

NAVIGATE ➔ TXST

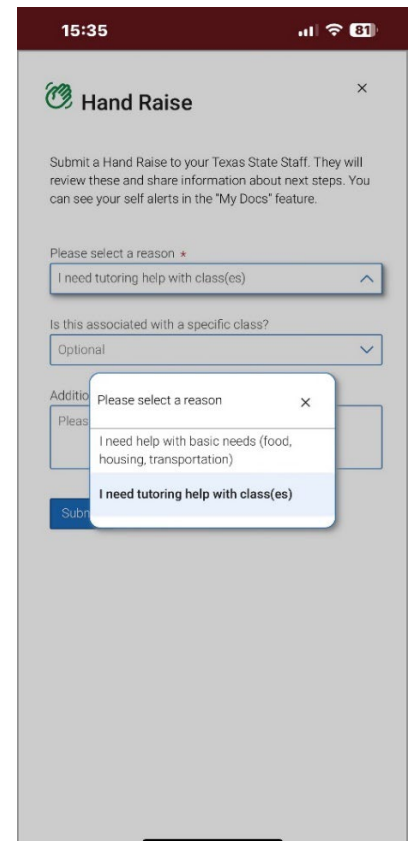
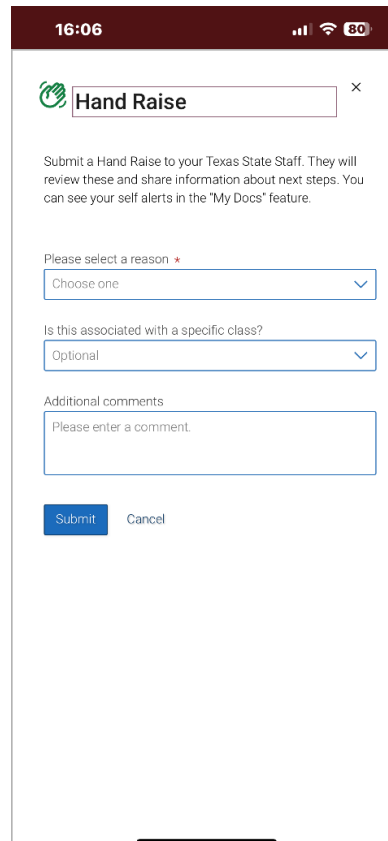
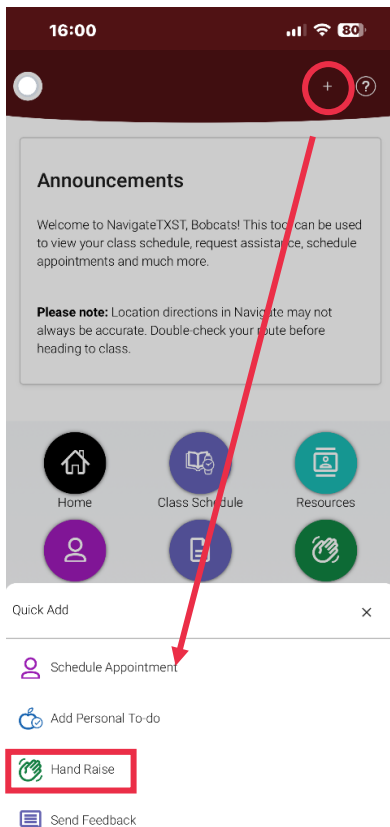
How To: Hand Raise Feature

For Students

Have a question? Submit a Hand Raise! With Navigate's Hand Raise feature, you can quickly ask for the support and resources you need. Just submit a Hand Raise request in your mobile or desktop app, and we will reach out to you shortly!

On Mobile:

1. From your mobile Navigate app, click on the plus sign to see and select the Hand Raise option.
2. Fill out the necessary details – the reason for your Hand Raise, if there is a specific course you are reaching out about, and any additional comments that might be helpful to know about.
3. Hit submit. Your Hand Raise will automatically be rerouted to a support team member and you will receive an automated email response with more information in the meantime.



On Desktop:

1. Login to the Navigate desktop app using your TXST username (net ID) and password.
2. Click on the “Hand Raise” tab on the left.
3. Click on “Create a Hand Raise.”
4. Click on “Please select a reason” to see a complete list. If the Hand Raise reason is specific to a course, click on “Is this associated with a specific class?” to see your available courses and select one.
5. Add additional comments, if needed. What is important about these is that when you submit a Hand Raise, someone from the NavigateTXST team will be able to read your comments and provide more tailored support based off the details you include. (What are you hoping to get out of the support you’re receiving? The more specific, the better we can help you!)
6. Select “Submit.” Your Hand Raise will automatically be rerouted to a support team member and you will receive an automated email response with more information in the meantime.

The image shows a sequence of three screenshots from the NavigateTXST desktop application. The first screenshot displays the left-hand navigation menu with options: My Docs, Hand Raise (highlighted with an orange circle), Calendar, To-Dos and Events, Holds, and Help. A tooltip for 'Hand Raise' is visible. The second screenshot shows the 'Hand Raise' page with a 'Go back' link and a 'Create a Hand Raise' button (highlighted with an orange circle). Below the button, it says 'Below are your previous submissions. Your school will review your submission to follow-up.' The third screenshot is a modal form titled 'Hand Raise'. It contains a dropdown menu for 'Please select a reason' (highlighted with an orange circle), a dropdown for 'Is this associated with a specific class?' with 'Optional' selected, a text area for 'Additional comments' with the placeholder 'Please enter a comment.', and 'Submit' and 'Cancel' buttons at the bottom.