

## Welcome to Starfish® at Mercer!

Starfish provides you with a central location to connect to the people and services that can help you successfully complete your degree at Mercer.

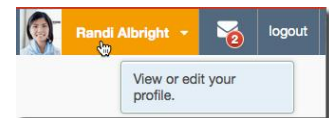
Your Home page includes access to a customizable profile and personalized channels that make it easy to communicate and schedule appointments with your instructors, advisors, and other resources. Instructors and advisors use Starfish to share feedback on your class performance throughout the semester as well as to record relevant notes that can help select faculty & staff support you throughout your journey as a Mercerian.

Access your Starfish Home page by logging in to MyMercer and clicking the Starfish link. If you have any questions regarding Starfish, please email [starfishsupport@mercer.edu](mailto:starfishsupport@mercer.edu).

Here are three great ways to get started:

### 1. Set up your profile

Make it easier for your instructors and advisors to stay in contact with you by updating phone and email preferences. You can even customize communication preferences to receive messages via text.

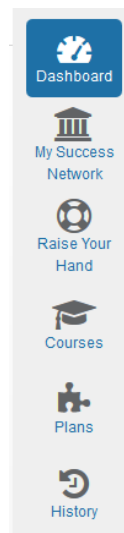


### 2. Connect to people and services that can help you

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

### 3. Stay on track

Use your personalized **Dashboard** to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors. Use the **Raise Your Hand** option if you need help and can't find what you're looking for through your personalized channels.



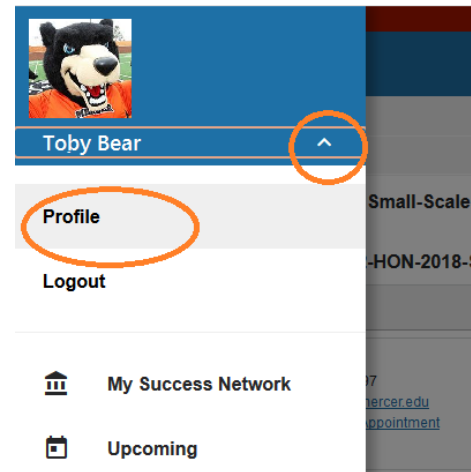
*That's it. Simple for you. Powerful for your future.*

## Set up your Profile

Begin by setting up your student profile. Your profile lets instructors and advisors know how to contact you. It also gives you control over how you wish to receive emails.

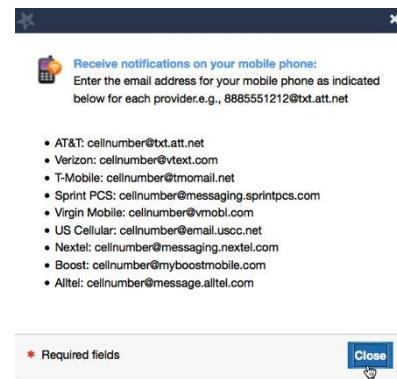
1. Open the left-hand navigation by selecting the **menu icon** on the top left corner of your screen.
2. Click the arrow to the right of your name, then select **Profile**.

From here, you can customize your profile by setting appointment reminders and adding a secondary email address for receiving Starfish emails (e.g. a personal email account, or text messages to your mobile phone).



**To have Starfish emails sent via text message (in addition to sending to your Mercer email address):**

- 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 Mobile Information icon for a list of common carriers and email address formats.
- Select the box by **Also send notifications to my alternate email address**.

A screenshot of the profile form. The 'Alternate Email' field contains the text '8675309@txt.att.net'. Below this field, there is a note: 'All notifications will be sent to your institution email address.' Under the 'Email Preference' section, there is a checkbox labeled 'Also send notifications to my alternate email address' which is checked and circled in orange. A small square icon with a plus sign is circled in orange in the top right corner of the form.

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

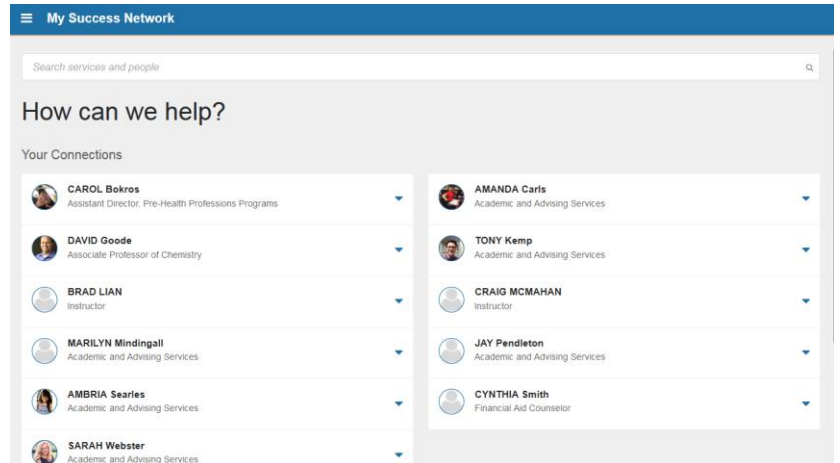
## Connect to people and services that can help you

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 websites and online appointment scheduling.

### My Success Network

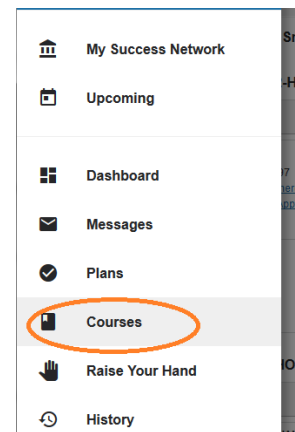
Click the **My Success Network** icon on your left-hand navigation to display your personalized network. This is also the default page when you log in to Starfish.

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 a link to [make an appointment](#) (if online scheduling is enabled).



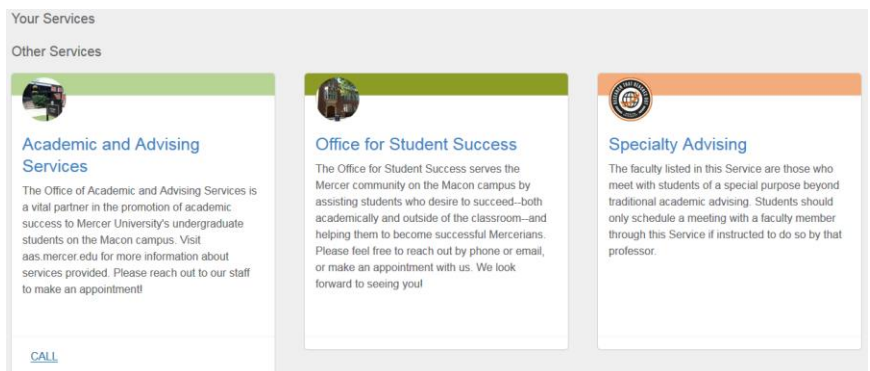
### Courses

Click the **Courses** link in your left-hand navigation to display information about your courses as well as contacts and available support related to each. Like the **My Success Network** feature, it is personalized to show the people and services specific to the courses you are taking and gives you the ability to make an appointment or request help related to a course.



### Services Catalog

Certain counselors and advisors may be listed in your personal **My Success Network** channel, but other individuals and services can be found in the broader **Services** catalog that is available at the bottom of your **My Success Network** page. Click **Show Other Services** to see all options. For each listed service you can view contact information, visit service websites, and schedule online appoints (if available).



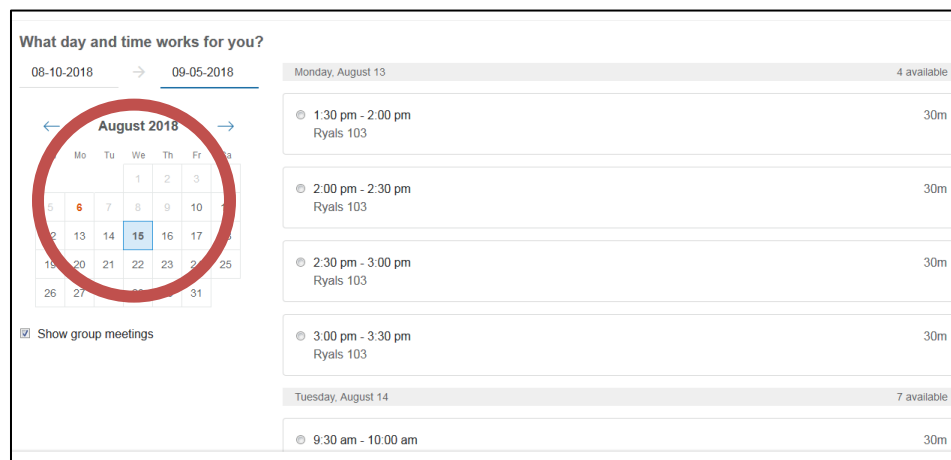
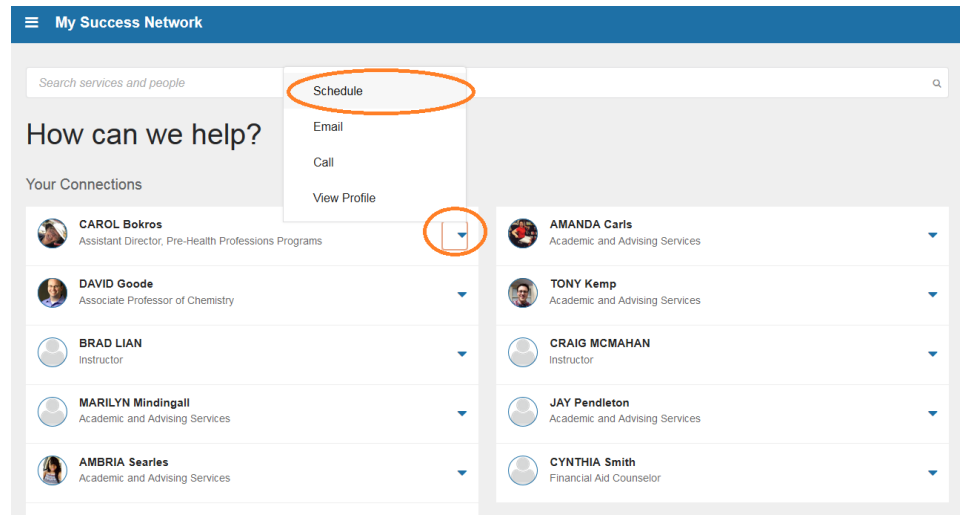
## Schedule an Appointment

1. Log into your MyMercer account and select **Access Starfish**.

2. You will be automatically navigated to **My Success Network**. You should see a list of your instructors, academic advisor, and others who support your success.

**Note:** Don't see your contact? Search your contact's name in the search bar at the top of the page.

3. Click the arrow to the right of the person with whom you'd like to schedule an appointment. Click **Schedule**. Note that you will only see the Schedule a Schedule option if that person has configured scheduling ability in Starfish.
4. Proceed through the prompts to indicate the reason for your appointment. You will have the opportunity to write additional notes to the instructor/advisor before submitting the appointment request.
5. **Select a date and time** from the instructor/advisor's availability. Use the small calendar on the left to quickly toggle to a different date. You will only be able to select a date if appointments are available.



6. Review appointment details and add additional comments to help the instructor/advisor prepare for your meeting. Select **Confirm** to reserve your appointment.
7. You will get an email with the appointment details and the appointment will be listed on your **Dashboard**.

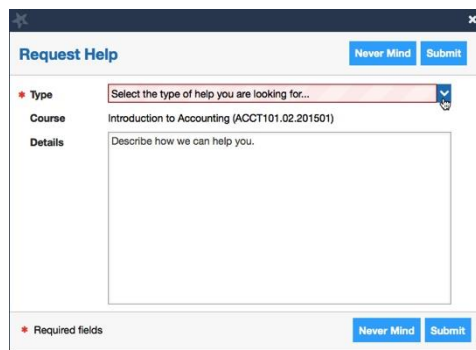
## Change an Appointment

Upcoming appointments will be listed on your **Dashboard** in the timeline view (left column). Click the edit icon (✎) to modify the appointment or the cancel icon (✕) to cancel it.

## Request Help with a Course

Need help with a course, but not sure where to go? Request help with a course directly from the **Courses** channel.

1. Click the Help icon (🗨️) next to any of the courses in which you are currently enrolled.
2. This will bring up the **Raise Your Hand** form. Select the **Type** of help needed from the drop down menu and give specific **Details** on your request.



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

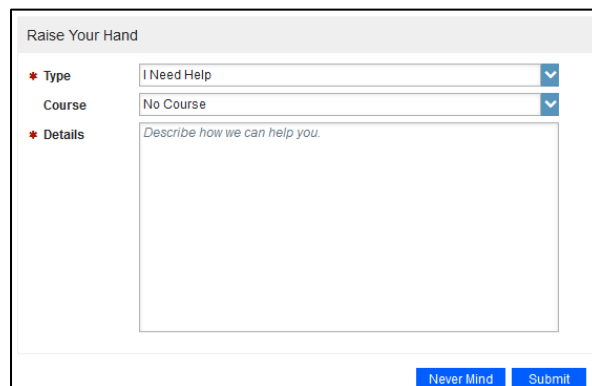
## Stay on track

### Dashboard

You can access your **Dashboard** by clicking its link in the left-hand navigation menu. Your Dashboard displays upcoming appointments and 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.

### Request Help

In the left-hand navigation, click **Raise Your Hand**. 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.



Raise Your Hand

\* Type

Course

\* Details

We encourage you to make your description as detailed as possible to ensure you receive the appropriate help needed. Click **Submit** to submit your request when done.