How does a student access and schedule an EAB Navigate appointment?

1. First you will need to access your RRCC Rock student portal. While on the "Dashboard" tab, click on the "Navigate" icon available in the student tools.

2. Once you have accessed Navigate, click the "?" to get assistance (a.) or the "Appointments" menu item (b.). Both will allow you to schedule an appointment with the appropriate department or individual.
   a. Using the “?” in the upper right corner of the page, click “For Advising Help”:
   b. Using the “Appointments” option on the left menu bar, click “Schedule an Appointment”:

3. You will then be prompted through a series of questions to assist you with scheduling.
   a. First select the department you would like to schedule with:
   b. Select the reason for the appointment:
   c. Your selections will now display for review. Click “Continue to Next Step”.
   d. Select the location you wish to conduct the meeting (only locations offering the service you selected will display):
   e. If you are scheduling with a specific staff member, you can now select the individual you would like to schedule with. If you do not have a preferred staff member, clicking the “Continue to Next Step” will
allow you to skip this selection. (Note that only staff members offering the service you selected with scheduled availability will appear):

Click “Done for Location and Staff” to continue.

4. Review your selections, click “Continue to Next Step”.

5. Now use the grid to select the date and time for your appointment. If none are available you can request an appointment by clicking “Request another time”:

Once you have selected a date and time, click “Continue to Next Step”.

6. You should now be able to view your scheduled appointment reflecting the selections you have made. Using the “Anything specific you want to discuss?” text box can be used to share any additional comments or notes you may have regarding the appointment for the staff member you are scheduled to meet with.

7. Once you have completed your selection, click “Confirm Appointment” to finalize scheduling.

8. After you have scheduled your Navigate appointment, you will receive an automated email notification and reminders for the appointment.
   a. If your appointment was a VIRTUAL appointment through a provider such as Webex or Zoom, follow the instructions and link provided in the appointment details.
   b. If you scheduled a telephone appointment, a staff member will contact you at the phone number listed on your profile or at the phone number you provided when scheduling the appointment.
   c. Please be sure to confirm the “method” of your scheduled appointment as the appointment method’s available for each department may vary.