Accessing Navigate to Close a Case

Login to Navigate at https://memphis.campus.eab.com or use the link in the myMemphis Faculty page.

Use toggle to move between the Professor Home and Advisor Home screens when necessary.
How to Close a Case

Use the quick search in the upper right of the screen to navigate to the student’s profile.

Alternatively, you can access the student’s profile by clicking on the student’s name in your Students in My Classes list on the Professor Home screen.

From the students profile page in Navigate by selecting the History tab.
Click the drop down arrow next to the **All History** heading and choose **Cases For**

After filtering for **Cases**, click on **Manage Case**

Once the **Manage Case** window is open, you can see more details about the case, including if any other staff members are assigned along with any notes that have been entered.
Once the case is ready to be closed, click on **Close Case**.

As the instructor who initiated the case, please use the **Closed-Student Responded to Instructor/Professor** case outcome. Please leave brief notes about your interaction with the student and click **Submit**.