

## Step Two... Looking up Individual Students in True Blue Life

Once you are notified that students assigned to you (in SGADVR) 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.

## Step Two... Looking up Individual Students in True Blue Life

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](#)

**hobsons.** Retain  
emt enrollment management technology

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

To find a student, enter Banner ID (U #) or First name/Last name. You cannot search for a student with SSN in Retain.

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

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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 Se

Course Su

Credit Hou

Course Type

Start Date

End Date

Meeting Days

Meeting Location

Term Attempted Credit Hours

Term Earned Credit Hours

Status

ade

ade

ade

Last Update Date

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

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

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

Contact Navigator

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

No records to display.

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

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Internet 100%

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

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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: [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: [Text Box]

Course Number: [Text Box]

Course ID: [Text Box]

Course Section: [Text Box]

Course Subject: [Select One]

Credit Hours: [Text Box]

Course Type: [Select One]

Start Date: [Text Box]

End Date: [Text Box]

Meeting Days: [Text Box]

Meeting Location: [Text Box]

Term Attempted Credit Hours: [Text Box]

Term Earned Credit Hours: [Text Box]

Term GPA: [Text Box]

Registration Status: [Select One]

Mid-term Grade: [Select One]

Final Grade: [Select One]

Other Grade: [Select One]

Last Update Date: [Text Box]

**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 U0000135

**Contact Navigator** [Default] **[Customize]**

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

Online Support | Have a Suggestion?

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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 below).

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https://memphisretain.askadmissions.net/Admin/Contacts/ContactsViewer.aspx?id=117338&Parent=MaintainContact&t

File Edit View Favorites Tools Help

Hobsons-Emtng

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  
Results

**Special Import/Export**  
Import Configuration  
Import Logs  
Export Configuration  
Export Logs

Current View : Default

Edit Delete

An additional tab for Alerts will be seen for students on Alert.

City  
State/Province TN (Tenn)  
Zip 38002-9674  
Country

Contact Edits Log Communications Log Courses Advisors

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
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