

Frequently Asked Questions About Naviance

- ✓ **How do I get my username and password for Naviance?**
Stop by the Guidance Office or contact your counselor to get your username and password for Naviance.
- ✓ **How do I request a transcript for my college applications?**
After submitting your application, go to the “Colleges” tab and click on “Colleges I am Applying to”. Click “add to this list”. Once you are on the next screen, select the type of decision (ie- rolling, early, regular). Click the boxes indicating you would like to request a transcript and have submitted the application. Click on the Look Up link to select the college where you want the transcript sent. Scroll to the bottom of the page and click “Add Colleges”.
- ✓ **How do I request a letter of recommendation?**
You must first ask the person if he/she would be willing to write you a letter. After receiving a positive response from the teacher/coach in person, you then log into Naviance and request it online. Click on the top tab ‘Colleges’ and then on the link for ‘Colleges I’m applying to’. Scroll down and add your requests for ‘Teacher Recommendations’ This will place the request in your teacher’s online manager, as well as send a follow-up email reminding them of your request. Don’t forget to thank them for writing your recommendation!
- ✓ **How do I know when the letter of recommendation is complete?**
Once you have requested the letter in person and on Naviance, the teacher’s name will appear on the bottom of the “Colleges I’m applying to” tab with the word “Requested” next to it. Once the teacher has uploaded the letter, the word “Requested” will change to “Complete”. While you won’t have access to the letter, you can see that the letter is uploaded and available to be sent.
- ✓ **How do I know when the materials are sent?**
Once you have requested transcripts on Naviance, you can monitor the progress of your materials. Click on the “Colleges I am Applying to” link under the “Colleges” tab. Look at the Transcript column. If it says “Sent”, it means that your materials were mailed or sent electronically. If it says “Confirmed”, it means that the school has notified us that they have received your materials. Please note that not all schools send a confirmation.
- ✓ **How do I get a resume or letter of recommendation from a person outside of school?**
At this time, you should have them send the letter directly to the college. We recommend providing the person with a stamped, addressed envelope.