EAB Navigate - Advisor Platform
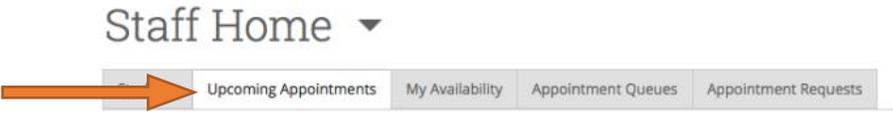**How to Cancel an Appointment in Navigate**
October 2020

Navigate URL: http://uvm.campus.eab.com

There are two ways to cancel an appointment that has been scheduled in Navigate. Both of these options work no matter if the Organizer (Advisor) or Non-Organizer (Student) need to cancel.

OPTION #1: You may select the "Details" option within any Recent Appointment in the Upcoming Appointments tab off of the Staff Home. (Scroll down within Upcoming Appointments to see Recent Appointments.)
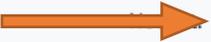

OPTION #2: You can also view the list of appointments associated with your campaigns by going in to the Campaigns tab (located in the navigation bar). Select "View Details" in the same line as the appointment you wish to cancel once you access the Appointments Made tab.

Selecting "View Details" reveals the following screen. Select "Cancel Appointment."
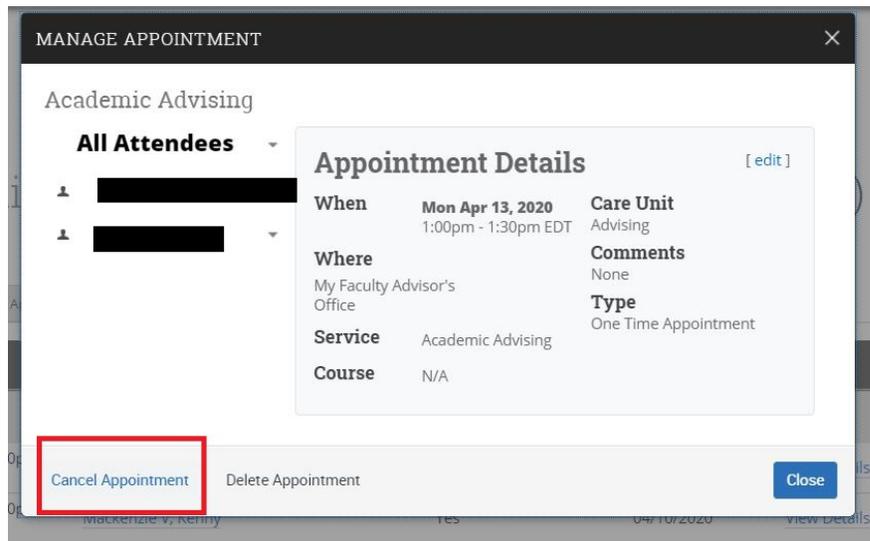
In the cancellation template, select the options most relevant for you. Organizer allows you the option of selecting for whom you want to cancel an appointment; Reasons include options for sickness, a need to reschedule, etc. Select "Mark as Cancelled" to complete the process:
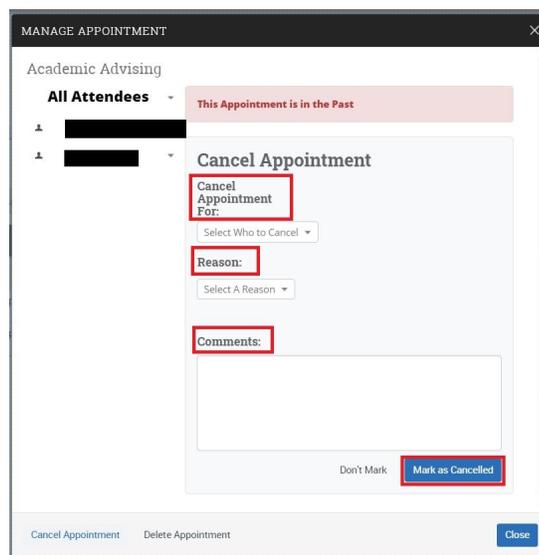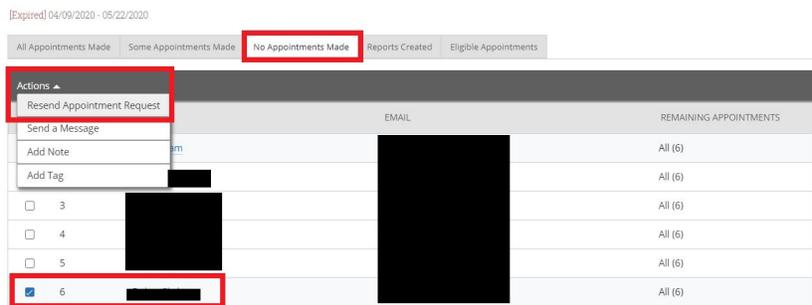

Need to re-send a campaign invitation following an appointment cancellation?

Once you've closed Manage Appointment window (see above), select your "No Appointments" or "Some Appointments" Made tab (in the Campaigns tab). Select any student or group of students in your list, then open your "Actions" drop-down menu and select "Resend Appointment Request."

The template which opens initially populates with the message you originally sent to students; edit this message as needed, but remember to not remove the scheduling link.

RESEND APPOINTMENT REQUEST   ✕

Campaign message

B *I* ☰ ☰ 🔗   Paragraph   ⌄   Merge Tags ⌄   ↩ ↪

Advising appointments

Hello {$student_first_name}:

Campaign message text

{$schedule_link}

P

Available Merge Tags: ?   {$student_first_name}   {$student_last_name}   {$schedule_link}
                        Inserts the student's first name   Inserts the student's last name   Inserts a link to schedule the appointment

Add Attachment:

Select file to attach

📎

Instructions or Notes for Landing Page

                                                        Cancel   Send