

Welcome to SUNY Potsdam Starfish

Starfish provides you with a central location to connect to the people and services that can help you build your academic success— all accessible from the hamburger menu of your Starfish **Home** page.

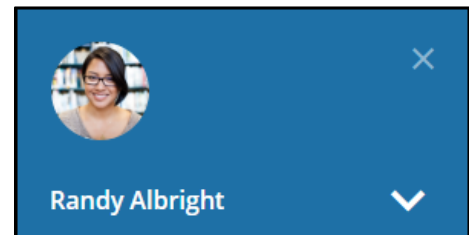
Log in to your Starfish Home page by going to

<https://potsdam.starfishsolutions.com/starfish-ops/>

The navigation menu  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. Starfish can also help you manage the steps you need to take to stay on track and meet your goals.

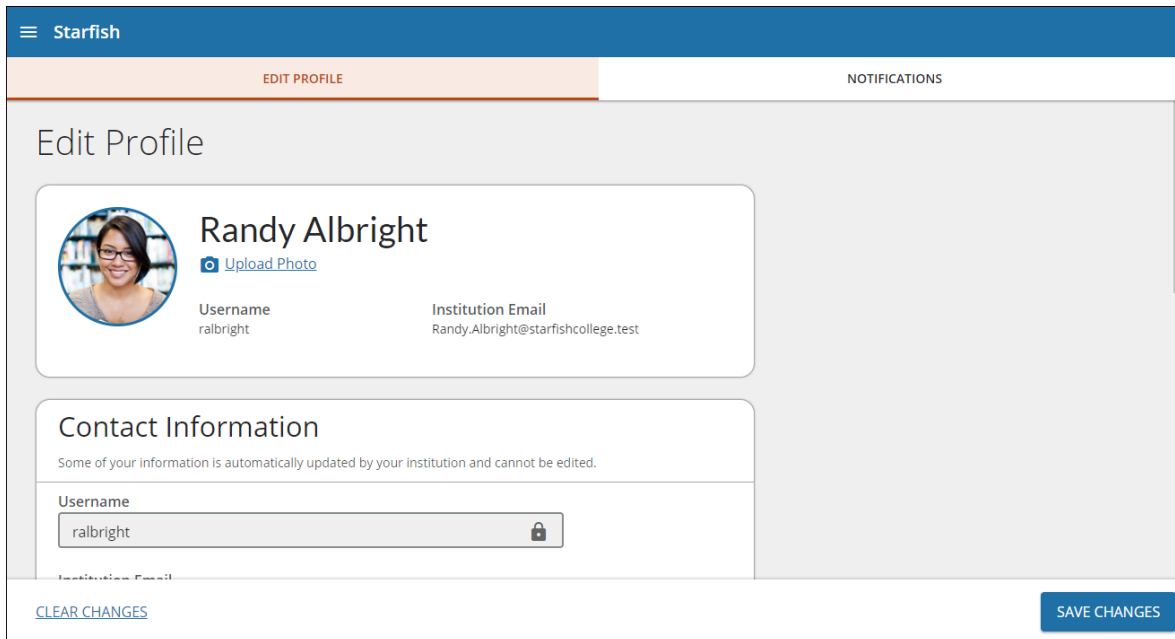
Setup Your Profile

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. Open the navigation menu and click your name, and then **Edit Profile** to open your profile.


From here, you can customize your profile by uploading a photo, including a cell number to receive text notifications, and adding a secondary email address for receiving Starfish emails.



Starfish

EDIT PROFILE NOTIFICATIONS

Edit Profile

 **Randy Albright**
[Upload Photo](#)

Username: ralbright Institution Email: Randy.Albright@starfishcollege.test

Contact Information

Some of your information is automatically updated by your institution and cannot be edited.

Username: ralbright

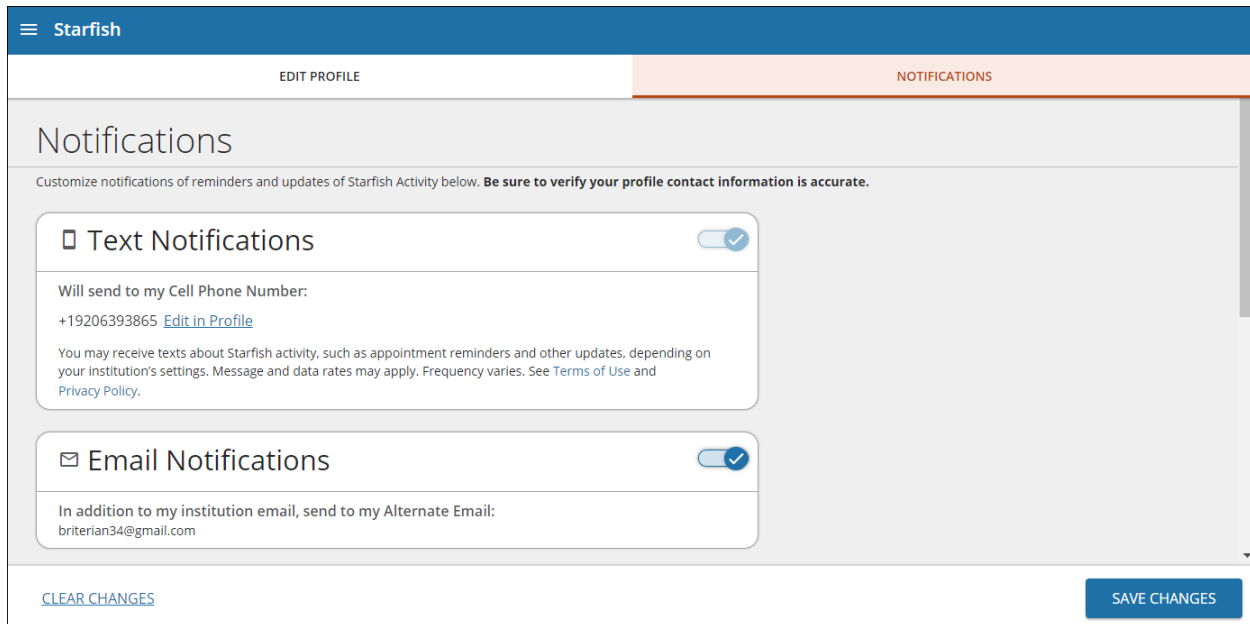
Institution Email: [locked]

[CLEAR CHANGES](#) [SAVE CHANGES](#)

2. Once you have made your desired changes to your profile, click **Save Changes**.

Notifications

SUNY Potsdam has turned on text notifications for students, you can opt out via the **Notifications** tab as well as manage email notifications and appointment preferences. We encourage students to remain opted in to ensure you get important notices and can follow up quickly.



Starfish

EDIT PROFILE NOTIFICATIONS

Notifications

Customize notifications of reminders and updates of Starfish Activity below. Be sure to verify your profile contact information is accurate.

☒ Text Notifications ☒

Will send to my Cell Phone Number:
+19206393865 [Edit in Profile](#)

You may receive texts about Starfish activity, such as appointment reminders and other updates, depending on your institution's settings. Message and data rates may apply. Frequency varies. See [Terms of Use](#) and [Privacy Policy](#).

☒ Email Notifications ☒

In addition to my institution email, send to my Alternate Email:
briterian34@gmail.com

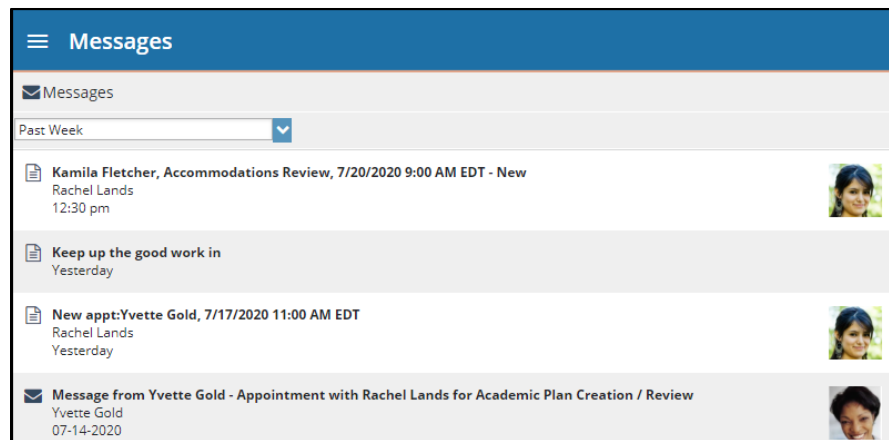
[CLEAR CHANGES](#) [SAVE CHANGES](#)

Connect to People and Services that Can Help You

The **Messages** channel allows you to see any message that was sent to you in Starfish. 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.

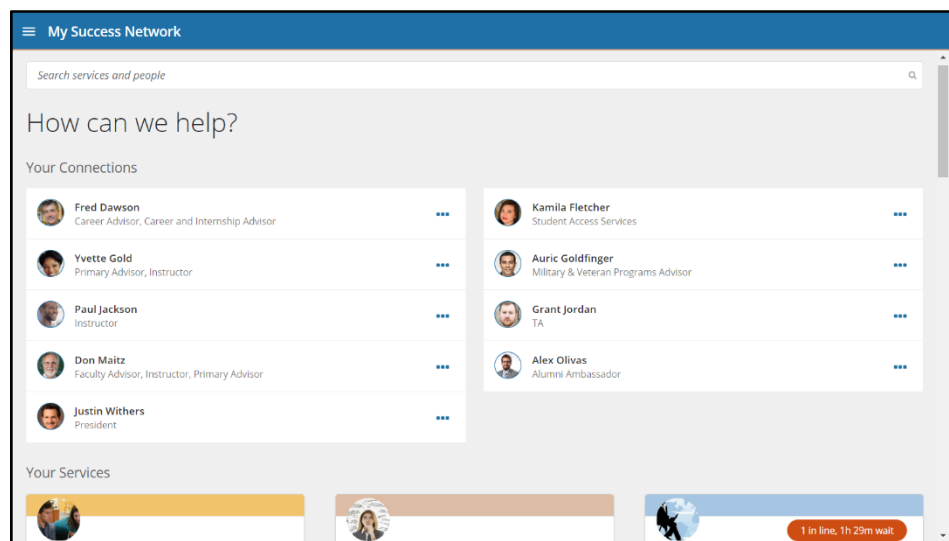
Messages

Select **Messages** to display messages sent to you in Starfish. Click on any message in the list to display the full contents of that message.



My Success Network

Select **My Success Network** from the navigation menu to display your personalized network. This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information, supporting

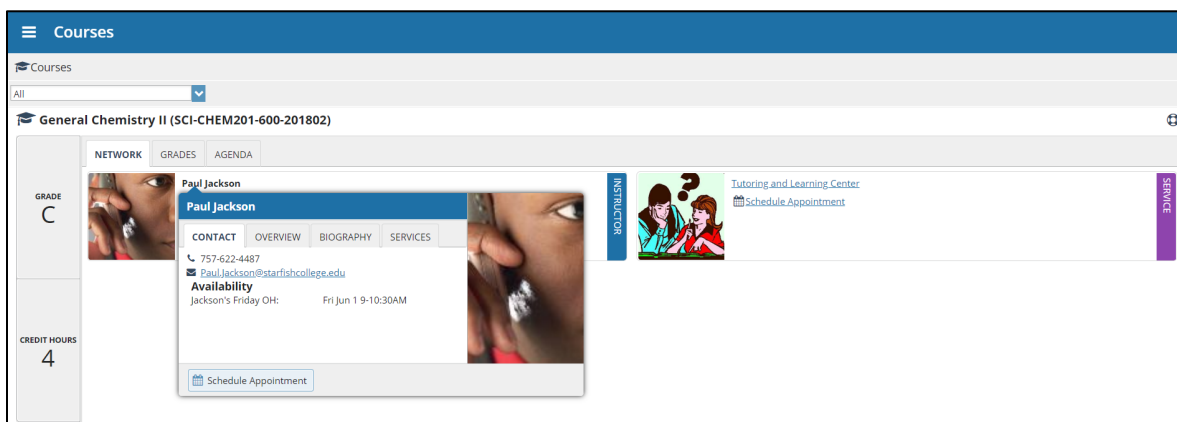


websites, and, if online scheduling is enabled, a link to Schedule Appointment. If a service includes a waiting room for walk-in appointments, you can click the “Waiting Room” link to find out how many students are currently in line.

The Services that are most relevant to you are displayed first. Select **Show Other Services** at the bottom of the page to see additional services.

Courses


Select **Courses** from the side navigation menu 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

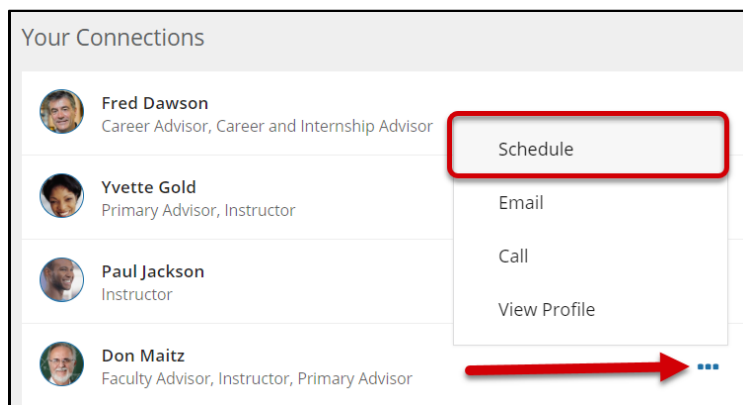


and services specific to the courses you are taking and gives you can **Schedule Appointments** or **Request Help** related to a course.

1. Click the Help icon (ⓘ) link in the upper, right corner 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 dropdown menu and give specific **Details** on how staff can assist you.
3. Click **Submit** when you are finished.

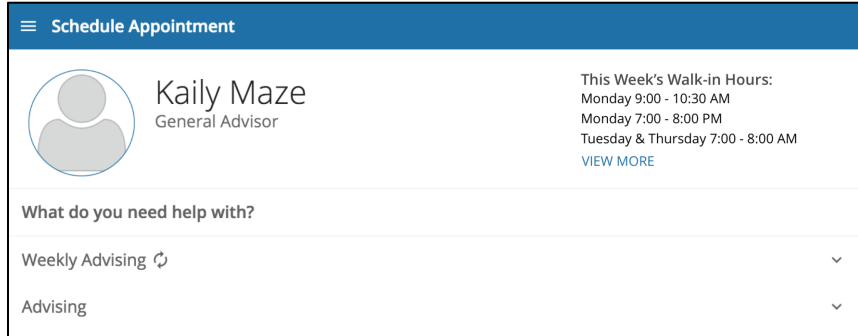
Make an Appointment

1. From the **My Success Network**, click the ellipsis  beside the name of the person you want to schedule an appointment with, and then select **Schedule**.




For Services where appointments are available, select **Schedule** for the desired service.

Or, from the **Courses** channel, select **Schedule Appointment** below the contact information for the person or service.



Schedule Appointment

 **Kaily Maze**
General Advisor

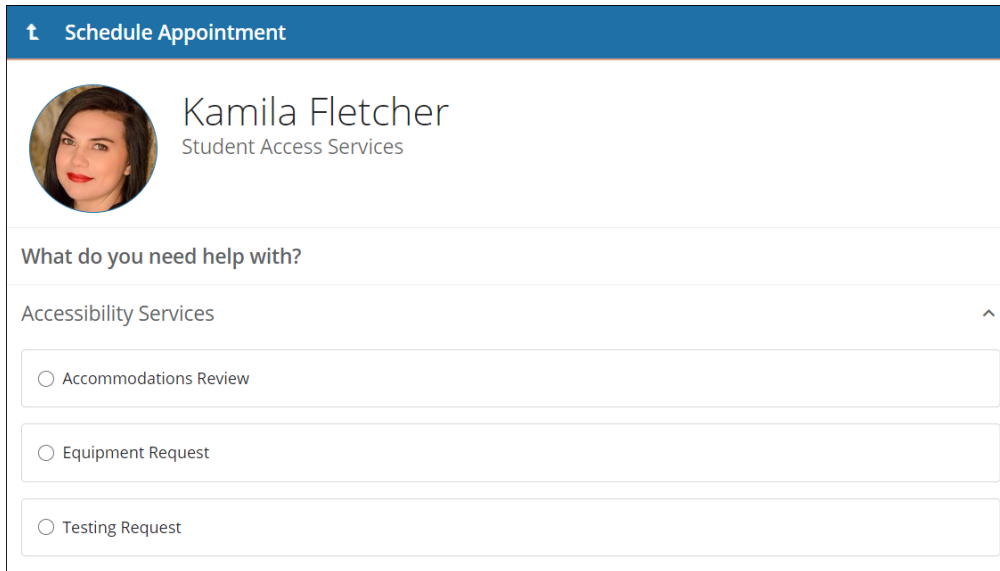
This Week's Walk-in Hours:
Monday 9:00 - 10:30 AM
Monday 7:00 - 8:00 PM
Tuesday & Thursday 7:00 - 8:00 AM
[VIEW MORE](#)

What do you need help with?


Weekly Advising ↻

Advising

2. Select the type of appointment you want to schedule and choose a reason from the list.



Schedule Appointment

 **Kamila Fletcher**
Student Access Services

What do you need help with?


Accessibility Services

☐ Accommodations Review

☐ Equipment Request

☐ Testing Request

3. Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.



Kamila Fletcher

Student Access Services

What day and time works for you?

The appointment times you see do not overlap with your already scheduled appointments.

07-17-2020 → 07-31-2020

Show: All session types

← July 2020 →

Su	Mo	Tu	We	Th	Fr	Sa
			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	

Monday, July 20 7 available

☐ 9:00 am - 9:20 am
105 Smith Hall 20m


☐ 9:20 am - 9:40 am
105 Smith Hall 20m

☐ 9:40 am - 10:00 am
105 Smith Hall 20m

- Complete your sign up by adjusting any details, such as duration or course, where applicable, and add a description for why you want to meet.

- Click **Confirm** to finish scheduling the appointment. A confirmation page

displays allowing you to make changes to the appointment or jump to another page. Additionally, you will get an email with the appointment details and the appointment will be listed on the **Upcoming** tab.



Kamila Fletcher

Student Access Services

Does this look correct?

Date and Time

Monday, July 20

9:00 am - 9:20 am

Reason for Visit

Accommodations Review [Change](#)

Location

105 Smith Hall

Check in via Starfish Kiosk

Course

[Add a course](#)

Meeting Instructions

Check in via Starfish Kiosk

If you want, tell us a little bit about what's going on so we can help


[BACK](#)

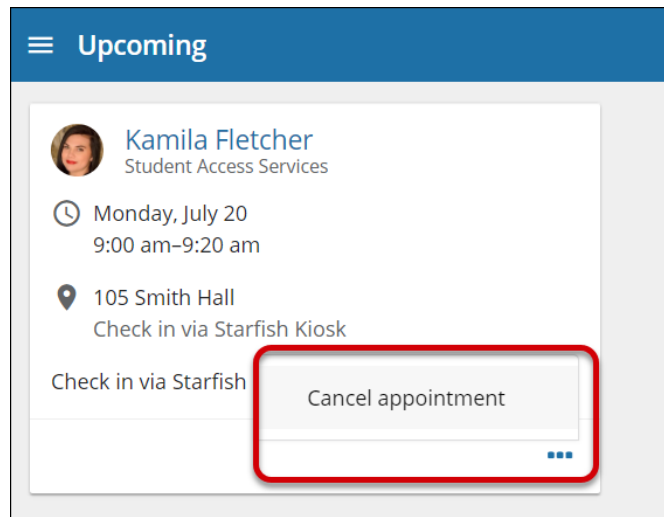
CONFIRM

© 2021 Starfish | Proprietary and Confidential
Last Updated 6/2021

7

Change an Appointment

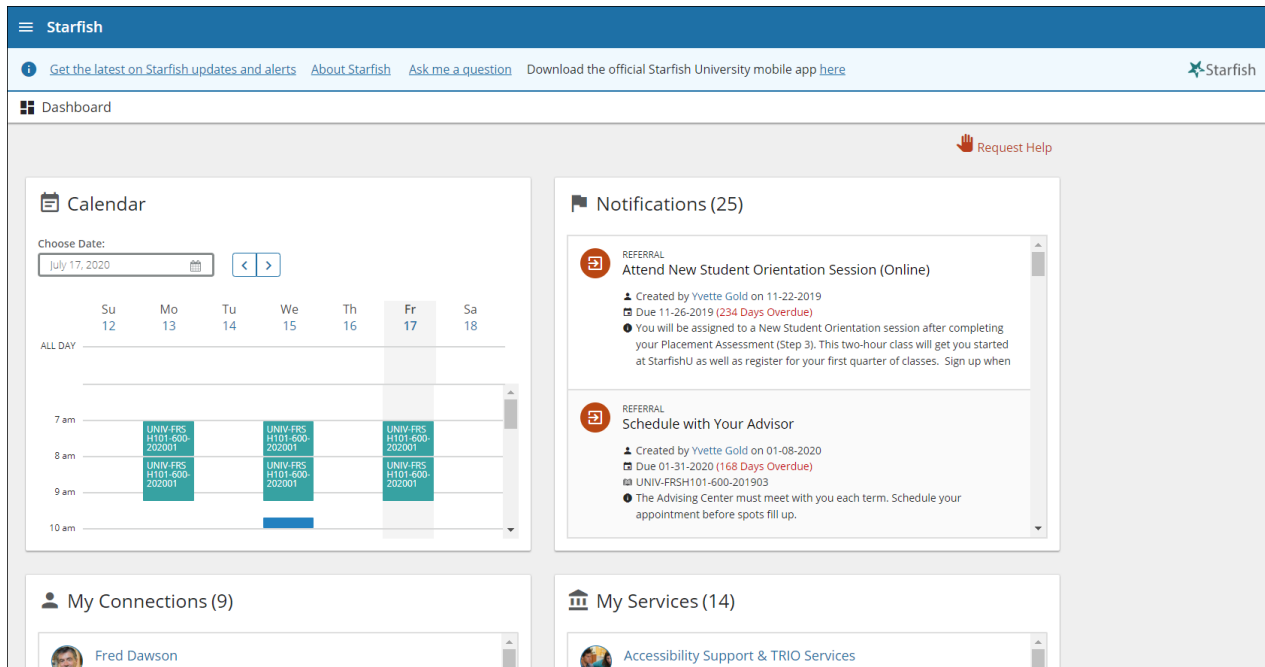
On the **Upcoming** tab, you can view scheduled appointments and make changes. Click on an appointment to make changes to it, such as changing the location or duration, when available. You can cancel the appointment by clicking the ellipsis  and selecting **Cancel appointment**.



Stay on Track

Dashboard

Your **Dashboard** also displays upcoming appointments as well as 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.



The screenshot shows the Starfish dashboard with a blue header bar. The header contains the Starfish logo, a menu icon, and the text "Starfish". Below the header is a navigation bar with links: "Get the latest on Starfish updates and alerts", "About Starfish", "Ask me a question", and "Download the official Starfish University mobile app here". A "Request Help" button is located in the top right corner of the dashboard area.

The dashboard is divided into four main sections:

- Calendar:** Displays a weekly calendar view for the week of July 12-18, 2020. It shows classes scheduled for Friday, July 17th, including "UNIV-FRS H101-600-202001" at 7 am, 8 am, and 9 am, and "UNIV-FRS H101-600-202001" at 10 am.
- Notifications (25):** Lists two notifications:
 - Attend New Student Orientation Session (Online):** Created by Yvette Gold on 11-22-2019. Due 11-26-2019 (234 Days Overdue). The notification states: "You will be assigned to a New Student Orientation session after completing your Placement Assessment (Step 3). This two-hour class will get you started at StarfishU as well as register for your first quarter of classes. Sign up when".
 - Schedule with Your Advisor:** Created by Yvette Gold on 01-08-2020. Due 01-31-2020 (168 Days Overdue). The notification states: "The Advising Center must meet with you each term. Schedule your appointment before spots fill up."
- My Connections (9):** Lists a connection with Fred Dawson.
- My Services (14):** Lists a service: Accessibility Support & TRIO Services.

Success Plans

The **Success Plans** channel will display any customized success plans created for you by your advisor. These plans contain specific tasks with due dates. Click **View Details** associated with a plan to display a printable version of the plan.

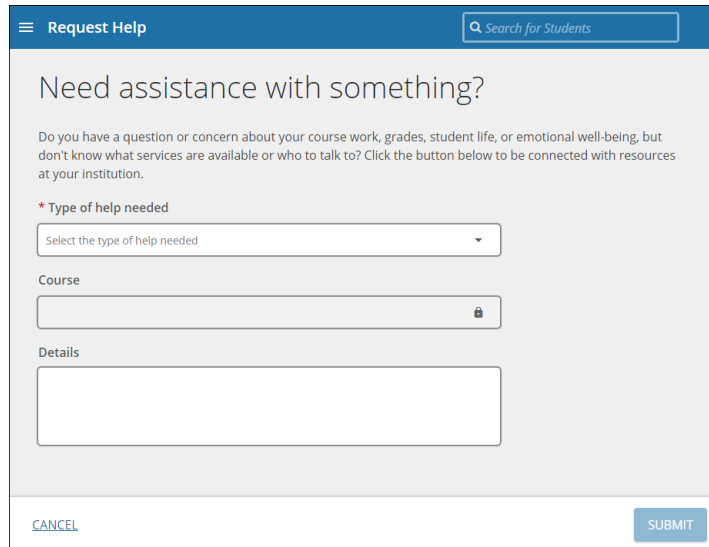
Select **Degree Planner** to create, view, and/or manage your academic degree plan.

Not Sure What You Need?

Request Help

Select **Request Help** from the navigation menu to see information about where to go for assistance.

From here, you can select **Help Me** 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 details.



The screenshot shows the 'Request Help' interface. At the top is a blue header with a hamburger menu icon, the text 'Request Help', and a search bar labeled 'Search for Students'. Below the header, the main content area has a light gray background. It starts with the heading 'Need assistance with something?' followed by a paragraph: 'Do you have a question or concern about your course work, grades, student life, or emotional well-being, but don't know what services are available or who to talk to? Click the button below to be connected with resources at your institution.' Below this is a section titled '* Type of help needed' with a dropdown menu labeled 'Select the type of help needed'. Underneath is a 'Course' section with a text input field and a lock icon. The 'Details' section has a larger text input field. At the bottom, there are two buttons: 'CANCEL' on the left and 'SUBMIT' on the right.

We encourage you to be as detailed as possible to insure you get the appropriate help needed. Click **Submit** to submit your request when done.

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 click the Starfish link and get a "You do not have access" message?

Contact your institution's help desk for assistance with accessing the Starfish system.

What if I need more help?

For more information about Starfish for students, click the link below:

<https://www.potsdam.edu/academics/resources/student-success-center/starfish>

For technical issues with Starfish, contact the **Starfish Help Desk** at starfish@potsdam.edu.

For questions regarding a flag, please contact your instructor or advisor.