

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:

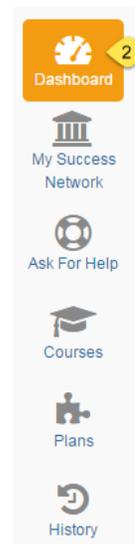
1. Set up your profile

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**”.

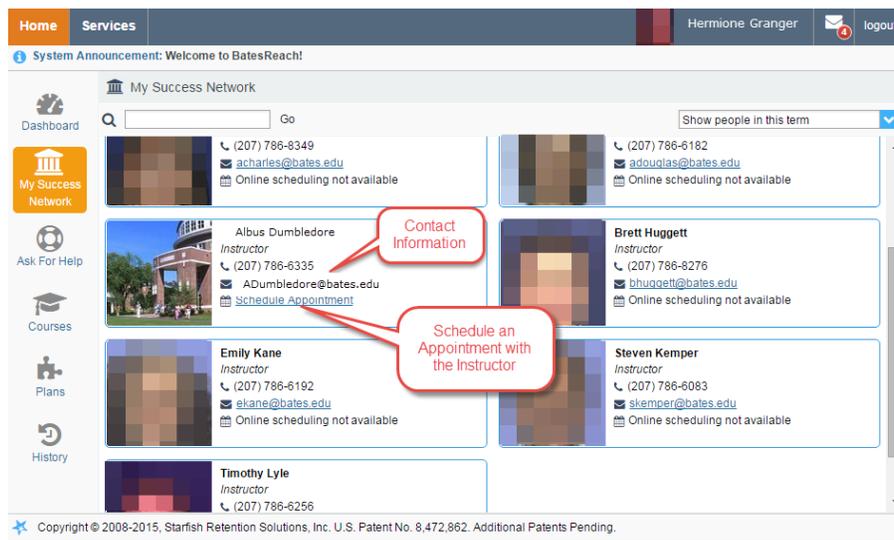
2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

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

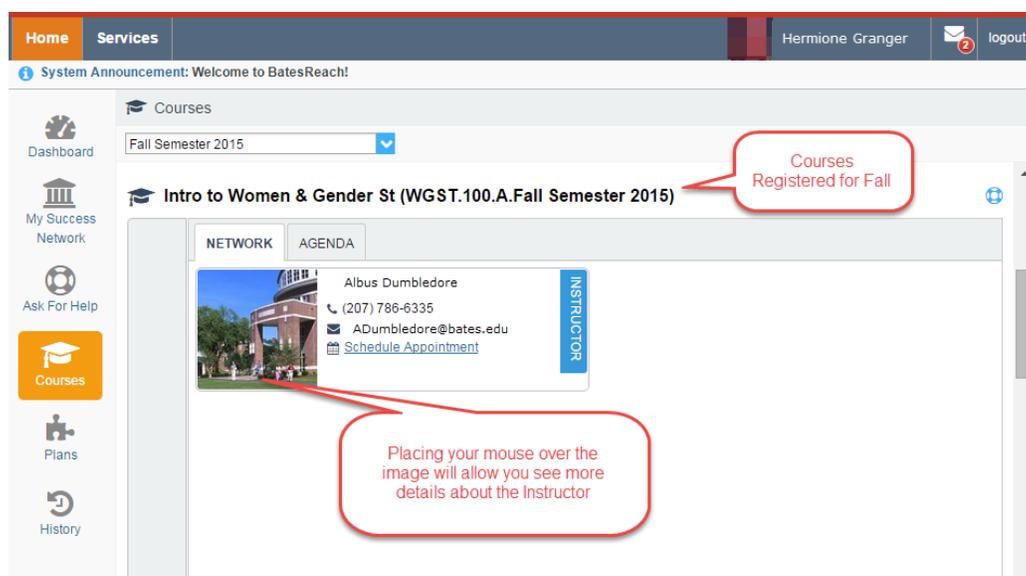
Click the **My Success Network** icon on your Home page to display your personalized network. This channel lists the people and resources that are available to assist you. (You can browse a broader list of available services in the [Service Catalog](#)). For each person or service listed you will find 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.



The screenshot shows the 'My Success Network' page. At the top, there is a navigation bar with 'Home' and 'Services' tabs, and a user profile for 'Hermione Granger' with a 'logout' button. Below the navigation bar, there is a system announcement: 'Welcome to BatesReach!'. The main content area is titled 'My Success Network' and features a search bar and a dropdown menu for 'Show people in this term'. A list of instructors is displayed, each with a profile picture, name, title, phone number, email address, and a 'Schedule Appointment' link. Two red callout boxes highlight specific features: one points to the contact information (phone and email) for Albus Dumbledore, and another points to the 'Schedule Appointment' link for the same instructor. The footer contains copyright information: 'Copyright © 2009-2015, Starfish Retention Solutions, Inc. U.S. Patent No. 8,472,862. Additional Patents Pending.'

Courses

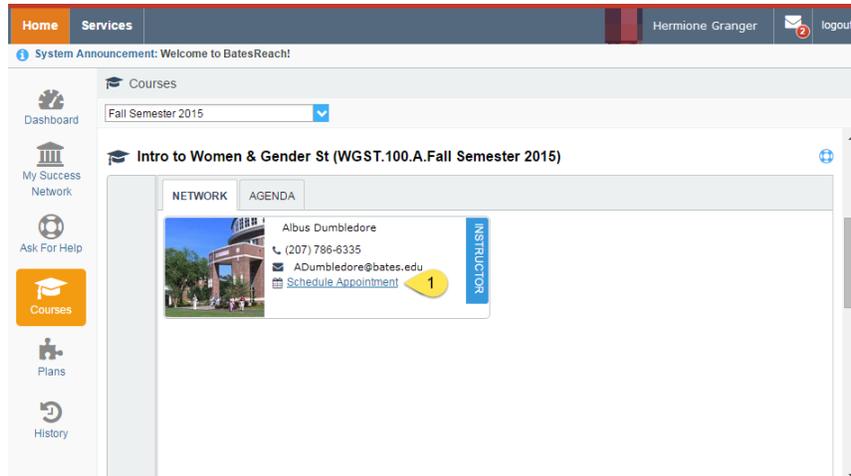
Click the **Courses** icon on your Home page to display information about courses you are enrolled in as well as contacts and available support related to each. Like the **My Success Network** channel, it is personalized to show the people and services specific to the courses you are taking, and gives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



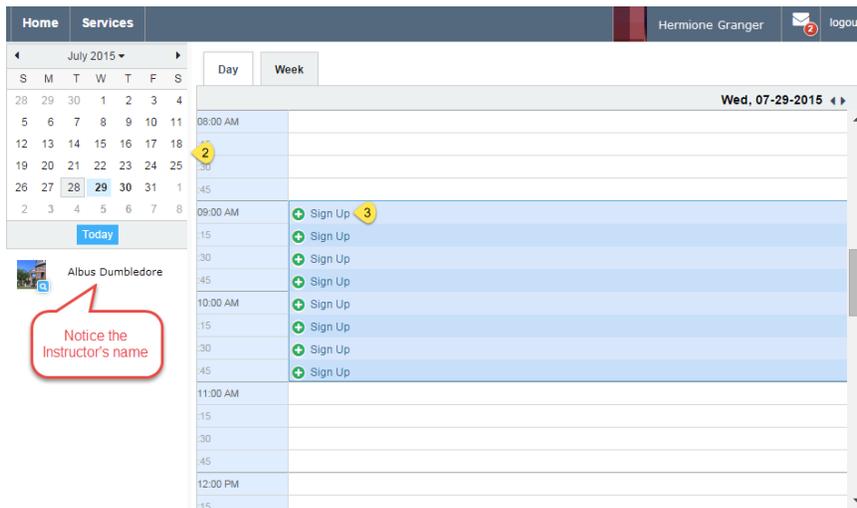
The screenshot shows the 'Courses' page. At the top, there is a navigation bar with 'Home' and 'Services' tabs, and a user profile for 'Hermione Granger' with a 'logout' button. Below the navigation bar, there is a system announcement: 'Welcome to BatesReach!'. The main content area is titled 'Courses' and features a dropdown menu for 'Fall Semester 2015'. A list of courses is displayed, with one course highlighted: 'Intro to Women & Gender St (WGST.100.A.Fall Semester 2015)'. A red callout box points to this course with the text 'Courses Registered for Fall'. Below the course title, there is a 'NETWORK' tab and an 'AGENDA' tab. A list of instructors is displayed, each with a profile picture, name, title, phone number, email address, and a 'Schedule Appointment' link. A red callout box points to the instructor details for Albus Dumbledore with the text 'Placing your mouse over the image will allow you see more details about the Instructor'. The footer contains copyright information: 'Copyright © 2009-2015, Starfish Retention Solutions, Inc. U.S. Patent No. 8,472,862. Additional Patents Pending.'

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.



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

Add Appointment
Never Mind

With Albus Dumbledore

* Reason

Course

Select a reason in order to complete the following fields:

When 9:00 am Tomorrow

* Duration 15 minutes

* Where 103 Lane Hall

Instructions Please arrive a few minutes early and be prepared to discuss your concerns.

Details

Explain in detail what you are looking to accomplish in this appointment.

I am dealing with some personal family

* Required fields
Never Mind

Home **Services**
Hermione Granger [logout](#)

July 2015

S	M	T	W	T	F	S
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Today

Albus Dumbledore

Day	Week
Wed, 07-29-2015	
08:00 AM	
:15	
:30	
:45	Office Hours
09:00 AM	Granger, Hermione. (9:00 am)
:15	Sign Up
:30	Sign Up
:45	Sign Up
10:00 AM	Sign Up
:15	Sign Up
:30	Sign Up
:45	Sign Up

The meeting is now scheduled with the instructor

Change an Appointment

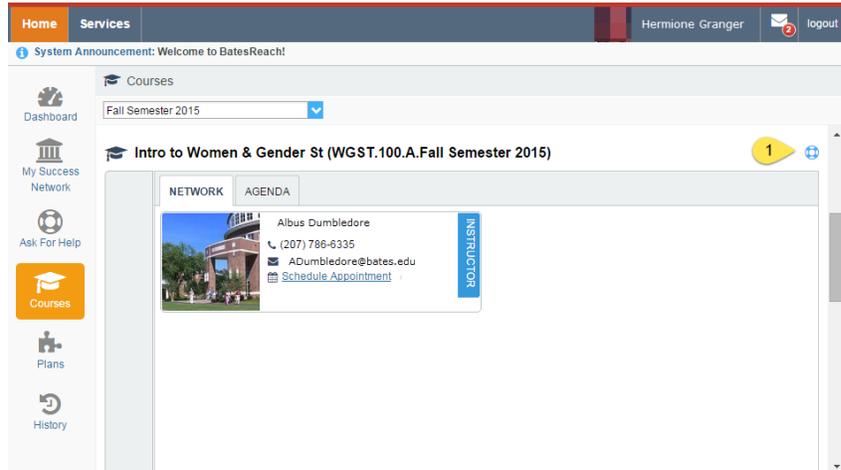
Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (✎) to modify the appointment or the cancel icon (✕) to cancel it.

The screenshot shows a user dashboard for 'Hermione Granger'. The dashboard is divided into a left sidebar with navigation options (Dashboard, My Success Network, Ask For Help, Courses, Plans, History) and a main content area. The main area displays a timeline view for 'TUESDAY' and 'WEDNESDAY'. Under 'WEDNESDAY', there is an appointment at 9:00 am. The appointment details are: Reason: Personal Concerns, Location: 103 Lane Hall, Course: Intro to Women & Gender St (WGST.100.A.Fall Semester 2015), and Instructor: Albus Dumbledore. A red callout box with a white border points to the edit (✎) and cancel (✕) icons next to the appointment. The callout text reads: 'You can either edit the appointment or cancel it'. At the bottom of the dashboard, there is a copyright notice: 'Copyright © 2008-2015, Starfish Retention Solutions, Inc. U.S. Patent No. 8,472,862. Additional Patents Pending.'

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.

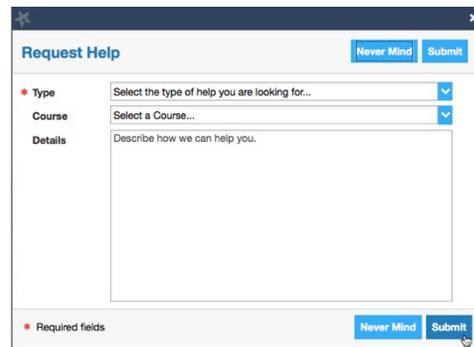
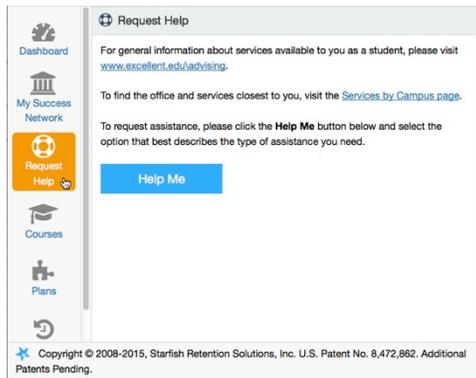
The screenshot shows a user interface for a dashboard. At the top, there is a navigation bar with 'Home' and 'Services' tabs, and a user profile for 'Hermione Granger' with a 'logout' link and a messages icon (📧³). Below the navigation bar, a system announcement reads 'System Announcement: Welcome to BatesReach!'. The main content area is titled 'Dashboard' and features a calendar view. The calendar shows 'TUESDAY' and 'TODAY' with the message 'No items scheduled today. Enjoy your day!'. Below this, 'WEDNESDAY' and 'TOMORROW' are visible. An appointment is scheduled for Wednesday at 9:00 am. The appointment details are: Reason: Personal Concerns, Location: 103 Lane Hall, Course: Intro to Women & Gender St (WGST.100.A.Fall Semester 2015), and Instructor: Albus Dumbledore. A 'Load more...' link is present below the appointment. A red callout box points to the messages icon in the top right corner, stating 'Currently have 3 messages waiting to be viewed'. The footer contains copyright information: 'Copyright © 2008-2015, Starfish Retention Solutions, Inc. U.S. Patent No. 8,472,862. Additional Patents Pending.'

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).

