



Getting Started: Student Guide

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**

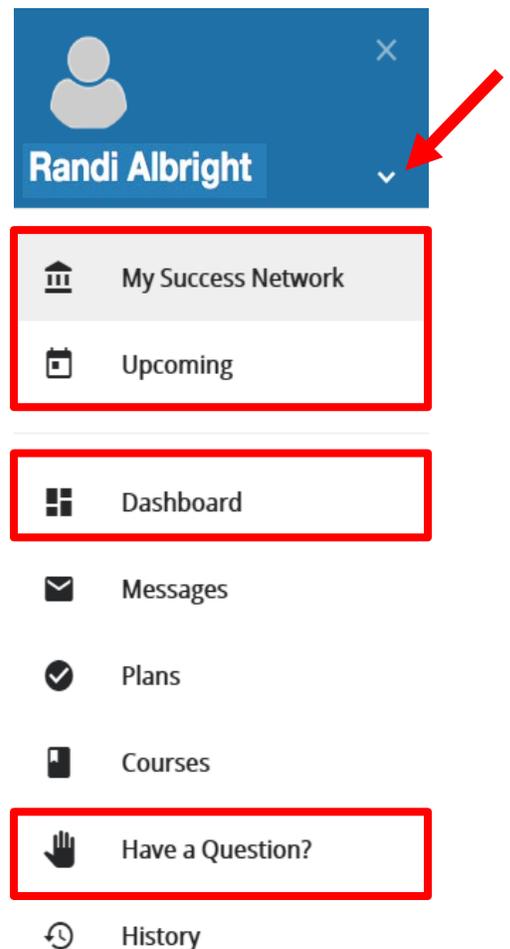
Use your personalized [My Success Network](#) and [Courses](#) channels for quick access to contact information, [appointment scheduling](#), and [course help](#).

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.

Starfish

FERPA standards protect student data.

Randi Albright

Contact Information

Login: albrightr

Institution Email: albrightr@uncw.edu

Alternate Email: randi_rr@gmail.com ⓘ

All notifications will be sent to your institution email address.

Email Preference: Also send notifications to my alternate email address

Phone: []

Cell Phone: 961-111-1111

Video Phone: []

Time zone: (GMT-05:00) Eastern Time [v]

Display all time zones

Weekly Updates

Send me a weekly status update about My Success Network

Reminder Preferences

Email me 15 minutes before the start of an appointment.

Email me at 9:00 am the day of an appointment

Receive notifications on your mobile phone:

Enter the email address for your mobile phone as indicated below for each provider.e.g., 8885551212@txt.att.net

- AT&T: cellnumber@txt.att.net
- Verizon: cellnumber@vtext.com
- T-Mobile: cellnumber@tmomail.net
- Sprint PCS: cellnumber@messaging.sprintpcs.com
- Virgin Mobile: cellnumber@vmobl.com
- US Cellular: cellnumber@email.uscc.net
- Nextel: cellnumber@messaging.nextel.com
- Boost: cellnumber@myboostmobile.com
- Alltel: cellnumber@message.alltel.com

* Required fields

Close

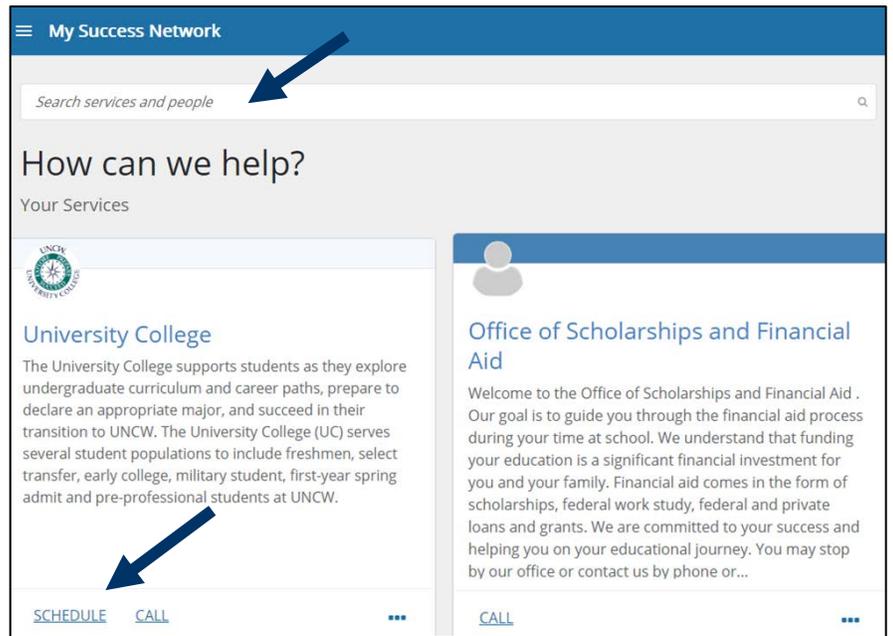
Messages

Past Week [v]

[Tenant 4] Message from Auric Goldfinger - Check In
Auric Goldfinger
3:51 pm

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.

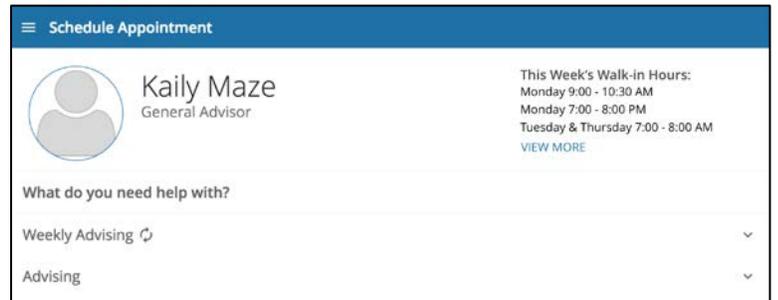


Schedule Appointments

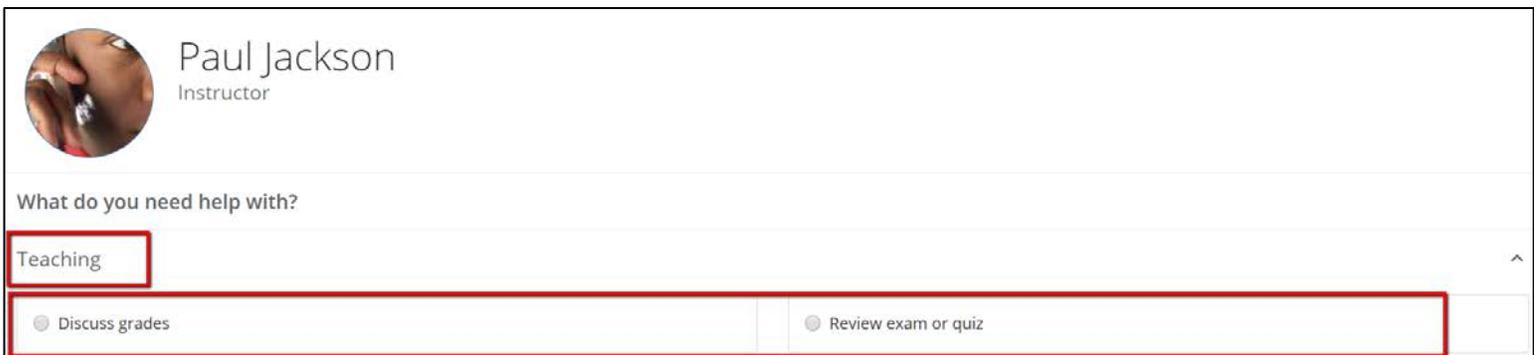
1. From the **My Success Network**, click the triangle beside the name of the person you want to schedule an appointment with, and then select **Schedule**.

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.

What day and time works for you?

05/30/18 → 06/01/18

Friday, 06/01 6 available

Time Slot	Duration
09:00 - 09:15 am My Office	15m
09:15 - 09:30 am My Office	15m
09:30 - 09:45 am My Office	15m
09:45 - 10:00 am My Office	15m
10:00 - 10:15 am My Office	15m
10:15 - 10:30 am My Office	15m

- 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. You will get an email with the appointment details and the appointment will be listed on the [Upcoming tab](#).

Does this look correct?

Date and Time Friday, June 01 09:45 - 10:00 am Change duration	Reason for Visit Review exam or quiz Change
Location My Office Knock once and enter	Course Add a course
If you want, tell us a little bit about what's going on so we can help <input type="text"/>	
BACK	CONFIRM

Upcoming

Yvette Gold
Academic Advisor

Thursday, February 28
4:00 pm-4:30 pm

Cameron Hall 121
Please check-in at least 5 minutes p...

...

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**.



Are you sure you want to cancel your appointment on Thursday, February 28th 16:00 PM?

You can add a message explaining why you need to cancel:

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.

The screenshot shows a user interface for a course page. At the top, there's a blue header with a hamburger menu icon and the word 'Courses'. Below that, a search bar contains 'All'. The main content area is for 'General Chemistry II (SCI-CHEM201-600-201802)'. On the left, there's a sidebar with 'GRADE C' and 'CREDIT HOURS 4'. The main area has tabs for 'NETWORK', 'GRADES', and 'AGENDA'. A central card displays the instructor's name 'Paul Jackson' and contact information: '757-622-4487', 'Paul.Jackson@starfishcollege.edu', and 'Availability: Jackson's Friday OH: Fri Jun 1 9-10:30AM'. There's a 'Schedule Appointment' button. To the right, there's a 'Tutoring and Learning Center' section with a 'Schedule Appointment' link. A blue arrow points from the 'Help' icon in the top right corner of the course header to the 'Request Help' form in the next image.

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.

The screenshot shows a 'Have a Question?' form. At the top right, there are 'Never Mind' and 'Submit' buttons. The form has three main sections: 'Type' with a dropdown menu showing 'Have a question?'; 'Course' with a text field containing 'Advanced Managerial Accounting (ACG 305001)'; and 'Details' with a large text area containing the placeholder text 'Describe how we can help you.'. At the bottom left, there's a red asterisk and the text 'Required fields'. At the bottom right, there are 'Never Mind' and 'Submit' buttons.

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.

Have a Question?

The screenshot shows a 'Have a Question?' form. At the top right, there are 'Never Mind' and 'Submit' buttons. The form has three main sections: 'Type' with a dropdown menu showing 'Have a question?'; 'Course' with a dropdown menu showing 'No Course'; and 'Details' with a large text area containing the placeholder text 'Describe how we can help you.'. At the bottom right, there are 'Never Mind' and 'Submit' buttons.

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.