

# Basic Navigation

Last Modified on 05/07/2026 11:38 am PDT

This article provides an overview of basic navigation within the Navusoft product.

REQUESTS	TASKS	QUOTES/CONTRACTS	APPOINTMENTS	ACTIVITIES		Alerts	Activities	Views
Cancellation: Price Polly Pie 2 Received - 15 days old	Aug 01 2024 Credit Request Wild Mountain	Food4Less A-New Business-Acquisition \$ 320.00	Jul 29 2024 2:00 pm Introduction	Today	12:35 pm to 2:54 pm	0 Alerts	1 Activities	3 Views
		Starstruck New Business - Required Bel... \$ 300.00		2:54 pm Site Viewed	test 123			
		Polly Pie 2 New Business Vendor \$ 100.00		12:39 pm Site Viewed	Studio A			
		Pop Up Home A-New Business-Acquisition \$ 75.00		12:39 pm Site Created	Studio A			
				12:35 pm Site Viewed	Wild Mountain			
				Tue 07/23/24	8:26 am to 1:45 pm	0 Alerts	0 Activities	2 Views
				1:45 pm Site Viewed	Pho Ga District			
				8:26 am Site Viewed	Wild Mountain			
				Mon 07/22/24	8:00 am to 10:47 am	0 Alerts	0 Activities	4 Views
				10:47 am Site Viewed	Joe Loftin			
				8:02 am Site Viewed	Eleven Bakery			
				8:02 am Site Viewed	CITY OF LIBERTY			
				8:00 am Site Viewed	Wild Mountain			
				Fri 07/19/24	9:29 am to 1:51 pm	0 Alerts	0 Activities	4 Views
				1:51 pm Site Viewed	CITY OF LIBERTY			
				10:10 am Site Viewed	Eleven Bakery			
				10:10 am Site Viewed	Wild Mountain			
				9:29 am Site Viewed	WILLIAM CODY STEGALL			

## User Account

Select the user account drop down to log out, edit your screen display and account information, or to reference the system version your account is operating on.

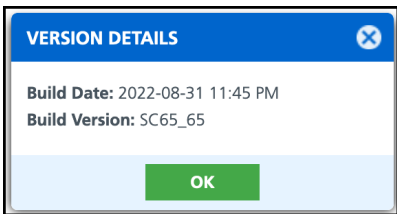
The screenshot shows a user account dropdown menu for 'SARAH JAMES'. The menu is open, displaying the following options:

- Log Out
- Locale
- User Profile
- Link External Calendar / Email
- Re-sync Appointments
- Generate Screen Share Code
- Join Screen Share Session
- Refresh Reference Data
- About Navusoft

Below the menu, the following user names are listed:

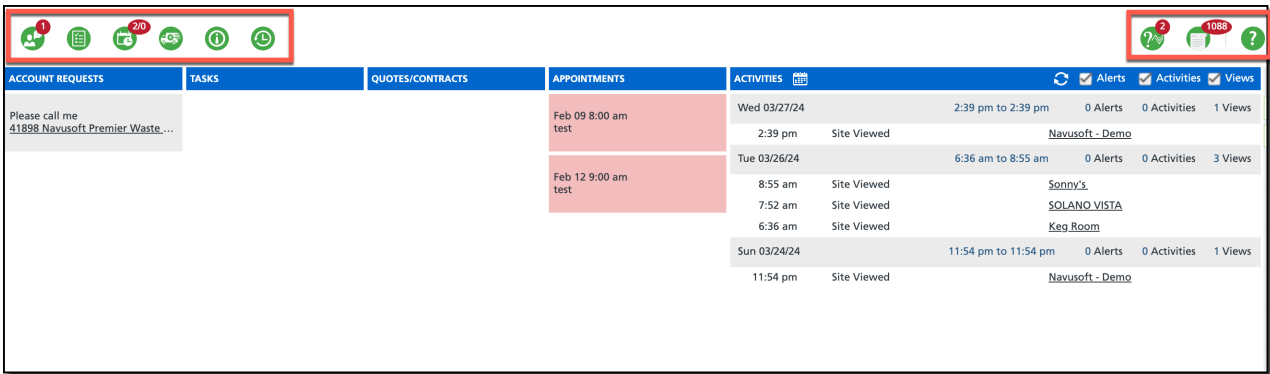
- Alice Cameron (CSR)
- Alvin Cannon (Operations Mgr)


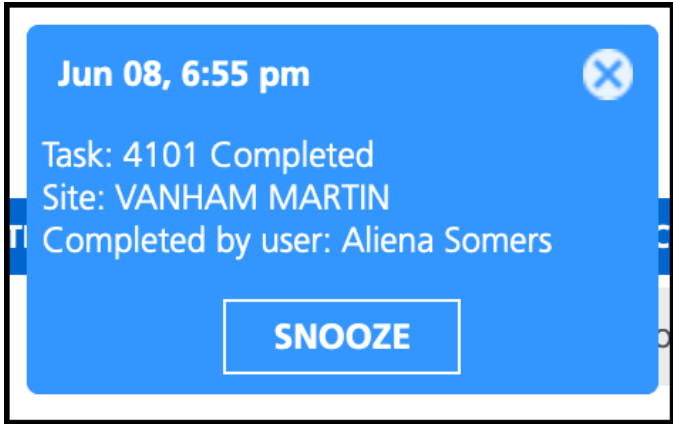


Tool	Description
Logout	Logs you out of the Navusoft system.
Locale	Changes the location settings for all displays.


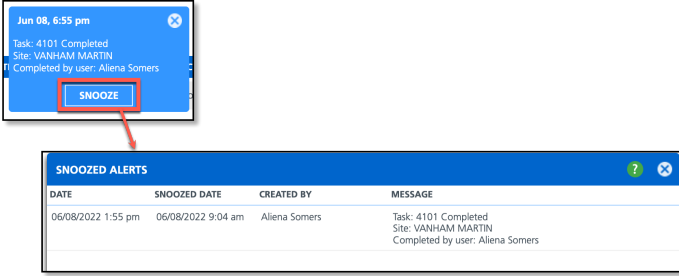



Tool	Description
User Profile	<p>Allows for the editing of the following user information:</p> <ul style="list-style-type: none"> <li>• Contact information (phone only)</li> <li>• Upload a profile image that displays with your name in Navu Chat</li> <li>• Change your Default Homepage</li> <li>• Upload a signature image that can be used for signing quotes/contracts/proposals.</li> </ul>
Link External Calendar/Email	<p>Option to sync your external email account to Navusoft. More information can be found here: <a href="#">Sync External Email and Appointments</a></p>
Re - Sync Appointments	<p>Option to re-sync appointments from an external email account into Navusoft. Details on this feature including setup can be reviewed here: <a href="#">Sync External Email and Appointments</a></p>
Join Screen Share Session / Generate Screen Share Code	<p>Option to share your screen with other users <b>including driver apps</b>. This does not include an audio connection.</p> <p><b>Share your screen:</b></p> <ol style="list-style-type: none"> <li>1. Select Generate Screen Share Code.</li> <li>2. Share code with other user(s).</li> </ol> <p><b>Join a screen share session:</b></p> <ol style="list-style-type: none"> <li>1. Select Join Screen Share Session</li> <li>2. Enter the session code you received from the host when prompted.</li> </ol> <p>Screen share will only share screens within the Navusoft application. Navigating to anything outside of Navusoft is not shared. Details on this process are available here: <a href="#">Screen Share: Create or Join a Screen Share Session</a></p>
Refresh Reference Data	<p>Refreshes the (user's) system's data without having to log out and back in.</p>
About Navusoft	<p>Displays the build version your system is operating on.</p>  <p>The screenshot shows a dialog box titled 'VERSION DETAILS' with a close button in the top right corner. The text inside the dialog box reads: 'Build Date: 2022-08-31 11:45 PM' and 'Build Version: SC65_65'. At the bottom of the dialog box is a green button labeled 'OK'.</p>

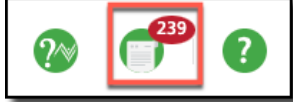
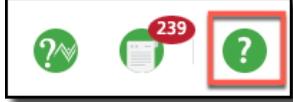
## Notification Icons

Notification icons display horizontally along the top of the screen. A red bubble displays with the icon to indicate attention is needed.



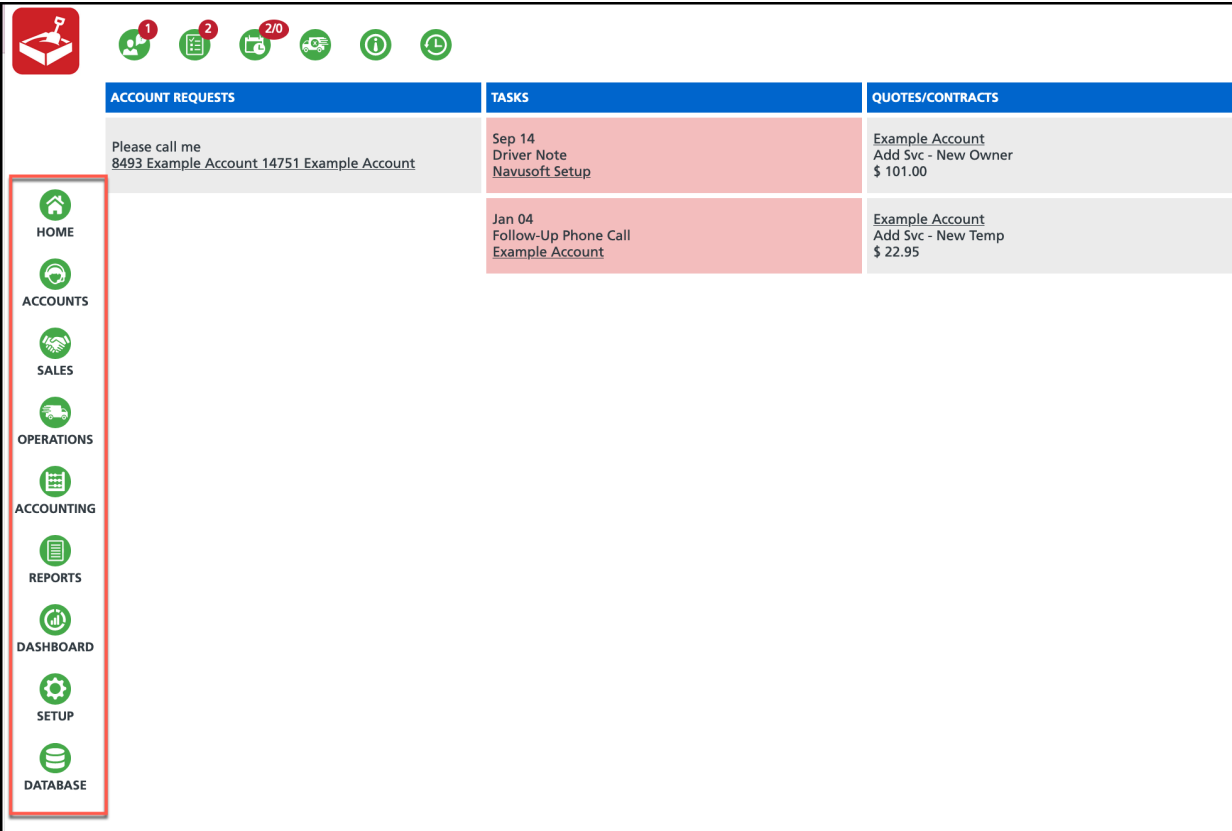
Icon	Description	Bubble Notification
<b>Icons Displayed on Left</b>		
Account Request	<p>Select the Account Request icon to view recent customer request activity such as a request for additional pickup or call back.</p> <p>An Account Request list also displays in the Requests column of the Home (module) screen. Additional details can be reviewed here: <a href="#">Account Requests</a></p>	 <p>Displays total count of all customer requests assigned to the user.</p>
Tasks	<p>Select the Tasks icon to review tasks you have created or another user has assigned to you.</p> <p>When a task is marked as complete the user who created the task will receive a popup notification with the information of who completed the task and the date and time.</p> <p>Select 'Snooze' and the notification will be redirected to Snoozed Alerts for future viewing. Otherwise, select the 'X' in the upper right corner to close the notification.</p> 	 <p>Notification displays a total count of the logged in user's open tasks.</p>
Appointments	<p>Select the Appointments icon to view current and upcoming appointments. Related articles to appointments can be viewed here: <a href="#">Add Appointment</a></p>	 <p>Notification displays the number of appointments a user has scheduled.</p>

Icon	Description	Bubble Notification								
<p><b>Cancellations</b></p>	<p>Select the Cancellations icon to view customers who are cancelling their accounts.</p>	 <p>Notification displays the total count of customer cancellations.</p>								
<p><b>Alert History</b></p>	<p>Select the Alert History icon to view any pop-up alerts that were previously snoozed. Additional details related to Alert History can be reviewed here: <a href="#">Send Alert Notification</a></p>  <table border="1" data-bbox="443 719 1086 842"> <thead> <tr> <th>DATE</th> <th>SNOOZED DATE</th> <th>CREATED BY</th> <th>MESSAGE</th> </tr> </thead> <tbody> <tr> <td>06/08/2022 1:55 pm</td> <td>06/08/2022 9:04 am</td> <td>Allena Somers</td> <td>Task: 4101 Completed Site: VANHAM MARTIN Completed by user: Allena Somers</td> </tr> </tbody> </table>	DATE	SNOOZED DATE	CREATED BY	MESSAGE	06/08/2022 1:55 pm	06/08/2022 9:04 am	Allena Somers	Task: 4101 Completed Site: VANHAM MARTIN Completed by user: Allena Somers	 <p>Notification displays the total count of alerts that have been snoozed.</p>
DATE	SNOOZED DATE	CREATED BY	MESSAGE							
06/08/2022 1:55 pm	06/08/2022 9:04 am	Allena Somers	Task: 4101 Completed Site: VANHAM MARTIN Completed by user: Allena Somers							
<p><b>Recent Activity</b></p>	<p>Select the Recent Activity icon to view a time stamped history of your user account. This includes customer accounts you have viewed, tasks you have completed, and anything else you have done while logged into your account.</p> <p>Select the activity, such as the account name to access the location again.</p>	 <p>Does not display a notification.</p>								
Icons Displayed on Right										
<p><b>Navu Requests</b></p>	<p>Select the Navu Requests icon to create new ticket requests, track and communicate on existing tickets and view a history of archived tickets.</p> <p>There are two types of users for the Navu Requests tool: General Users and Navu Request Administrators.</p> <ul style="list-style-type: none"> <li>• <b>General users</b> can create ticket requests but can only submit them to their internal Navu Request Administrator for review and final submission to Navusoft. <ul style="list-style-type: none"> <li>◦ <i>This level of users can only see the tickets they have created.</i></li> </ul> </li> <li>• <b>Navu Request Administrators</b> can create tickets, review general users ticket requests and submit ticket requests to Navusoft. <ul style="list-style-type: none"> <li>◦ <i>This level of users can see all ticket requests from all users.</i></li> </ul> </li> </ul>	<p><i>Navu Request Administrators</i></p> <ul style="list-style-type: none"> <li>• Displays a total count of open tickets for all users.</li> </ul> <p><i>General Users</i></p> <ul style="list-style-type: none"> <li>• Displays a total count of open tickets for the individual user.</li> </ul> 								

Icon	Description	Bubble Notification
Unread Documentation	Select the Unread Documentation icon to access the Navusoft Knowledge Base and Release Notes. All documentation reflects the most recent version of the Navusoft system.	Notification indicates documentation is available and a total count of documentation the user has not reviewed. 
Context Help	Select the Context Help icon to view documentation related to the page you are viewing. Documentation is currently being built out for each of the modules and is an ongoing process.	Does not display a notification. 

## Modules

Modules display vertically along the left side of the screen. Users will only see modules they have been granted permission to (permissions are assigned by a system administrator and are based on the user's role and responsibilities). Modules consist of tools that users need to perform the duties of their job.



The screenshot shows the Navusoft interface. On the left is a vertical sidebar of modules, each with an icon and a label. A red box highlights the sidebar. The main content area is divided into three columns: ACCOUNT REQUESTS, TASKS, and QUOTES/CONTRACTS. The ACCOUNT REQUESTS column contains a message: "Please call me 8493 Example Account 14751 Example Account". The TASKS column contains two entries: "Sep 14 Driver Note Navusoft Setup" and "Jan 04 Follow-Up Phone Call Example Account". The QUOTES/CONTRACTS column contains two entries: "Example Account Add Svc - New Owner \$ 101.00" and "Example Account Add Svc - New Temp \$ 22.95". At the top of the interface, there are several notification icons: a home icon, a person icon with a red '1' bubble, a calendar icon with a red '2' bubble, a document icon with a red '2/0' bubble, a gear icon, an information icon, and a clock icon.

Module	Description
--------	-------------

Module	Description
Home	The Home module is the landing page users see when they log in to their account. User accounts are set up to view any of the three default homepage options: Dashboard, Recent Activity and Sales. Right-click on the Home module to temporarily change the homepage view to one of the other options. To permanently change your homepage, go to your User Profile in your User Account.
Accounts	The Accounts module contains tools related to creating and servicing customer accounts.
Sales	The Sales module contains tools to track and manage contracts and leads.
Operations	The Operations module contains tools needed for daily dispatch operations such as assigning routes, creating work orders, and other day-to-day operations.
Accounting	The Accounting module contains tools needed for billing, managing accounts receivable, payment setup and other accounting/financing tasks.
Reports	Includes all core and customizable reports.
Dashboard	The Dashboard module provides a quick diagnostic in areas such as Accounts Receivable, Revenue, Growth and Productivity.
Setup	The Setup module controls the setup for the modules and their tools based on customer preference. Access to this module should be restricted to only administrative users who understand their system setup.
Database	The Database module contains tools that use database access to perform a task. Permissions to this module should be restricted.

## Default Homepage Examples

A Default Homepage selection is made at the time the user account is created. Consideration of the user's role will help in determining which of the default homepage options to choose.



Users can switch to view any of the other Home screens by right-clicking on the Home module and selecting the screen they would like to view. If a user decides they would like to change their default homepage they can do so by accessing their user account, selecting User Profile and changing the selection in the Default Homepage drop down field.

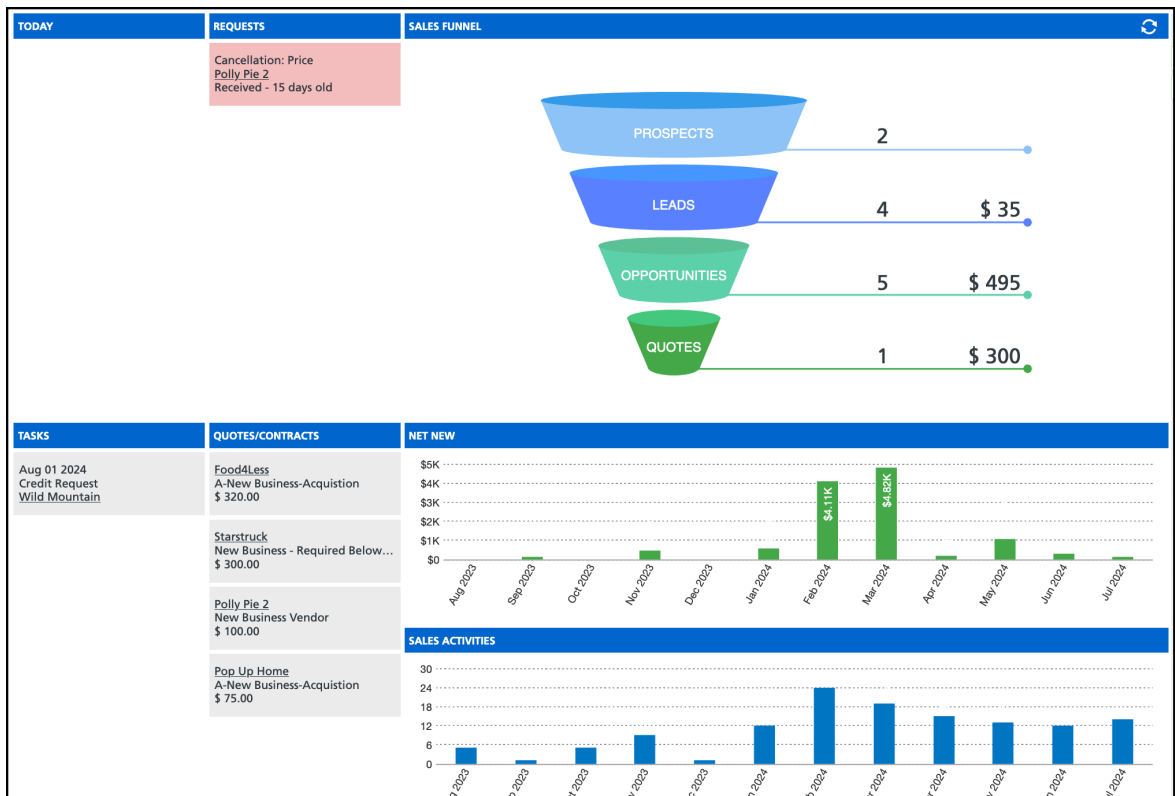
## Recent Activity

The Recent Activity view is the default display that shows the user's recent activities within the Navusoft system, along with the activities of accounts or sites they are linked to.

REQUESTS	TASKS	QUOTES/CONTRACTS	APPOINTMENTS	ACTIVITIES																									
Cancellation: Price Polly Pie 2 Received - 15 days old	Aug 01 2024 Credit Request Wild Mountain	Food4Less A-New Business-Acquisition \$ 320.00	Jul 29 2024 2:00 pm Introduction	<table border="1"> <thead> <tr> <th>Today</th> <th>12:35 pm to 2:54 pm</th> <th>0 Alerts</th> <th>1 Activities</th> <th>3 Views</th> </tr> </thead> <tbody> <tr> <td>2:54 pm</td> <td>Site Viewed</td> <td></td> <td>test 123</td> <td></td> </tr> <tr> <td>12:39 pm</td> <td>Site Viewed</td> <td></td> <td>Studio A</td> <td></td> </tr> <tr> <td>12:39 pm</td> <td>Site Created</td> <td></td> <td>Studio A</td> <td></td> </tr> <tr> <td>12:35 pm</td> <td>Site Viewed</td> <td></td> <td>Wild Mountain</td> <td></td> </tr> </tbody> </table>	Today	12:35 pm to 2:54 pm	0 Alerts	1 Activities	3 Views	2:54 pm	Site Viewed		test 123		12:39 pm	Site Viewed		Studio A		12:39 pm	Site Created		Studio A		12:35 pm	Site Viewed		Wild Mountain	
	Today	12:35 pm to 2:54 pm	0 Alerts	1 Activities	3 Views																								
	2:54 pm	Site Viewed		test 123																									
	12:39 pm	Site Viewed		Studio A																									
12:39 pm	Site Created		Studio A																										
12:35 pm	Site Viewed		Wild Mountain																										
	Starstruck New Business - Required Bel... \$ 300.00			<table border="1"> <thead> <tr> <th>Tue 07/23/24</th> <th>8:26 am to 1:45 pm</th> <th>0 Alerts</th> <th>0 Activities</th> <th>2 Views</th> </tr> </thead> <tbody> <tr> <td>1:45 pm</td> <td>Site Viewed</td> <td></td> <td>Pho Ga District</td> <td></td> </tr> <tr> <td>8:26 am</td> <td>Site Viewed</td> <td></td> <td>Wild Mountain</td> <td></td> </tr> </tbody> </table>	Tue 07/23/24	8:26 am to 1:45 pm	0 Alerts	0 Activities	2 Views	1:45 pm	Site Viewed		Pho Ga District		8:26 am	Site Viewed		Wild Mountain											
Tue 07/23/24	8:26 am to 1:45 pm	0 Alerts	0 Activities	2 Views																									
1:45 pm	Site Viewed		Pho Ga District																										
8:26 am	Site Viewed		Wild Mountain																										
	Polly Pie 2 New Business Vendor \$ 100.00			<table border="1"> <thead> <tr> <th>Mon 07/22/24</th> <th>8:00 am to 10:47 am</th> <th>0 Alerts</th> <th>0 Activities</th> <th>4 Views</th> </tr> </thead> <tbody> <tr> <td>10:47 am</td> <td>Site Viewed</td> <td></td> <td>Joe Loftin</td> <td></td> </tr> <tr> <td>8:02 am</td> <td>Site Viewed</td> <td></td> <td>Eleven Bakery</td> <td></td> </tr> <tr> <td>8:02 am</td> <td>Site Viewed</td> <td></td> <td>CITY OF LIBERTY</td> <td></td> </tr> <tr> <td>8:00 am</td> <td>Site Viewed</td> <td></td> <td>Wild Mountain</td> <td></td> </tr> </tbody> </table>	Mon 07/22/24	8:00 am to 10:47 am	0 Alerts	0 Activities	4 Views	10:47 am	Site Viewed		Joe Loftin		8:02 am	Site Viewed		Eleven Bakery		8:02 am	Site Viewed		CITY OF LIBERTY		8:00 am	Site Viewed		Wild Mountain	
Mon 07/22/24	8:00 am to 10:47 am	0 Alerts	0 Activities	4 Views																									
10:47 am	Site Viewed		Joe Loftin																										
8:02 am	Site Viewed		Eleven Bakery																										
8:02 am	Site Viewed		CITY OF LIBERTY																										
8:00 am	Site Viewed		Wild Mountain																										
	Pop Up Home A-New Business-Acquisition \$ 75.00			<table border="1"> <thead> <tr> <th>Fri 07/19/24</th> <th>9:29 am to 1:51 pm</th> <th>0 Alerts</th> <th>0 Activities</th> <th>4 Views</th> </tr> </thead> <tbody> <tr> <td>1:51 pm</td> <td>Site Viewed</td> <td></td> <td>CITY OF LIBERTY</td> <td></td> </tr> <tr> <td>10:10 am</td> <td>Site Viewed</td> <td></td> <td>Eleven Bakery</td> <td></td> </tr> <tr> <td>10:10 am</td> <td>Site Viewed</td> <td></td> <td>Wild Mountain</td> <td></td> </tr> <tr> <td>9:29 am</td> <td>Site Viewed</td> <td></td> <td>WILLIAM CODY STEGALL</td> <td></td> </tr> </tbody> </table>	Fri 07/19/24	9:29 am to 1:51 pm	0 Alerts	0 Activities	4 Views	1:51 pm	Site Viewed		CITY OF LIBERTY		10:10 am	Site Viewed		Eleven Bakery		10:10 am	Site Viewed		Wild Mountain		9:29 am	Site Viewed		WILLIAM CODY STEGALL	
Fri 07/19/24	9:29 am to 1:51 pm	0 Alerts	0 Activities	4 Views																									
1:51 pm	Site Viewed		CITY OF LIBERTY																										
10:10 am	Site Viewed		Eleven Bakery																										
10:10 am	Site Viewed		Wild Mountain																										
9:29 am	Site Viewed		WILLIAM CODY STEGALL																										

## Sales Representative

The Sales Representative view displays the sales funnel and pipeline.



## System Admin Dashboard

The System Admin Dashboard offers a brief system overview of user security and serves as a hub for creating and tracking support tickets.

USERS		PERMISSIONS		USAGE		PROJECTS		
Licensed	Active	Pending Review	Tax Verification	New	In Progress	Completed		
46	70	0	14	1	2	1		
SUPPORT REQUESTS								
Submission Pending		Our Response Pending	With Support Team	With Development Team	Installation Pending	Closed Within 30 Days	Total Closed	
1		1	1	0	0	0	11	
RECENT ACTIVITY								
CREATED WITHIN		ACTION TYPE						
Last 24 Hours		All						
ACTION	REQUEST ID	SUBJECT		CREATED				

## Navu Chat

Communicate with other users in your organization using the Navu Chat feature. This tool supports both individual and group chat style sessions.

The screenshot displays the Navu Chat interface. At the top, there are notification icons for 3 alerts, 82 activities, and 85 views, along with the user name SARAH JAMES. Below this is a navigation bar with 'Alerts', 'Activities', and 'Views' options. The main chat list shows a conversation with 'Aliena DocTest' from 2:24 pm to 2:24 pm, and another from 8:16 am to 8:18 am. A 'START A GROUP CHAT' dialog box is overlaid on the bottom left, featuring a 'Select Users' dropdown menu and a 'START' button. A red arrow points from the 'NAVU CHAT' header to the user list on the right, which includes names like Allie Garza, Grace Cuevas, Andrew Calderon, CameronGonzalez, Andrew Bruce, Anthony Jones, and Billy Smith.

## Keyboard Shortcuts

### Windows PC

- Alt+Shift+S = Customer Search
- Alt+Shift+C = Create Account
- Alt+Shift+O = Order Processing
- Alt+Shift+M = Sales Management
- Alt+Shift+B = Billing

Alt+Shift+D = Dispatch  
Alt+Shift+Z = Back button

#### **Mac / Linux**

Opt+Shift+S = Customer Search  
Opt+Shift+C = Create Account  
Opt+Shift+O = Order Processing  
Opt+Shift+M = Sales Management  
Opt+Shift+B = Billing  
Opt+Shift+D = Dispatch  
Opt+Shift+Z = Back button

---

## **Related Articles**

[Screen Share: Create or Join a Screen Share Session](#)  
[Sync External Email and Appointments](#)  
[Account Requests](#)  
[Send Alert Notification](#)  
[Add Appointment](#)

---