

# Conversations



Help Center Manager

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**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 tab.

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## Feature Overview

The Conversations tab 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 on the envelope icon on the left-hand sidebar:



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.

<input type="checkbox"/>	SENDER	COUNT	TOPIC	DATE SENT
<input type="checkbox"/>	Ubersax, Grace		<b>[Appointment Reminder] Change Major/Minor @ 01/04/2019 11:30a-12:00p</b>	01/03/2019 11:30 AM
<input type="checkbox"/>	Dillman, Tyler		<b>[Appointment Notification] Tutoring @ Jan 04 2019 2:00p-3:00p</b>	01/03/2019 11:03 AM
<input type="checkbox"/>	Ubersax, Grace		<b>Appt Reminder: Change Major/Minor 01/03/2019 11:30a-12:00p @ Academic Advising Center</b>	01/03/2019 11:00 AM
<input type="checkbox"/>	Ubersax, Grace		<b>Appt Reminder: Change Major/Minor 01/03/2019 11:30a-12:00p @ Academic Advising Center</b>	01/03/2019 11:00 AM
<input type="checkbox"/>	Johnson, David		<b>Appointment Request</b>	01/03/2019 10:58 AM

Many of the messages will be appointment reminders sent automatically by the Navigate platform, like the example below:

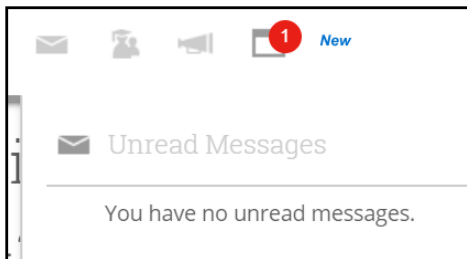
**Message Details**

 **Grace Ubersax**  
To: Marnie Aavang, Grace Ubersax  
Appt Reminder: Change Major/Minor 01/04/2019 11:30a-12:00p @ Academic Advising Center

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

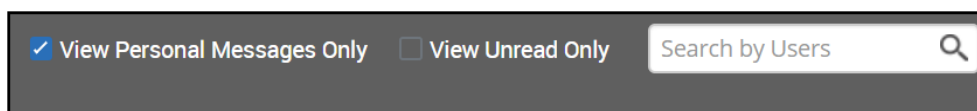


You will also get notifications when you receive new messages via the greyed out envelope icon at the top of your screen:



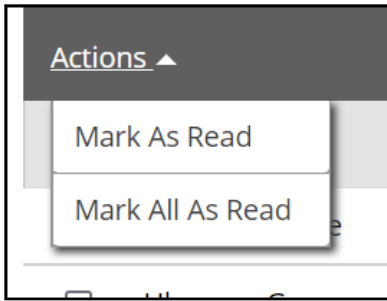
## Filter/Search Bar

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 choose to 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.



## 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.



## Frequently Asked Questions

*How does my email get captured by Navigate?*

Email capture records email conversations between students and support staff so that you can measure support staff activity and student engagement. This allows the Conversations tab to function optimally. For more information on email capture, check out this [article](#).

*How do I use the "Send additional e-mail notifications" check box when sending messages from Navigate?*

There are a few use cases for this check box. One is sending it to an alternate email account that is not linked to your user's Navigate account. Another is a chief advisor using it to share an email template for others to mimic.

In any case, if you use this checkbox and field, anyone in that field will see who the original message was sent to. They get the following scripting above the message itself:

"This e-mail was sent to [name]. You are receiving a copy of this e-mail because the sender wanted you to be notified that it was sent. If you have any questions, please contact your administrator. Thank you! "

## Related Articles

- [Email Capture](#)
- [Communicating with Students](#)
- [Text Messaging](#)

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