



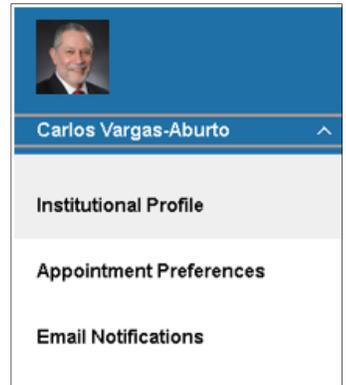
# SUPPORTNET

SOUTHEAST'S STUDENT SUCCESS NETWORK



## Getting Started: Set up your Profile

Your profile lets students know who you are and how to contact you. It also gives you control over how you wish to receive emails. Some of your profile, such as your contact information, is imported from Banner.



1. Click on your name in the Top Navigation bar and select the **Institutional Profile** tab. This is where you can customize your profile by setting appointment reminders, and add an optional secondary email address for receiving SupportNET emails.

**NOTE:** For security purposes your profile picture will default (and refresh nightly) as your Faculty/Staff ID photo.

2. Your Office **Phone** number is imported from Banner. Add an **Alternate Email** address to have SupportNET send email to an address other than your institution email. Select the **Both** radio button to receive email at both accounts. If you add your cell number this will be viewable to students.

3. To set up SupportNET emails to your mobile phone or an alternate email address (in addition to your Southeast email address):

- Enter the **'email address'** of your mobile phone in the **Text Message** field. This address will be a combination of your phone number plus carrier information. Click the more information icon ( ⓘ ) for a list of common carriers and email address formats.

- Note: you can leave this field blank OR use to set up an alternate email address if you do not want to receive text messages – messages will always go to your Southeast email too.

- Check the **Also send notifications to my text message address** radio button.

4. Double check that the **Time zone** selected matches your time zone (Central Time). This time zone will be used when including appointment times in emails from SupportNET.

5. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you.

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