



Starfish | Student Success Platform

SUNY NEW PALTZ

Starfish Raise Your Hand

Welcome to Starfish® @ SUNY New Paltz!

Starfish is an easy-to-use tool that gives you the opportunity to connect with SUNY New Paltz on another level and help improve your success. Getting started is easy!

Log in Directions:

1. Sign in to my.newpaltz.edu.
2. Click “Starfish” Link under “Resources” (left-hand side of page).
3. If you are asked for log-in credentials, use your my.newpaltz.edu login information.



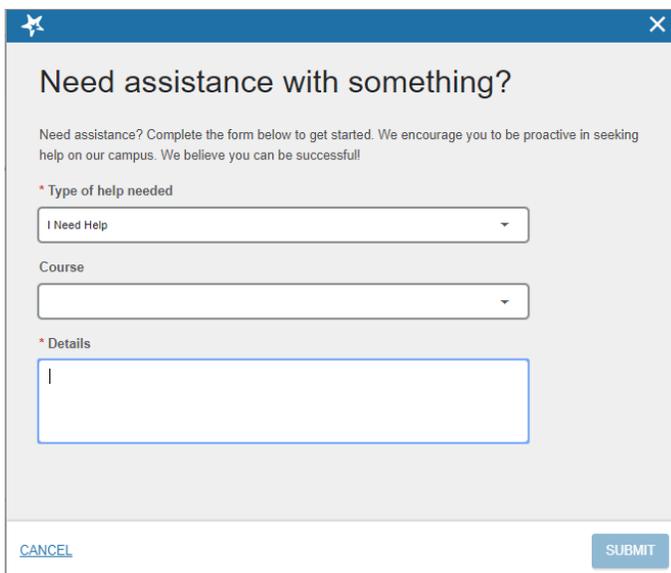
Raising Your Hand in Starfish

The raise your hand feature in Starfish allows you to ask for help whenever you feel stuck. When you raise your hand in Starfish rest assured that you will be connected to those who can help.

1. Click the menu button 
2. From the menu, select **Dashboard**
3. From the **Dashboard** page, click the **Raise Your Hand** button



4. A box will pop up – follow the prompts to explain what you need assistance with

A screenshot of a web form titled "Need assistance with something?". The form has a blue header bar with a star icon on the left and a close button (X) on the right. Below the title, there is a short paragraph of text: "Need assistance? Complete the form below to get started. We encourage you to be proactive in seeking help on our campus. We believe you can be successful!". The form contains three main sections: 1. "Type of help needed" with a dropdown menu currently showing "I Need Help". 2. "Course" with an empty dropdown menu. 3. "Details" with a large text input field containing a single vertical bar character "|". At the bottom left of the form is a "CANCEL" link, and at the bottom right is a blue "SUBMIT" button.

5. Click **submit**
6. Support staff will be notified and you will be contacted ASAP