



Starfish | Student Success Platform

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**SUNY NEW PALTZ**

**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!

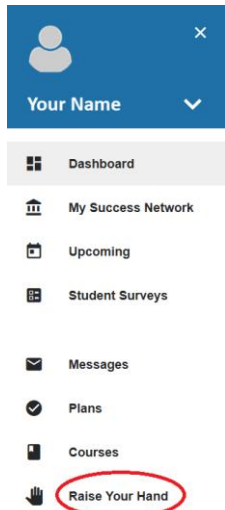
Log in Directions:

1. Sign in to [my.newpaltz.edu](https://my.newpaltz.edu)
2. Click the “Starfish” Link (left-hand column)
3. If you are asked for log-in credentials, use your [my.newpaltz.edu](https://my.newpaltz.edu) login information

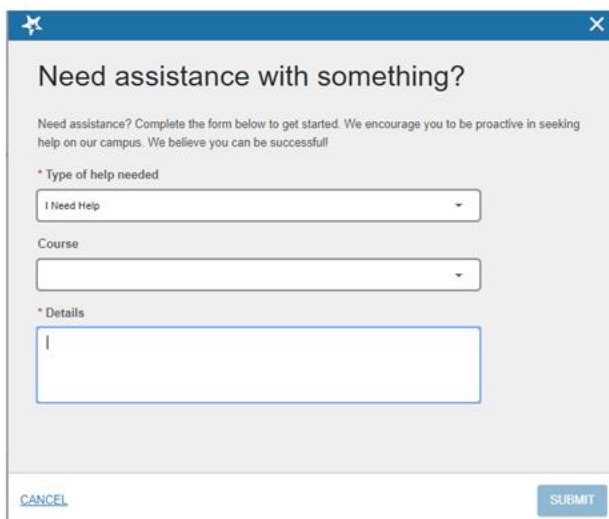
## Raising Your Hand in Starfish

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** icon 
2. From the **menu**, select **Raise Your Hand**



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

A screenshot of a pop-up form titled 'Need assistance with something?'. The form has a blue header with a star icon and a close button (X). Below the title is a paragraph: '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 fields: a dropdown menu for 'Type of help needed' with 'I Need Help' selected, a dropdown menu for 'Course', and a text area for 'Details'. At the bottom of the form are two buttons: 'CANCEL' and 'SUBMIT'.

4. Click **Submit**
5. Support staff will be notified and you will be contacted ASAP