

FAQ for Students

How do I log into Starfish?

Click [here](#) to view the Starfish "Student Getting Started Guide".

How do I make an appointment with my advisor, career advisor, or instructor?

You will be able to view everyone in your Success Network on your Starfish Student Dashboard. You can view instructions on how to set an appointment by viewing the [Starfish "Student Getting Started Guide" \(page 4\)](#).

What if Starfish is not allowing me to schedule an appointment?

Contact your advisor the old-fashioned way: Call or Email.

How do I know that my appointment has been scheduled?

You will receive an appointment confirmation email.

What if I cannot make any of the appointment times offered?

Email your advisor to request an appointment outside of scheduled availability.

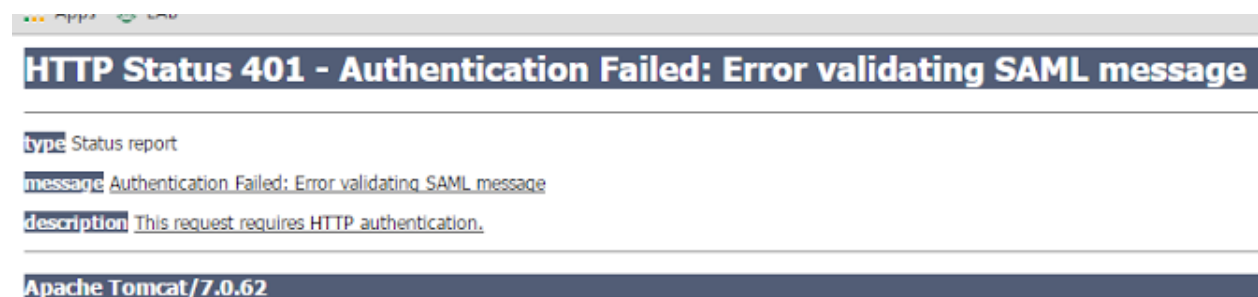
What if I don't see any availability for my advisor?

You may have to search further out for times/dates of available appointments or you can contact your advisor.

How do I cancel an appointment?

Once you log into Starfish, it opens up your Dashboard. There you will see your appointments. Click on the **X** in the upper right hand corner of the appointment box and you will be asked if you are sure you wish to cancel your appointment; click **Submit**. Your appointment is now cancelled.

I received an Authentication Error when trying to log into Starfish, what do I do?



Make sure you are using Google Chrome or Internet Explorer and then close out the tab/browser you are using and try again. If it doesn't work, try using another browser and if the problem still persists, try to restart your computer.

Additional Questions? Email StarfishHelp@uncc.edu for support.