



# NEW Panther Success Network (PSN) Student Manual

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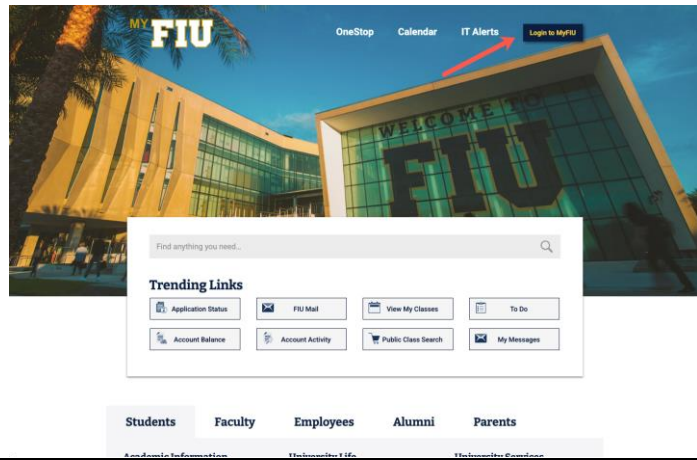
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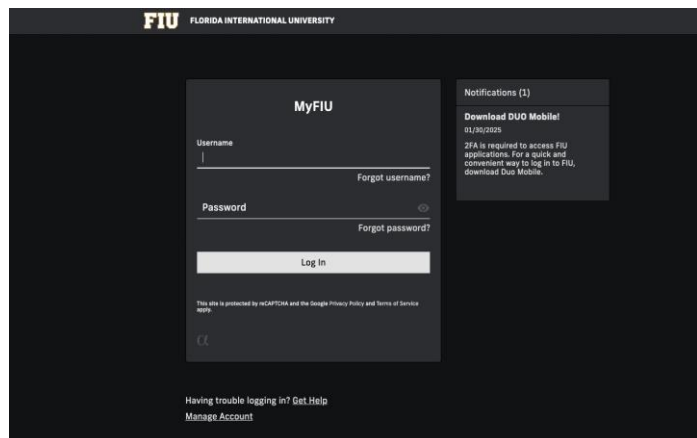
## Accessing the Panther Success Network

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

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

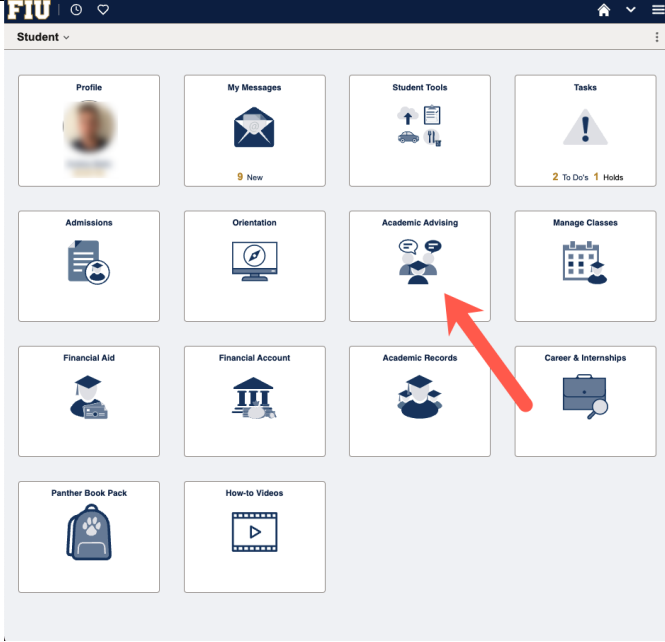


Log in using your FIU Panther username and password.

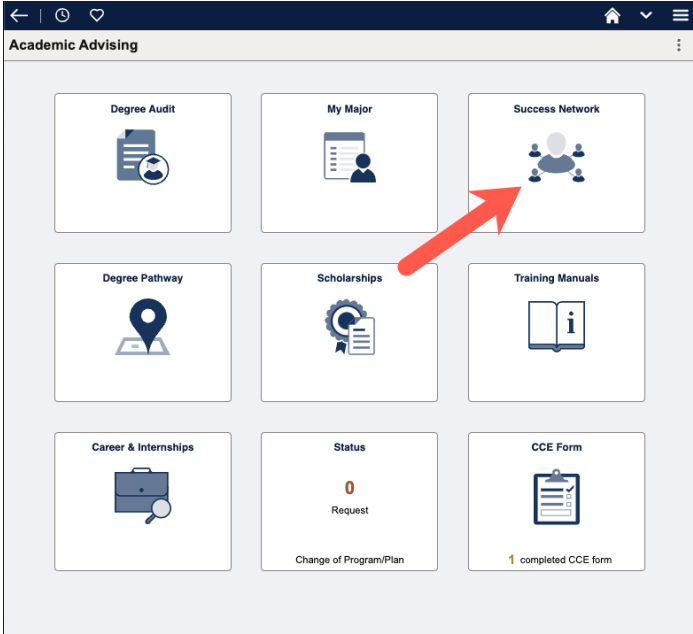


Once you are logged in, you will see your **Student** homepage.

Click on the **Academic Advising** tile.



Click on the **Success Network** tile.

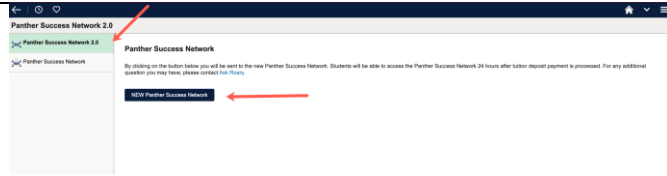


There are two buttons on this page:

- **Top button** – Use this to reach your Academic Advisor

(new Panther Success Network).

- **Bottom button** – Use this for Coaching and Tutoring (old Panther Success Network).

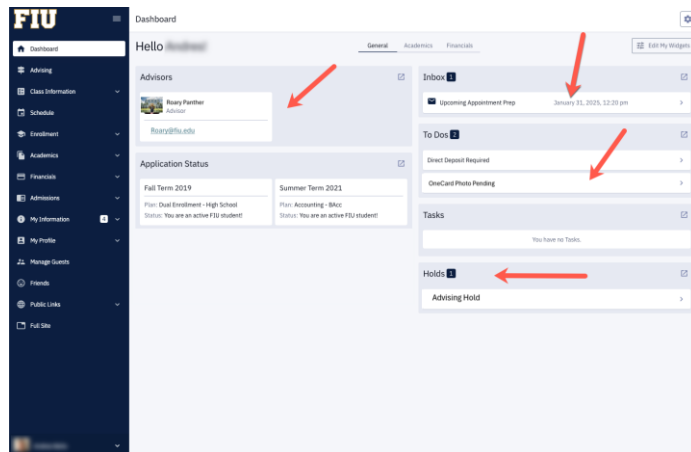


## Your Student Dashboard

Your **Student Dashboard** is your central page to all thing's student resources related.

Here is where you will:

- See who your assigned academic advisor is
- View personal messages
- View Holds
- View Tasks and To-Do's
- And more!



## Viewing your Assigned Advisor(s)

You can see who your assigned advisor is from your **Student Dashboard**.

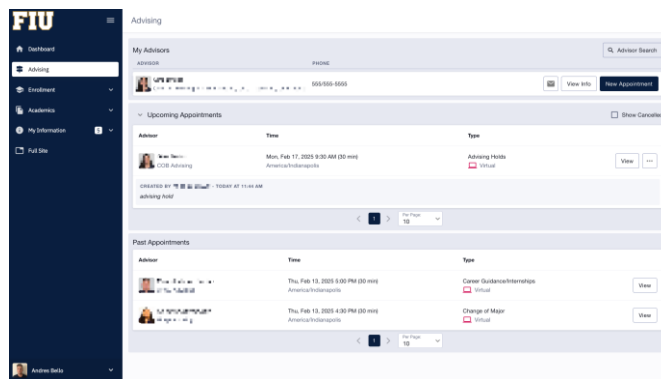
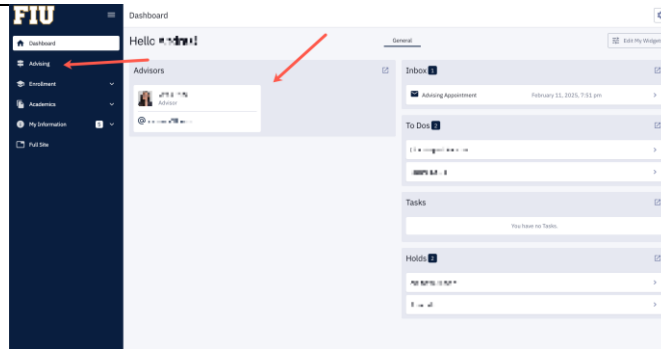
You can also see your assigned advisor from the **Advising** page.

Begin by locating the **Advising** option located on the menu on the left-hand side of your **Student Dashboard**.

You will be redirected to a new page where you will be able to see

- your assigned advisors
- Upcoming Appointments
- Past Appointments

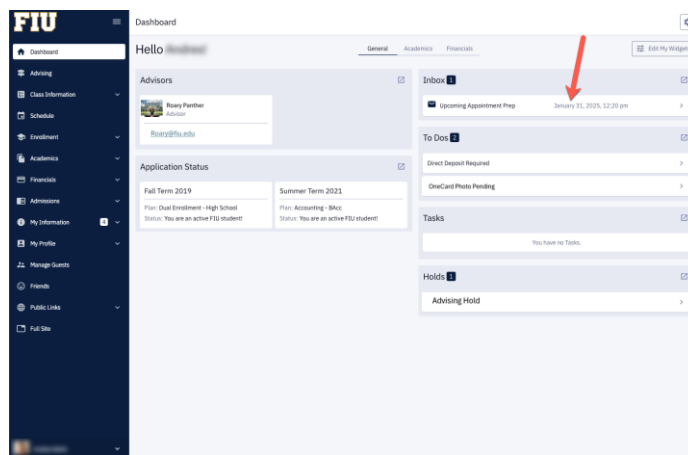
You will also have access to sending your assigned advisors messages and to schedule new appointments.



## Reading your Messages

When you receive a message on the **Panther Success Network**, you will receive an email alerting you of it in your FIU inbox.

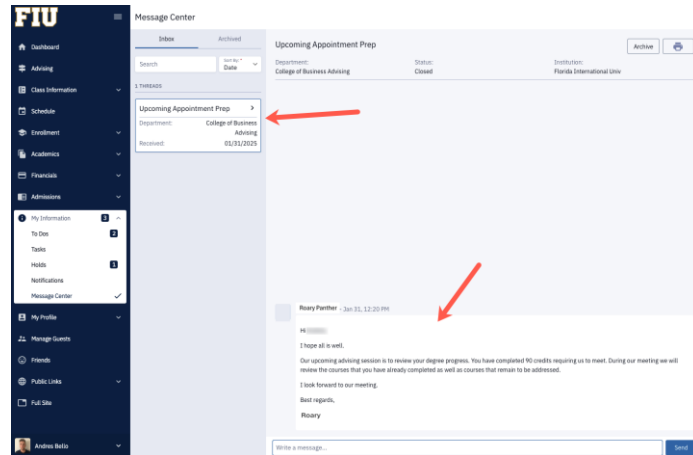
To read the message, log into the **Panther Success Network** and click on the message on your Dashboard.



You will be redirected to where you will see the different messages you have received.

Click on the message that you wish to read.

The message will appear on the right half of the screen.



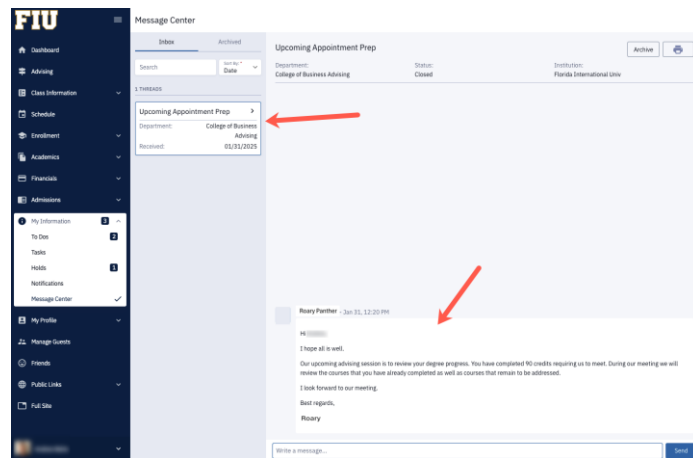
### Responding to your Messages

After you open your message, you will be able to respond.

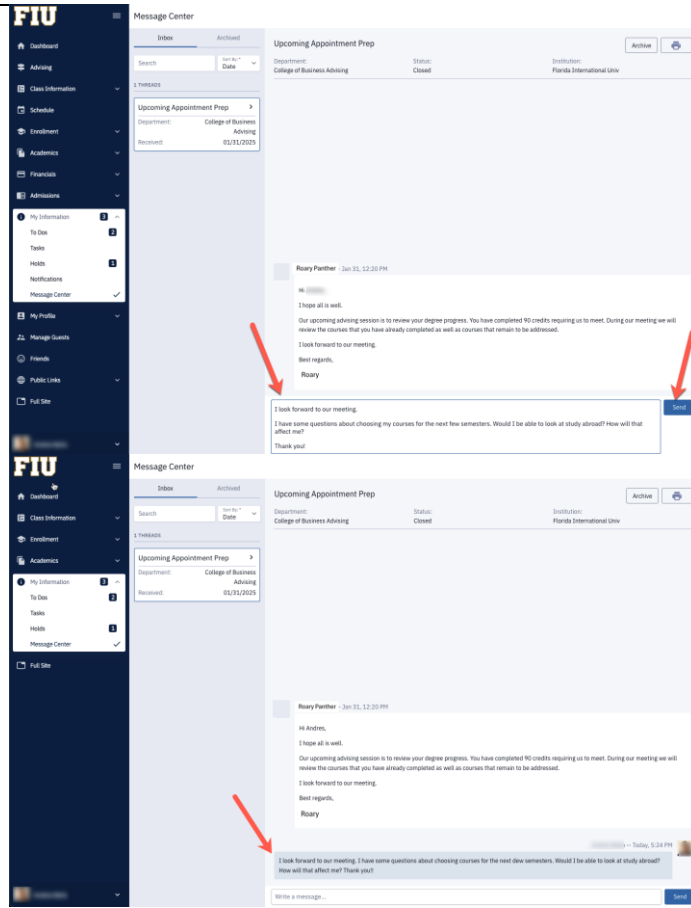
Towards at the bottom of the screen, there will be a text box.

Here you will draft your response to this message.

Press **Send**.

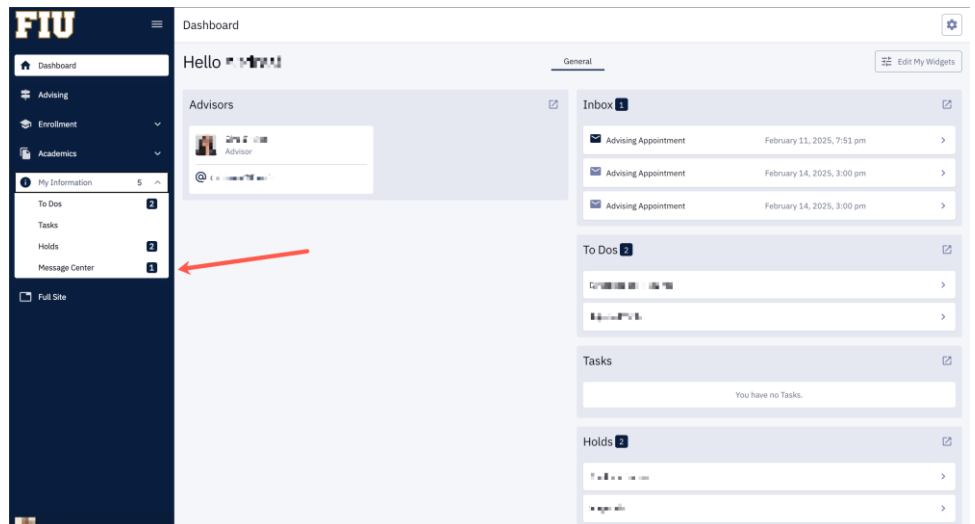


Your message history will be date and time stamped.



For future reference, you will find these messages in your **Message Center**.

The **Message Center** can be found by navigating to the **My Information** tab.

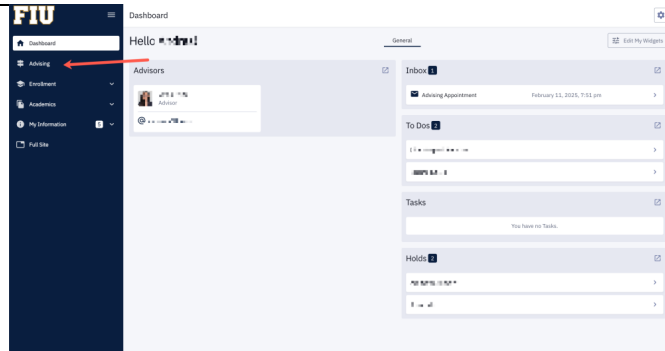



## Creating a New Message



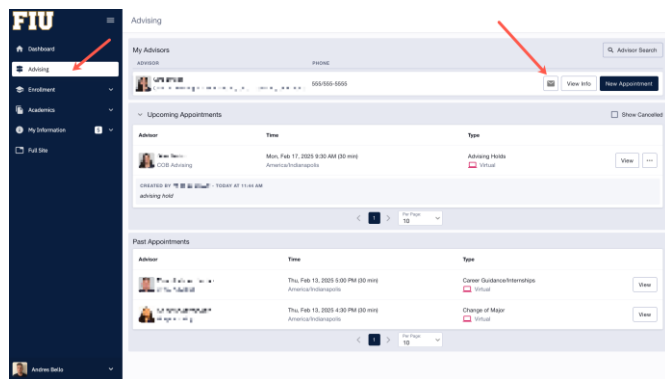
From your **Advising** page, you will be able to create new messages to your assigned advisor.

Begin by navigating to your **Advising** page.



You will see the  button located to the right of your advisor's information.

Click on the  button.

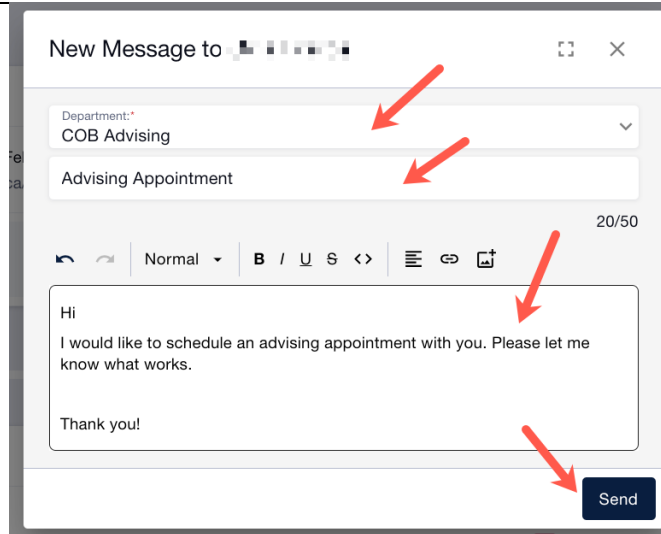


A popup will open.

Under the current configuration, you will be prompted to do the following:

- select the **Department** that your assigned advisor belongs to. The **Department** your academic advisor will belong to the College that your major is found.
- Provide a **Subject** related to your message. In essence, why are you emailing your academic advisor?
- Compose your message.

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



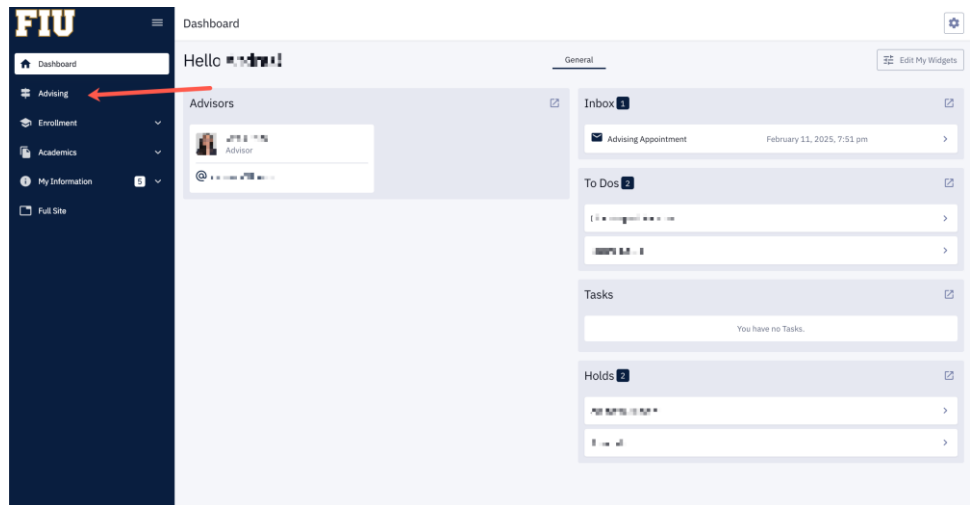
### Scheduling an Appointment

To schedule an appointment with your assigned academic advisor, begin by navigating to your **Advising** page.

Click on **Advising** found on the menu located to the lefthand side of your **Student Dashboard**.

You will be redirected to your **Advising** page.

Click on the **New Appointment** button located to the right of your **Advisors** information.



You will be prompted now to select the following:

- **Department**
- **Appointment type.** Select from the list of reasons that appear for you to choose from.
- **Meeting Mode.** How would you like to meet with your advisor?
- Please tell your advisor why you would like to meet with them.

Select the date that you would like to meet.

You will see dates that are available are in **bold**.

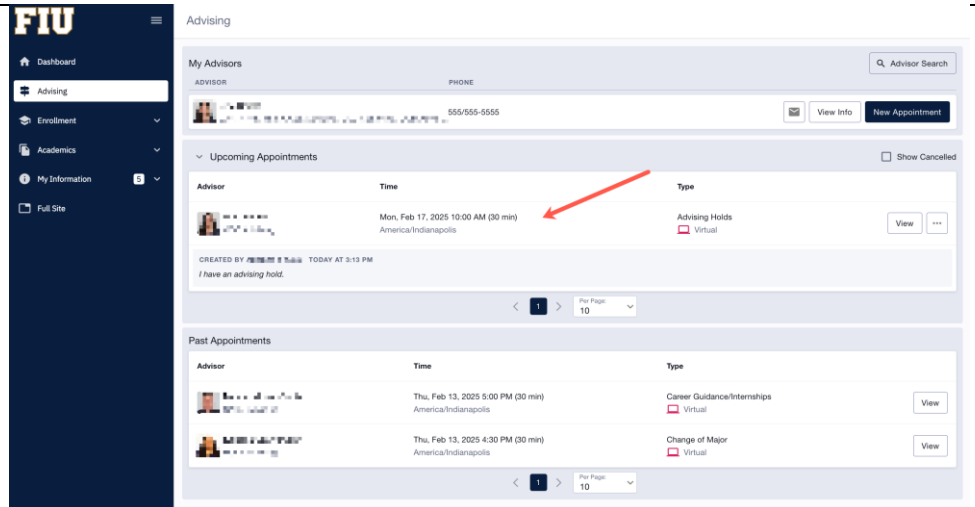
Select the time that works for your schedule from the options that appear.

One done click on the **Schedule** button.

The screenshots illustrate the following steps:

- Step 1:** Accessing the 'New Appointment' button from the 'My Advisers' page.
- Step 2:** Selecting 'COB Advising' as the Department, 'Advising Holds' as the Appointment Type, and '(3): In-Person, Phone, Virtual' as the Meeting Mode. The reason 'I have an advising hold.' is entered.
- Step 3:** Viewing the calendar for February 2025, where the date 17 is highlighted.
- Step 4:** Viewing the available time slots (10:00 am to 11:15 am) and selecting the 10:00 am slot, which provides a Zoom link: <https://fiu.zoom.us/j/9121212121>.

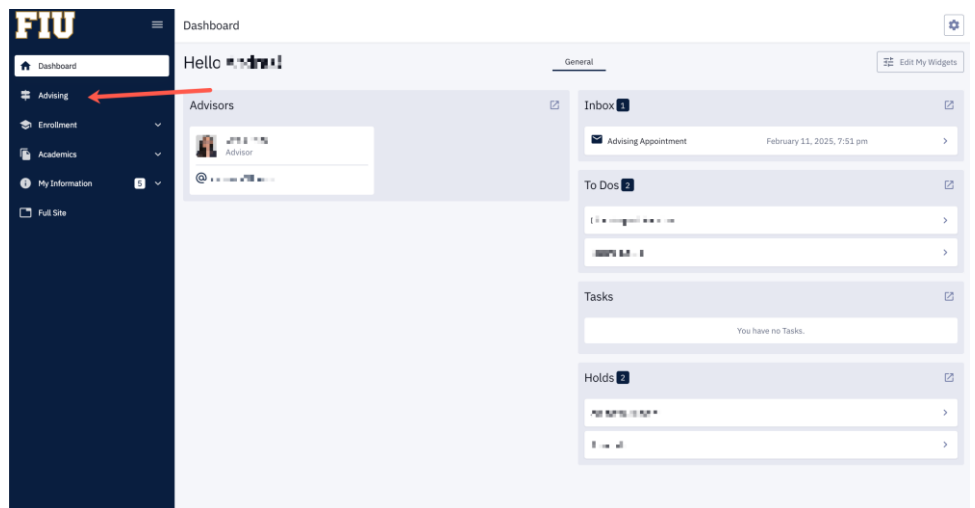
Your appointment will appear on your **Advising** page.



The screenshot shows the FIU Advising interface. On the left is a dark blue navigation sidebar with the FIU logo at the top and menu items: Dashboard, Advising (highlighted), Enrollment, Academics, My Information, and Full Site. The main content area is titled 'Advising' and features a 'My Advisers' section with a search bar and a 'New Appointment' button. Below this is a table of 'Upcoming Appointments' with columns for Advisor, Time, and Type. A red arrow points to the first row: Advisor (with profile picture), Time (Mon, Feb 17, 2025 10:00 AM (30 min) America/Indianapolis), and Type (Advising Holds Virtual). Below the table is a 'Past Appointments' section with a similar table showing two past appointments: 'Career Guidance/Internships' and 'Change of Major'. A 'Show Cancelled' checkbox is visible in the top right of the upcoming appointments section.

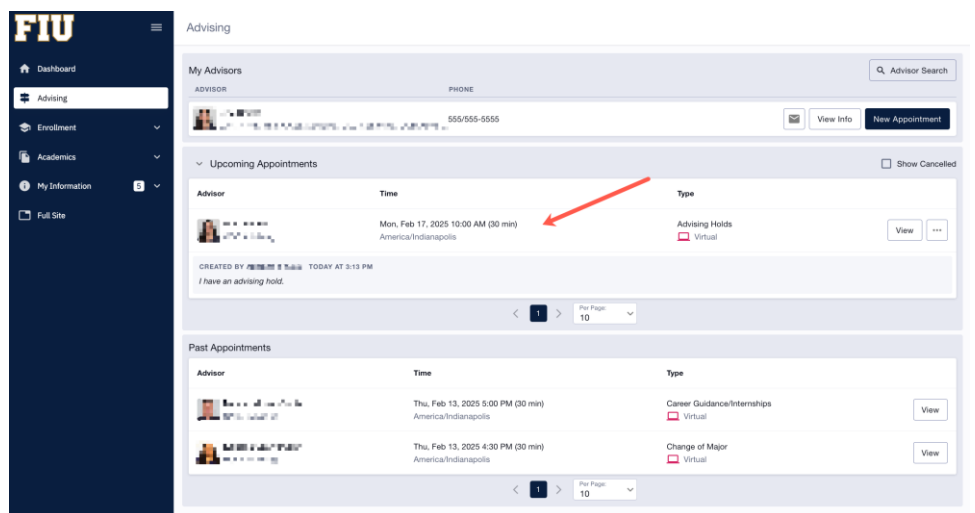
### Rescheduling/Canceling an Appointment

Appointments that are scheduled can be rescheduled or canceled prior to the scheduled appointment times.



The screenshot shows the FIU Dashboard. The left sidebar is the same as in the previous screenshot, with 'Advising' highlighted by a red arrow. The main content area is titled 'Dashboard' and says 'Hello [User Name]'. It features a 'General' section with an 'Advisors' widget (containing a profile picture and name), an 'Inbox' widget (with one 'Advising Appointment' from February 11, 2025), a 'To Dos' widget, a 'Tasks' widget (showing 'You have no Tasks'), and a 'Holds' widget.

To cancel or reschedule your appointment, begin by navigating to your **Advising** page.



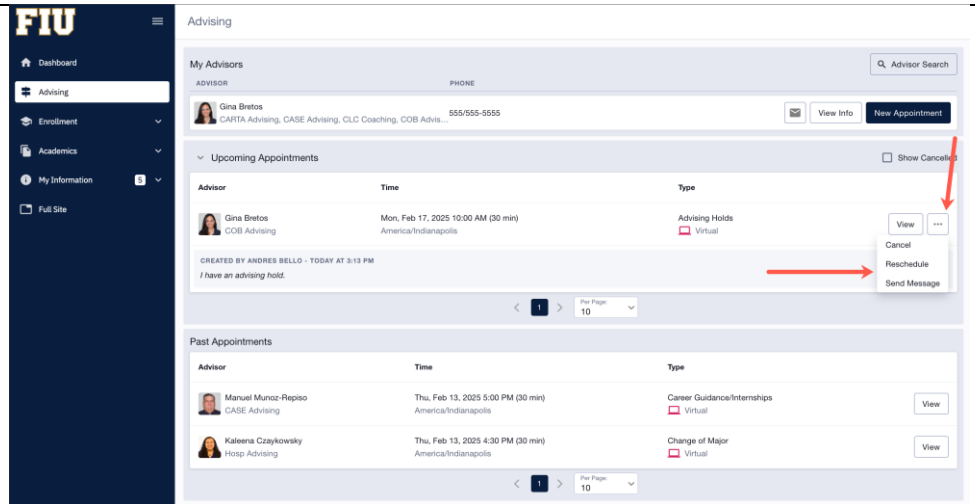
This screenshot is identical to the one in the top right, showing the FIU Advising page with a red arrow pointing to the first upcoming appointment: 'Advising Holds Virtual' on Monday, February 17, 2025, at 10:00 AM.

To cancel or reschedule, click

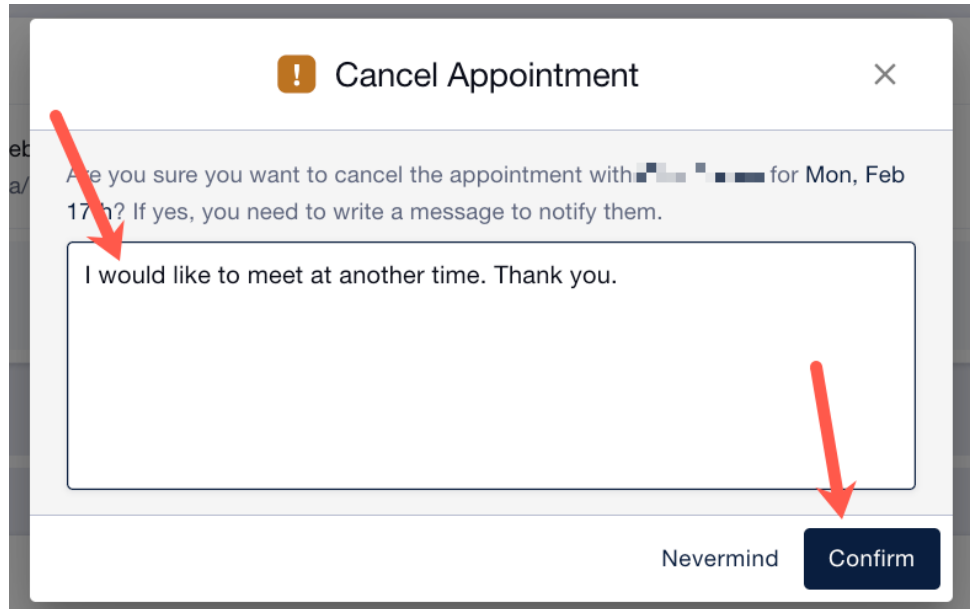
on the  button,

You will now see the **Cancel, Reschedule and Send Message** options listed.

Select **Cancel or Reschedule**.



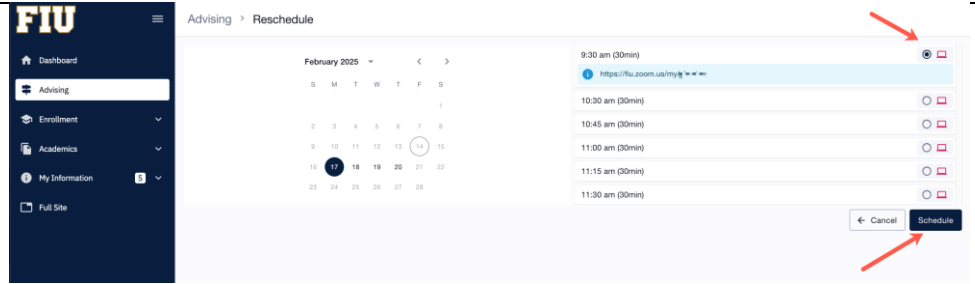
The screenshot shows the FIU Advising dashboard. On the left is a navigation menu with options like Dashboard, Advising, Enrollment, Academics, My Information, and Full Site. The main content area is titled 'Advising' and includes a search bar for advisors. Below this, there are sections for 'My Advisors' and 'Upcoming Appointments'. The 'Upcoming Appointments' section contains a table with columns for Advisor, Time, and Type. A red arrow points to a 'More' button (three dots) next to an appointment, which opens a dropdown menu with options: View, Cancel, Reschedule, and Send Message. Another red arrow points to the 'Cancel' option in this menu.



The screenshot shows a 'Cancel Appointment' dialog box. At the top, there is a title bar with an exclamation mark icon and the text 'Cancel Appointment'. Below the title bar, there is a question: 'Are you sure you want to cancel the appointment with [redacted] for Mon, Feb 17, 2025 10:00 AM? If yes, you need to write a message to notify them.' A red arrow points to the question. Below the question is a text input field containing the text 'I would like to meet at another time. Thank you.' A red arrow points to the input field. At the bottom of the dialog, there are two buttons: 'Nevermind' and 'Confirm'. A red arrow points to the 'Confirm' button.

To **Cancel**, you will be prompted to provide a comment. When ready, confirm the appointment cancellation.

To reschedule, you will be redirected to select another meeting time. Select the new meeting time from the options provided and then click on the **Schedule** button.

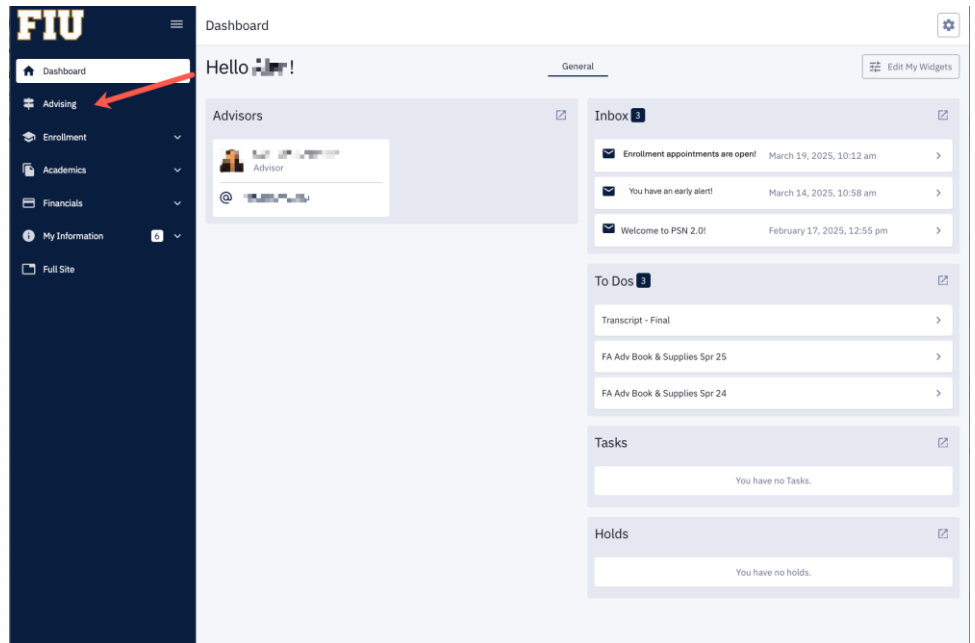


### Viewing your Advising Documents (appointments summaries, notes, action items)

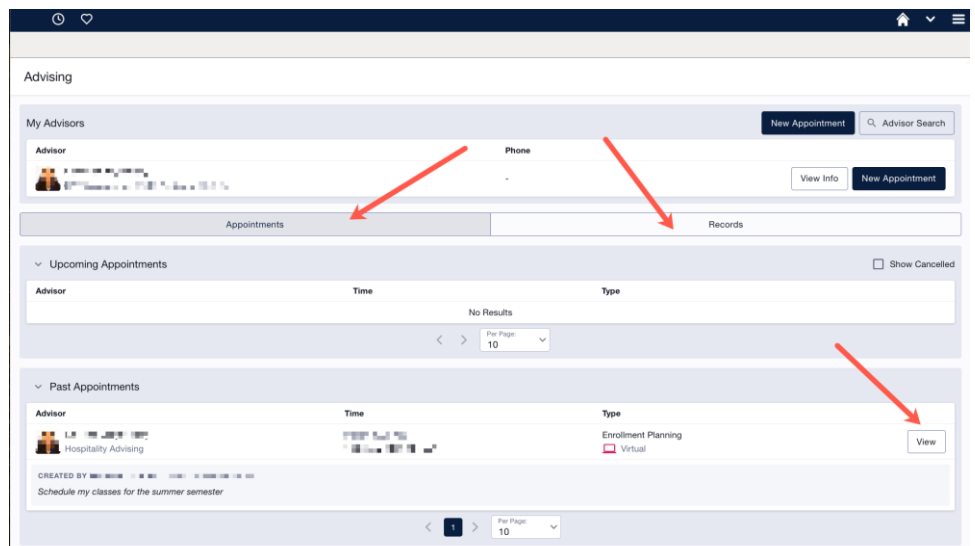
For every appointment scheduled, you will be able to refer to the notes your advisor submits.

These notes can be found in your **Advising** page located on your PSN Dashboard. Begin by navigating to the **Advising** page.

Click on the **Advising** option in the menu to the left.



You will be redirected to where you will view your appointment history.



Both upcoming and past appointments will be listed.

To view your advisor's notes, click on the **View** button for the appointment you wish to view.

You will now see the complete appointment details and/or notes composed by your advisor following your advising session.

The screenshot displays a mobile application interface for an advising session. At the top, there's a dark navigation bar with a back arrow and a heart icon. Below it, the title 'Advising' is shown. The main content area is divided into several sections: a header with a 'COMPLETED' status and a 30-minute duration; a 'Meeting Mode' section showing 'Virtual'; an 'Appointment Type' section showing 'Enrollment Planning'; a 'Reason' section with the text 'Schedule my classes for the summer semester'; a 'Summary' section containing detailed notes about sending final MDC transcripts and course planning for the summer and fall semesters; a 'Topics' section with 'Course Planning' and 'PDA Review'; and an 'Attachments' section with two document icons. On the right side, there's a profile card for 'Hospitality Advising' with a profile picture and a notification icon. Below the profile card, there's an 'Advisor Information' section with fields for 'Email:' and 'Phone:'.

If you have questions after reviewing this tutorial, please visit: <https://dasa.fiu.edu/all-departments/ask-roary/> to fill out the formulary on this site.