# Creating and Managing Appointment Availability

4. Select the days you are available, enter the start and end times for each block, and choose a date range for how long the availability should remain active

   *We recommend checking the **"Add this availability to your personal availability link"** so it appears on your shared scheduling link. You can then share this link with advisees for quick and easy appointment scheduling*

5. Select **Appointments** as the availability type, then choose **Virtual**, **In-Person**, or both for your meeting type

Creating and Managing Appointment Availability

6. Select the appropriate **Care Unit**, **Location**, and **Service** for the availability you are creating

7. Paste your virtual meeting link in the **URL / Phone Number** field if offering virtual appointments

8. Use the **Special Instructions for Student** field to provide any additional context

   This is a great place to include directions for finding your office on campus and to re-paste your virtual meeting link for added clarity and redundancy
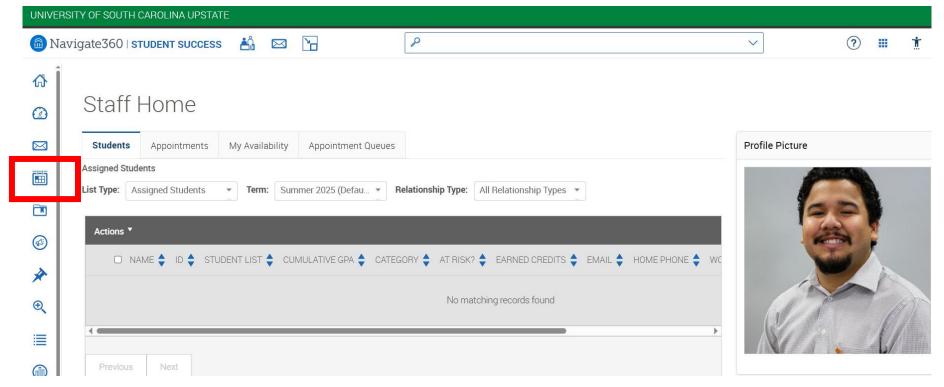
Navigate360 – Calendar Sync

- Navigate360 can sync with your Outlook calendar so that Busy times on Outlook are reflected on Navigate360 and you can avoid double booking

  Calendar sync does not display your Navigate360 appointment availability in Outlook, calendar sync blocks times when you are busy on Outlook so students on Navigate360 are unable to book over them
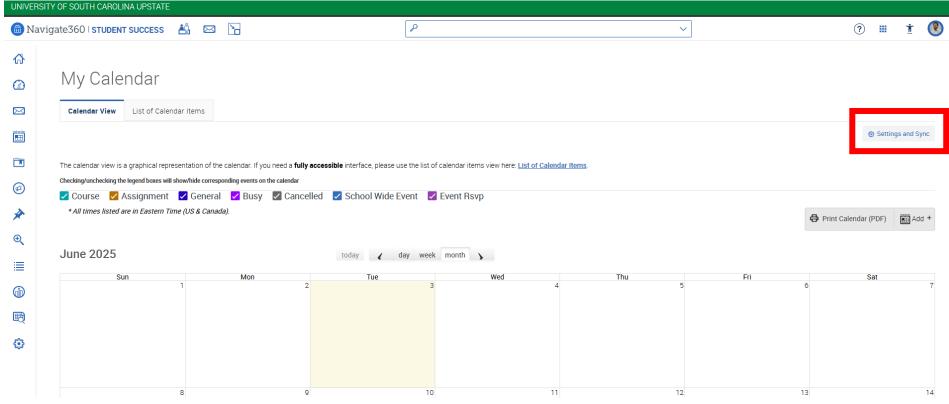
Enabling Calendar Sync

1. Click on the **Calendar** icon on the left-hand side to access the **Calendar** page

Enabling Calendar Sync

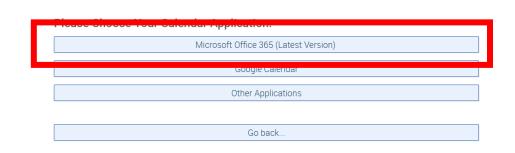2. Click on the **Settings and Sync** button on the right-hand side

Enabling Calendar Sync

Calendar Settings

Last Sync: N/A

Setup Sync...

3. Click the **Setup Sync** button

Calendar Settings: Setup

Please Choose Your Calendar Application:

Microsoft Office 365 (Latest Version)

Google Calendar

Other Applications

Go back...

4. Select **Microsoft Office 365 (Latest Version)**

5. If prompted, enter your USC Upstate credentials to allow the integration
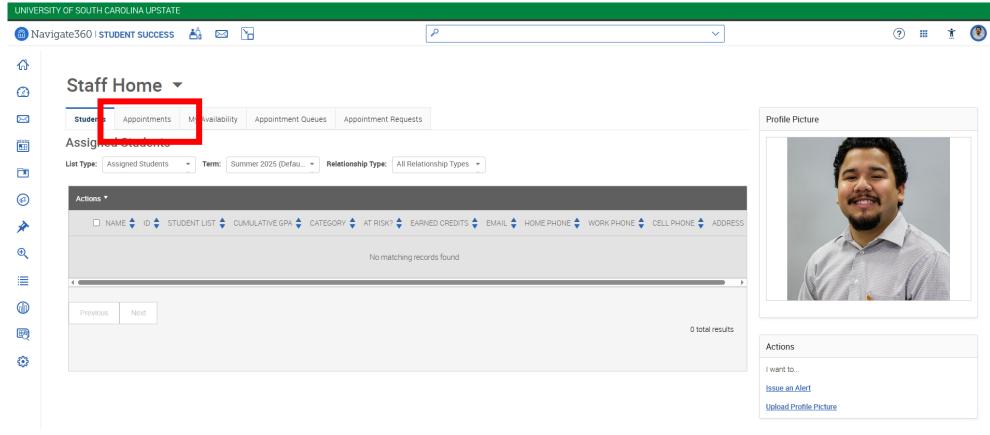
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Navigate360 – Appointment Summaries

- After meeting with a student, advisors and faculty should document the interaction using an appointment summary in Navigate360

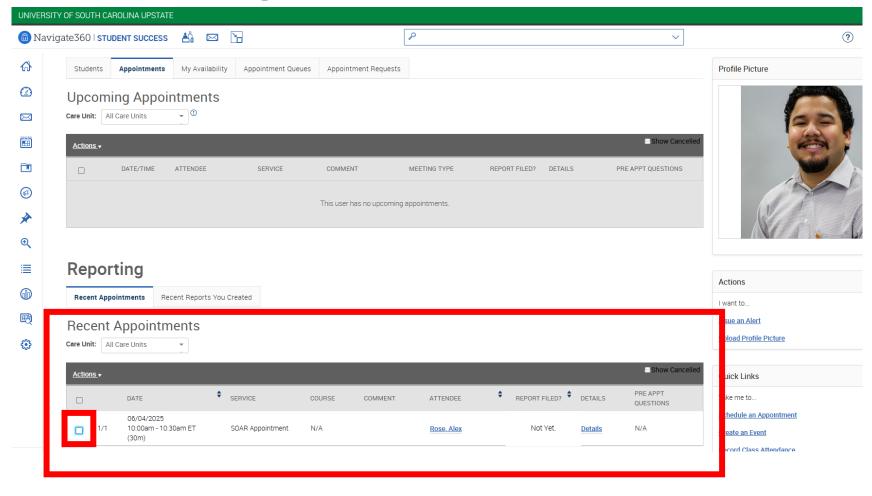- Appointment summaries ensure important details, follow-up instructions, and student needs are documented

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Creating Appointment Summaries

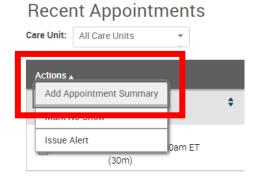
1. Click on the **Appointments** tab

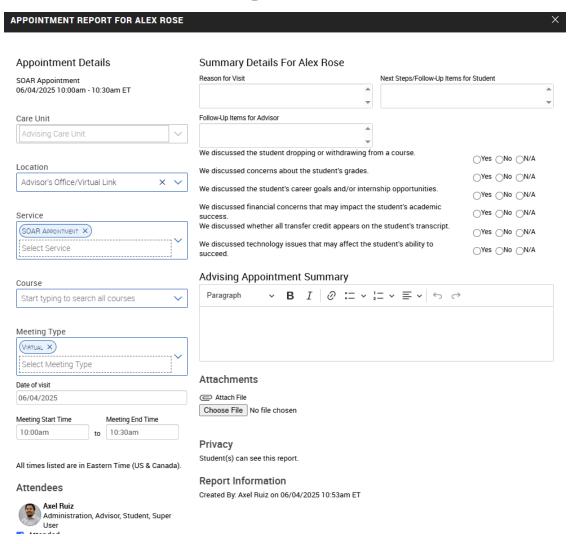# Creating Appointment Summaries

2. In the **Recent Appointments** table, select the appoint you want to document

3. Click the **Actions** button, then select **Add Appointment Summary**

Creating Appointment Summaries

4. Ensure all the correct selections are made for **Care Unit**, **Location**, **Service**, **Course** (if it applies), **Meeting Type**, **Date**, and **Meeting Start/End Time**

5. Complete the report by filling out the provided text fields with relevant details, and respond to all **Yes/No/N/A** questions

6. Click **Save** when you have completed the report

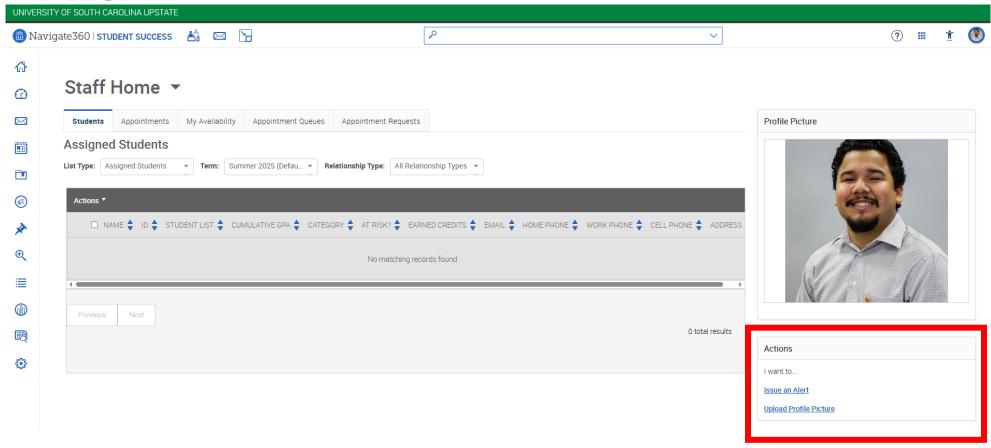**UPSTATE**
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Navigate360 – Issuing Alerts

- Staff have access to **Issue Alerts** on Navigate360

  - This essentially replaces flags, kudos, and referrals previously used in Starfish

- Some alerts will open a **Case** in Navigate360

  - Cases allow staff to actively manage documentation, follow-up instructions, and resolution in reference to the specific alert reason
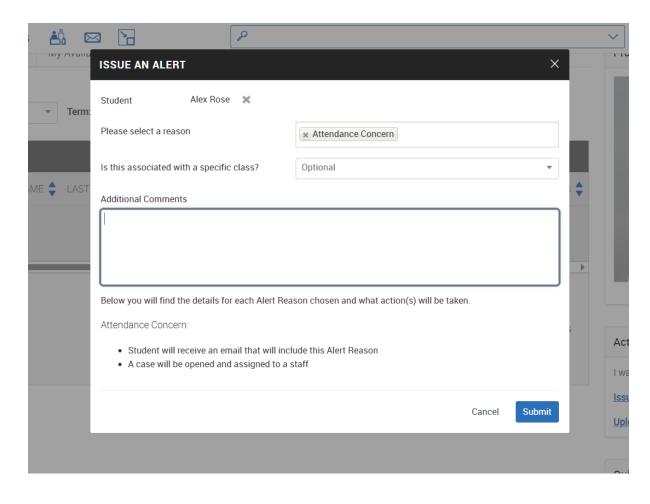
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Issuing Alerts

1. From the **Staff Home** page, select **Issue an Alert** under the **Actions** options

Issuing Alerts

2. Select an **Alert Reason** from the dropdown options

   Associating the alert with a specific class is optional, but will provide further context for course specific alerts

3. Provide additional comments and submit

Navigate360 – Advisor FAQs

Q: I have enabled calendar sync, but I am not seeing my created Navigate360 appointment availability on Outlook?

A: Navigate360 will only send scheduled appointments to your Outlook calendar as holds, not your availability windows

Q: Can I see all students in Navigate360?

A: You will only see students assigned to you, enrolled in your course, or otherwise connected to your role

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Navigate360 – Advisor FAQs

Q: Do I have to write an Appointment Summary for every meeting?

A: Yes, documenting your interactions ensures students receive consistent support and helps us track advising and faculty engagement

Q: What happens when I issue an Alert?

A: Some Alerts simply notify the student, while others automatically open a Case that prompts staff follow-up and intervention to reach a resolution

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