![STARFISH BY HOBSONS]

Welcome to BMCC 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.
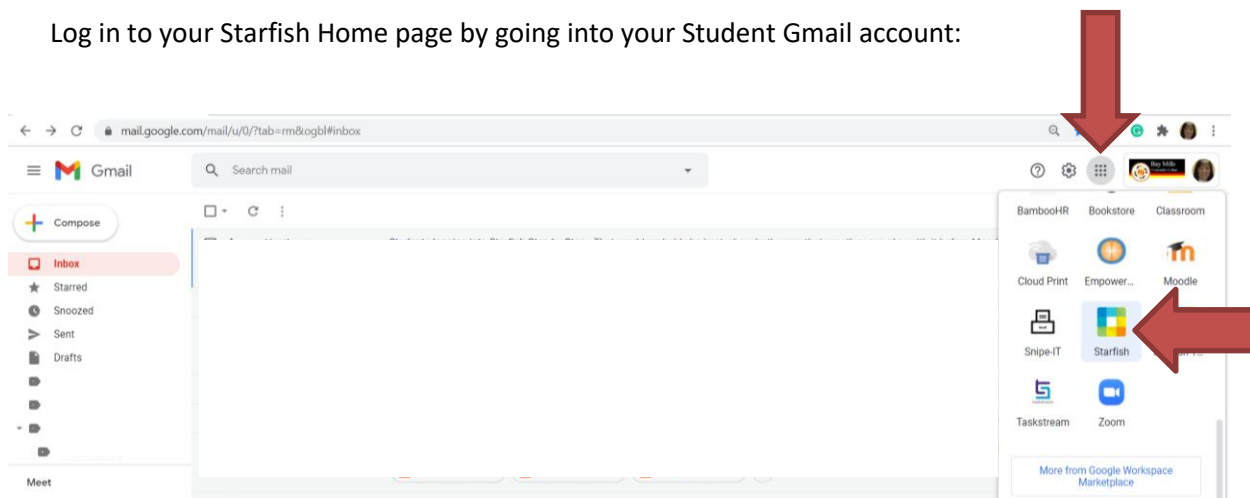
Two ways to log in into your Starfish - your BMCC Moodle account or your student Gmail account.

Log in to your Starfish Home page by going into your BMCC Moodle account:
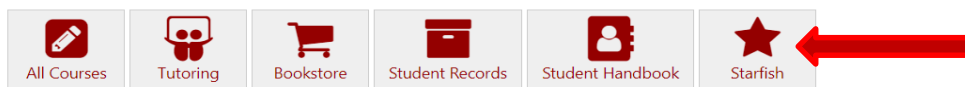
OR

Log in to your Starfish Home page by going into your Student Gmail account:

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.

Here are two great ways to get started:
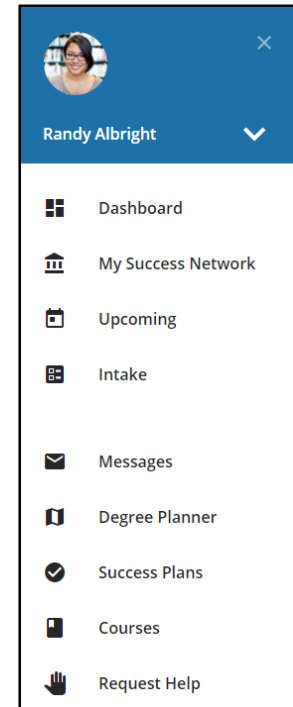
1. Set up your profile

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.

Not sure what you need?

Browse the Services Catalog or use the **Request Help** option if you 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 who you are and how to contact you. It also gives you control over how you wish to receive emails.
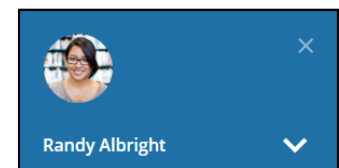
1. Open the navigation menu and click your name, and then **Edit Profile** to open your profile.

   From here, you can customize your profile by uploading a photo, and adding a secondary email address for receiving Starfish emails.
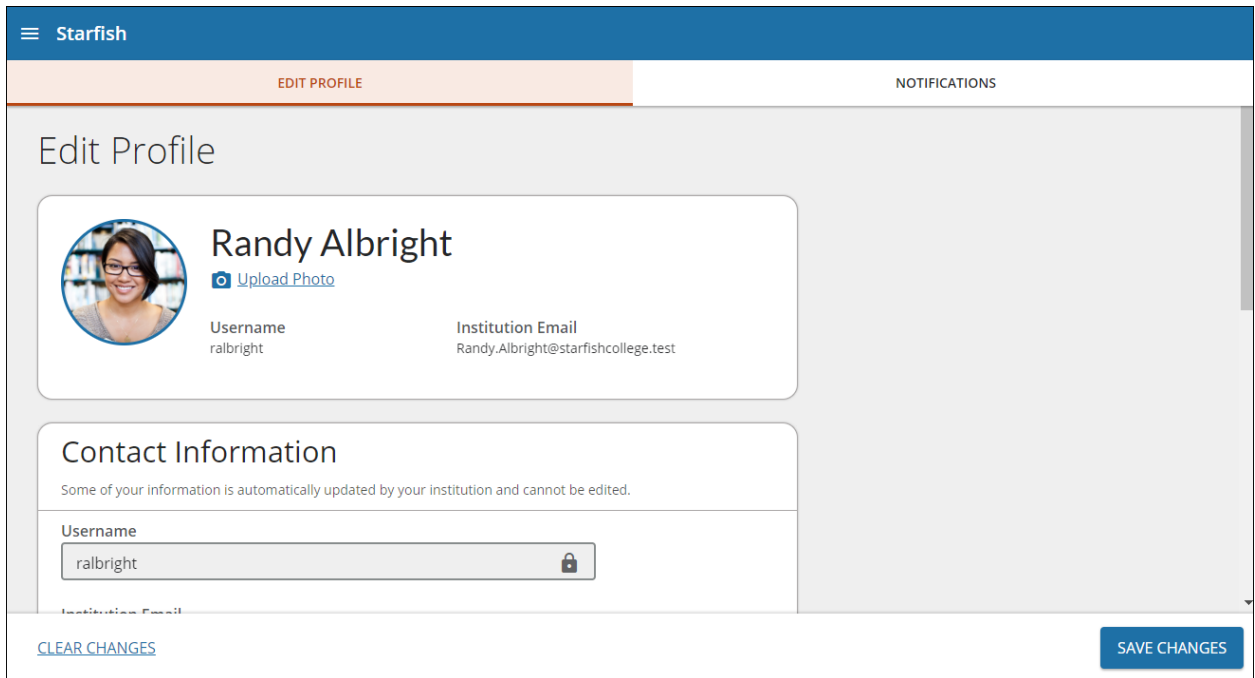
2. Select the **Notifications** tab update your notification preferences.
3. Once you have made your desired changes to your profile, click the **Save Changes** button to save your updates.

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 web sites.

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.
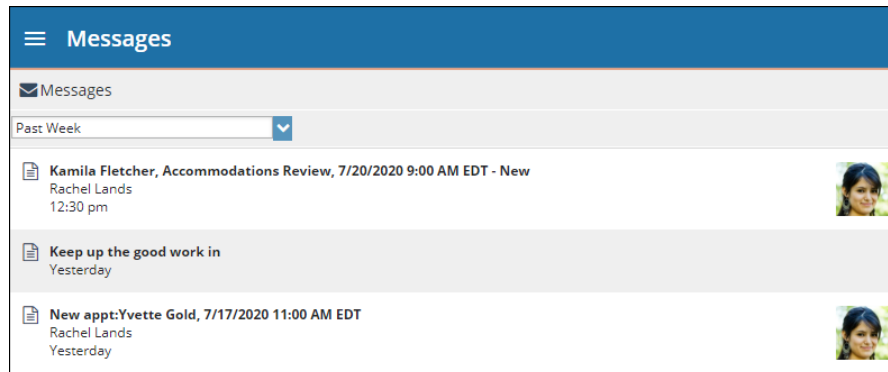
My Success Network

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 and supporting websites.

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. **COMING SOON**
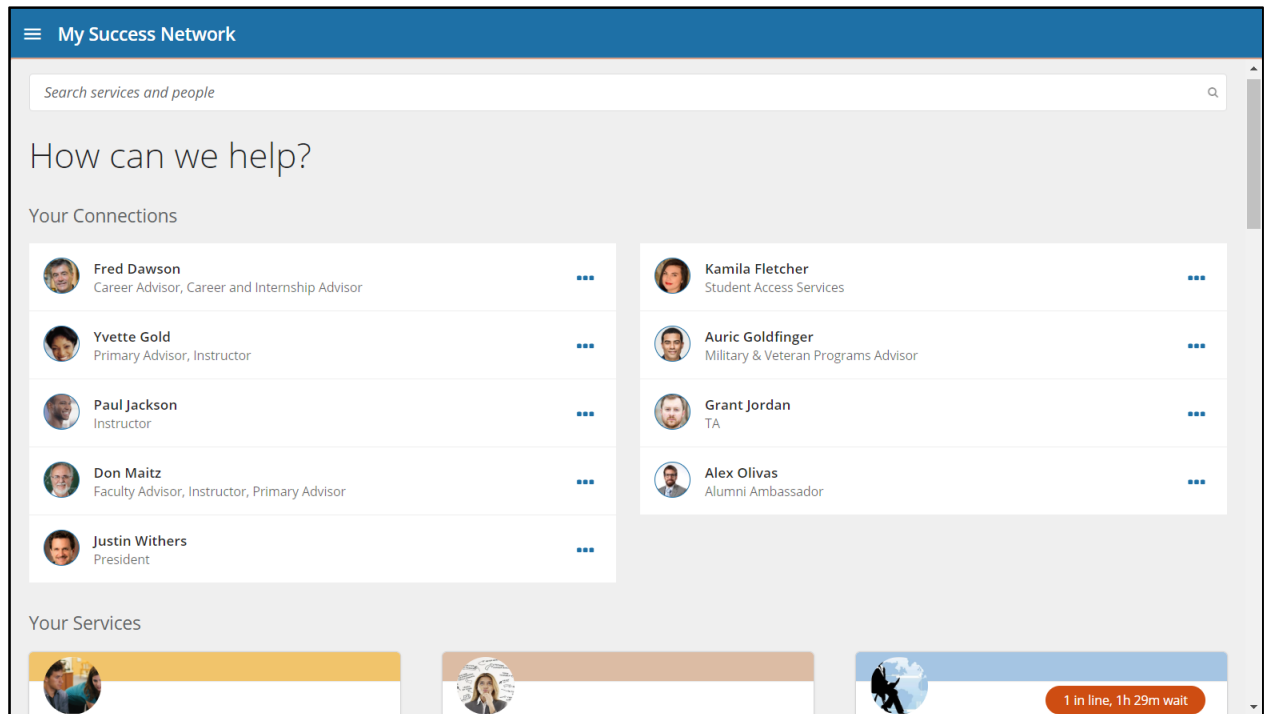
Courses

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 Request Help related to a course.
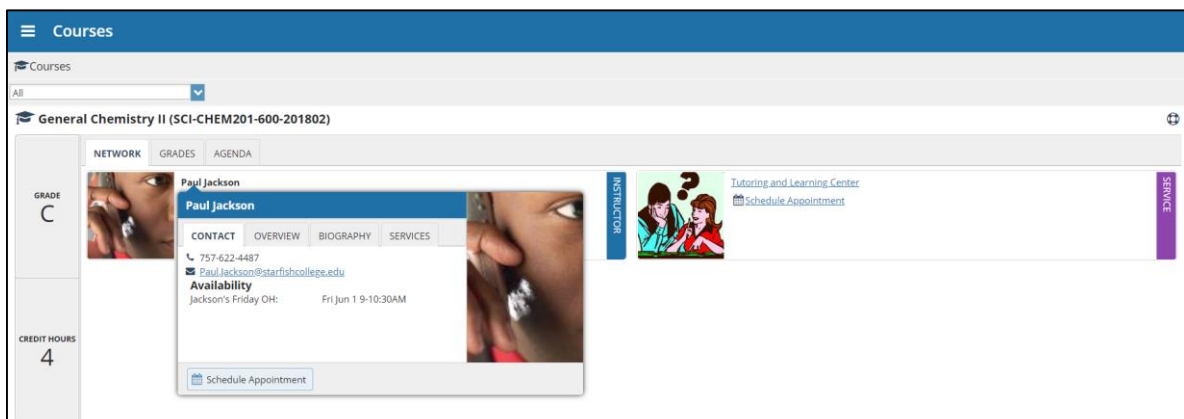
1. Click the Help icon (🛟) link in the upper, right corner next to any of the courses in which you are currently enrolled.

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 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?

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 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 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 technical issues, contact the Help Desk at hchurch@bmcc.edu or dwilson@bmcc.edu . For questions regarding a flag, please contact your instructor or advisor.