

Text Messaging

Text Messaging Students through Nanook Navigator (EAB Navigate)

Texting Policy

Review the [texting policy before texting students](#) through the Nanook Navigator platform. [Pull this report in NN](#) to see which students have opted out of texting in NN (column in report “Student Opted Out of SMS”) or UAOnline (column “Students Allowed to be Sent Messages”).

Default Automatic Message Reminder Sent to Students

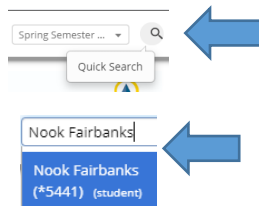
Students will receive an automatic reminder email 24 hours & a reminder text 90 minutes before their appointments.

Text a student through the student profile

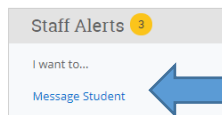
1. Go to your “Staff Home” role or “Professor Home” role



2. Search for the student’s profile in the quick search (top right) by their name, student ID number or UA preferred email address. Click on their name. ** You can also click on the student’s name if they are in your advisees list.*



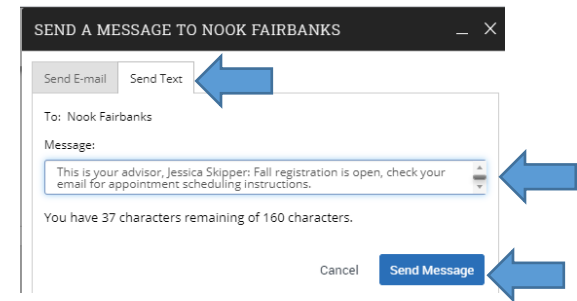
3. Under “I want to...”, click on “Message Student”.



4. Click on “Send Text”

Text a student through the student profile, continued

5. Enter your message-Ex: “This is your advisor, Jessica Skipper: Fall registration is open, check your email for appointment scheduling instructions.” It is **important for staff /instructors to identify themselves** in the text since phone numbers may not be recognizable to students.

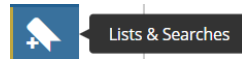


6. If the student does not have a valid cell phone number or has opted out of texting then the message will be redirected to the student’s UAOnline preferred email address. Students can update their texting preference, phone number or email address in [UAOnline](#).
7. Messages sent to 1-100 students simultaneously come from a randomized 10-digit number. If students respond to the text, their reply will be sent to the staff member/instructor who sent the text and will appear in My Conversations (Staff Home).
8. If a text is sent to 101+ students simultaneously, the staff member/instructor will not be able to receive text message replies. You may include this information in the original text to prevent students from attempting to reply. Students can opt out of texting.
9. Click “Send Message”

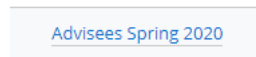
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Text Multiple Students Through Watch List

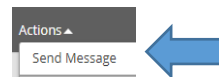
1. Click on Lists & Searches Icon (left-side panel in Staff role)



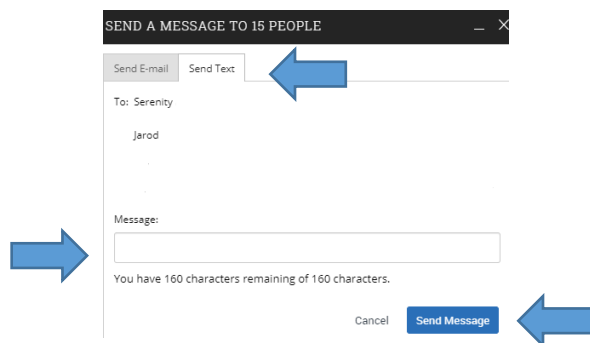
2. Click on the watch list of students you wish to message



3. Select the students, by checking the box next to their name. * You can also select all which will select up to 100 students per page.
4. Click "Actions"
5. Click "Send Message"

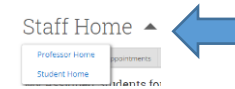


6. Click on "Send Text"
7. Enter your message-Ex: "This is your advisor, Jessica Skipper: Fall registration is open, check your email for appointment scheduling instructions. Reply with STOP to unsubscribe."
8. If a text is sent to 101+ students simultaneously, the staff member/instructor will not be able to receive text message replies.
9. **Students will not see another students' information.**
10. Click "Send Message"

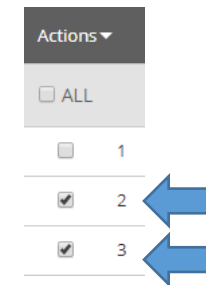


Message Students From Advisees List

1. Go to your "Staff Home" role

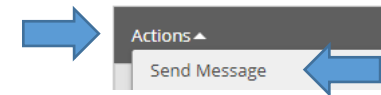


2. Under "My Assigned Students", check the boxes of the students you wish to message. You can also select all.



3. Click on "Actions"
4. Click "Send Message"

My Assigned Students

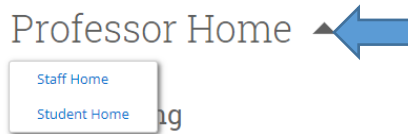


5. Follow steps 5-9 in the "Text a student through the student profile, continued" section.
6. Note: if you have more than 100 advisees you may want to batch your students by 100 and then text so they can reply. If you select all then the program selects up too 100 students per page.

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Message Students From Professor Home

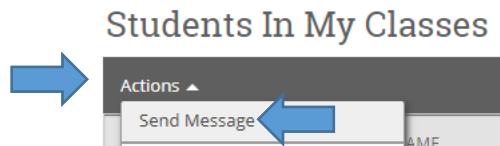
1. Go to your “Professor Home” role



2. Under “Students In My Classes”, check the boxes of the students you wish to message. You can also select all.



3. Click on “Actions”
4. Click “Send Message”

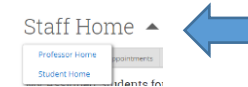


5. Follow steps 5-9 in the “Text a student through the student profile, continued” section.

Replying to Texts

You will receive a notification in your professional email when a message reply has been received in your Nanook Navigator profile.

1. Go to your “Staff Home” role or “Professor Home” role

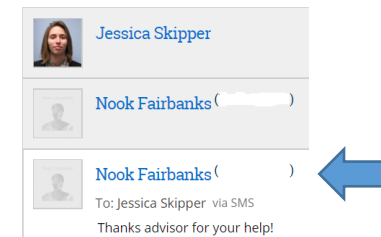


2. Click on “Conversations” (left-side panel) or messages (top of page)



3. Click on the unread message to see the conversation and reply.

Message Details



4. Click “reply to sender” (right side of the conversation)

