SUPPORTNET

SOUTHEAST'S STUDENT SUCCESS NETWORK

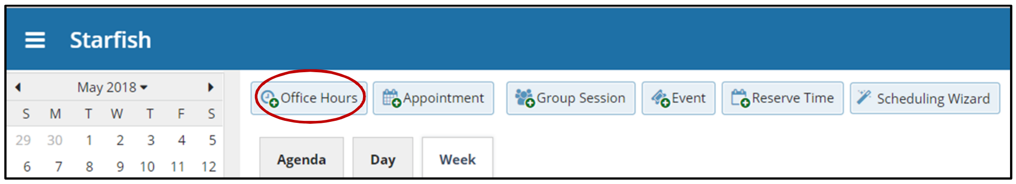
Starfish

Set up your Office Hours (for Appointment Scheduling)

To setup office hours, go to the **Appointments** page (Menu > Appointments). Here you can Add **Office Hours, Appointment, Group Session, Event,** or **Reserve Time.**

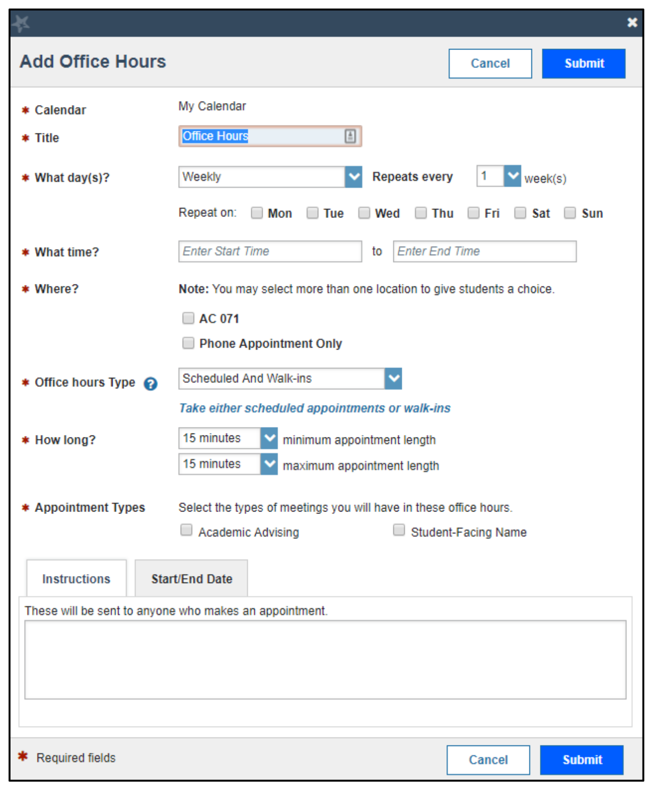
DO NOT SET UP OFFICE HOURS UNTIL YOU ARE READY FOR STUDENTS TO SCHEDULE APPOINTMENTS WITH YOU THROUGH SUPPORTNET

NOTE*: we do not recommend the Scheduling Wizard. Upon your initial login to SupportNET, we recommend turning off the wizard by unchecking the box labeled "****Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours****", and then click the* ***Close*** *button.*



Setting up Office Hours: **Menu** > **Appointments** (click the word, not the down arrow to get there faster)

1. Under the Appointments option – select "Office Hours" in the upper left corner (see above)
2. Complete each section below:
   - **Title**: Add text to reflect the day(s) and possibly even your name (i.e.: Rowdy's Monday Office Hours or Tuesday/Thursday Office Hours)
   - **Day(s):** Typically, you will leave as Weekly / Repeats every '1' week(s)
     - *Repeat on*: Check the box for appropriate day(s)
   - **What Time**:
     - *Start Time* = [time you want to start]
     - *End Time* = [time you want to end for that DAY]
       i.e.: 9:45 am to 11:00 am
   - **Where**: *Check office location (typically will default unless you have multiple locations set up in your preferences)*
   - **Office Hours Type**: Scheduled and Walk-ins (allows students to sign up online and you to add if someone shows up)
   - **How Long**: [enter min and max appt length]*
   - **Appt Types**: *(you may not have this option)*
   - Bottom Tabs is where you can add any instructions, if needed, and where you would put start/end times
     - Start/End Date tab:
       - Start Date: [date you want to start] (i.e. 10-29-2018)
       - End Date: [date you want to end] (i.e. 11-19-2018)
3. Click **Submit**
4. Repeat above for your other available days and times, if applicable.



*NOTE: advising appointments are hard-coded as 30 minutes. This is the official recommendation from Academic Advising. Your preference can be set at a minimum of 15 minutes for your office hours.

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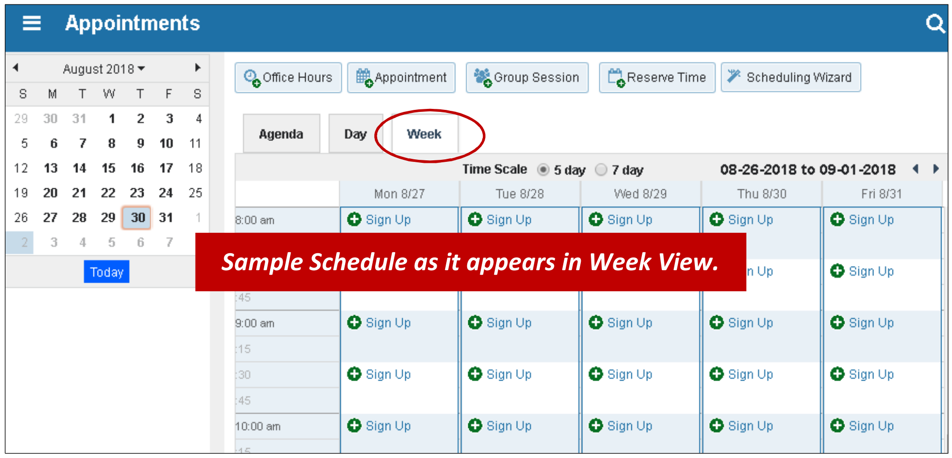
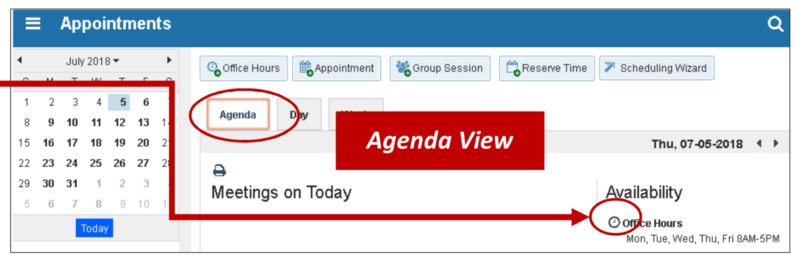
Viewing Your Office Hours

Menu > Appointments
You can view your schedule by clicking **Agenda, Day,** or **Week**.



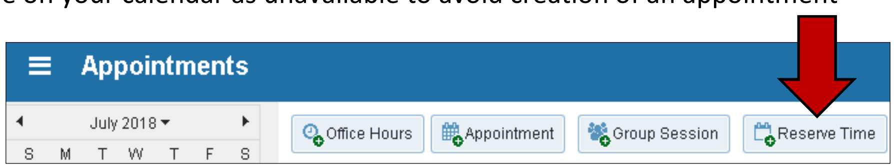
Editing or Canceling Existing Office Hours

1. Go to **Menu > Appointments > Agenda**
2. *Hover* your curser over the 'clock' icon under **Availability**.
3. Select **Edit** or **Cancel**
   - Edit to make adjustments
   - Cancel to completely remove hours
4. Click **Submit** to finalize your selection.

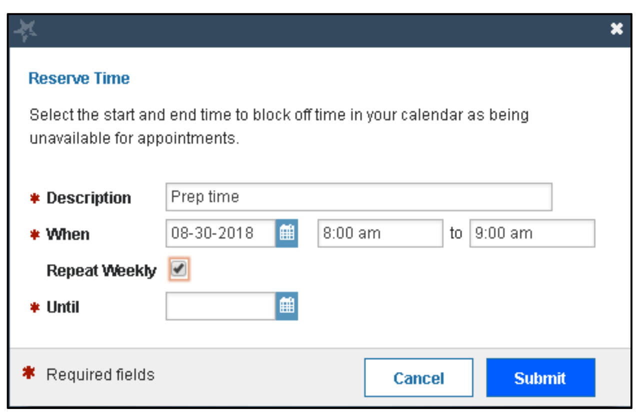


Reserve time on your calendar

Use the **Reserve Time** option to show time on your calendar as unavailable to avoid creation of an appointment during that time.



1. Click the Reserve Time button from the action bar on your **Home** page or **Appointments** page.
2. Fill out the **Reserve Time** form to include a description of the reserved block, the date and time of occurrence. If the block recurs each week, use the "Repeat Weekly Until" checkbox to indicate a weekly recurrence, and select the end date for the block using the date picker provided.
3. Click the **Submit** button to add the reserved time to your calendar.



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Review of Individual Preference Settings

Setting Appointment Preferences

You can specify the location and duration of your available appointment times. In addition, you can set a scheduling deadline and delegate others who can manage your calendar.

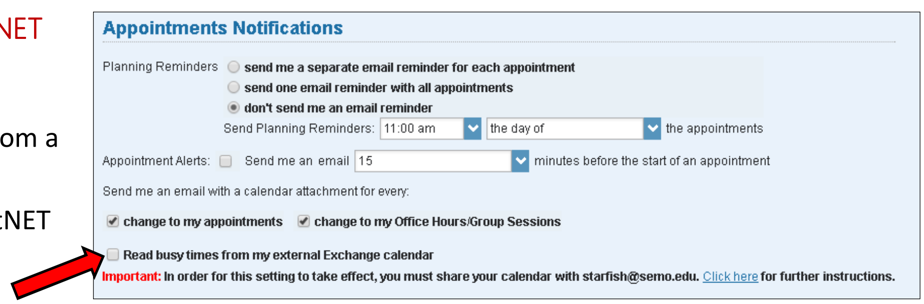
5. Go to **Profile > Appointment Preferences**.
6. Select your **Minimum Appointment Length**.
7. Select your **Scheduling Deadline** - e.g., if appointments must be made by 5 p.m. the day before.
8. Establish **My Locations** so students know where they can meet with you. Add location
9. Delegate **Calendar Managers** - colleagues who can see your calendar and make any edits/deletes
    - If you have been designated as a calendar manager for others in your area, you can view multiple calendars at one time by looking at the Schedule View. You can assign calendar managers under your **Profile > Appointment Preferences**.

Setting Summary Email Notifications

1. Go to Profile. Then choose **Email Notifications**.
2. Under **Appointments Notifications** and **Tracking Item Notifications**, set your preferences for if/when you want to be notified of appointments.
3. Check the boxes to receive an individual email every time there is a new or cancelled appointment.
4. Click the Save button

Syncing Outlook Calendar with SupportNET

Integration with an external calendar (Outlook) allows free/busy information from a staff member's external calendar to be displayed on that staff members' SupportNET calendar.



✓ **Select "Read busy times from my external Exchange calendar" if you want to sync this calendar with Outlook.**

1. In a new tab/browser, go to **mail.semo.edu**.
2. **Login** using your SE Key and Password.
3. Look for the **calendar icon** (bottom left) and click to open calendar.
4. Once there, click '**Share'** in the upper middle of the page.
5. To share your calendar in SupportNET, enter 'starfish@semo.edu' and click the 'Share' button. Starfish should now show below "People inside your organization. *Make sure it shows "Can view all details".*
6. Click '**Done'**. Then close or log out of Office 365.

NOTE: You only have to complete these steps one time to sync your calendar. It may take up to 48 hours before your calendar is fully synced. After that, syncing should be showing in real-time.