What is Starfish?
Starfish provides you with a central location to connect to the people and services that can help you finish what you start – all accessible from the side navigation menu of your Starfish Home page. This is where you can also schedule appointments with your advisor or instructor and access other university resources.

How Do I Login?
We recommend using Chrome or Firefox browsers to access Starfish. You will use your UNCW login credentials to access the site.

TO LOGIN VISIT: www.uncw.edu/starfish and click on the Student tab
**If you experience a login error, clear your internet browser cache and try again.

3 great ways to get started:
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.

1. **Set up your profile**
   Make it easier for your instructors and advisors to get to know you and stay in contact.

2. **Connect to people and services that can help you**
   Use your personalized My Success Network and Courses channels for quick access to contact information, appointment scheduling, and course help.

3. **Stay on track**
   Use the Upcoming tab to keep track of upcoming appointments, and your personalized Dashboard to see assignments, plans, and recommendations from your instructors.

Not sure what you need?
Browse the Services Catalog by using the quick search feature on the My Success Network tab or use the Have a Question option if you can’t find what you’re looking for through your personalized channels.
Set Up 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 Profile to open your profile.

From here, you can customize your profile by uploading a photo, setting appointment reminders, and adding a secondary email address for receiving Starfish emails (e.g. your mobile phone).

To have Starfish notifications **texted to your mobile phone** (in addition to emailing your UNCW account):

- Enter the **email address** of your mobile phone in the Alternate Email field. This address will be a combination of your phone number plus carrier information. Click the more information icon ( ) for a list of common carriers and email address formats:
- Check the **Also send notifications to my alternate email address** radio button.

2. Once you have made your desired changes to your profile, click the Submit button to save your updates.

Stay Connected:

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.

My 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. This will be an important place to monitor notifications from your instructor(s), advisor, and others from the campus community.
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.

Schedule Appointments
1. From the **My Success Network**, click the triangle 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 desired person or service.

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

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.
4. 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.

5. Click **Confirm** to finish scheduling the appointment. You will get an email with the appointment details and the appointment will be listed on the **Upcoming tab**.

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**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**.

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**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 the ability to **Schedule Appointment** 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 drop down menu and give specific Details on how staff can assist you.

3. Click the Submit button to submit your request when you are finished.

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.

Not sure what you need?

Select Have a Question? from the navigation menu to request assistance. You will be asked to provide additional information such as the type of help you are requesting, the related course (if applicable), and a description.

We encourage you to make your description 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 advisor(s) might not be assigned yet. Check back later or contact your home Department for additional assistance.

What if I click the Starfish link and get a “You do not have access” message?
Contact starfish@uncw.edu for assistance with accessing the Starfish system.

What if I need more help?
For technical issues, contact the UNCW Technological Assistance Center (TAC) by calling 910-962-HELP. For questions regarding a flag, please contact your instructor or advisor.