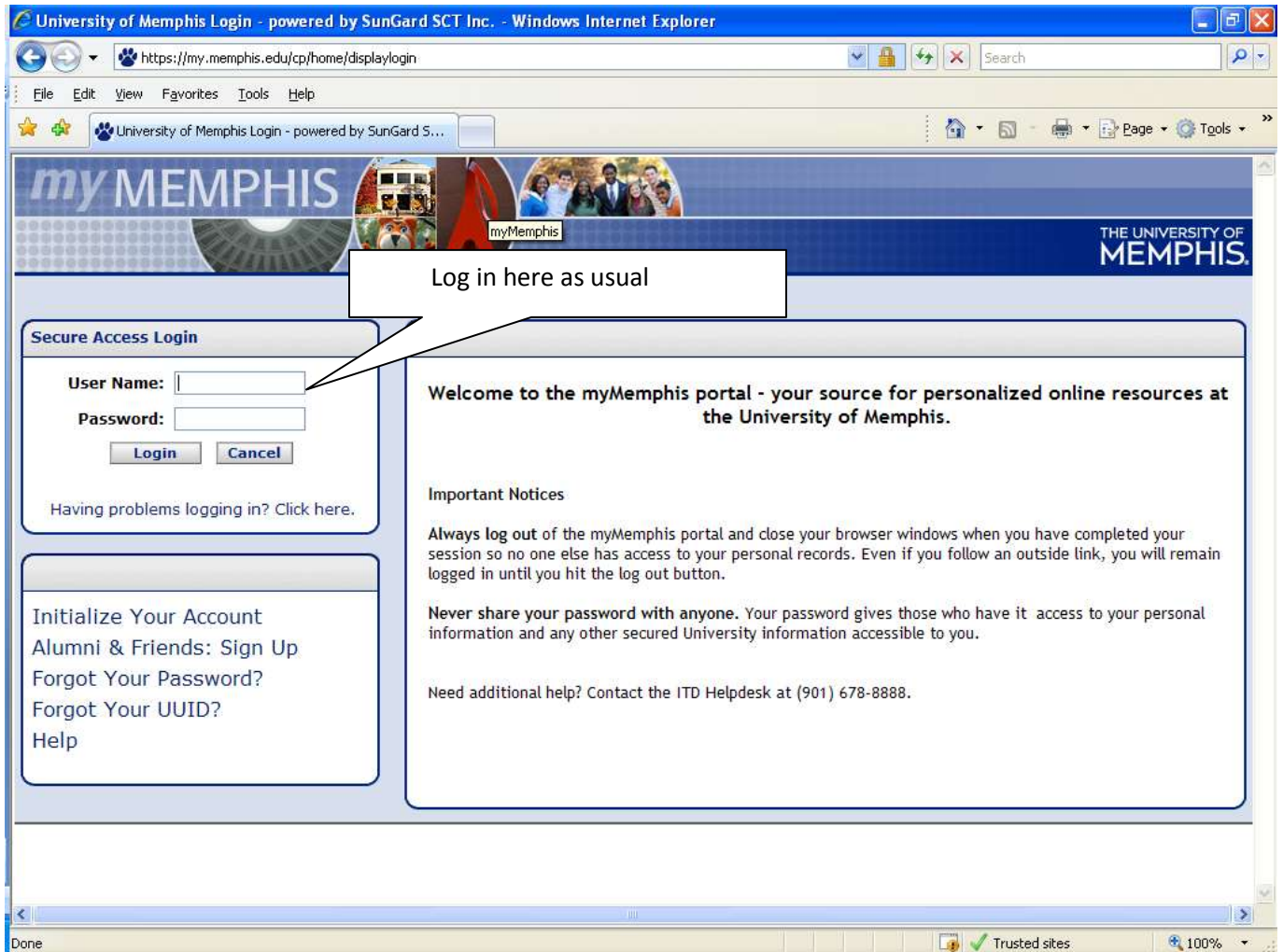


Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab



After you have logged in, click on the eCampus Resources tab, and Select Content/Layout

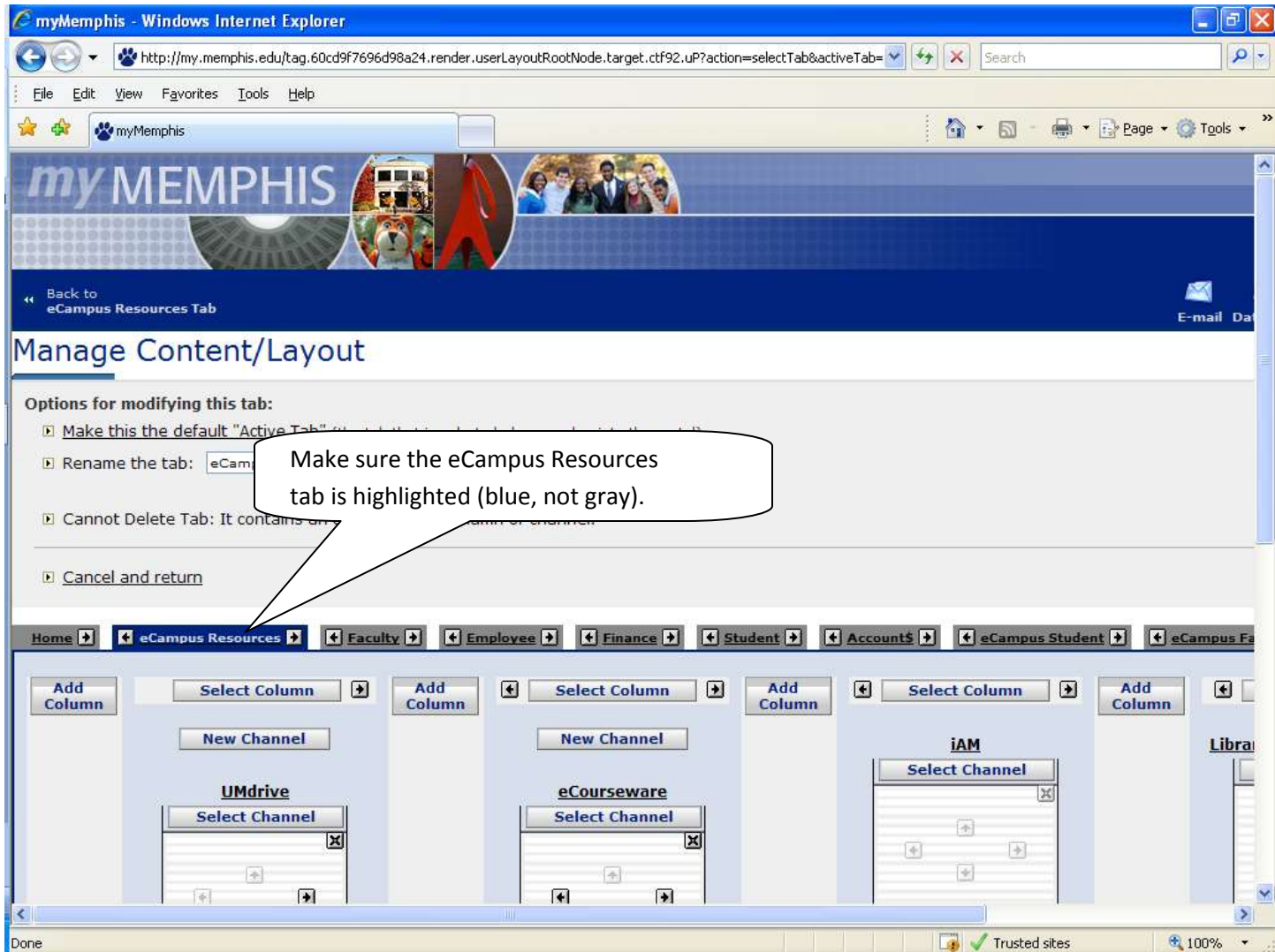
(don't worry if your eCampus Resources tab doesn't look exactly like the one pictured below-some of the boxes may be different)

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab

The screenshot shows the myMemphis website interface. At the top, the browser window title is "myMemphis - Windows Internet Explorer". The address bar shows a URL from my.memphis.edu. The navigation bar includes links for "My Account", "Content Layout", "Welcome Karen", "E-mail", "Datebook", "Groups", "Admin", "Logout", and "Help". Below this is a horizontal menu with tabs: "Home", "eCampus Resources" (highlighted in blue), "Faculty", "Employee", "Finance", "Student", "Account\$", "eCampus Student", and "eCampus Faculty". The date "September 7, 2010" is displayed on the right. The main content area is divided into several sections: "UMdrive" with a logo and help link; "Podcast Central" with a logo and general information link; "UMWiki" with a logo; "eCourseware" with instructions on how to view online courses and a list of course types (RODP Web Asynchronous, Web-Asynchronous); "iAM" (Identity Management) with a fingerprint icon and instructions on how to use it; "Ask TOM" (Ask the Online Tutor) with a logo and general answers link; "Library Catalog Quicksearch" with a search bar and additional search options; and "Library Links" with links to the library website, catalog, and account. A callout box with the text "Click on Content/Layout" points to the "Content Layout" link in the top navigation bar.

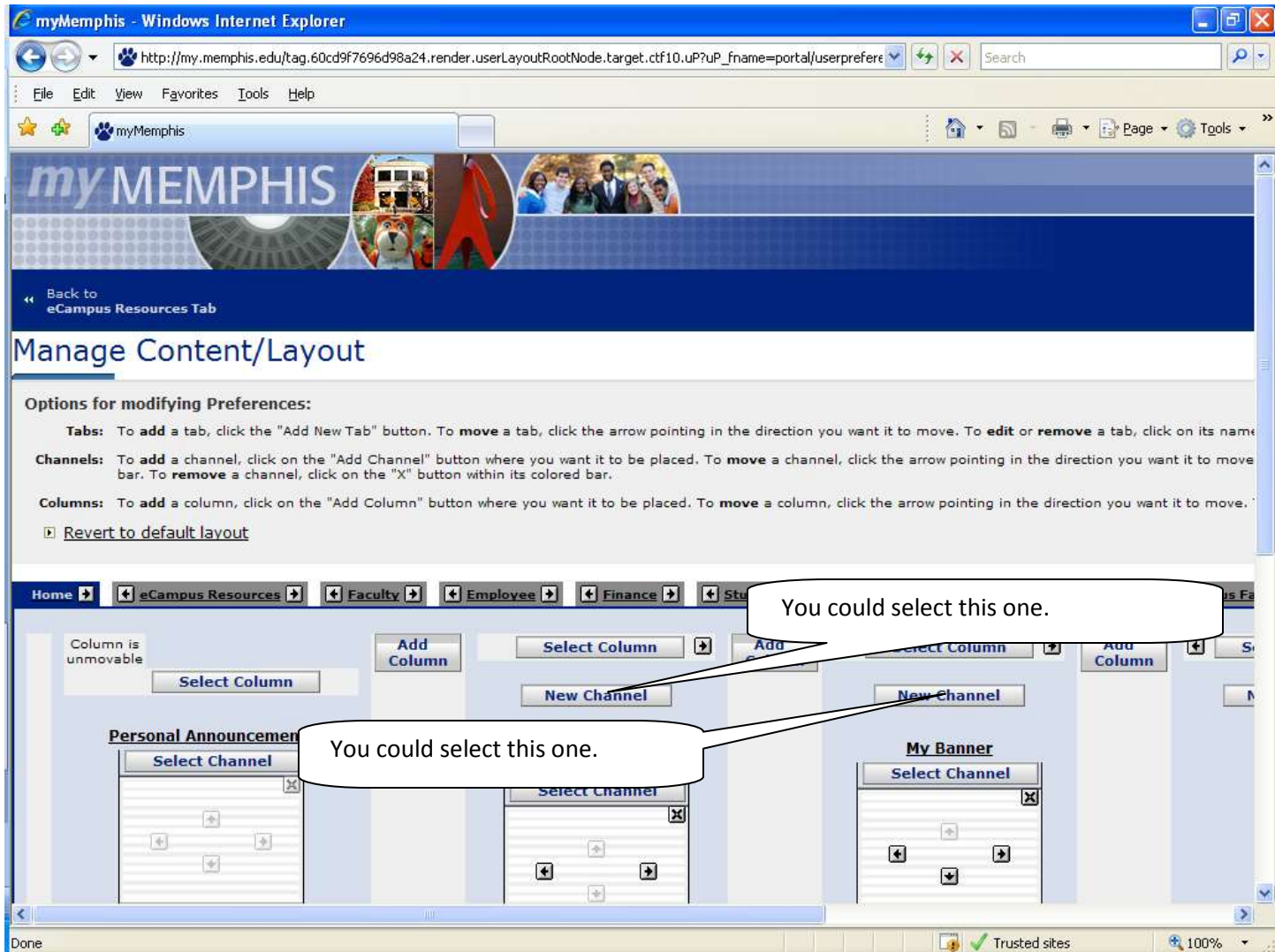
Make sure that the eCampus Resources tab is highlighted (blue, not gray). If it is not, click it.

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab



Select any box that says "New Channel."

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab



Once you decide where you want to put the new channel, you will see the following option:

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab

The screenshot shows the myMemphis website interface in a Windows Internet Explorer browser. The address bar displays a URL from my.memphis.edu. The page header includes the myMEMPHIS logo and navigation links for E-mail, Datebook, Groups, Admin, Logout, and Help. The main content area is titled 'Manage Content/Layout' and contains a section for 'Steps for adding a new channel:'. Under this section, there is a '1. Select a category:' label followed by a dropdown menu and a 'go' button. The dropdown menu is open, showing a list of categories: Auto-Published, Entertainment, Faculty/Staff, News, Other, Student, Tools/Resources, and Select All. A speech bubble with the text 'Select Student and click go' points to the 'Student' option in the dropdown menu. The footer of the page contains contact information for Ask TOM, Memphis, TN 38152, a phone number (901/678-2000), and a copyright notice for 2009 University of Memphis.

myMemphis - Windows Internet Explorer

http://my.memphis.edu/tag.60cd9f7696d98a24.render.userLayoutRootNode.target.ctf92.up?action=newChannel&position=

File Edit View Favorites Tools Help

myMemphis

myMEMPHIS

THE UNIVERSITY OF MEMPHIS

Back to eCampus Resources Tab

E-mail Datebook Groups Admin Logout Help

### Manage Content/Layout

Steps for adding a new channel:

1. Select a category:

Auto-Published  
Entertainment  
Faculty/Staff  
News  
Other  
Student  
Tools/Resources  
Select All

go

Select Student and click go

Ask TOM | Contact Us | Memphis, TN 38152 | 901/678-2000 | Copyright 2009 University of Memphis | Important Notice

Trusted sites 100%

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab

myMemphis - Windows Internet Explorer

http://my.memphis.edu/tag.60cd9f7696d98a24.render.userLayoutRootNode.target.ctf92.uP

File Edit View Favorites Tools Help

myMemphis

myMEMPHIS

THE UNIVERSITY OF MEMPHIS

Back to eCampus Resources Tab

E-mail Datebook Groups Admin Logout Help

### Manage Content/Layout

Steps for adding a new channel:

1. Select a category:  
Student go
2. Select a channel:  
Category: Student  
Succeed  
True Blue Life  
Tuition Estimator  
University Resources  
Unofficial Student Grades
3. Add the selected channel:  
Add Channel

Cancel and return

Got a Question? Ask TOM | Contact Us | Memphis, TN 38152 | 901/678-2000 | Copyright 2009 University of Memphis | Important Notice

Done Trusted sites 100%

Next, return to eCampus Resources.

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab

The screenshot shows the myMemphis website in a Windows Internet Explorer browser. The address bar displays the URL: [http://my.memphis.edu/tag.60cd9f7696d98a24.render.userLayoutRootNode.target.ctf10.up?uP\\_fname=portal/userpreferences](http://my.memphis.edu/tag.60cd9f7696d98a24.render.userLayoutRootNode.target.ctf10.up?uP_fname=portal/userpreferences). The page title is "myMEMPHIS". The navigation bar includes links for Home, eCampus Resources, Faculty, Employee, Finance, Student, Accounts, eCampus Student, and eCampus Faculty. The main content area is titled "Manage Content/Layout" and contains instructions for modifying preferences. Below the instructions, there is a grid of channels. The "True Blue Life" channel is highlighted, showing its "Select Channel" button and a list of channels. The "iAM" channel is also visible, showing its "Select Channel" button and a list of channels. The "UMdrive" channel is also visible, showing its "Select Channel" button and a list of channels. The "True Blue Life" channel is the new channel added to the eCampus Resources Tab.

Options for modifying Preferences:

- Tabs:** To **add** a tab, click the "Add New Tab" button. To **move** a tab, click the arrow pointing in the direction you want it to move. To **edit** or **remove** a tab, click on its name.
- Channels:** To **add** a channel, click on the "Add Channel" button where you want it to be placed. To **move** a channel, click the arrow pointing in the direction you want it to move. To **edit** or **remove** a channel, click on the "X" button within its colored bar.
- Columns:** To **add** a column, click on the "Add Column" button where you want it to be placed. To **move** a column, click the arrow pointing in the direction you want it to move. To **edit** or **remove** a column, click on the "X" button within its colored bar.

[Revert to default layout](#)

Home | eCampus Resources | Faculty | Employee | Finance | Student | Accounts | eCampus Student | eCampus Faculty

Add Column | Select Column | Add Column | Select Column | Add Column | Select Column | Add Column | Select Column

New Channel | New Channel | iAM | Libra

UMdrive | True Blue Life | iAM | Libra

Select Channel | Select Channel | Select Channel | Select Channel

Trusted sites | 100%

See your new channel "True Blue Life" in the position you selected.

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab



As an academic advisor, access has already been granted to you, and you can simply click on the “True Blue Life (Admin)” link. You will be automatically directed to the Hobson’s retain page without additional sign on.

Early Alert (Early Intervention) in True Blue Life

Step One...adding the True Blue Life channel to your eCampus Resources Tab

## Step Two... Looking up individual students in True Blue Life

Once you are notified that students assigned to you (in SGAADVR) have an early alert (early intervention), please access True Blue Life in the myMemphis portal. Click True Blue Life (Admin) and navigate to the Contacts tab. Click on "Search/New"



Find your student by submitting a Banner ID or First/Last name. You cannot search for a student with SSN in Retain.

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab

Hobsons-Emtng - Windows Internet Explorer

https://memphisretain.askadmissions.net/Admin/Contacts/MaintainContact.aspx#searchResultNavigatorAnchor

File Edit View Favorites Tools Help

Hobsons-Emtng

Welcome Karen | [update profile](#) | [online support](#) | [logout](#) | [help](#)

Home Contacts Communications Content Reports Admin

**Overview**

Dashboard

**Import**

Import Now

Plug-ins/Known Layouts

Source Codes

Import Monitor

Import Logs

**Contacts**

Search/New

Attributes

Watched Attributes

Suspect Duplicates

Bulk Edit

Bulk Delete

**Contact Filters**

New Standard Filter

New Relational Filter

Manage

**Export**

New

View Jobs

**Search for Contacts** [New Contact](#)

☒ Use exact search

ID

Banner ID

First Name

Last Name

Middle Name

E-mail

Phone

Address Line 1

Address Line 2

City

State/Province

Zip

Country

Interest Page Source Code ID

AP\_Prob

Term GPA Code

UG\_continue

**Search Contacts by Course**

This section can be used to search for Contacts by Course attributes. Course attributes may also be combined with Contact attributes in searches.

Course Term

Course Department

Course Title

Course Number

Course ID

Meeting Days

Meeting Location

Term Attempted Credit Hours

Term Earned Credit Hours

Term GPA

Internet 100%

Scroll down to the bottom of the form to find the Search Now button. Click to execute your search.

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab

Hobsons-Emtng - Windows Internet Explorer

https://memphisretain.askadmissions.net/Admin/Contacts/MaintainContact.aspx

File Edit View Favorites Tools Help

Hobsons-Emtng

Bulk Delete

**Contact Filters**

New Standard Filter

New Relational Filter

Manage

**Export**

New

View Jobs

Results

**Special Import/Export**

Import Configuration

Import Logs

Export Configuration

Export Logs

Country: Select One

**Search Contacts by Course**

This section can be used to search for Contacts by Course attributes. Course attributes may also be combined with Contact attributes in searches.

Course Term: Select One

Course Department: Select One

Course Title:

Course Number:

Course ID:

Course Section:

Course Status:

Credit Hours:

Course Type:

Start Date:

End Date:

Meeting Days:

Meeting Location:

Term Attempted Credit Hours:

Term Earned Credit Hours:

Status: Select One

Grade: Select One

Last Update Date:

Click Search Now to execute your search (or simply hit the enter key on your keyboard).

Search Now Reset Cancel

Search Results - 0 Contacts Found [New Contact?](#)

Auto-Merge Delete

Displaying 1 to 0 of 0 contact(s) (max display: 50)

Contact Navigator: Default [Customize]

☒ Action ID Banner ID Contact Type Last Name First Name AP\_Prob Term GPA Code UG\_term UG\_clear UG\_status UG\_continue UG\_Gr

No records to display.

Online Support | Have a Suggestion?

All times are in (GMT-05:00) Eastern Time (US & Canada), unless otherwise specified.

© 2004-2010 Hobsons Inc. All Rights Reserved.

2.2.16.78 A

Internet 100%

Search results may be found at the bottom of the page.

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab

Hobsons-Emtng - Windows Internet Explorer

https://memphisretain.askadmissions.net/Admin/Contacts/MaintainContact.aspx#searchResultNavigatorAnchor

File Edit View Favorites Tools Help

Hobsons-Emtng

Bulk Delete

**Contact Filters**

New Standard Filter

New Relational Filter

Manage

**Export**

New

View Jobs

Results

**Special Import/Export**

Import Configuration

Import Logs

Export Configuration

Export Logs

Country

**Search Contacts by Course**

This section can be used to search for Contacts by Course attributes. Course attributes may also be combined with Contact attributes in searches.

Course Term

Course Department

Course Title

Course Number

Course ID

Course Section

Course Subject

Credit Hours

Course Type

Start Date

End Date

Meeting Days

Meeting Location

Term Attempted Credit Hours

Term Earned Credit Hours

Term GPA

Registration Status

Mid-term Grade

Final Grade

Other Grade

Last Update Date

**Search Now** **Reset** **Cancel**

Search Results - 1 Contacts Found [New Contact?](#)

**Auto-Merge** **Delete**

Displaying 1 to 1 of 1 contact

☐ **Action ID** **Banner ID**

☐ **Edit** **16767** **U0000155**

**Contact Navigator**  [\[Customize\]](#)

**GPA Code** **UG\_term** **UG\_clear** **UG\_status** **UG\_continue U**

[Online Support](#) | [Have a Suggestion?](#)

All times are in (GMT-05:00) Eastern Time (US & Canada), unless otherwise specified.  
© 2004-2010 Hobsons Inc. All Rights Reserved.

2.2.16.78 A

Internet 100%

Alert information can be seen at the bottom of the student's record and by clicking on the Alerts tab (not shown here, but will be adjacent to the other tabs seen here).

Early Alert (Early Intervention) in True Blue Life  
Step One...adding the True Blue Life channel to your eCampus Resources Tab

Hobsons-Emtng - Windows Internet Explorer

https://memphisretain.askadmissions.net/Admin/Contacts/ContactsViewer.aspx?id=167678&Parent=MaintainContact

File Edit View Favorites Tools Help

Hobsons-Emtng

Current View: Default

**Contacts**

- Search/New
- Attributes
- Watched Attributes
- Suspect Duplicates
- Bulk Edit
- Bulk Delete

**Contact Filters**

- New Standard Filter
- New Relational Filter
- Manage

**Export**

- New
- View Jobs
- Results

**Special Import/Export**

- Import Configuration
- Import Logs
- Export Configuration
- Export Logs

**Contacts**

**Edit** **Delete**

Banner ID  
First Name  
Last Name  
Middle Name  
E-mail  
Phone  
Address Line  
Address Line  
City  
State/Province TN (Tennessee)  
Zip 38152  
Country

Alert information can be seen at the bottom of the student's record (scroll down if you don't see it) and by clicking on the Alerts tab (not shown here, but will be adjacent to the other tabs seen here).

**Contact Edits Log** **Communications Log** **Courses**

Communications Log - Time sequenced list of events: communications, emails, etc.  
[View all contact communication details.](#)

**New Contact Communication** **Delete Contact Communication**

Displaying 0 - 0 of 0 Comm Log Entries Rows per page: 50 **Go**

<input type="checkbox"/>	Action	Name	Log	Type	Sub-type	Description	Comm Plan	Date and Time	Who
--------------------------	--------	------	-----	------	----------	-------------	-----------	---------------	-----

Online Support | [Have a Suggestion?](#)

All times are in (GMT-05:00) Eastern Time (US & Canada), unless otherwise specified.  
© 2004-2010 Hobsons Inc. All Rights Reserved.

2.2.16.78 A

Internet 100%