

# NEW Panther Success Network (PSN 2.0) Front Desk Manual

#### Updated 3/28/2025

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#### 1. LOGGING INTO THE NEW PANTHER SUCCESS NETWORK

To log into the <i>Panther Success Network</i> , visit <a href="https://my.fiu.edu">https://my.fiu.edu</a> Click on the <b>Login to</b> <i>myFIU</i> button.	Students       Facily       Employees       Aurnal       Parents         Students       Facily       Employees       Aurnal       Parents
Log in using your FIU Panther username and password.	Image: Description of the second s
Once you are logged in, select the <b>Advisor</b> option from the dropdown menu located at the top of your browser window. Click on the <b>Success Network tile.</b>	



#### 2. THE ADVISOR/COACH DASHBOARD

Your <b>Dashboard</b> 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.

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Advisor	Inbox				
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Class Information	CEC Test	Dec 16, 2024, 2:35	>		
Enrollment	Test MC	Nov 12, 2024, 4:59	>		
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# 3. NAVIGATING TO YOUR DEPARTMENT'S APPOINTMENTS CENTER

Once you have been redirected to your PSN Dashboard, you will now click on the <b>Advisement</b> <b>Settings</b> submenu.	buttom     buttom	B B Gradeningen
This tab will expand. You will see <b>Departments</b> listed.	Destand      More      More	() B Eliniyangan
Click on this tab to be redirected to the <b>Departments</b> page.	Filler     Departments       Filler     APM Departments 25       Filler     Off Monty       Bilder     Off Monty       Coll Monty     Off Monty    <	(a) (a, taut) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c
You will find that <b>a list of departments found on</b> <b>the platform.</b> The departments you have been granted access to will be highlighted by the blue View button located to the right.	Notation         00000 Notation         00000           National         00000 Notation         00000           National         00000 Notation         00000           National         00000 Notation         0000           National         00000 Notation         00000           National         00000 Notation         00000           National         00000 Notation         00000           National         00000 Notat	

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Click on the <b>View</b> button located to the right of									
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the name of the <b>Denertment</b> you wish to shap									
the name of the <b>Department</b> 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 <b>Add</b> <b>Appointment</b> button located on the top right corner of the browser page.	Departments - CABE Adving - Appointments
You will be redirected to the scheduling page.	Departments > CASE Advising > Add         @ times         @           means to an advised sing to a final Advisor         Baset         Note to Advisor         *           Editors = To an advised sing to a final Advisor         Baset         Note to Advisor         *           Editors = To an advisor sing to a final Advisor         Baset         Note to Advisor         *           Editors = To an advisor sing to a final Advisor         Baset         *         *           Advisory         *         *         *         *           Advisory         Colors         *         *         *
Begin by entering the student's Panther ID/Email or name.	Add appointment details to see available appointment times
Click on the <b>Search</b> button.	Canad (none

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.



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chosen time and modality.		ат м т Р 8 1	10.50 am (30mir)	0 # 0 =
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modalities (virtual and in-person), you will see the				
available modalities listed.		Cancel		Create
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appointment slot is no longer available for other	10 - 1	* 11 11 17 11 11	2.00 pm (20min)	0 # 0 =
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appointments to be created.	Would like to change major to Biology Education.			
			<b>\</b>	
		Cancel		Create
Provide supplementary comments for the advisor				
in the Reason free text box.				
When ready click on the <b>Create</b> button to confirm				
when ready, each of the <b>oreate</b> button to commit				
the enneintment				
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.	Departments  CASE Advising Appointment Details		100
From within the Appointment Details, you will be able to perform three essential functions:	March 3, 2020, 130 PM (20 mm)	TC / GPL, etc.)	CALE Assess CALE Assess Prove:
Message the Student			
<ul> <li>Reschedule the Appointment</li> </ul>	Departments > CASE Advising > Appointment Details		
Cancel the Appointment	March 3, 2025, 1:30 PM (30 min)	PCC / OPA, etc.)	Line of the states of the stat
	Russon: My GML. Created by=02/23/2025		Ende (August Mar. N.

March 3, 2026, 1:30 PM (40 min)     Enter Minagi, 1     Control March 1, 2026, 1:30 PM (20 min)       March 1, 2026, 1:30 PM (20 min)     Enter Minagi, 1     Enter Minagi, 1       March 1, 2026, 1:30 PM (20 min)     Enter Minagi, 1     Control March 1, 2026, min)       March 1, 2026, 1:30 PM (20 min)     Enter Minagi, 1     Control March 1, 2026, min)       March 1, 2026, 1:30 PM (20 min)     Enter Minagi, 1     Control March 1, 2026, min)	Departments > CASE Advising > Appointment Details
	March 3, 2025, 130 PM d0 mini March 3, 2025, 130 PM d0 mini

# 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 <i>Appointments Details</i> page. Begin by clicking on the appointment for the selected student you intend to message.	Dependents * CAEAblerg * Appendents
You will be redirected to the <i>Appointment Details</i> page.	Departments * CASE Advising * Appointment Datals         March 3, 1036 / 103 / 104 (00 meg)         Image: I
Here you will be viewing the Appointment Details. Click on the <b>Send Message</b> button.	Dependentiants > CASE Advising > Appointment Details
A pop-up will appear. Select the <b>Department</b> from which you are sending this message. You will see a list of Departments that you have been granted access to.	Send Message to

Compose the Subject and Message to this email.	Send Message to     Dependent**   CASE Advising   Case **   Advising Appointment     Case **   Advising Appointment     Case **     Advising Appointment     Case **     Advising Appointment     Case **     Advising Appointment     Case **     Advising Appointment     Case **     Advising Appointment     Case **     Advising Appointment     Case **     Advising Appointment     Case **     Advising Appointment     Case **     Case **     Advising Appointment     Case **     Case **
Make sure to select the <i>Allow Replies</i> button should you like the student to be able to reply to this message.	
When ready, click on the <b>Send</b> button.	

# 8. <u>RESCHEDULING AN APPOINTMENT</u>

Begin by clicking on the appointment that you wish to reschedule for a student. This is to be done from the <i>Appointment Center</i> page for your department.	
You will be redirected to the <i>Appointment Details</i> page.	Dispartmenta la CASE Adviarg à Appointment Details
Found on this page you will find the $\begin{array}{c} & & & \\ & & & & \\ & & & \\ & & & \\ & & & \\ & & $	

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.

Begin by clicking on the appointment that you wish to cancel for a student. This is to be done from the <i>Appointment Center</i> page for your department.	Cargar / Early      C
	Money     Money     Money     Money     Money     Money     Money     Money     Money
You will be redirected to the <i>Appointment Details</i> page.	Departments > CASE Advising > Appointment Details   March 3, 2005, 201 PM (20 me)
Found on this page you will find the 🛄 button.	Image:
Click on this button to see the two options; to Reschedule and to Cancel.	© ♡ ★ ✓ ≡ Departments -> CASE Advising -> Appointment Details © 6 teriuspi ©
	March 3, 2020, 2.30 PM 50 mil)
Select the <i>Cancel Appointment</i> option.	Crested by . all a . take, solary in CD14AM

### 9. CANCELLING AN APPOINTMENT

	Cancel Appointment     ×
	Are you sure you want to cancel the appointment with <b>set set on March</b> 14, 2025, 2:30 PM? If yes, you need to write a message to notify them.
A pop-up will appear.	Advisor is revising advising schedule. Please contact the department to schedule a new appointment.
Provide a comment detailing the reason for cancelling the appointment in the free text box.	
	Cancel
When ready, click on the <i>Confirm</i> button	