

Navigate360 – Student Application Help

Introduction to Help:

Overview:

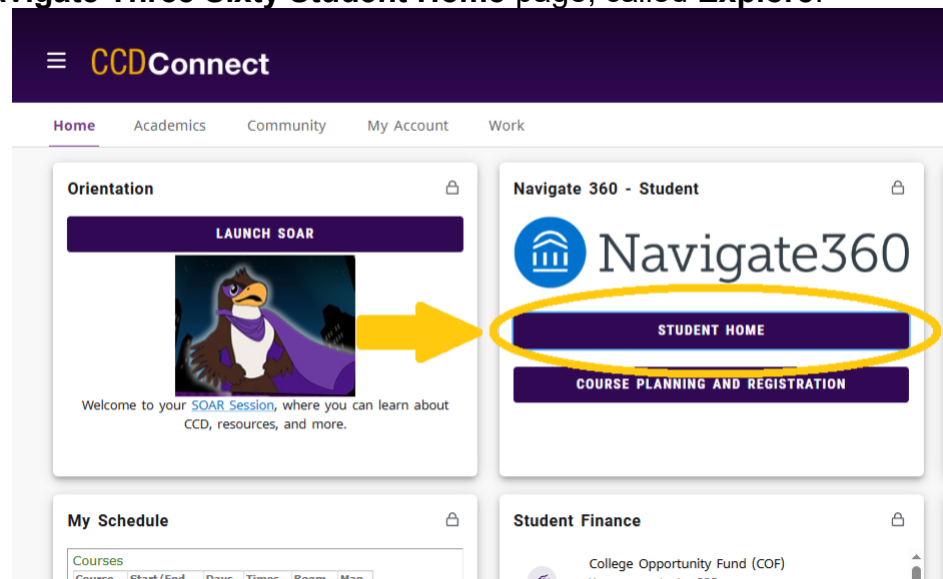
The **Help** feature allows students to connect with the support they need – when they need it. Whether it's academic advising, technical assistance, or immediate help via the hand raise feature, students can use this tool to quickly access the right resources. The help feature ensures a smoother college experience by keeping support organized and just a click away.

Getting Started with Help:

1. Accessing Help on Desktop

1.1. Access Navigate Three Sixty

On the **CCD Connect dashboard**, click **Navigate Three Sixty - Student Home**. This will take you to the **Navigate Three Sixty Student Home** page, called **Explore**.

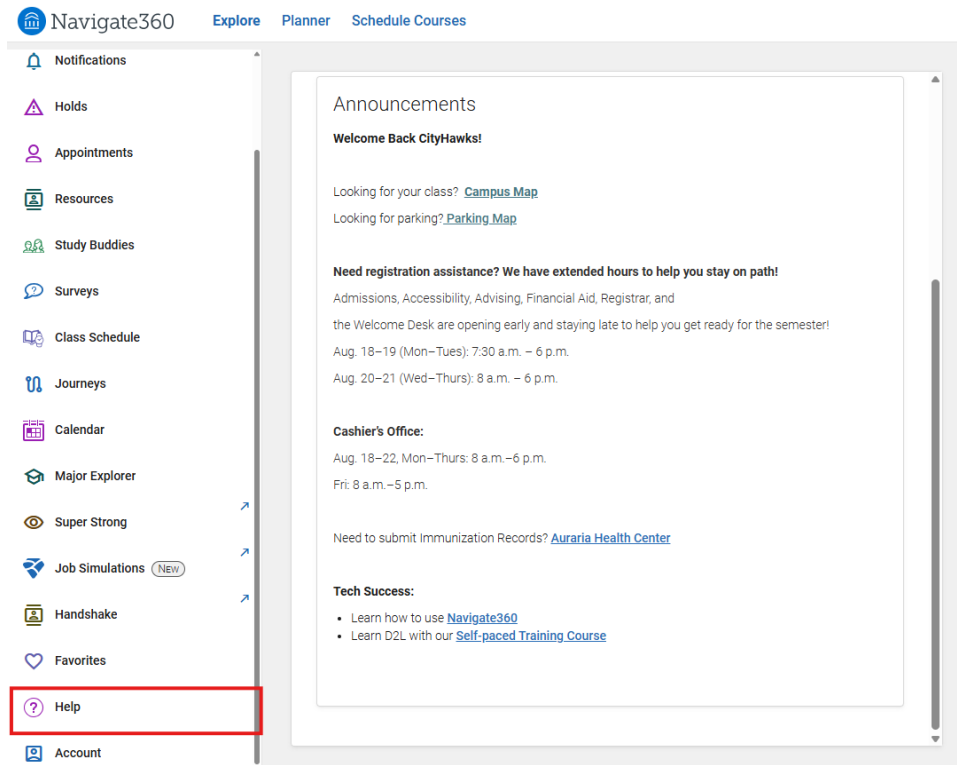


1.2. Access the Help Section

On the left-hand side, select the **Help** icon to open the help section.

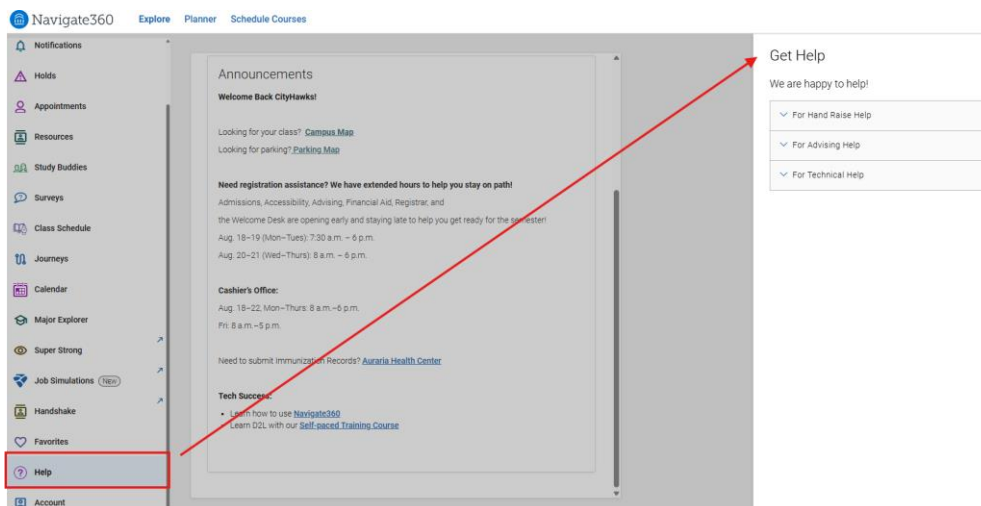
Navigate360 – Student Application

Help



1.3. Choose the help you need

A menu will appear with the following options: Hand Raise, Advising, and Technical Help. Click hand raise to receive information on how to connect to urgent resource assistance! Click on academic advising to get assistance with course planning or answer questions regarding your major. Click on technical help for options on technical assistance.



2. Accessing Help on Mobile

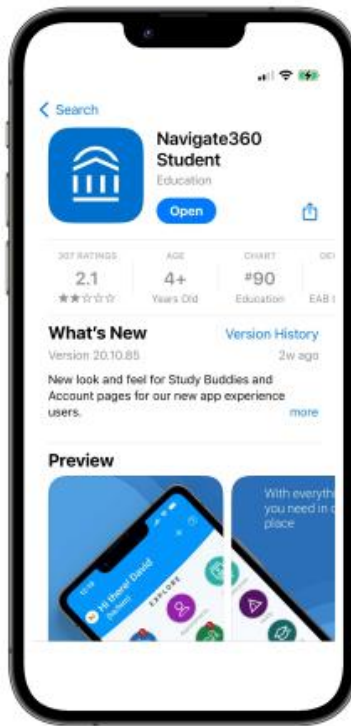
2.1. Access Navigate Three Sixty Mobile Application

Download our mobile app from the app store.

Once downloaded, select the application from your mobile device.

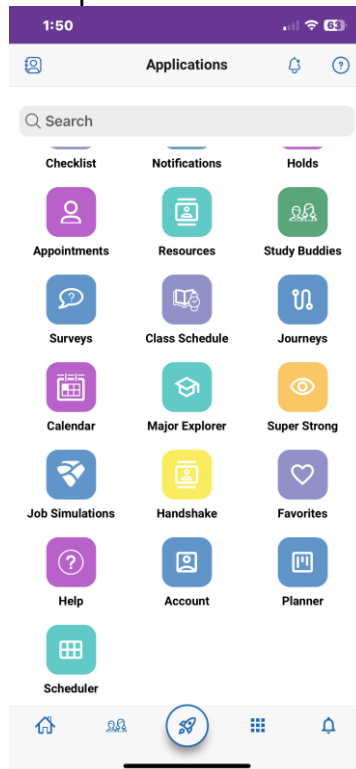
Navigate360 – Student Application

Help



2.2. Access the Help Section

Select the Help icon to open the help section.

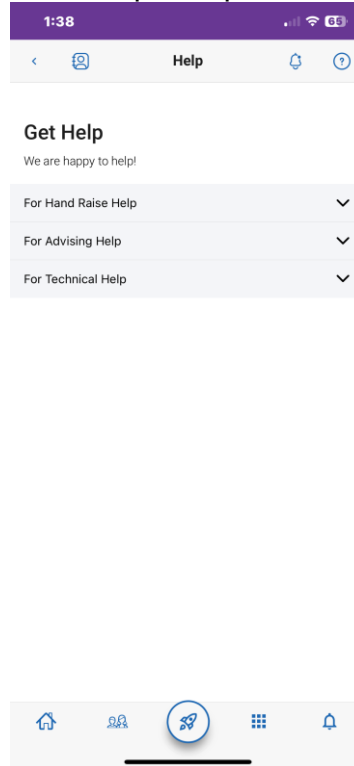


2.3. Choose the help you need

Navigate360 – Student Application

Help

A menu will appear with the following options: Hand Raise, Advising, and Technical Help. Click hand raise to receive information on how to connect to urgent resource assistance! Click on academic advising to get assistance with course planning or answer questions regarding your major. Click on technical help for options on technical assistance.



Additional Resources:

Provide links to additional resources, such as YouTube videos and email to contact for further help.

- Tutorial Video: [link]