

# NAVIGATE ESSENTIALS

Scheduling an appointment in the app



University of Wisconsin  
**Stevens Point**

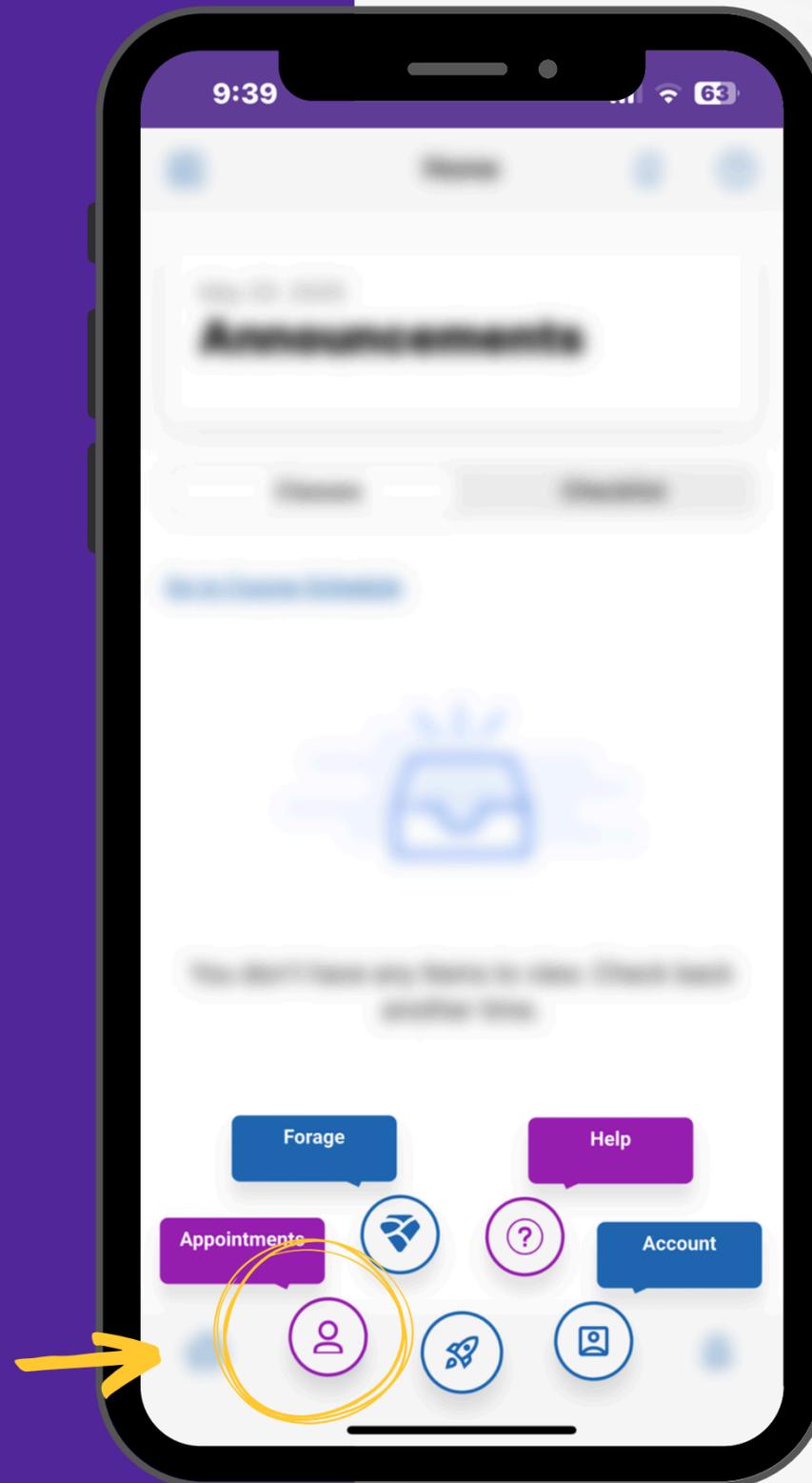
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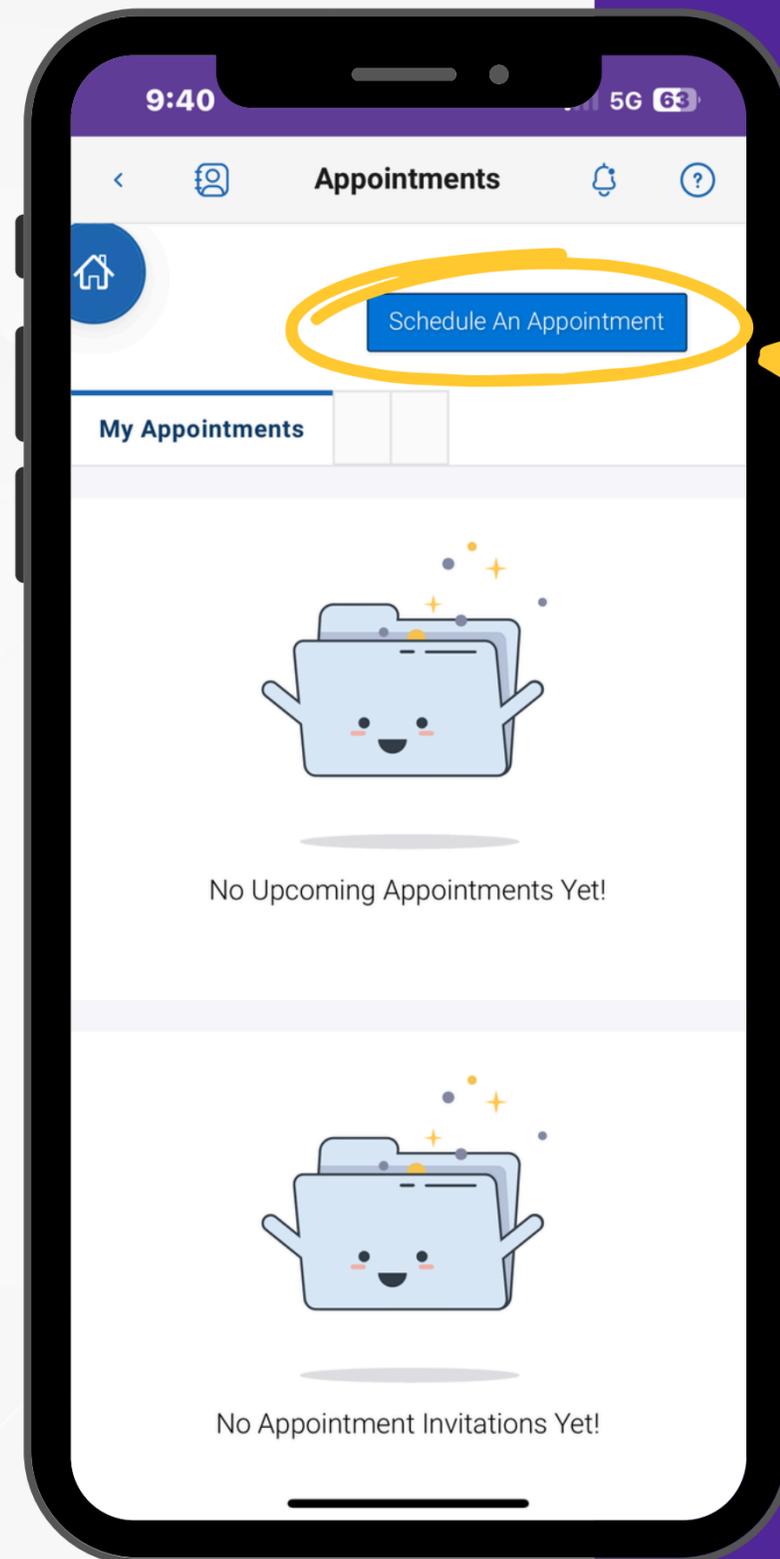
# APPOINTMENT SCHEDULING

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Students can make appointments with anyone in their Success Network, but only if that faculty/staff member has set up availability.

To start, from the home screen of the Navigate app, select the rocket icon and tap Appointments.





# MY APPOINTMENTS

To create a new appointment, select "Schedule an Appointment"

**Note:** You can see any upcoming or past appointments you have made through the Navigate app.

If your adviser or another staff member has made an appointment with you through the Navigate platform, those appointments will also show on this screen

# REASON

**Which department would you like to schedule an appointment with? You can select to see a specific person, when available.**

1. Hit the dropdown menu to see what options are available to you through the app

2. \*Choose the department you need to schedule an appointment with

3. Choose the service and date you would like

\*If you don't see the department you need to meet with, it means the department does not currently use Navigate for appointment scheduling.

The screenshot shows the 'Appointments' app interface. At the top, the status bar displays '9:41', '5G', and '63'. The app title 'Appointments' is centered at the top. Below the title, there is a navigation bar with a home icon, a search icon, and a 'Show More' dropdown. The main content area starts with the question 'What can we help you find?'. Below this, there are three dropdown menus: 'Which department would you like to schedule an appointment with?' (marked with a red asterisk), 'Service \*', and 'Pick a Date' (with an information icon). The date selected is 'May 20, 2025'. Below the dropdowns is a blue button labeled 'Find Available Time'. At the bottom, there is a section titled 'Other Options' with three links: 'View Drop-In Times', 'Request Appointment Time', and 'Meet With Your Success Team'. Three yellow arrows point to the dropdown menus for department, service, and date.

# REASON (cont.)

Depending on the appointment type you chose, you may need select a specific unit or service within the department or your campus.

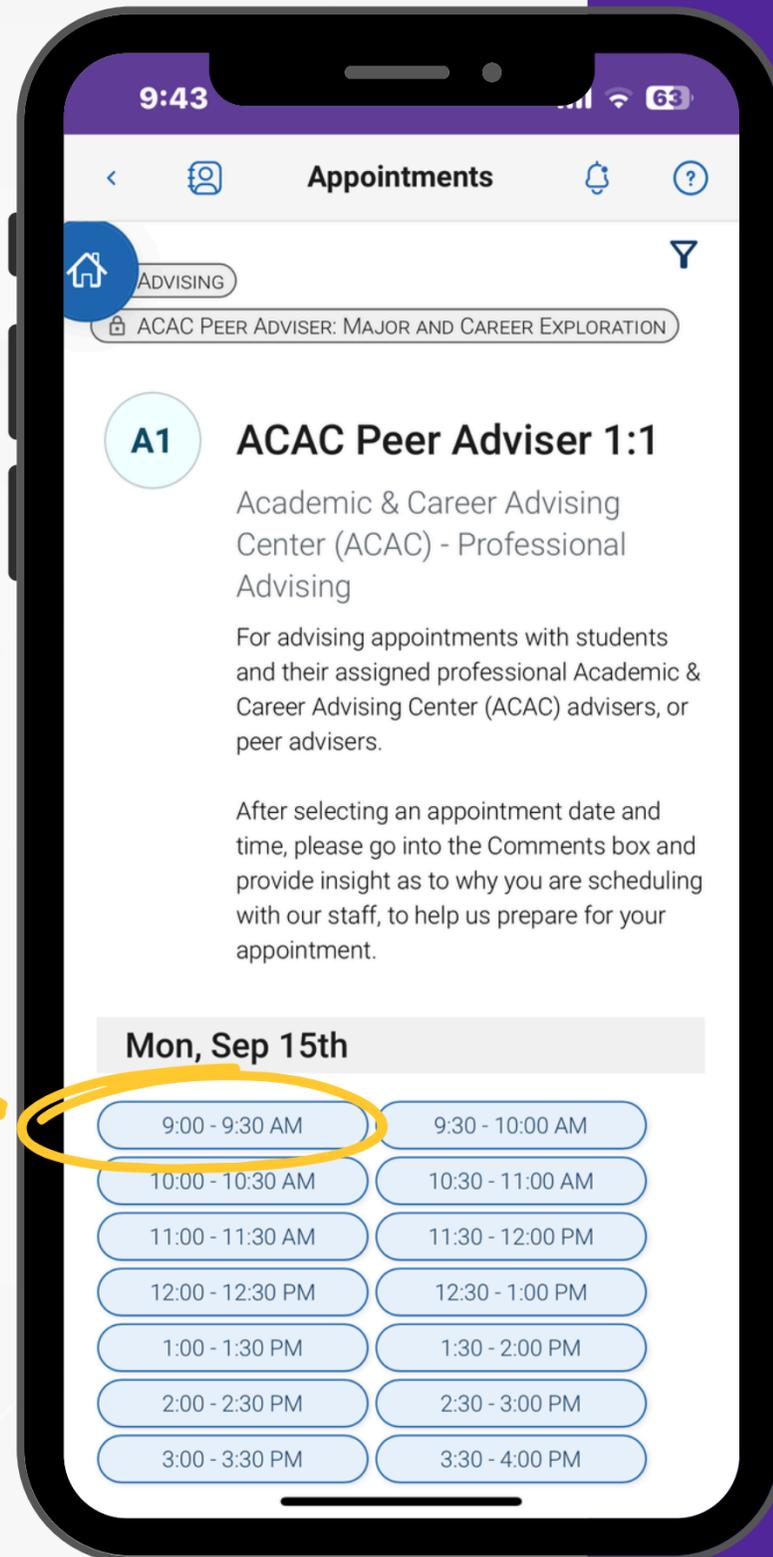
After your selections, tap Find Available Time

The screenshot shows a mobile application interface for scheduling appointments. At the top, the status bar displays the time 9:42 and battery level 63%. The app title is 'Appointments'. Below the title, there is a search bar with the text 'What can we help you find?'. The main form contains three sections: 'Which department would you like to schedule an appointment with?' with a dropdown menu set to 'Advising'; 'Service' with a dropdown menu set to 'ACAC Peer Adviser: Major and Career Exploration'; and 'Pick a Date' with a dropdown menu set to 'September 1, 2025'. A blue button labeled 'Find Available Time' is located below the date selection and is circled in yellow. Below the form, there is a section titled 'Other Options' with three links: 'View Drop-In Times', 'Request Appointment Time', and 'Meet With Your Success Team'.

**Choose from the following options and tap Find Available Time.**

Each department offers a variety of appointment types.

Select the appointment type that most closely matches your needs.



# SELECT TIME

## Select an open time

Select the time that works best for you on the date you selected.

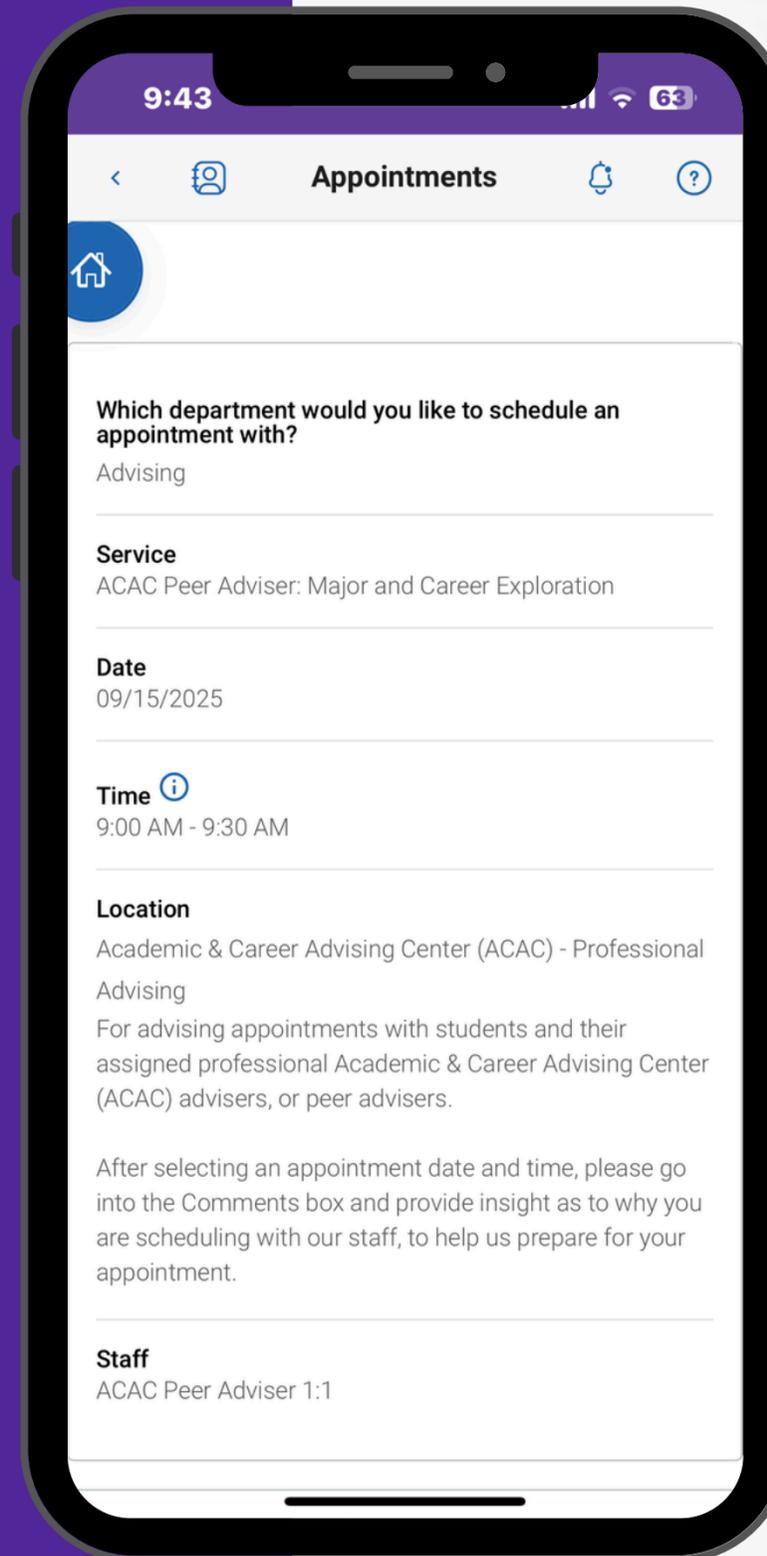
If you do not see any immediate openings on the day you selected, scroll down to see openings in the following days.

After you tap your selection, you will be moved to the next step.

# REVIEW APPOINTMENT

Review the information you selected and ensure everything is correct.

- Department
- Service
- Date
- Time
- Location
- Staff (when applicable)

A smartphone displaying an appointment review screen. The screen shows the following information: Department: Advising; Service: ACAC Peer Adviser: Major and Career Exploration; Date: 09/15/2025; Time: 9:00 AM - 9:30 AM; Location: Academic & Career Advising Center (ACAC) - Professional Advising. Below the location information, there is a paragraph of text: "For advising appointments with students and their assigned professional Academic & Career Advising Center (ACAC) advisers, or peer advisers. After selecting an appointment date and time, please go into the Comments box and provide insight as to why you are scheduling with our staff, to help us prepare for your appointment." At the bottom, the Staff information is listed as "ACAC Peer Adviser 1:1".

9:43

Appointments

Which department would you like to schedule an appointment with?  
Advising

**Service**  
ACAC Peer Adviser: Major and Career Exploration

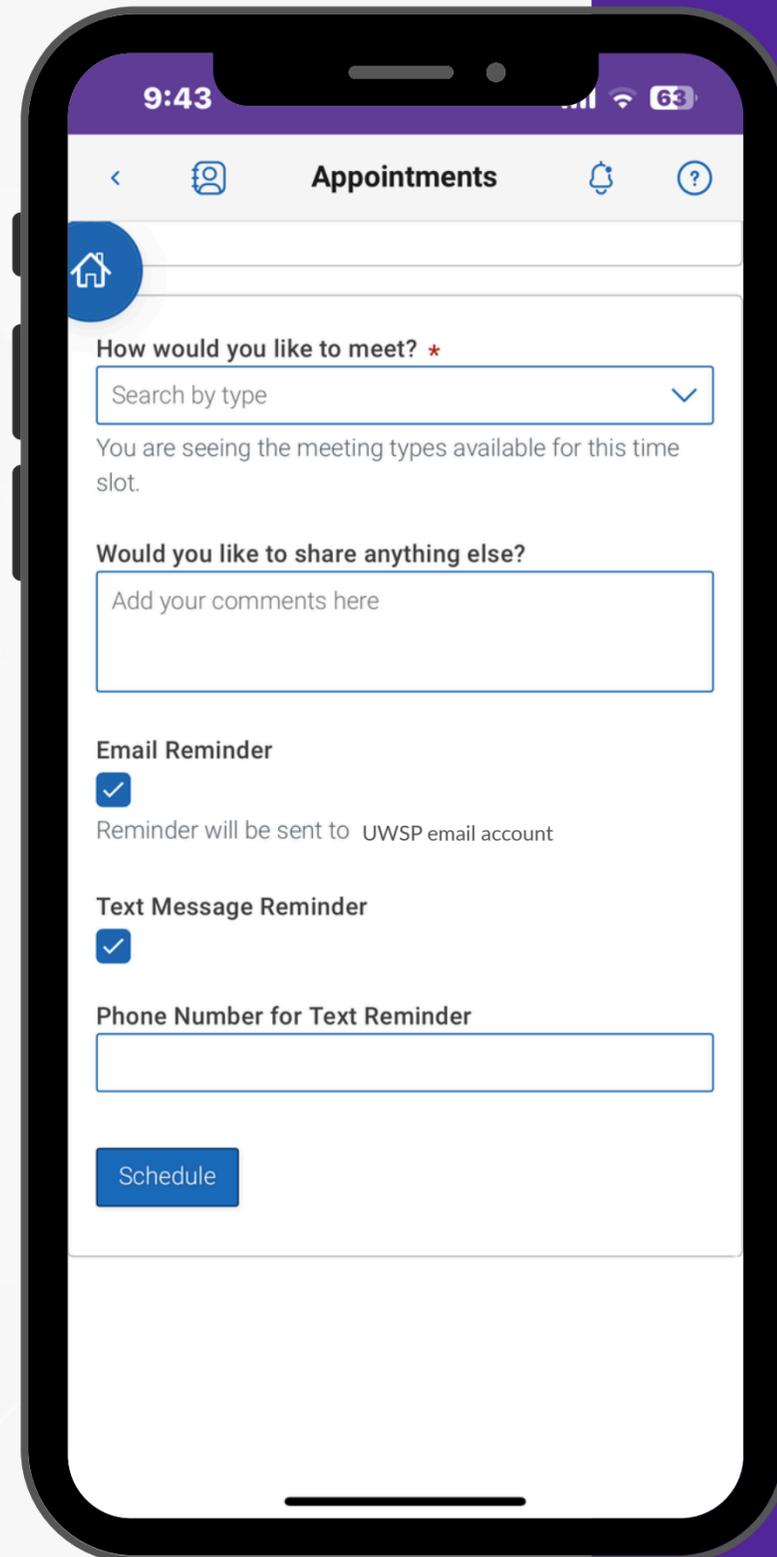
**Date**  
09/15/2025

**Time** ⓘ  
9:00 AM - 9:30 AM

**Location**  
Academic & Career Advising Center (ACAC) - Professional Advising  
For advising appointments with students and their assigned professional Academic & Career Advising Center (ACAC) advisers, or peer advisers.

After selecting an appointment date and time, please go into the Comments box and provide insight as to why you are scheduling with our staff, to help us prepare for your appointment.

**Staff**  
ACAC Peer Adviser 1:1



# CONFIRM

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Scroll down to select whether you'd like to meet in-person or virtually.

Add in a brief description of what you want to discuss in the Comments section.

Opt-In to get reminders via email and / or text.

When you're ready to book the appointment, select Schedule.

# NEXT STEPS

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After you make the appointment, both you and the person you made the appointment with receive confirmation email.

Additionally, departments will send out an email reminder (typically 24 hours in advance) and a text reminder (or email) 2 hours in advance of your appointment.

If you are having any issues or have questions, please email [Navigate@uwsp.edu](mailto:Navigate@uwsp.edu)

# FAQ & TROUBLESHOOTING

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## **Help! I can't login to Navigate!**

Can you get to the UWSP sign-on webpage? If you get this far but your credentials are rejected by the university's sign-on page, there is an issue with the school account. Contact the IT Help Desk at 715-346-HELP

If you successfully enter your credentials in the school's SSO web page but Navigate says "Uh-oh" or "Something went wrong" EAB must not have your username in their system. Contact [navigate@uwsp.edu](mailto:navigate@uwsp.edu) with your full name, username, and email address.

## **How do I change my notification settings?**

In the Settings tab you can personalize your notification preferences.

## **What do I do if my app is frozen or acting weird?**

Unfortunately, technology has glitches sometimes! Try a hard close and relaunch the app.

## **Something is wrong with "My Class Schedule"**

If you have made recent changes to your schedule, it takes 24 hours for the schedule to update once you add/drop classes. If the issue persists, then contact [navigate@uwsp.edu](mailto:navigate@uwsp.edu)

## **I just resolved a Hold – why is it still showing up?**

Holds are updated every 24 hours in Navigate, so check back tomorrow to see if it has been successfully resolved in Navigate. If the issue persists, then contact [navigate@uwsp.edu](mailto:navigate@uwsp.edu)