

Navigate Strategic Care 19.2.6.1 Special Release

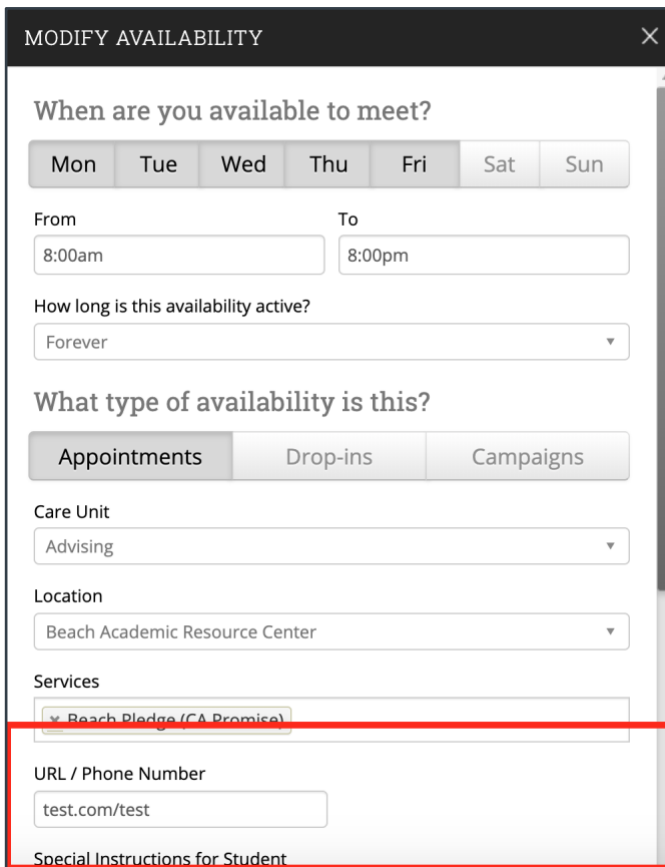
This Navigate Staff special release is meant to help our partners with remote appointments between staff and students.

Student Scheduling and Requests

New

Clickable URL/Phone Number in Appointment Details

To help our partners and their need for remote communications due to the current COVID-19 situation, we have added a new "URL/Phone Number" text box to the Availability page. It will appear when staff add or modify an availability. **This URL will only appear in appointments made or modified after this release, not in old appointments or availabilities. To add URL to old appointments you will need to edit or re-create the old appointment/availability.**



The screenshot shows a "MODIFY AVAILABILITY" form with the following fields and options:

- When are you available to meet?**
 - Days: Mon, Tue, Wed, Thu, Fri, Sat, Sun
 - From: 8:00am
 - To: 8:00pm
 - How long is this availability active?: Forever
- What type of availability is this?**
 - Appointment (selected)
 - Drop-ins
 - Campaigns
- Care Unit: Advising
- Location: Beach Academic Resource Center
- Services: Beach Pledge (CA Promise)
- URL / Phone Number:** test.com/test (highlighted with a red box)
- Special Instructions for Student

Figure 1. New URL/Phone Field in Add/Modify Availability

When you create an appointment that coincides with an availability that has this field configured, a few things will change:

- In Student Scheduler the confirmation screens should display the link in the Additional Details section.

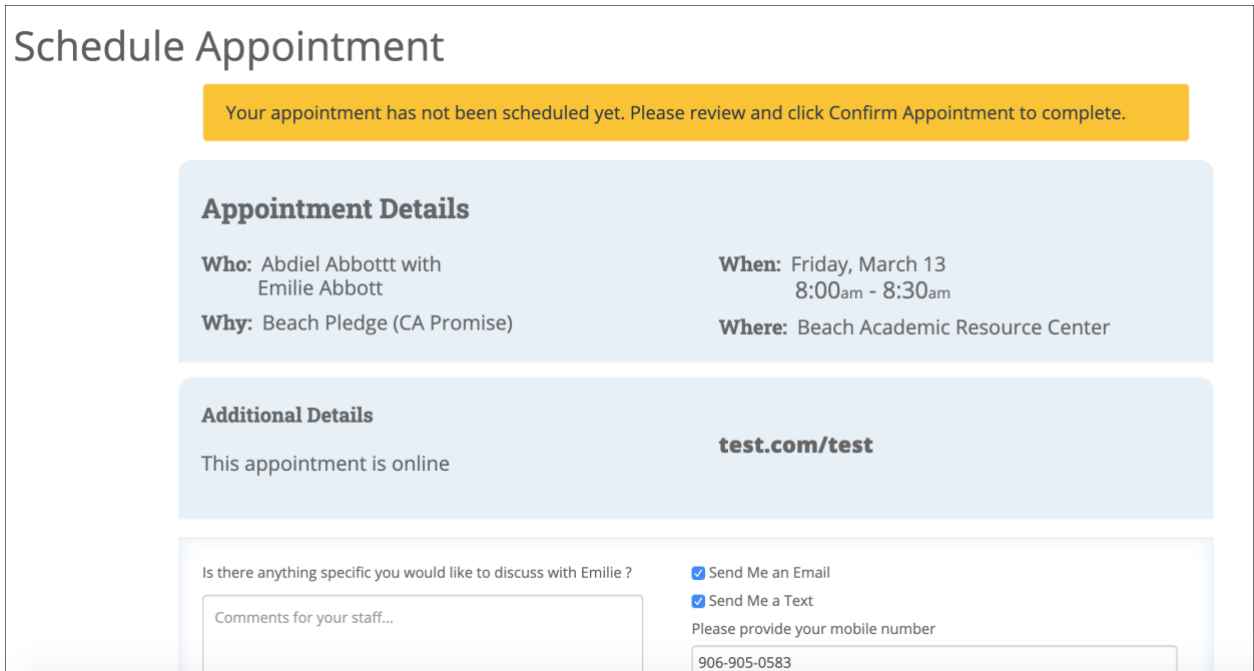


Figure 2. Link in Appointment Details before Confirming Appointment

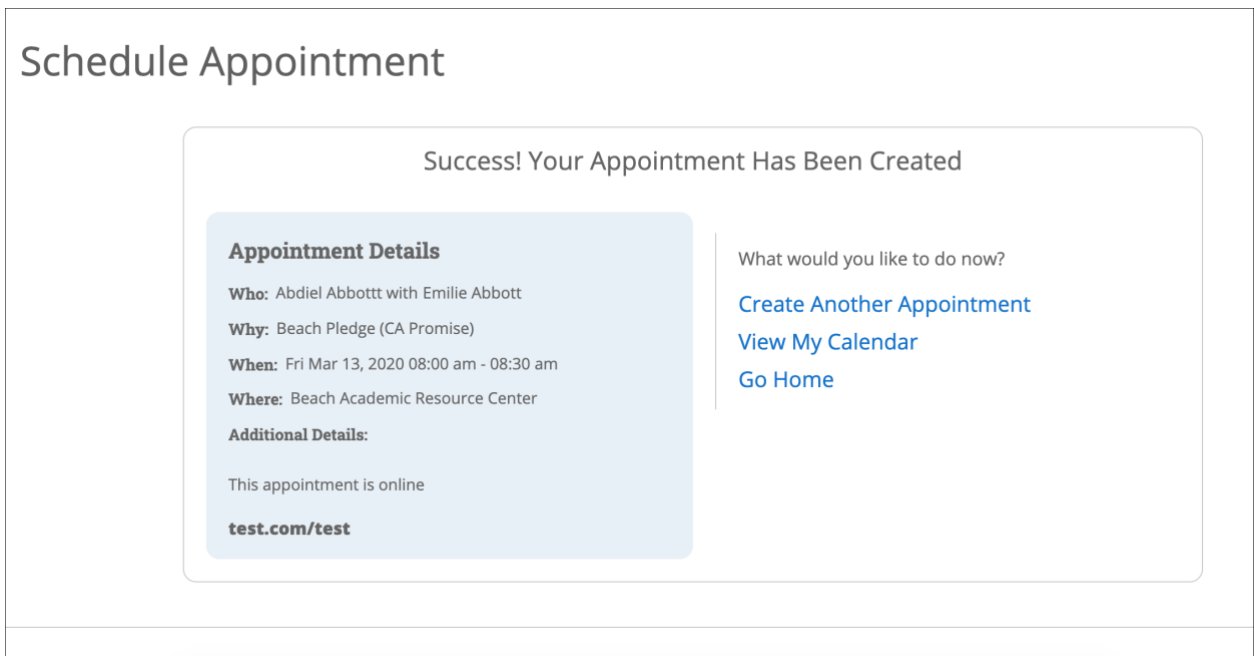


Figure 3. URL/Phone Link After Confirming Appointment

- The confirmation screens for appointments created for Appointment Campaigns also should display the link in the Additional Details section.

- The URL/phone number link will display on the Appointment Detail page.

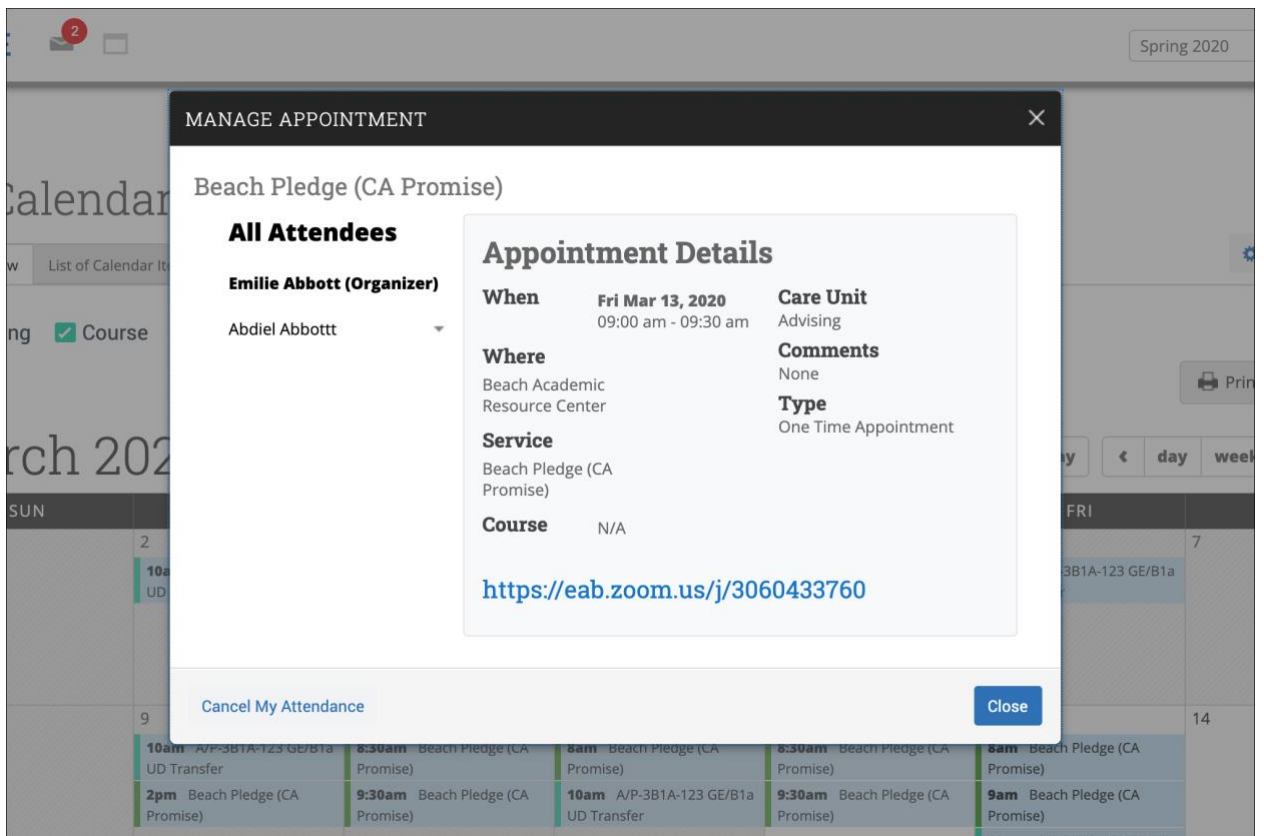


Figure 4. Appointment Details page in Navigate Staff

Additionally, if you have permission to edit an appointment, you can change/override the link by editing the appointment directly. The field is right below the course select box. This will only update the Calendar Instance, not the coinciding Availability. For recurring appointments, you will be able to either update a single occurrence or all future occurrences.

The link will be displayed and clickable in the appointment confirmation, update, and reminder emails. It will also be displayed in appointment SMS reminders.