Welcome to BatesReach

BatesReach provides you with a central location to connect to the people and services that can help you finish what you start – all accessible right from your BatesReach **Home** page.

Log in to your BatesReach Home page through Lyceum, Garnet Gateway or by using the url http://reach.bates.edu.

Your **Home** page includes access to a customizable profile and personalized channels that make it easy to schedule the dedicated time you need with your instructors, advisors or counselors. BatesReach can also help you manage the steps you need to take to stay on track and meet your goals.
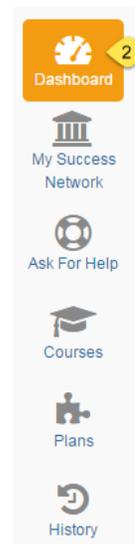
Here are three great ways to get started:

1. ### Set up your profile

   Make it easier for your instructors and advisors to get to know you and stay in contact.

2. ### Stay on track

   Use your personalized **Dashboard** to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors.

3. ### Connect to people and services that can help you

   Use your personalized **My Success Network** and **Courses** channels for quick access to contact information, appointment scheduling, and course help.

   ### Not sure what you need?

   Browse the Services Catalog or use the **Request Help** option if you can't find what you're looking for through your personalized channels.

Let's Begin!

Set up your Profile

Begin by setting up your student profile. Your profile lets instructors and advisors know who you are and how to contact you. It also gives you control over how you wish to receive emails.

1. Click your name in the top right corner of your **Home** page to open your profile.

   From here, you can customize your profile by setting appointment reminders, and adding a secondary email address for receiving BatesReach emails (e.g. your mobile phone).

   To have BatesReach emails sent to your mobile phone (in addition to sending to your primary institutional email address):

   - Enter the *email address* of your mobile phone in the **Alternate Email** field. This address will be a combination of your phone number plus carrier information. Click the more information icon ( ) for a list of common carriers and email address formats :
   - Click the **Both** radio button associated with "**Send my correspondence to**".

2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

Connect to people and services that can help you

The **My Success Network** and **Courses** channels display the people and services that are available to help you succeed. Here you can find key contact information as well as links to student service web sites and online appointment scheduling.
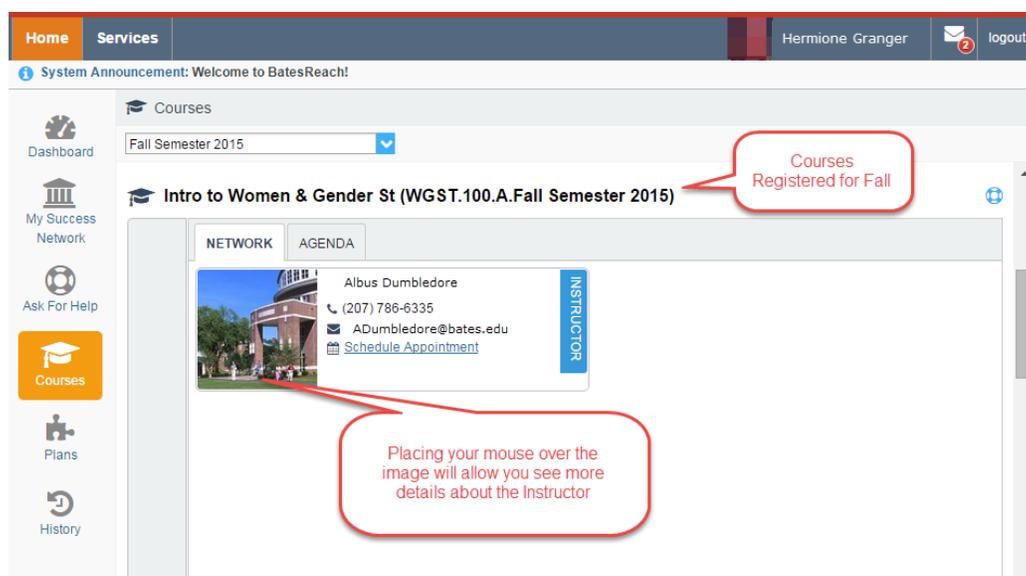
My Success Network

Click the **My Success Network** icon on your Home page to display your personalized network. This channel lists the people and resources that are available to assist you. (You can browse a broader list of available services in the Service Catalog). For each person or service listed you will find contact information, supporting websites, and, if online scheduling is enabled, a link to make an appointment. If a service includes a waiting room for walk-in appointments, you can click the "Waiting Room" link to find out how many students are currently in line.
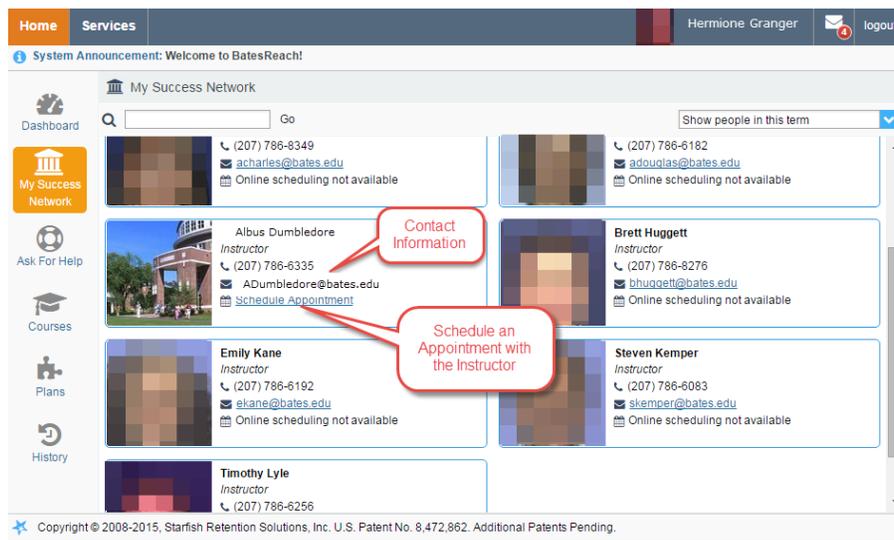

Courses

Click the **Courses** icon on your Home page to display information about courses you are enrolled in as well as contacts and available support related to each. Like the **My Success Network** channel, it is personalized to show the people and services specific to the courses you are taking, and gives you the ability to make an appointment or request help related to a course.

Make an Appointment

1. Click the **Schedule Appointment** link below the contact information for the desired person or service in the **My Success Network** or **Courses** channel.
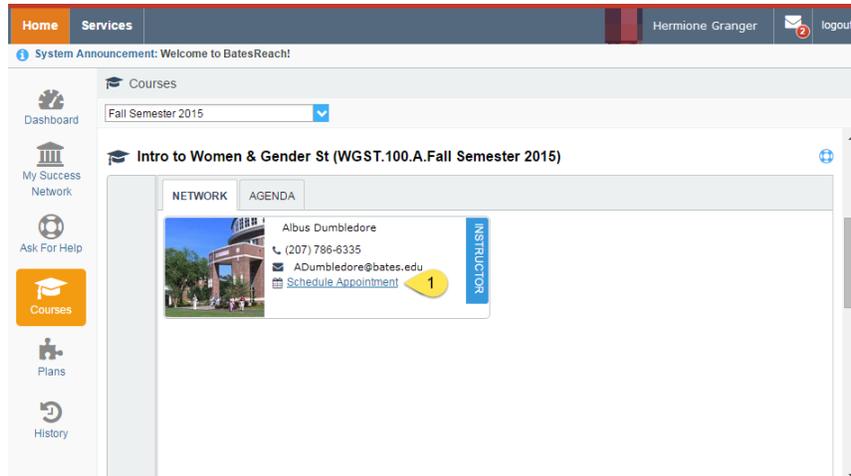
2. Use the small calendar on the left to quickly identify days with available office hours (available days will be shown in **bold**). Click the desired date in the small monthly calendar to display availability on that day

3. Available time slots on the selected day will include a **Sign up** link. Click the **Sign Up** link associated with the desired time slot.
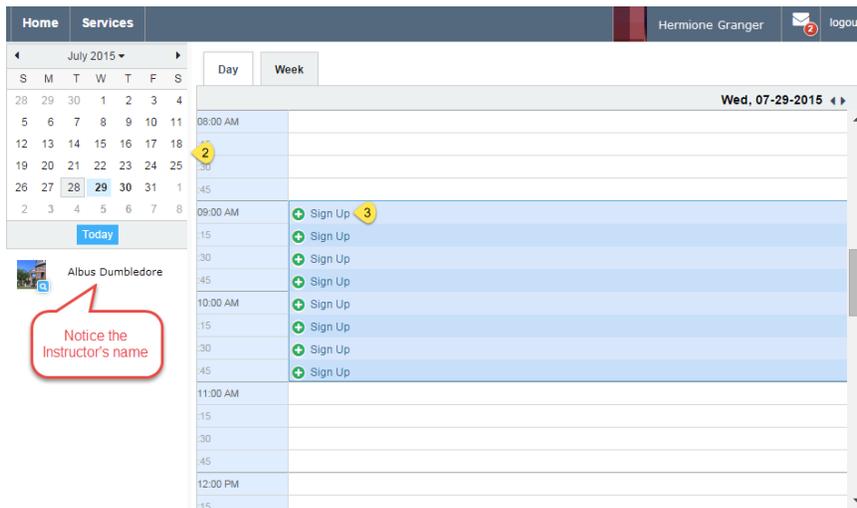
4. This opens the **Add Appointment** form. Complete the form by selecting a reason for the meeting and a course (if relevant). Include an explanation of what you need so that your instructor or advisor can be prepared for the meeting.

5. Click **Submit** to set the appointment. You will get an email with the appointment details and the appointment will be listed on your **Dashboard**.

Change an Appointment

Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (✏️) to modify the appointment or the cancel icon (✖) to cancel it.

Request Help with a Course

Need help with a course, but not sure where to go? Request help with a course directly from the **Courses** channel.

1. Click the Help icon (🔵) link next to any of the courses in which you are currently enrolled.
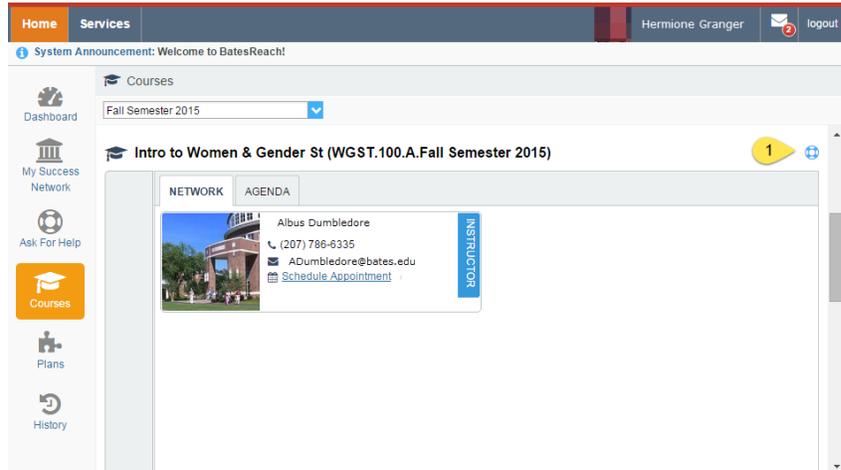
2. This will bring up the **Request Help** form. Select the **Type** of help needed from the drop down menu and give specific **Details** on how staff can assist you.

3. Click the **Submit** button to submit your request when you are finished.

Stay on track

Dashboard

Your **Dashboard** displays upcoming appointments and date-based tasks on the left to help you plan your week. The right hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and Kudos from your instructors.

If an email was sent to you related to any of these items, you will find the content of the message by clicking on the messages icon (📧3) near the profile link in the top right corner of the page.
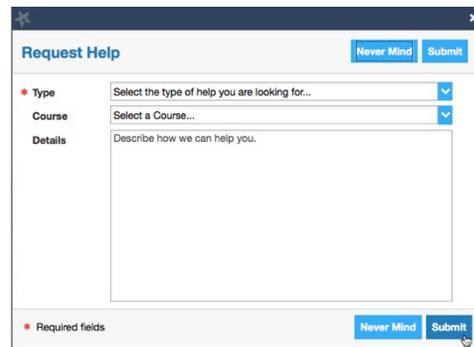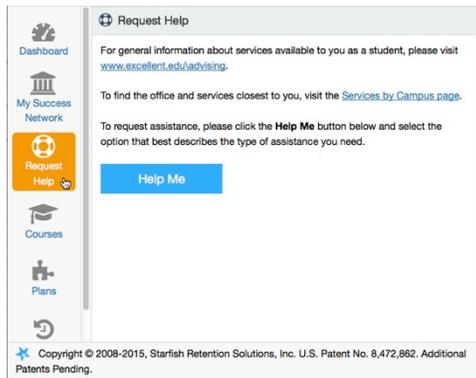
Not sure what you need?

Request Help

Click on the **Request Help** channel icon. Additional information about where to go for help will be displayed on the page. Click the **Help Me** button to submit a request for help.

You will be asked to provide additional information such as the type of help you are requesting, the related course (if applicable), and a description.

We encourage you to make your description as detailed as possible to insure you get the appropriate help needed. Click **Submit** to submit your request when done.

Services Catalog

Certain counselors and advisors may be listed in your personal My Success Network channel, but other individuals and services can be found in the broader **Services** catalog accessed from the top navigation bar. On this page you can search for a service or scroll through the list of available services. For each service you can, view contact information, visit service websites, and schedule online appoints (if available).