

Make Sure the Student Has the Most Up-to-Date Operating System for Their Phone

- **Apple:** Phone must be compatible with iOS 15 or 16
- **Android:** Phone must be compatible with latest Android operating system, currently Android 12.0 (Android 11 and 13 should also work)

Check Your Institution's Single Sign-On Settings

If the student is being logged out of the Navigate mobile app and has to repeatedly sign in, this is likely an issue with how your institution configured single sign-on. During implementation, your single sign-on was most likely configured by your IT personnel to be a forced authentication. This would cause the student to have to submit their credentials each time they want to access the app. This cannot be controlled by EAB. Check with your tech team for further troubleshooting.

Is the Student Active?

Depending on your institution's settings, a student may not be able to sign in to Navigate's student app because they are considered inactive. Check with your app admin.

Germanna's Navigate team is standing by to help with any issues you may be having. If you need help send an email to navigate@germanna.edu and a professional staff member will help you as soon as possible.