Naviance ID Login Reference Guide

Topic & Audience

Topic: Naviance ID Staff Login   **Audience**: Anyone with login credentials for Naviance.
Please note that this does not apply to any single sign-on users; i.e., Clever and Google SSO.

Overview

How will you know if you're migrated?

Once your account has been marked for migration, as soon as you try to log in to Naviance using the current login screen. You will be automatically redirected to a Naviance ID landing page.

What is it?

Naviance ID is a new login process for staff that:

- Is aligned to Industry Standards

- Eliminates the need for different account names

- Requires only a single email address (Naviance ID) and password

- Makes it easier than ever to switch between school accounts from within Naviance - no multiple logins to remember

The term **Naviance ID** refers to the combination of your email and password.

General Things to Know:

- During migration, you can always start the login process at the current Naviance login page (Figure 1). **However, we suggest during your first log in, that you bookmark the Naviance ID landing page (Figure 2).** This will streamline logging in. Sometime after all staff has been migrated, the current login page will eliminate the three-field login and instead will be replaced by two fields for email and password (your Naviance ID).

- If you have multiple accounts: Pick one Naviance account to use for your first-time log in and from that Naviance session, add the additional account profiles so that they all exist under ONE newly created Naviance ID.
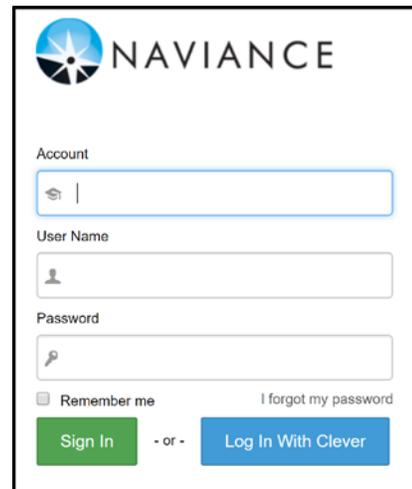
Figure 1: Current Naviance Login Page

First Time Log In

The **first time** that you **attempt to log in** to Naviance after the Naviance ID login process has been implemented at your school, you will automatically be **redirected** to the Naviance ID landing page.

1. From the current Naviance login page (Figure 1), enter your account, username, and password and click **Sign-in**.

   The Naviance ID landing page displays (Figure 2).

2. Click **Get a Naviance ID**.

   The Create a Naviance ID page displays (Figure 3) with your account and user name pre-populated. ***Bookmark (favorite) this page for future Naviance ID login access.***

3. Enter your password.

4. Click **LOG IN** (DO NOT click LOG IN WITH NAVIANCE ID at this point).
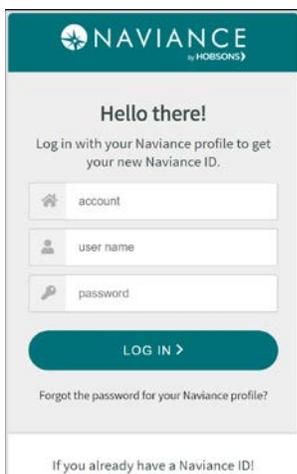

Figure 2: Naviance ID Landing Page

Figure 3: Create a Naviance ID Page

If your password does not meet the new password requirement, you will be asked to create a new password. Use the New Password and Repeat New Password fields to update this information. Click LOG IN again.

A Success Notification displays.

5. The **success notification** includes the email that has been associated with your Naviance ID. This email (your Naviance ID) will be used to log in moving forward.
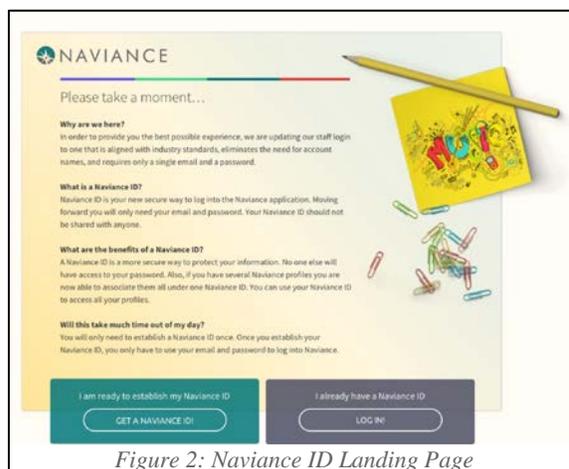

Figure 4: Success Notification

6. Click **GOT IT** from the success notification (Figure 4).

   You are now logged into Naviance.

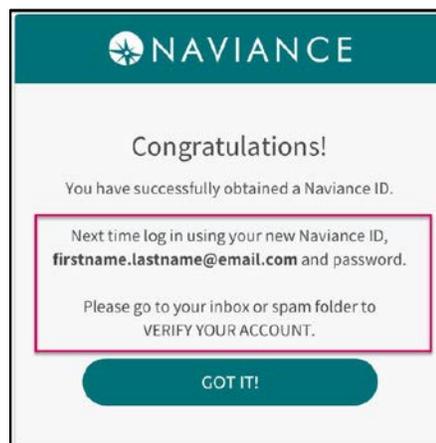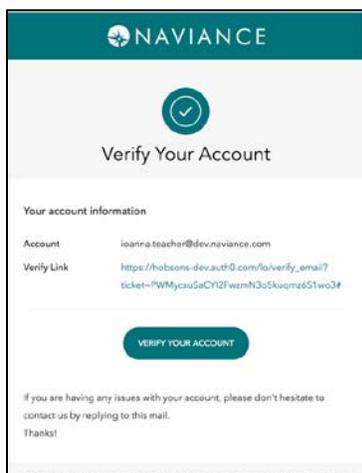7. A **Verification email** will be sent to the email now associated with your Naviance ID. The email used for your ID was driven by the email populated in your Naviance account.

   - You must verify your account prior to your next login to Naviance; otherwise, you will be unable to log in moving forward. See Figure 5.
   - Be sure to check your Inbox or Spam folder for the verification message.
   - If the account has associated with the wrong email address, call or open a support case with Naviance Support to get it updated. https://www.naviance.com/help

Figure 5: Verify Your Account

Second Log In

On your second log in, start back at the Naviance login page (or, alternatively, open the Naviance ID landing page from your bookmarks). Remember that in order to login you must have already verified your account.

1. From the current Naviance login page, enter your account, username and password and click **Sign-in** (Figure 1).

   The Naviance ID landing page (Figure 2) will display.

2. From the landing page, click **Log In**.

   The Naviance ID Log In page will display (Figure 6).

3. Enter your **Naviance ID** (email) and password, and then click **Log In**.

   You are now logged in to Naviance*. If you have added additional profiles, you will have to select the profile to enter before being logged in to Naviance.*

4. Moving forward, repeat these steps to log in until the main Naviance log in page is updated to show two fields – email and password. Once that occurs, you can begin logging in with your Naviance ID from there.
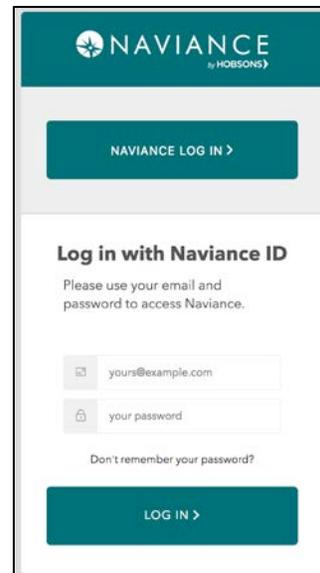
Figure 6: Naviance ID Log In

If you did not verify your account, you will receive an error message in the login screen. Additionally, DO NOT add any other accounts from the login screen. That will be done in Naviance.

Switching Between Profiles

With the new Naviance ID Log In, your initial account is created and then you can add additional profiles (accounts) if needed, as well as switch between them from within Naviance.

The initial account profile created is based on which account you used during your First (1st) Log In. In order to connect your Naviance ID to other profiles (accounts) and switch between them, you first have to add the profile (account). The recommendation is to do this during your first login.

Adding an Account Profile

1. Once logged in to **Naviance**, use the **Settings** drop-down (Gear Icon) to select **Switch Profile**.

   Add and Switch Profile displays (Figure 7).

2. Click **ADD ANOTHER PROFILE**.

3. Enter the account, the username, and the password that was associated with that account in the corresponding fields.

4. Click **YES, ADD MY PROFILE**.

5. Follow steps 2-4 to add as many profiles as needed.

   - You will not be able to add additional profiles if you have not yet verified your account. Once the account has been verified, the system is updated, and you can continue to add your new profile(s).
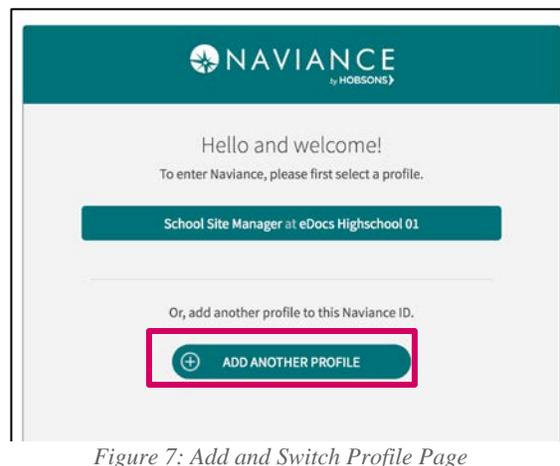
Figure 7: Add and Switch Profile Page

Switching Between Profiles

1. Once logged in to Naviance, use the **Settings** drop-down (Gear Icon) to select **Switch Profile** (Figure 8).

   Switch Profile displays.

2. From the Switch Profile page, click the **account profile** to which you would like to switch.

   You are now logged into that Naviance profile.

If you do not see the account you are looking for, you need to follow the steps in Adding an Account Profile.
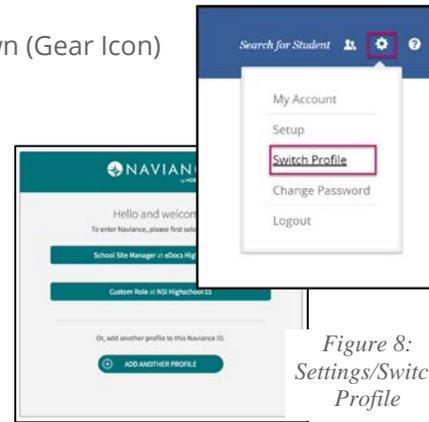
Figure 8: Settings/Switch Profile

Changing Passwords
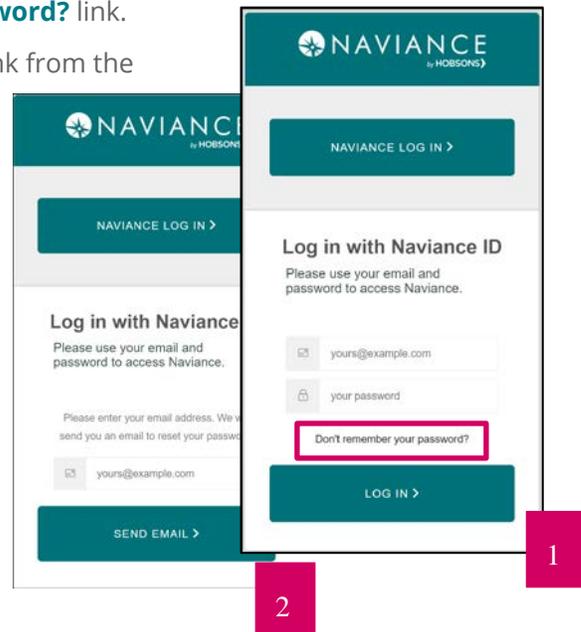
Naviance ID Login Password Reset

Passwords are no longer managed by your Naviance administrators. Instead, you must reset your own password using the **Don't Remember your Password?** link.

1. Click the **Don't Remember your Password?** link from the Naviance ID Log In page.

2. Enter your **Naviance ID E-mail** address and click **Send Email**.

3. A message will display informing you that an E-mail has been sent to your E-mail on file.

4. From your own E-mail, locate the E-mail to change your password.

5. Click **Confirm**.

   The change password screen displays.

6. Enter your new password and then **confirm**.

7. Click the **arrow** to proceed.

   The reset password success screen displays.

Naviance Login Password Reset

What if you forget the password to your original Naviance login when you are trying to create your new Naviance ID?

1. Click **Forgot the password for your Naviance profile?**.

2. From the Reset your Password screen, enter your **Account** and **Username**.

3. Click **Reset Password**.

4. You will receive an E-mail with instructions to reset your password.

5. Follow the instructions to reset your password.