

Updated on: 2020 March 18

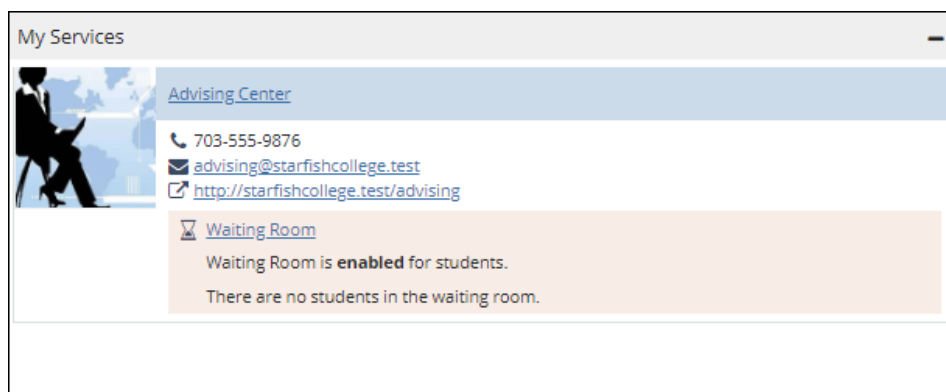
Navigate Services and Kiosks

Depending on your Institution's setup, you may have a Service Catalog in Starfish that provides information about available services for your students. Students can browse or search the services listing. This catalog can be a combination of the following types of entries:

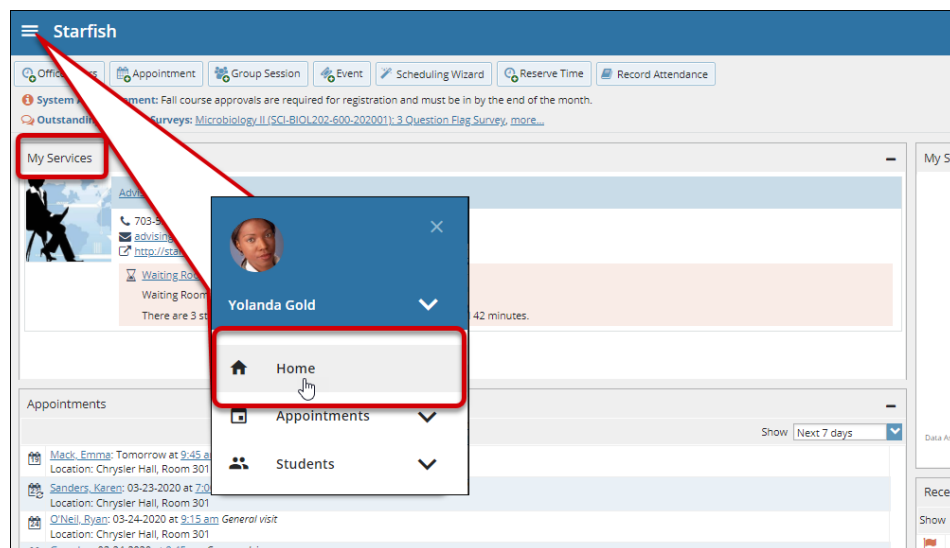
- Information about accessing a specific service provider's availability via Starfish
- Information and links to services available at your institution outside of Starfish

Service Catalog in Starfish

Your Starfish Administrator can configure services in Starfish, and identify the members of that service. Students who have relationships to the service members will be able to find the service, view **Wait Times** (if applicable, keeping in mind self-service kiosks do not display wait times), contact the service via **Call** or **Email**, visit the service **Website**, and view/share the **Profile** of the service. Note: Self-service kiosks display the number of students currently using the service.

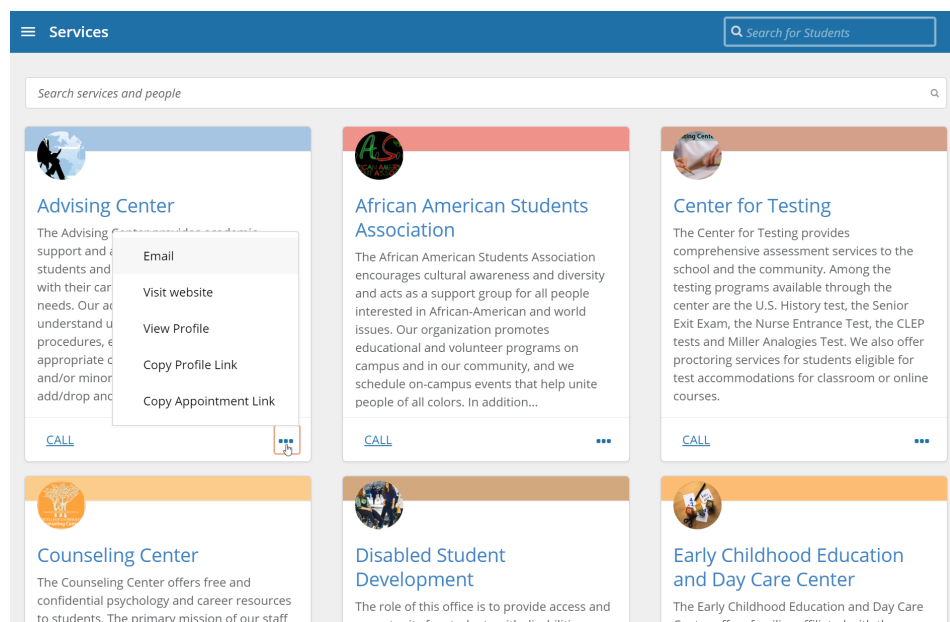


If you are a Member of a Service, you see the Services you are member of from the Home page.



Share Links to Services

If your institution has enabled Share Links, then you can access the links via Starfish Services Catalog.



From the Service Profile, you can Share Links associated with a Service.

If you select **Copy Profile Link**, you can copy/paste the URL for the *Service Profile* page to share via emails, email signatures, a non-Starfish web page, etc.

If you select **Copy Appointment Link**, you can copy/paste the URL for the *Schedule Appointment* page for a Service to share via emails, email signatures, a non-Starfish web page, etc.

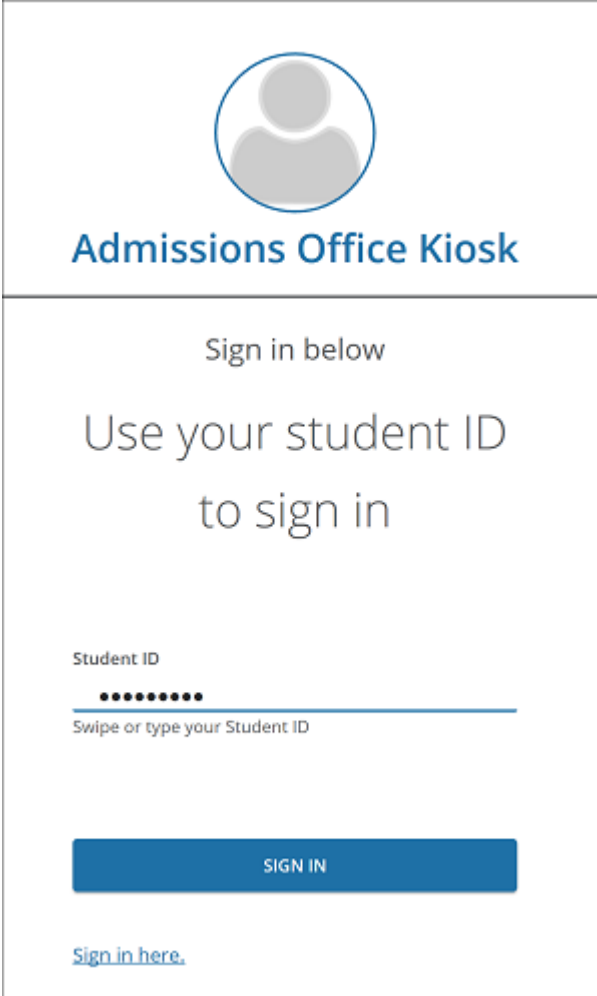
If you would like more information on sharing your own profile information see the Share Links section [Create Your Starfish Profile](#).

Links to Services Available at Your Institution Outside of Starfish

Even if your institution hasn't created Starfish-based services or service calendars, you can use the Starfish Services Catalog to provide a one-stop menu of services for your students. Service descriptions can include detailed description of services, contact information, and location information, as well as links to other sites that may be used in providing services, such as an online tutoring website.

Allow Students to Access Services Through a Kiosk

The kiosk feature provides a physical location where students can sign in to previously scheduled appointments or sign in to a waiting room to meet with a service provider. Service members can view walk-in students via a waiting room queue and manage walk-in and scheduled appointments.

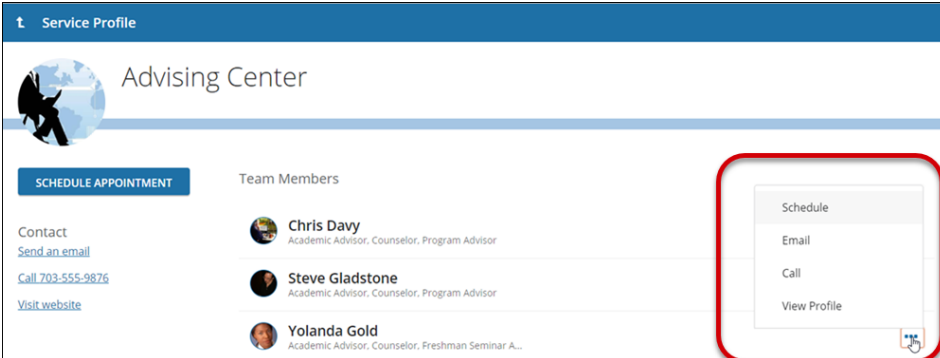


The image shows a kiosk screen for the Admissions Office. At the top is a circular icon with a stylized person. Below it, the text "Admissions Office Kiosk" is displayed in blue. The main section is titled "Sign in below" and "Use your student ID to sign in". There is a field for "Student ID" with a series of dots for input, followed by the instruction "Swipe or type your Student ID". A blue "SIGN IN" button is at the bottom, and a link "Sign in here." is in the bottom left corner.

For more information on the Kiosks see [Kiosk Overview](#).

Student Experience with Services


When a student selects a service from their *My Success Network* page, the student sees **Wait Times** (if applicable), **Contact** links, **Team Members** and **Overview** information.



The image shows a "Service Profile" page for the "Advising Center". The page has a blue header with a "Service Profile" tab. Below the header is a "SCHEDULE APPOINTMENT" button. To the right, under "Team Members", are three advisors: Chris Davy, Steve Gladstone, and Yolanda Gold, each with a profile picture and title. On the left, there are contact links: "Send an email", "Call 703-555-9876", and "Visit website". A red box highlights a dropdown menu on the right side of the page, which contains the options: "Schedule", "Email", "Call", and "View Profile".

Within the Service, if a student selects a team member, they can review the biographies, office hours, and (if applicable) schedule an appointment with the team member.

Service Profile



Yolanda Gold
Academic Advisor, Counselor, Freshman Seminar Advisor

SCHEDULE APPOINTMENT

Contact
[Send an email](#)
[Call \(757\) 622-4487](#)
[More Options](#)


This Week's Office Hours
Gold's OH: Tuesday & Thursday 9:00 - 10:00 AM
Gold's Weekly Advising: Monday 7:00 - 8:00 AM
Office Hours: Tuesday 8:00 - 8:30 PM *
* Walk-ins only

About Yolanda
I spent 15 years in industry after receiving my PHD. Much of it was with the Smithsonian and the US Government.
I welcome students to my office. I often help with career discussions, internships, and graduate school selection. Of course, I will gladly help you with assignments and papers as well.

Services
[Advising Center](#)

Additionally, your institution may set up a **Service Calendar** that aggregates the availability of all service members, allowing students to base their selection on a date/time that is convenient for them. When the student selects the **Schedule Appointment** link, the student will be prompted to pick a reason for the appointment.

Schedule Appointment



Yolanda Gold
Academic Advisor, Counselor, Freshman Seminar Advisor

This Week's Walk-In Hours
Office Hours: Tuesday 8:00 - 8:30 PM

What do you need help with?

Advising

☐ Complete Withdrawal

☒ First-year advising

☐ Graduation Requirements

☐ Major advising

☐ Course Withdrawal

☐ General Advising Visit


☐ Internship information

☐ Pre-registration

[CANCEL](#)
[CONTINUE](#)

Once the student selects **Continue**, the student is presented with date/time slots to choose from. If the provider meets in more than one location, the student will be asked to select the appropriate **Location** and then **Confirm** the appointment.

Schedule Appointment



Yolanda Gold
Academic Advisor, Counselor, Freshman Seminar Advisor

This Week's Walk-In Hours
Office Hours: Tuesday 8:00 - 8:30 PM

Does this look correct?

Date and Time
Tuesday, December 17
9:00 am - 9:15 am
[Change duration](#)

Reason for Visit
First-year advising [Change](#)

Location

Chrysler Hall, Room 301

Chrysler Hall, Room 301

Wimba

Course
[Add a course](#)

If you want, tell us a little bit about what's going on so we can help

[BACK](#)
[CONFIRM](#)

help.hobsons.com/Starfish/FI3VYgGm6zb3OWi2R2d2/Help/Admin/IRC/Content/EndUserHelp/Navigate_Services_and_the_Service_Catalog/Navigate... 5/5