

# Getting Started Guide

## Rowan Success Network

*Easier than ever to connect with your instructors, advisors and counselors*



### Welcome to the Rowan Success Network!

The Rowan Success Network (RSN) gives you an easy way to schedule the dedicated time you need with your advisors and counselors. You can get to the RSN by going to [rowan.edu/rsn](http://rowan.edu/rsn). Then, start scheduling the time you need.

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

### >> Setup Your Profile

Your profile lets instructors and advisors know who you are and how to contact you. It also includes the email address for where you want to receive updates and reminders.

1. Go to [RSN](#).
2. Click the **My Profile** link at the top.
3. 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, and PNG).
  - c. Click the **Upload Now** button.
4. Click the **Save** button.

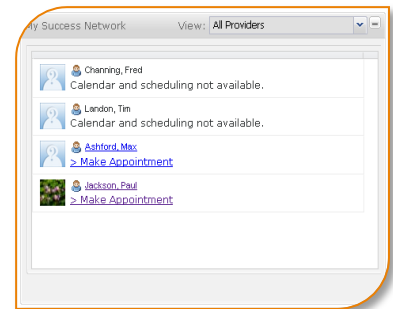
### >> Make an Appointment with a Current Instructor (if available)

1. In the **Courses I'm Taking** channel, click the **Make Appointment** link for any course to view your instructor's calendar.
2. Move through the calendar using the mini calendar tool located in the left column. All dates with available office hours will be **bold**.
3. Available meeting times will have a **Sign Up** link. Click this link to make an appointment for that time.
4. Complete the form and click the **Save** button. You'll get an email confirmation of the appointment.

## >> Make an Appointment with Anyone in My Success Network

To make an appointment with an advisor, counselor, or any other person on campus with whom you can make appointments:

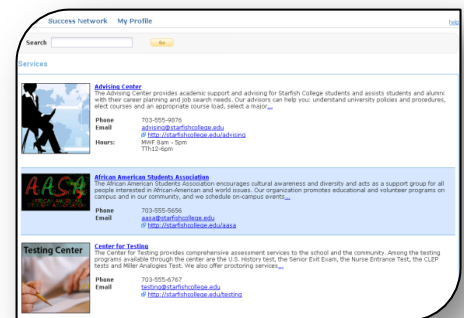
1. The **My Success Network** channel will display a list of people on campus with whom you can make appointments, if they have an online calendar.
2. Click the hyperlink of the person's name to view their calendar.
3. Follow steps 3 and 4 from above to make the appointment.



## >> Access Campus Support Resources from the Success Network


Certain counselors and advisors may be listed in your personal My Success Network channel, but others can be found in the broader Success Network.

1. Click **Success Network** at the top of any page. Search for a service center or scroll through the list of services.
2. When you click on a service you will see the staff members who work there and their appointment availability.
3. Click **Schedule Online** to make an appointment with a service provider and follow the steps listed above.



## >> Frequently Asked Questions

### ***What if I need to cancel or modify an appointment I made?***

Find the appointment on your **Upcoming Appointments** channel shown on the Starfish home page. Click the  icon at the beginning of the line. This will bring up a menu that will allow you to cancel or edit the appointment.

### ***What if I want email sent somewhere other than my school email address?***

Click the **My Profile** link at the top of the page to go to your profile. Here you can provide an email address you prefer to use instead of, or in addition to, your school email address.

### ***What if my instructor cancels the appointment?***

You will be notified by email of the cancelation & it will disappear from your **Upcoming Appointments** channel.



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

Contact the Rowan Success Network Team at [rsn@rowan.edu](mailto:rsn@rowan.edu).