

### Welcome to Starfish®

Starfish provides you with one central location to find the people on campus who can help you succeed.

Starfish gives you an easy way to schedule the dedicated time you need with instructors, advisors and tutors. You can get to Starfish by accessing the link in Blackboard.

You might also see recommendations and tips for improvement displayed on your Starfish homepage or sent to you by email.

*That's it. Simple for you. Powerful for your future.*

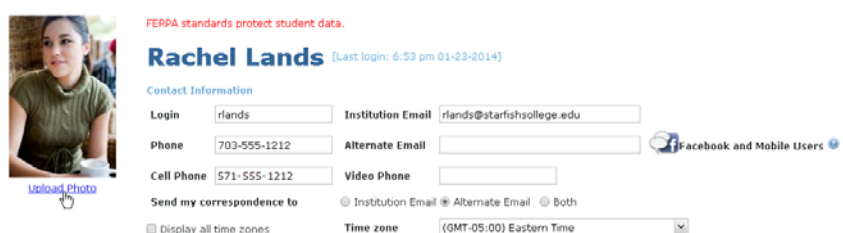
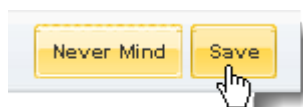
### Setup your Profile

Your profile lets instructors and advisors know who you are and how to contact you. It also includes the email address for where you want to receive updates and reminders.

1. **Go to Starfish**
2. **Click the My Profile link at the top** in the Top Navigation bar.



3. **Upload a photo** to help others put a face to your name:
  - a. Click the **Upload Photo** link.
  - b. Browse for a photo on your desktop (JPG, GIF, or PNG).
  - c. Click the **Upload Now** button.

A screenshot of a profile setup form for a user named Rachel Lands. At the top left is a profile picture of Rachel Lands. To the right of the picture is the text "FERPA standards protect student data." Below this is the name "Rachel Lands" and a last login timestamp "[Last login: 6:53 pm 01-23-2014]". Under the heading "Contact Information", there are several input fields: "Login" (with "rlands" entered), "Institution Email" (with "rlands@starfishcollege.edu" entered), "Phone" (with "703-555-1212" entered), "Alternate Email", "Cell Phone" (with "571-555-1212" entered), and "Video Phone". There are also radio buttons for "Send my correspondence to" with options for "Institution Email", "Alternate Email", and "Both". At the bottom, there are checkboxes for "Display all time zones" and a "Time zone" dropdown menu set to "(GMT-05:00) Eastern Time". A "Facebook and Mobile Users" link is also visible.

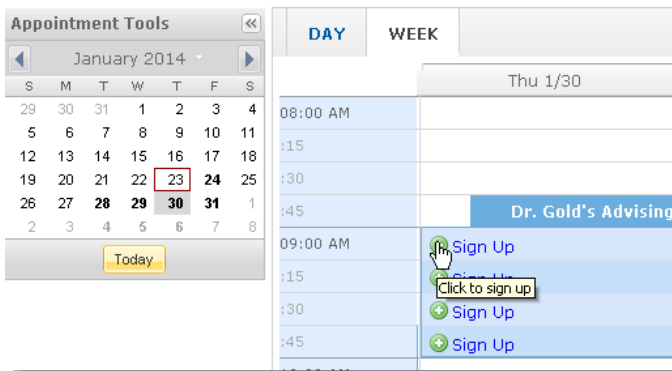
4. **Click the Save button** to save your updates.

## Make an Appointment with a Current Instructor

1. Click the “See Available appointments” link in the Courses I’m Taking channel, for any course to view your instructor’s calendar.

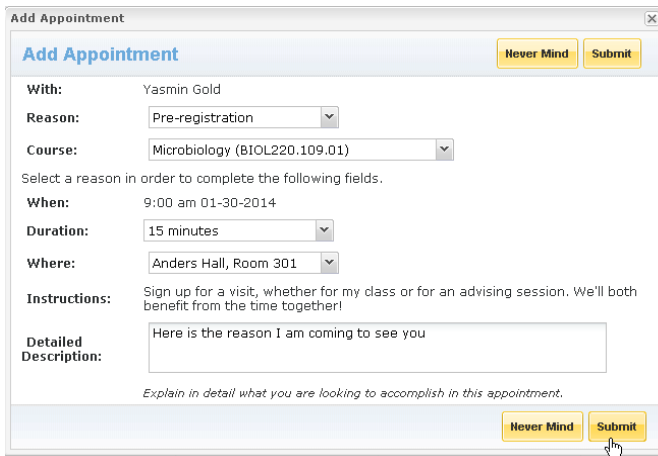


2. Move through the calendar using the mini calendar tool located in the left column. All dates with available office hours will be bold.



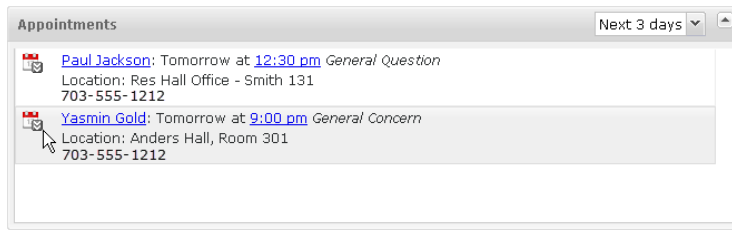
3. Click the Sign up link associated with an available meeting time.

4. Complete the form by selecting a reason for the meeting and including a detailed description to help your instructor prepare for your meeting .



5. Click the Save button. You'll get an email confirmation of the appointment.

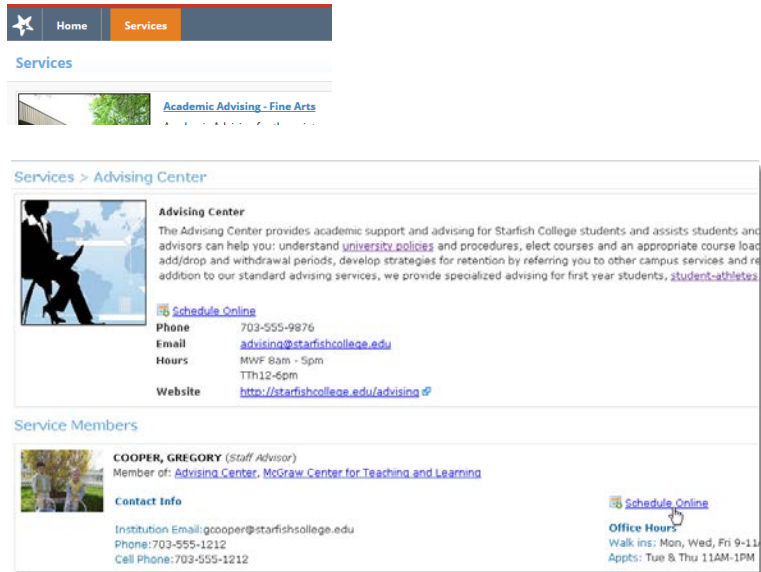
Your existing appointments will be listed in your **Appointments** channel. Click the calendar icon for additional information.



## Access Campus Support Resources from the Services tab

Certain instructors and advisors may be listed in your personal My Success Network channel, but other individuals and services can be found in the broader Services tab.

1. Click **Services** at the top of any page.
2. Search for a **service** center or scroll through the list of services.
3. Click on a **service title** to see the staff members who work there and their appointment availability.
4. Click **Schedule Online** to make an appointment with a service provider. Follow the steps listed above to complete appointment signup.



## Frequently Asked Questions

### What if I don't see anyone listed in My Success Network?

Your specific advisors or counselors might not be assigned yet. Check back later or contact your institution's help desk for additional assistance.

### What if I want emails going to somewhere other than my school email address?

Click the **My Profile** link at the top of the page to go to your profile. If your institution allows, you can provide an email address you prefer to use instead of, or in addition to, your school email address.

### What if I click the Starfish link and get a "You do not have access" message?

Contact Rachel Green, Coordinator for Career Advising & Tutoring at rgreen@snead.edu for assistance with accessing the Starfish system.

### What if I need more help?

For technical issues, contact Rachel Green, Coordinator for Career Advising & Tutoring at rgreen@snead.edu. For questions regarding a flag, please contact your instructor or advisor.