

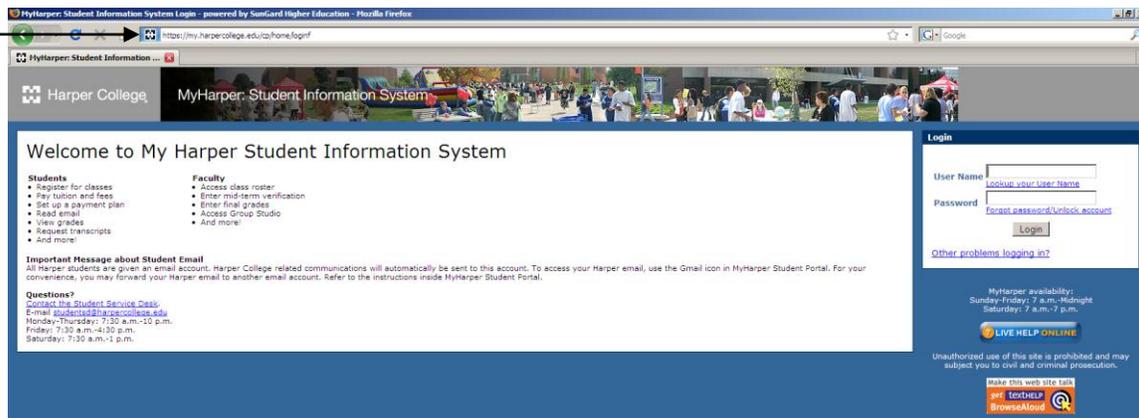
## Welcome to Starfish!

Starfish gives faculty and counselors an opportunity to work together *to help you reach your academic goals*. You might see recommendations and tips for improvement displayed on your Starfish homepage or sent to you by email.

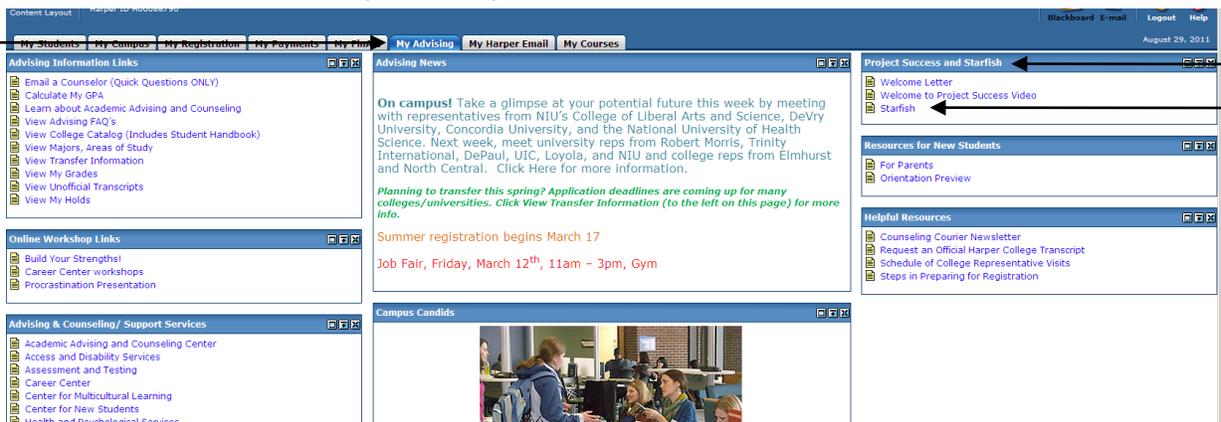
## Setup Your Profile

Since your counselor and instructors will be communicating with you through Starfish, setting up your profile is very important. Your profile lets faculty and counselors know who you are and how to contact you. It also includes the email address for where you want to receive updates and reminders. Setting up your profile is very simple.

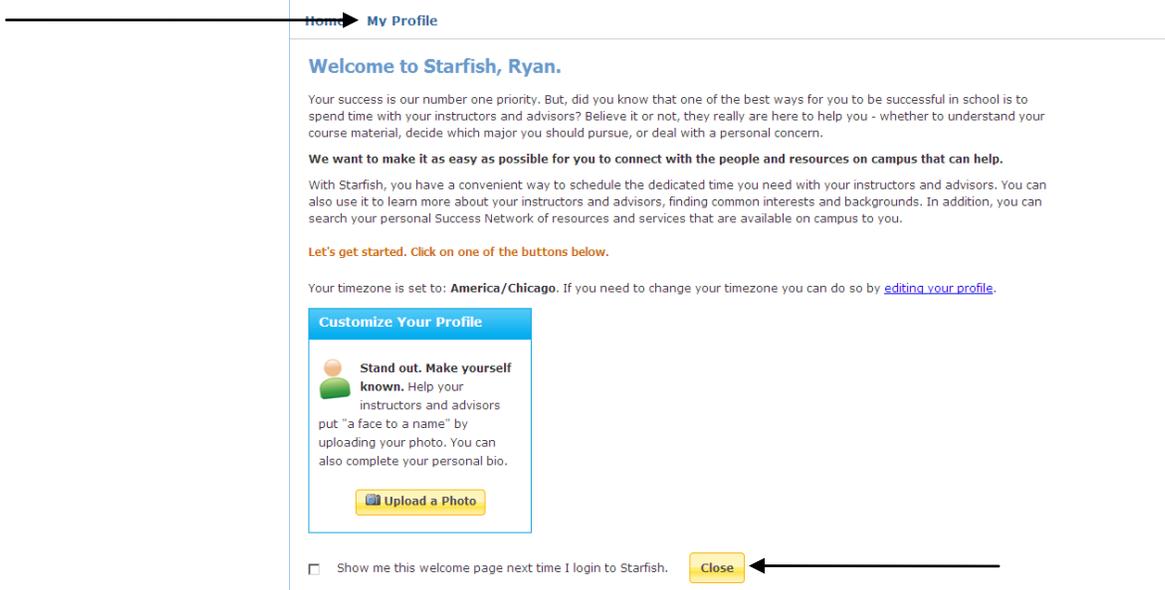
1. Login to the student portal, **MyHarper** at <https://my.harpercollege.edu/cp/home/loginf>.



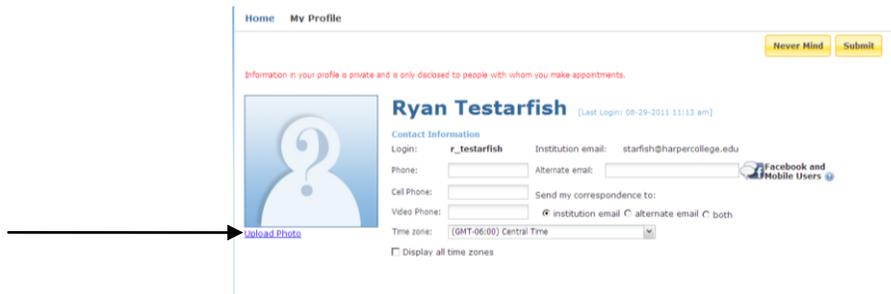
2. Once in **MyHarper**, go to the **My Advising** tab and look for the **Project Success & Starfish** section on the right hand side. Select the **Starfish** link; this will take you directly into **Starfish**.



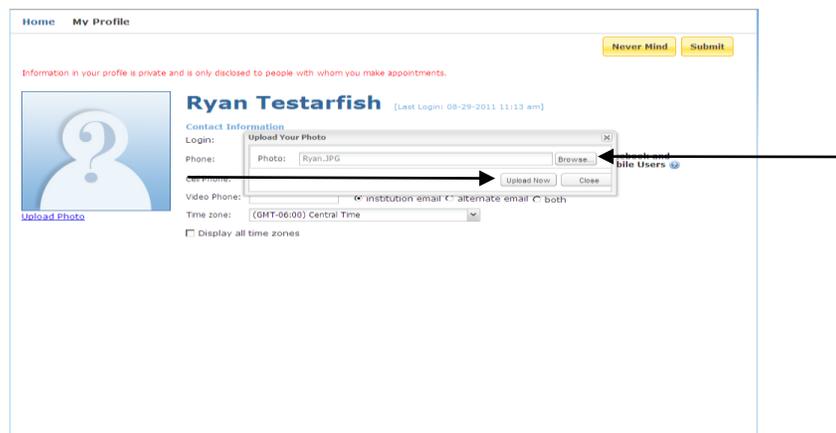
3. Once in Starfish, click the **My Profile** tab at the top. Please note, the first time you login you will see a Welcome page. Click **Close** to go to your Starfish homepage.



4. Upload a photo to put a face to your name.  
a. Select the **Upload Photo** link.



- b. **Browse** for a photo on your desktop (JPEG, GIF, etc.). Click the **Upload Now** button.



5. Edit your contact information (email, phone) as needed.

a. Note your Institutional email. This is where your Starfish notifications will be sent.

Home My Profile

Never Mind Submit

Information in your profile is private and is only disclosed to people with whom you make appointments.

**Ryan Testarfish** [Last Login: 08-29-2011 11:13 am]

**Contact Information**

Login: **r\_testarfish** Institution email: starfish@harpercollege.edu

Phone:  Alternate email:

Cell Phone:  Send my correspondence to:

Video Phone:   institution email  alternate email  both

Time zone: (GMT-06:00) Central Time

Display all time zones

b. Enter your phone information.

Home My Profile

Never Mind Submit

Information in your profile is private and is only disclosed to people with whom you make appointments.

**Ryan Testarfish** [Last Login: 08-29-2011 11:13 am]

**Contact Information**

Login: **r\_testarfish** Institution email: starfish@harpercollege.edu

Phone:  Alternate email:

Cell Phone:  Send my correspondence to:

Video Phone:   institution email  alternate email  both

Time zone: (GMT-06:00) Central Time

Display all time zones

c. If you are a Facebook user, you may want to receive Starfish notifications in Facebook too. To receive Starfish notifications in Facebook, enter your Facebook Messages address in the **Alternate email** field. (Visit <http://www.facebook.com/about/messages> to sign up for Facebook messages.) After adding your Facebook address, select send my correspondence to **both**.

Home My Profile

Never Mind Submit

Information in your profile is private and is only disclosed to people with whom you make appointments.

**Ryan Testarfish** [Last Login: 08-29-2011 11:13 am]

**Contact Information**

Login: **r\_testarfish** Institution email: starfish@harpercollege.edu

Phone:  Alternate email:

Cell Phone:  Send my correspondence to:

Video Phone:   institution email  alternate email  both

Time zone: (GMT-06:00) Central Time

Display all time zones

d. You will see a Mobile Users option. Unfortunately, Harper is not able to support Starfish notifications as text messages at this time.

6. To save the changes you have made to your profile, click the **Submit** button.

Home My Profile Never Mind Submit

Information in your profile is private and is only disclosed to people with whom you make appointments.

 **Ryan Testarfish** [Last Login: 08-29-2011 11:13 am]

Contact Information

Login:  Institution email:

Phone:  Alternate email:  [Facebook and Mobile Users](#)

Cell Phone:  Send my correspondence to:

Video Phone:   institution email  alternate email  both

Time zone:   Display all time zones

[Upload Photo](#)

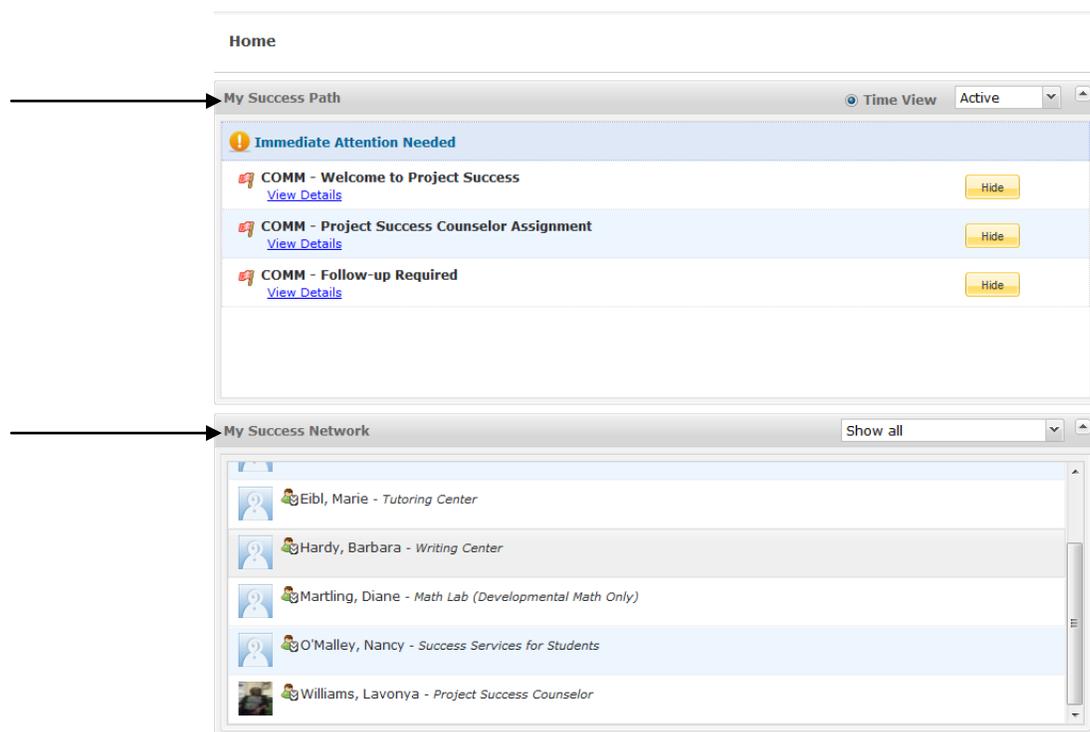
Never Mind Submit

Copyright © 2008-2011, Starfish Retention Solutions, Inc. Patent Pending.

Please note if you choose to have notifications sent to an additional email or a Facebook address, you will need to check your SPAM Folder. It might be necessary to whitelist [starfish@harpercollege.edu](mailto:starfish@harpercollege.edu) and [notices@starfishsolutions.com](mailto:notices@starfishsolutions.com).

## Getting Connected on Campus

On your Starfish homepage, visit your **My Success Path** to find recommendations for improvement in your courses and referrals to campus support offices. You might receive email notifications for the items listed here as well. You may also view your **My Success Network** to contact your Project Success Counselor as well faculty members and tutoring resources available to you at any time.



Copyright © 2008-2013, Starfish Retention Solutions, Inc. Patent Pending.

## Frequently Asked Questions

### ***What if I receive a Starfish notification from one of my instructors?***

If an instructor raises a flag indicating concern about your progress in his/her class, you will need to meet with your counselor. If a specific counselor has not been assigned, you will receive notification of your counselor assignment within two business days. Please contact the Student Development Division Office if you have any questions about your counselor assignment.

### ***What if I click the Starfish link and get a "You do not have access" message?***

Contact the Student Service Desk at 847.925.6866 or [studentsd@harpercollege.edu](mailto:studentsd@harpercollege.edu) for assistance with accessing the Starfish system.



***What if I need more help?***

Questions regarding Starfish, email notifications, or counselor assignment should be directed to the Student Development Division Office in Building A, Room 379 at 847.925.6346 or [starfish@harpercollege.edu](mailto:starfish@harpercollege.edu).