Navigate360 Guide: Viewing/Adding Updates on a Case

From Navigate Home Page

1. Type the student's name, email, or 917 in the bar at the top of the screen to search for them
2. Select the Reports/Notes tab and scroll until you see "Cases"
   a. If you do not see the case you issued under the "Open Cases" button, toggle the "Closed Cases" button

Closed Cases For Milos Number Six					Open Cases	Closed Cases
DATE OPENED	DATE CLOSED	REASONS	ISSUED BY	ASSIGNED TO		
05/14/2024	06/17/2024	z - Academic Attendance	Shelby Scott	Shelby Scott	Manage Case	

3. Select "Manage Case" to see all comments that have been added
4. If the case is open, comments can still be added
5. If the case is closed but an update needs to be given, select "Reopen Case" at the bottom of the report

MANAGE CASE ✕

Milos Number Six
Barlow

Reason: z - Academic Attendance

Case Activity:

📈	Shelby Scott assigned case to Shelby Scott.	1:01pm ET
💼	Shelby Scott opened case.	1:01pm ET
💬	Shelby Scott added comment: Student has not attended class	1:01pm ET
💬	Shelby Scott added comment: Called student, did not answer, will follow up in 1 week.	2:45pm ET

06/17/2024

💬	Shelby Scott added comment: TEST	10:47am ET
⊗	Shelby Scott closed case (Issued before Course Alerts)	10:47am ET

Case Closed   Reopen Case