



**Academic &
Student Affairs**

NEW Panther Success Network (PSN 2.0) Front Desk Manual

TABLE OF CONTENTS

- 1. LOGGING INTO THE NEW PANTHER SUCCESS NETWORK..... 3
- 2. THE ADVISOR/COACH DASHBOARD..... 4
- 3. NAVIGATING TO YOUR DEPARTMENT’S APPOINTMENTS CENTER 5
- 4. YOUR DEPARTMENT’S APPOINTMENT CENTER..... 6
- 5. SCHEDULING AN APPOINTMENT..... 7
- 6. FUNCTIONS INSIDE THE APPOINTMENT DETAILS PAGE 9
- 7. MESSAGING THE STUDENT 10
- 8. RESCHEDULING AN APPOINTMENT..... 11
- 9. CANCELLING AN APPOINTMENT 13

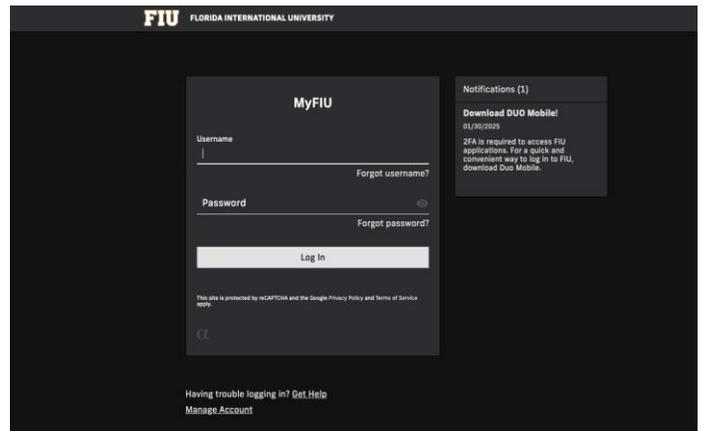
1. LOGGING INTO THE NEW PANTHER SUCCESS NETWORK

To log into the *Panther Success Network*, visit <https://my.fiu.edu>

Click on the **Login to *myFIU*** button.

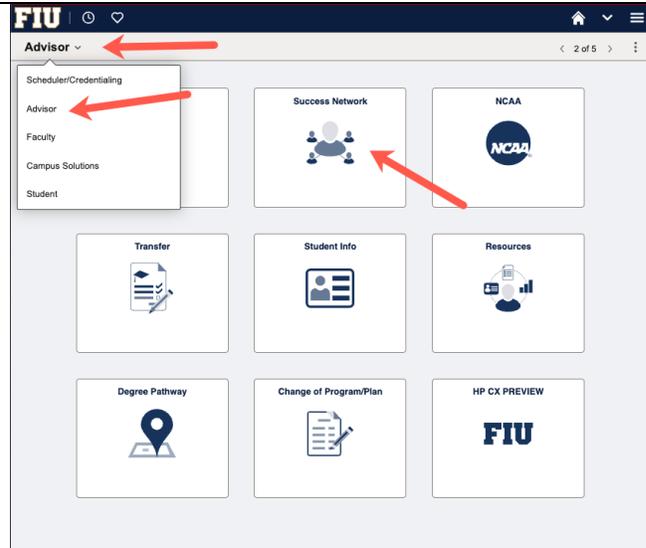


Log in using your FIU Panther username and password.



Once you are logged in, select the **Advisor** option from the dropdown menu located at the top of your browser window.

Click on the **Success Network tile**.

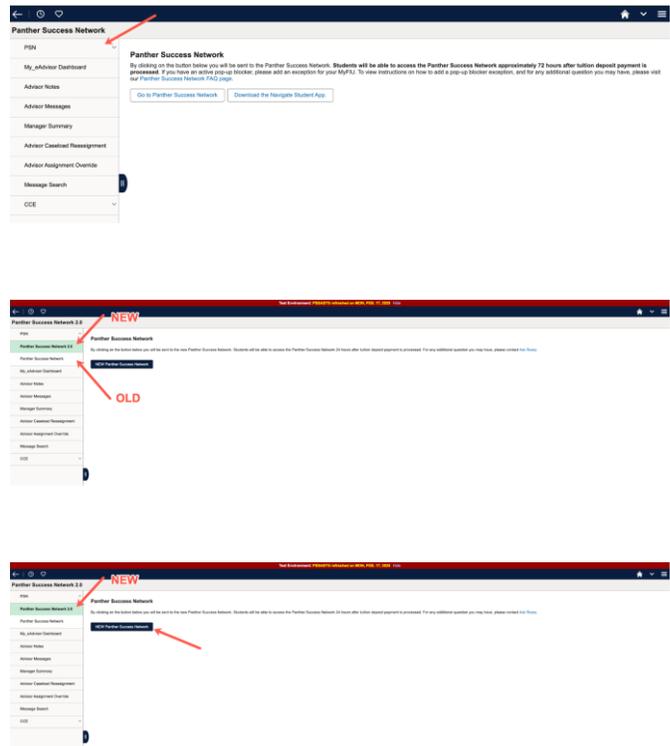


You will be redirected to the Success Network landing page.

During the transitional period during implementation there will be two buttons on this page. Click on the PSN button to expand.

- **TOP button** – Will redirect you to the **NEW** Panther Success Network.
- **BOTTOM button** – Will redirect you to the **OLD** Panther Success Network.

Click on the **NEW Panther Success Network** button to be redirected to your PSN dashboard.



2. THE ADVISOR/COACH DASHBOARD

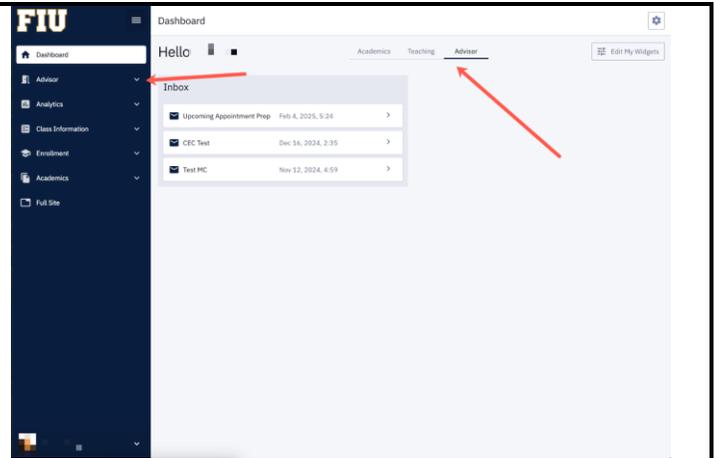
Your **Dashboard** will be your homepage to the NEW Panther Success Network.

From this page, you will see that each role you possess will have an assigned tab.

In the **Advisor** tab, you will find your Inbox. Here you will see your recently received messages sent by students on your assigned caseload.

To the left, you will see the **Main Menu**.

When expanded, the **Main Menu** will provide you with access to the areas of the PSN platform needed to perform your advising and administrative tasks.



3. NAVIGATING TO YOUR DEPARTMENT'S APPOINTMENTS CENTER

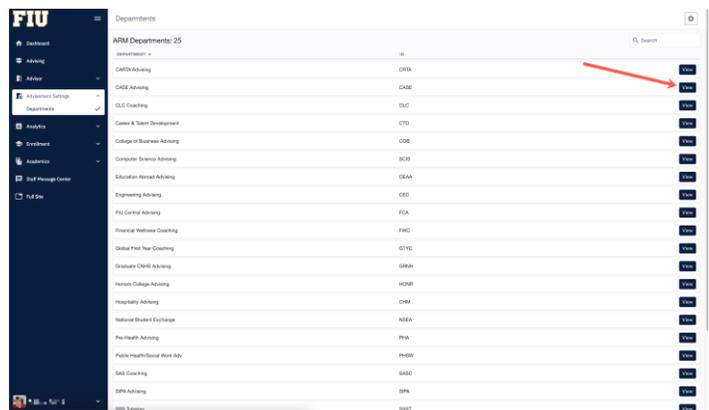
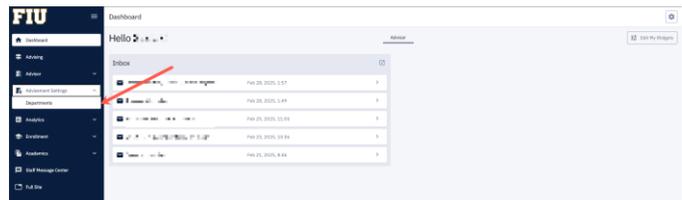
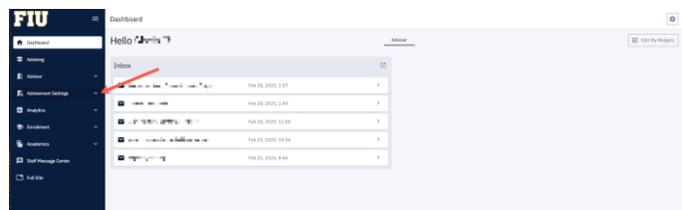
Once you have been redirected to your PSN Dashboard, you will now click on the **Advisement Settings** submenu.

This tab will expand. You will see **Departments** listed.

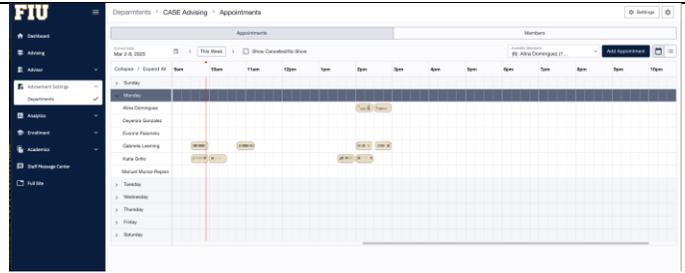
Click on this tab to be redirected to the **Departments** page.

You will find that a **list of departments found on the platform**.

The departments you have been granted access to will be highlighted by the blue View button located to the right.



Click on the **View** button located to the right of the name of the **Department** you wish to open.



4. YOUR DEPARTMENT'S APPOINTMENT CENTER

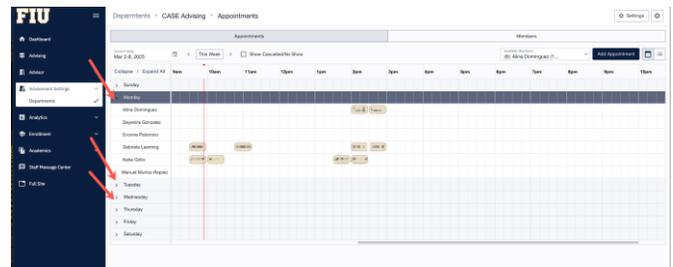
The **Appointment Center** will provide you with the ability to view a concise summary of your department's scheduled advising sessions for the current week.

The **Appointment Center** will default to the current week and will detail the following information:

- Advisors with set Schedules (appointment availability)
- Scheduled appointments with the corresponding advisors, appointment type, modality, and dates/times

To view a specific day of the week's schedule, you will expand the specific tab that corresponds to the day.

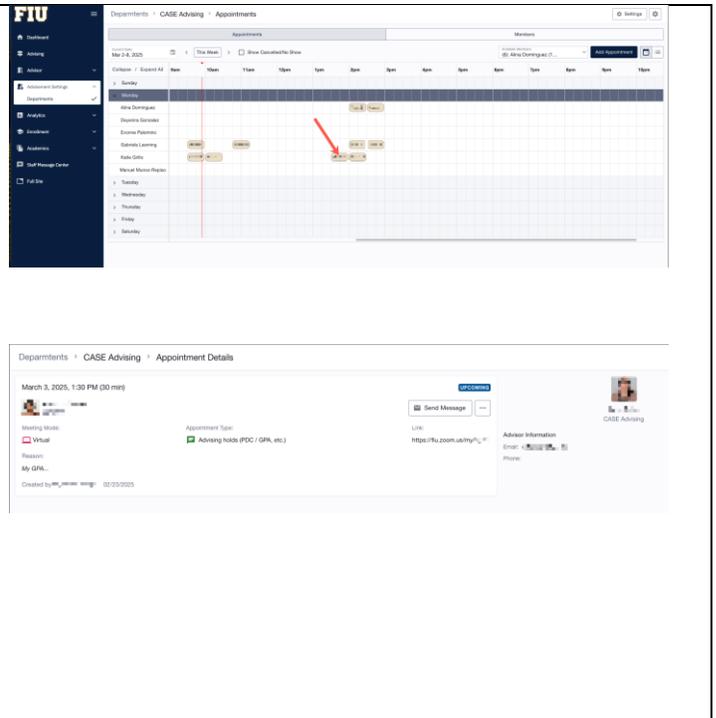
To view summarized appointment details, first hover over the appointment shown on the schedule.



To view complete appointment details, click on the appointment shown on the schedule. You will be redirected to the **Appointment Details** page.

The **Appointment Details** page will show you information pertinent to the appointment such as:

- Appointment date and time
- Appointment duration
- Student information (name, photo and Panther ID)
- Appointment type
- Comments entered by the student
- Modality
- Advisor that corresponds to the appointment
- Advisor Contact information



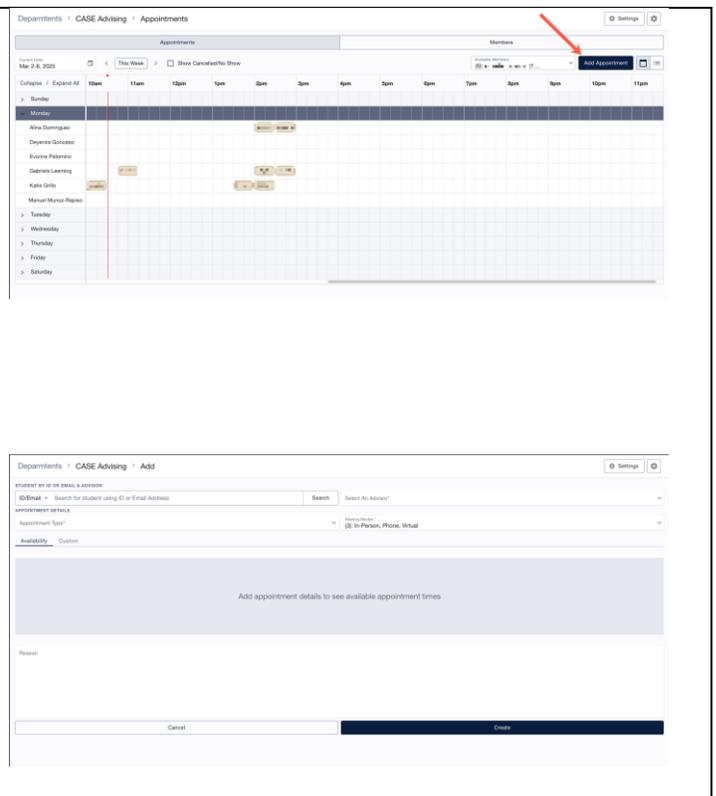
5. SCHEDULING AN APPOINTMENT

To schedule a new Appointment from your Appointment Center, begin by clicking on the **Add Appointment** button located on the top right corner of the browser page.

You will be redirected to the scheduling page.

Begin by entering the student's Panther ID/Email or name.

Click on the **Search** button.



The platform will automatically grab the student's identification provided and associate it with a student's name.

To the right, select the Academic Advisor for which this appointment is being scheduled.

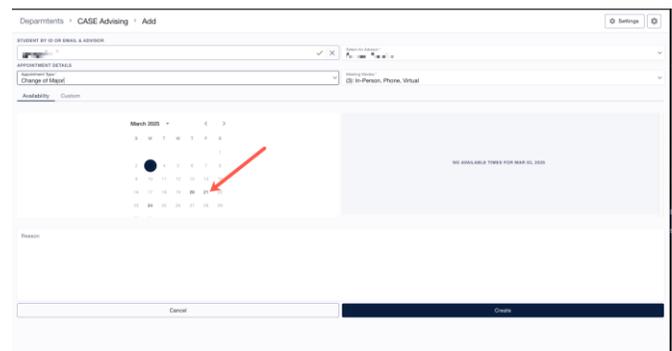
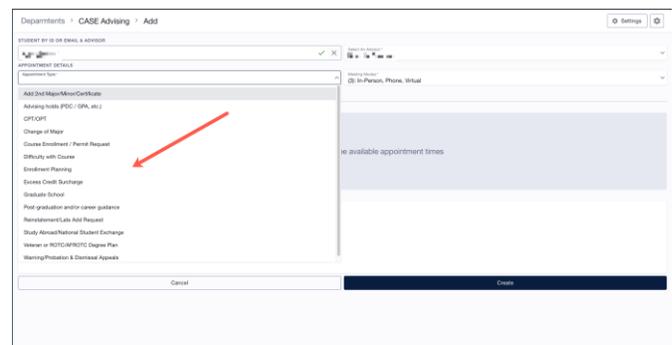
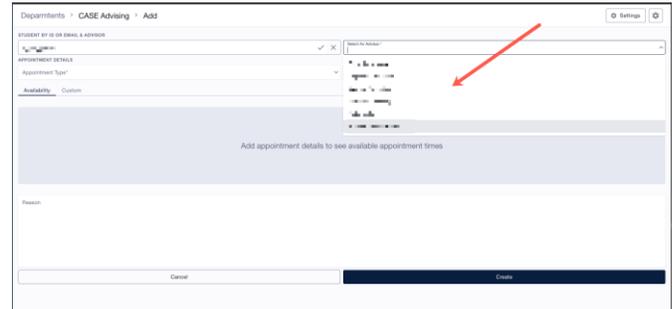
You will find a dropdown menu with all Academic Advisors who are members of this **Department** and have a saved **Schedule** (Appointment Availability).

Select from the dropdown list, the appropriate **Appointment Type** for this appointment.

Appointment types will provide the advisor with insight into why the student would like to meet with them.

Calendar dates with open appointment times that are convenient for both the student and the advisor will appear. Dates that are available are in bold.

Click on the date that the student would like to meet with the advisor.



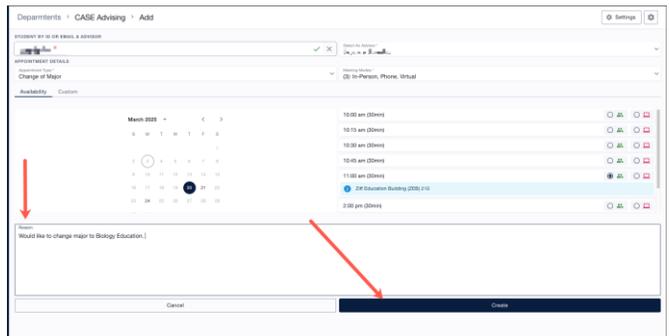
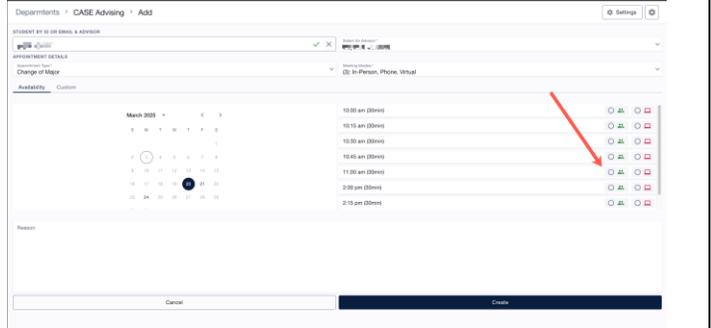
From the available appointment times, select the chosen time and modality.

If the advisor has chosen to have overlapping modalities (virtual and in-person), you will see the available modalities listed.

If an advisor created overlapping modalities, the system would schedule appointments based on the time selected. Once a time is selected, the full appointment slot is no longer available for other appointments to be created.

Provide supplementary comments for the advisor in the Reason free text box.

When ready, click on the **Create** button to confirm the appointment.

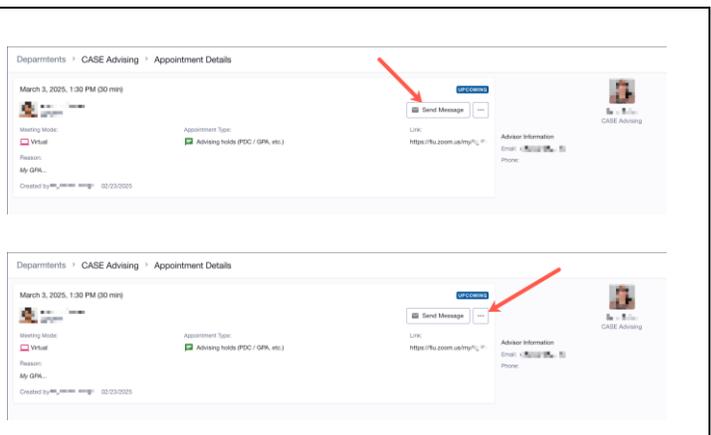


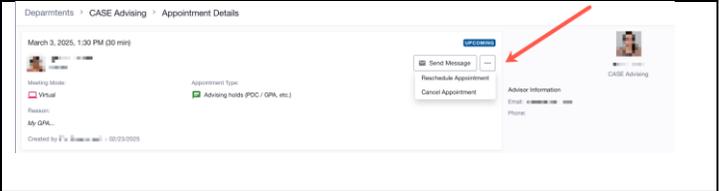
6. FUNCTIONS INSIDE THE APPOINTMENT DETAILS PAGE

As Department support, you will be able to perform certain tasks to aid the advising staff.

From within the Appointment Details, you will be able to perform three essential functions:

- Message the Student
- Reschedule the Appointment
- Cancel the Appointment

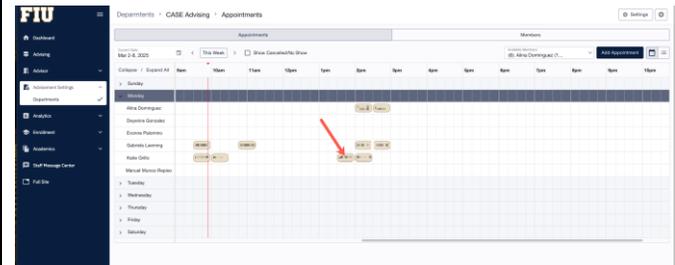




7. MESSAGING THE STUDENT

In the instance that you would like to message a student with a previously scheduled appointment, you will be able to do it through the **Appointments Details** page.

Begin by clicking on the appointment for the selected student you intend to message.



You will be redirected to the **Appointment Details** page.



Here you will be viewing the Appointment Details.

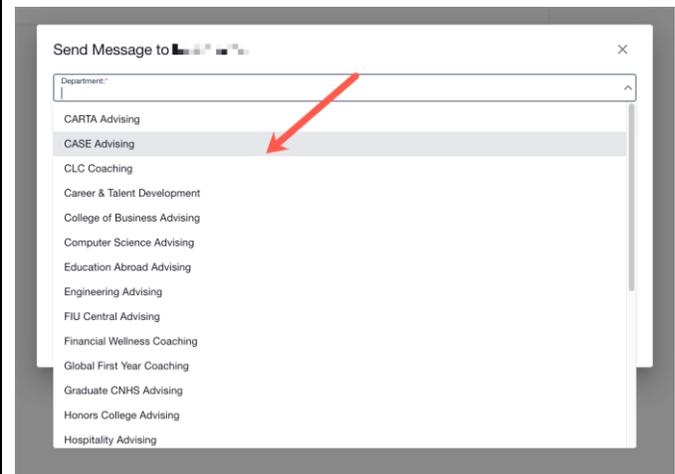


Click on the **Send Message** button.

A pop-up will appear.

Select the **Department** from which you are sending this message.

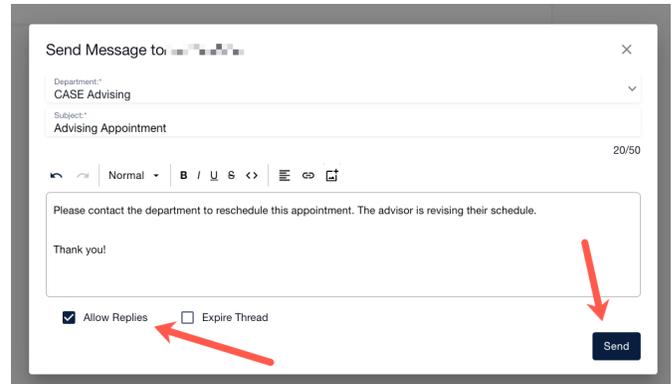
You will see a list of Departments that you have been granted access to.



Compose the Subject and Message to this email.

Make sure to select the **Allow Replies** button should you like the student to be able to reply to this message.

When ready, click on the **Send** button.

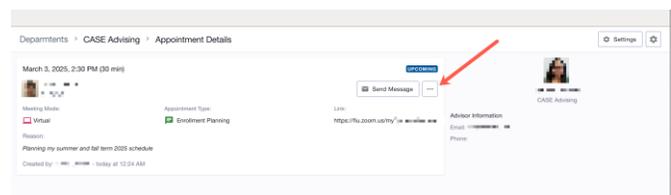
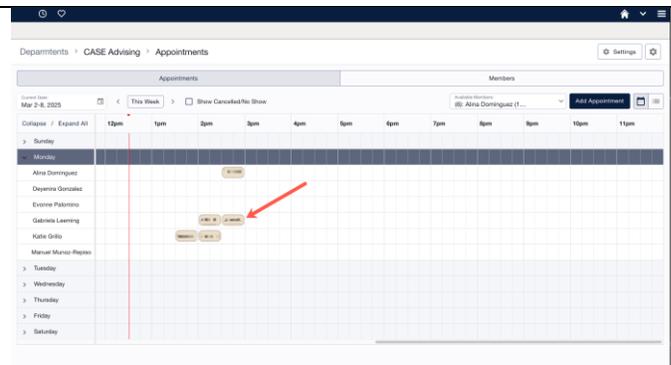


8. RESCHEDULING AN APPOINTMENT

Begin by clicking on the appointment that you wish to reschedule for a student. This is to be done from the **Appointment Center** page for your department.

You will be redirected to the **Appointment Details** page.

Found on this page you will find the  button.



Click on this button to see the two options; to Reschedule and to Cancel.

Select the **Reschedule Appointment** option.

You will be redirected to the **Scheduling** page.

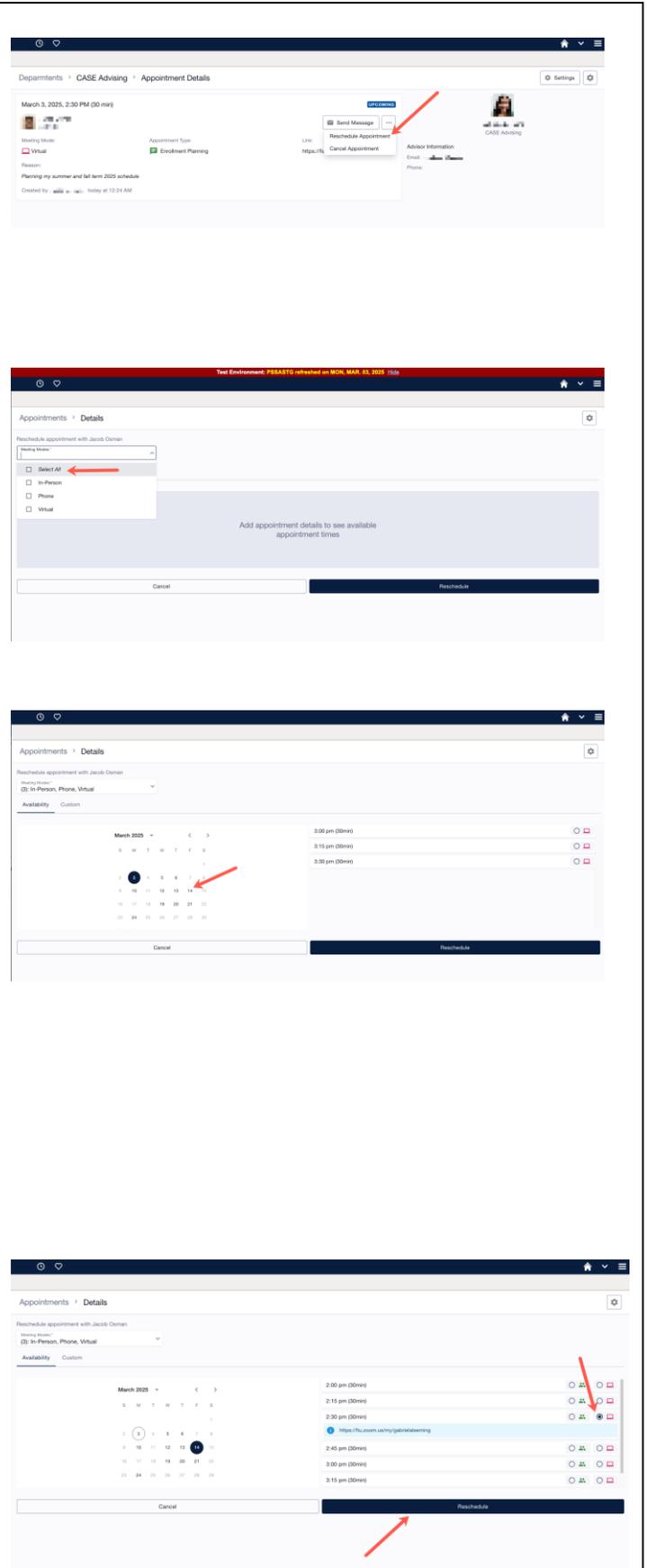
Begin by clicking **Select All** in the **Meeting Modes** menu.

Having all Meeting Modes selected will provide you with all open appointment options at your disposal.

Select the new date for this appointment.

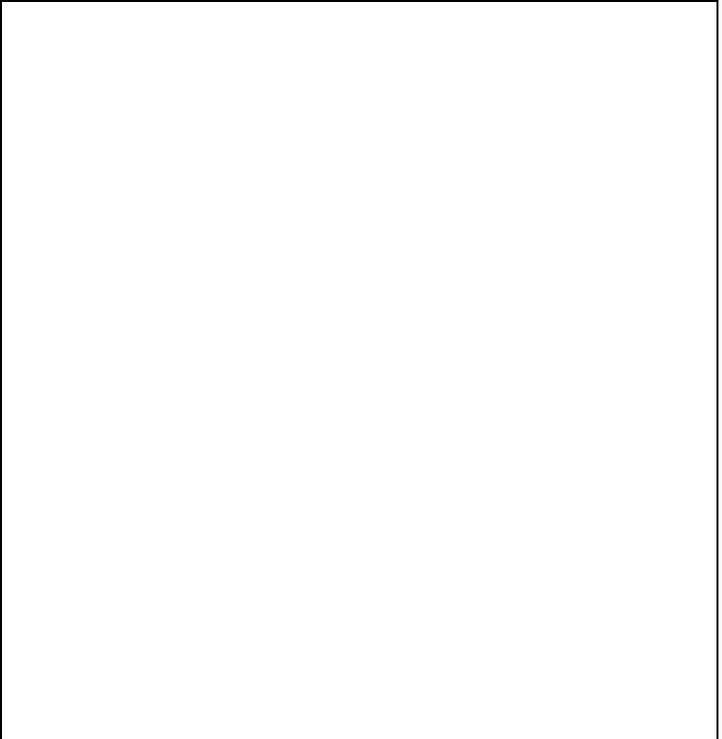
Select the new time for this appointment. For dates that have overlapping meeting modes, you will see all options listed.

When you are satisfied with the new selections, click on the **Reschedule** button.



Note: The Reschedule Appointment function will allow you to move this appointment to a new date/time with the same academic advisor. It will not allow you to change the appointment to a new advisor.

To schedule the appointment with a new academic advisor, cancel the appointment and schedule a new appointment.



9. CANCELLING AN APPOINTMENT

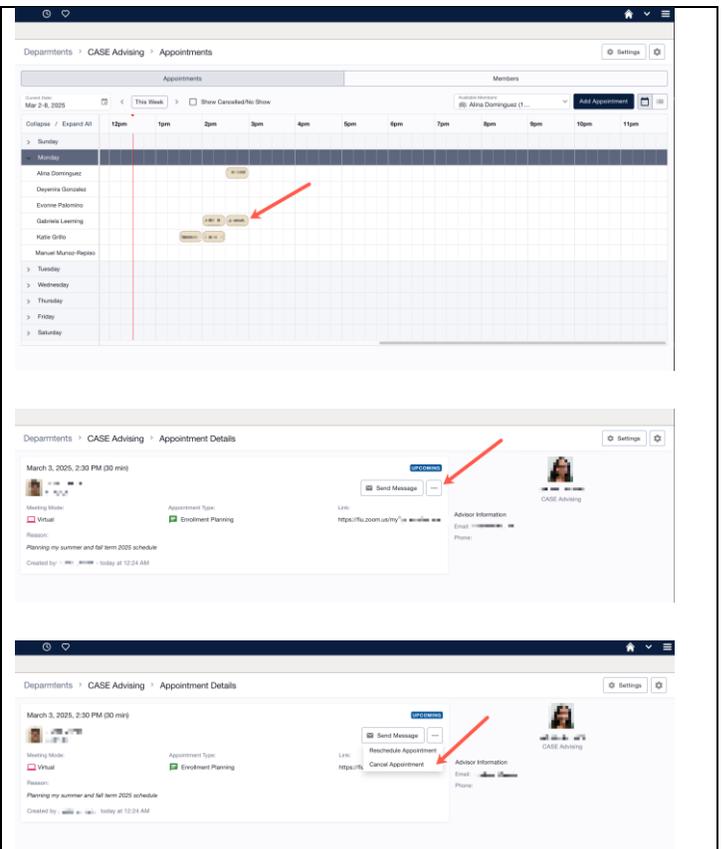
Begin by clicking on the appointment that you wish to cancel for a student. This is to be done from the **Appointment Center** page for your department.

You will be redirected to the **Appointment Details** page.

Found on this page you will find the  button.

Click on this button to see the two options; to Reschedule and to Cancel.

Select the **Cancel Appointment** option.



A pop-up will appear.

Provide a comment detailing the reason for cancelling the appointment in the free text box.

When ready, click on the **Confirm** button

