# Getting Started with the Naviance Student Mobile App

Naviance Student is a college and success planning tool designed to help high school students plan their college search, communicate with their guidance counselors, and stay on top of tasks and assignments related to their learning plan and the college application process. With the Naviance Student mobile app, students can access Success Planning and College Planning on the go!

Once installed, the mobile app will periodically sync with the student's Family Connection account, making tasks, to-dos, prospective colleges, and applications more accessible to the student. The mobile app can be used online and offline.
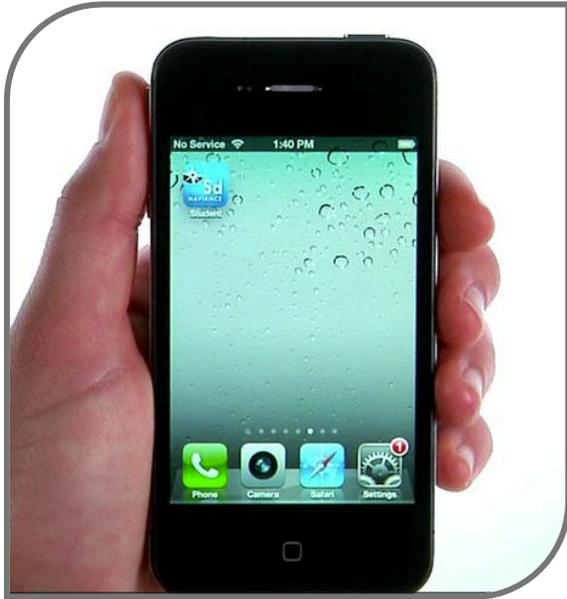
Quick Tip!

You can create a sample student in Naviance to test out the features of the Naviance Student mobile app before you start using the app with students!

Naviance Student mobile app is available in the App Store℠ now!

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Naviance Student Quick Guide

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Access to the Naviance Student Mobile App

The Naviance Student mobile app can be downloaded from the [App Store℠](#) or from the **About Me** tab in Family Connection. In addition to those options, you can also display a banner on the Home page of Family Connection that students can use to download the Naviance Student mobile app.

Students will need a passcode to activate the Naviance Student mobile app.

Requirements for Naviance Student Mobile App

The Naviance Student mobile app is created for any iOS device (iPhone, iPod touch, iPad) and is supported in iOS 5 and above.

The mobile app works on iPads only when in compatibility mode.

Note: Android is not currently supported for the app.

Features Available in the Naviance Student Mobile App

Naviance Student mobile app provides a mobile interface for Success Planning and College Planning.

Some of the features that are available in the mobile app include:

Success Planning

Create/edit *task list
Update task statuses
View task calendar
Receive notifications for tasks
Communicate with counselors

*The task list in Naviance Student mobile app can contain tasks assigned to the student by the counselor and to-dos created by the student.

College Planning

Search colleges
View college details
Add college deadlines to tasks
Add colleges to interest list
View college application status
Update college applications

Student Passcodes

To access their passcodes for the Naviance Student mobile app, students should follow these three steps:

1. **Log in to Family Connection:** To access the Naviance Student mobile app, you will need to log in to your Family Connection account.
2. **Get Passcode:** Once logged in, go to the **About Me** tab and click **Naviance Student Mobile App**. Follow the instructions and a passcode will be e-mailed to you.

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3. **Download App:** The e-mail will contain a link to download the Naviance Student mobile app.
4. **Log in:** Log in to Naviance Student using your e-mail address and passcode!

Mobile App Banner Display Options

In Family Connection, you can turn on a banner that students can use to download the Naviance Student mobile app.

To turn on the Naviance Student mobile app banner in Family Connection:

1. Go to **Connections > Family Connection**.
2. Click **Select and Update Optional Features**.
3. Find the **Naviance Student mobile app banner** feature.
4. Check the box(es) corresponding to the grade levels for which the feature should be activated. To turn off the banner for any grade levels, uncheck the box(es).
5. Click the **Update Features** button.

Once turned on, students can access the Naviance Student mobile app banner from the **Home** page of Family Connection. Students can also access the mobile app by going to the **About Me** tab in Family Connection.

Note: Students can also download the Naviance Student mobile app from the [App Store℠.](#)

Frequently Asked Questions

How much does the mobile app cost?

The mobile app is free for schools and students.

Does our IT need to do anything?

No. The mobile app is available for download and does not need to be set up.

Does it matter what our school's cell phone policy is?

No. If your school does not allow cell phone use, students can still access the app outside of school.

How will students sign up and get the app?

Students will need to activate their Naviance Student accounts via Family Connection.

Student Frequently Asked Questions – Mobile App

These FAQs are available to the student from the Settings tab of the Naviance Student mobile app.

How do I sign into Naviance Student mobile app?

1. Log in to your Family Connection account.
2. Click on the **Naviance Student app** button.
3. Click **Download** and enter your e-mail address.
4. You'll receive an e-mail with your passcode and link to download the app via the Apple App Store.
5. Download and install the app.
6. Open the app and find your school by location or name, and
7. Sign in using the e-mail you registered with and the passcode that was e-mailed to you.

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I can't remember my passcode, how can I recover it?

1. Click **Forgot Passcode** on the login screen within the Naviance Student app.
2. Enter the e-mail address that you registered with and click **Recover Passcode**.
3. Check your e-mail for a newly generated passcode.

I see tasks and to-dos in Family Connection, where is that in the app?

Tasks and to-dos in the Naviance Student app are simplified. Both are all called tasks within the app. You can differentiate a task created by yourself (a to-do) versus a task assigned to you (a task) by the **Assigned By** field for each task.

Can I use the Naviance Student app if I don't have access to the Internet?

Yes. You can use the app if you don't have Internet access. However, you need Internet access the first time you log into the app. Once you are logged in, you can use the app without accessing the Internet. In order for the app to sync your data with Family Connection, you need Internet access.

What does the Full Sync button do?

Full sync allows you to re-sync all the data in the app with the cloud, allowing you to get the most up-to-date information. It is not necessary to manually sync using the **Full Sync** button, because syncing occurs periodically in the background as you use the app.

Why can't I see some college logos?

We are in the process of adding more logos as we receive them from the colleges.

I have access to the Naviance Student app, but why doesn't my friend from another school?

Your friend's school needs to have access to Naviance. Your friend can download the Naviance Student app and complete the quick steps to be notified when the app becomes available at his or her school.

I don't see any colleges in my Colleges I'm Applying To list. How do I add them?

You need to log into the Family Connection website and add the colleges to your Colleges I'm Applying To list. Then the colleges will appear in the app.

How do I communicate with my counselors via the app?

You can either click **Settings** and find your counselor and send an e-mail to him/her, or you can click **Raise Hand** to ask a question on a specific task assigned to you.

Can I do everything on the mobile app that I can do in Family Connection?

No. The Naviance Student app is designed as a companion for when you are on the go. We picked the features from Family Connection that best work in a mobile app.

Why can't I edit some tasks?

You cannot edit the contents of a task that has been assigned to you. However, you can change the task status.

Naviance Student Mobile App E-mail Template

To get your students started with using the Naviance Student mobile app, consider sending an e-mail letting them know that the app is available. Here is an example e-mail to send to students:

Dear Student,

We're excited to introduce the Naviance Student mobile app!

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The [Naviance Student](#) mobile app is free to download and allows you to plan your college search, communicate with your counselor, and stay on top of tasks and assignments through your iOS device (iPhone®, iPod® touch, iPad®). Android is not currently supported for the app.

To get started, you can follow the steps below to activate and access the Naviance Student mobile app.

To activate the app:

Log in to Family Connection.

Go to the About Me tab.

Click Naviance Student Mobile App.

Click Download and enter your e-mail address.

Upon completing these steps, a passcode will be e-mailed to you that can be used to log in to the Naviance Student mobile app.

We'd strongly encourage those of you with an iOS device to sign up for this unique opportunity to manage your tasks, college planning, and communications through Naviance Student.

Let me know if you have any questions.

Sincerely,

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Overview

Naviance Student mobile app is a college and success planning tool designed to help high school students plan their college search, communicate with their guidance counselors, and stay on top of tasks and assignments related to their learning plan and the college application process.

The Naviance Student mobile app does not need to be set up – it is already available for students to use!
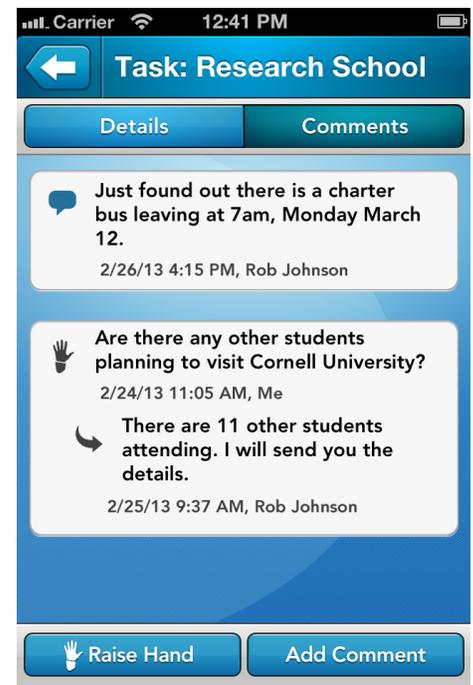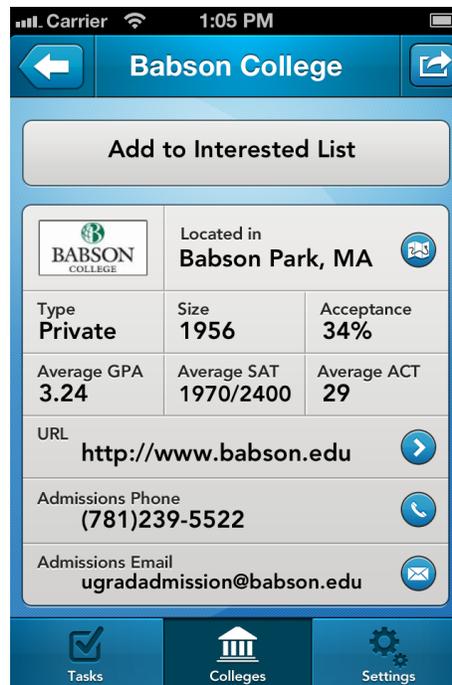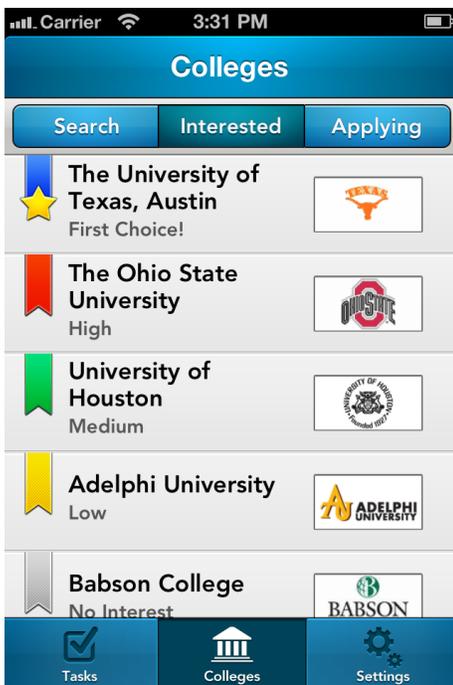
Getting Students Started

Students can download the Naviance Student mobile app the following ways:

- **Home** page of Family Connection*
- About Me tab in Family Connection
- App Store℠

*The mobile app banner must be enabled for students to download the app from the Home page of Family Connection.

Get the mobile app!
Naviance Student
Available on the App Store

Snapshot

Student Passcodes

After downloading the Naviance Student mobile app, students should follow these steps to retrieve their passcode:

1. Log in to Family Connection.
2. Go to the **About Me** tab.
3. Click **Naviance Student Mobile App**.
4. Click **Download** and enter your e-mail address.

Upon completing these steps, a passcode will be e-mailed to the student that can be used to log in to the Naviance Student mobile app.

Requirements

The Naviance Student mobile app is available for all iOS devices (iPhone®, iPod® touch, iPad®) and is supported in iOS 5 and above. The app works on iPads only when in compatibility mode.

Resources

More information about the Naviance Student mobile app can be found in the **Family Connection Setup** section of the Naviance Network Help Library.