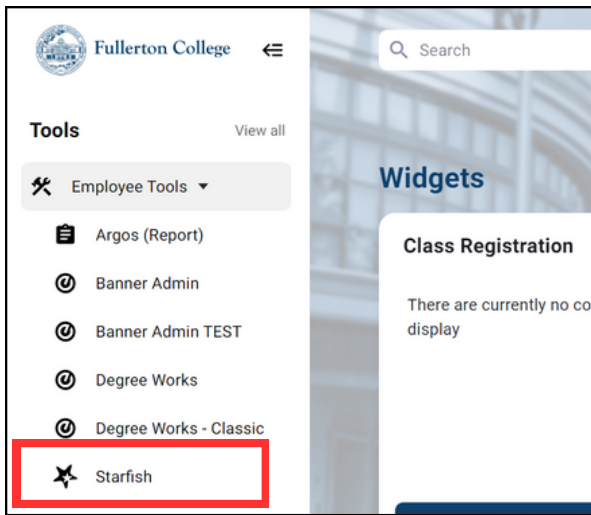




How to access Starfish



Login to MyGateway - <https://mg.nocccd.edu/>



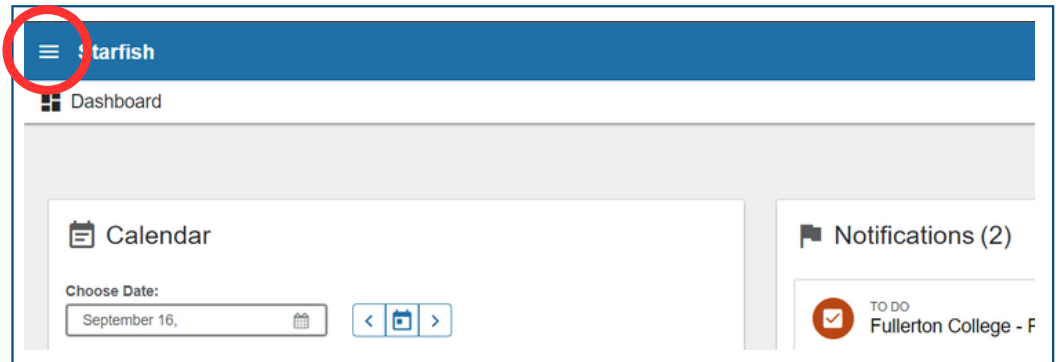
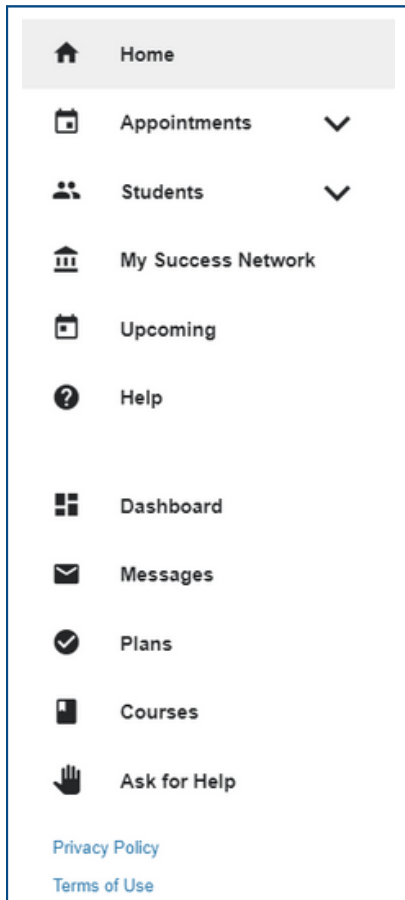
Scroll down to the “Tools” section, expand “Employee Tools” and click on Starfish

or

Bookmark the direct Starfish link and log in using your MyGateway credentials

<https://nocccd.starfishsolutions.com/starfish-ops/>

Expand the menu to view other pages within Starfish



Home - Overview of your assigned Service Tile, Upcoming Appointments, Calendars, Flags, and other areas you oversee (*see page 2 for more information*)

Appointments - Your calendar, which can include open office hours, scheduled appointments, events, reserved time, or reviewing other staff calendars you manage

Students - View and filter through your students to send batch notes, emails, referrals, kudos, and more



Employee Home Dashboard

The screenshot shows the Starfish Employee Home Dashboard. It features a top navigation bar with 'Starfish' and a search bar. Below are several sections: 'My Services' with contact info for the Promise Center; 'Appointments' showing a list of appointments; 'Calendars I'm Managing' with links for Student Hourly and Professional Expert; 'Batch Sent Items' with a table of actions; 'Recent Changes' with a list of tasks; and 'Flags I'm Managing' with a list of flags.

This page may look different depending on the types of access you have! For example, faculty will have access to their course(s), and student hourlies may see less information overall.

The home page provides an overview of the activity happening within Starfish that is related your your **Service Tile(s)**, your **appointments** and **calendar**, and the **recent activity** of students assigned to you.

The screenshot shows a student profile card for Freddy Fullerton. It includes contact information (phone: 19130000, 714-992-7000; email: 19130000@fullcoll.edu), a photo of the mascot, and buttons for 'Kudos', 'Message', and 'Note'. A flag icon is visible at the bottom left of the card.

Hover over a student's name to preview quick information or click on it to view the full Overview page

Click on the icon next to the activity (such as an appointment or flag) to view more information about that specific item.



Flags are assigned to you depending on the student's question or concern. For example, a student sharing they would like help connecting to basic needs resources such as groceries can be assigned to a staff member at the Food Bank for support - only if that program or service is onboarded onto Starfish to "catch" the referral or flag