PANTHER SUCCESS NETWORK (PSN)
STUDENT MANUAL
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Accessing the Panther Success Network

To access the PSN, visit https://my.fiu.edu.

Click on the Login to MyFIU button.

Log in using your FIU Panther ID # or username and password.

Upon successful log-in, you will see your Student homepage.

On the right-hand side, you will find the Academic Advising tile. Click on this tile to access all Advising related items.
Click on the Success Network tile found on the Academic Advising page.

To access the Panther Success Network, click on the Go to the Panther Success Network button.

If you wish to view Tutorial materials, click on the Tutorials and Resources link.

You will be redirected to the Panther Success Network website.

Log in using your FIU username and password.
The Student Homepage

Upon successful log-in, your homepage will appear as such.

This is the Student Home page.

On the left-hand side of the Student Homepage, you will find a blue toolbar. This is a fixed toolbar that you will always see when navigating PSN.

In this toolbar, you will find the buttons to return to the Home Page, Conversations, and Calendar.

On the Student Homepage, you will find the following tabs:

- Class Information
- Reports
- Calendar
- Send a Message
The **Class Information** tab shows you your current class enrollment for the semester.

Note: You can view your enrollment history from previous semesters by using the term dropdown menu. Select the applicable semester and your classes for that term along with your final grades will populate.

If applicable to your course, the midterm grade will be reflected as well.
The Reports tab shows you any documentation that is submitted on your behalf by advising staff, tutors or professors.

In the Reports tab, you will find the following documents:

- Progress Reports
- Advisor Reports
- Tutoring Reports
- Notes

Note: Using the term dropdown menu at the top allows you to navigate through historical reports.
Viewing your Calendar

The Calendar tab allows you to view your calendar. Events that you see on this calendar are color coded by category.

You can also navigate through your calendar to view events in the past, present and future. To navigate click on the today, day, week, and month buttons above the calendar.

Events on your calendar are color coded for easy reading. At the top of the calendar, you will see a legend that assigns specific colors to each type of event.

To print your calendar, click on the Calendar (PDF) link above the calendar.

To view the calendar in list form, click on the List link above the calendar.
Syncing Your Calendar

You can sync your personal calendar to the SSC Campus tool. This is a one-time process that should be completed prior to scheduling appointments.

On the left-hand toolbar, click on the Calendar icon. You will be redirected to the My Calendar page.

Click on the Subscriptions tab found at the top of the page.

You will find two different types of integrations listed. Select Setup Calendar Integration.

You will be redirected to another page where you can select from the integrations that correspond to your calendar of preference.

Follow as instructed.

Sending a Message

The Send a Message tab allows you to initiate communication with your assigned success team.
members (advisors, professors, tutors, coaches, etc.)

From the list, select the team member you wish to send a message to.

Click on the Actions dropdown menu.

Select Send a Message.

A pop-up window will open.

Fill out the applicable fields.

Click on Send Message.

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**Viewing Your Conversations**

You can access your Conversations by clicking on the Envelope icon located on the left-hand toolbar.

You will be redirected to the My Conversations page.

Here you will see all Messages sent and received.

You can filter your messages by:
• clicking on the View Personal Messages Only box
• clicking on the View Unread Only box
• Search by Users

Reading Your Messages

When you receive a message in your My Conversations inbox, click on the message Topic to open.

You will be redirected to the message where you are able to read it.

If you wish to return back to the My Conversations page to see the list of messages in your inbox, click on Back to My Conversations. This will redirect you back.

Responding to Your Messages

When you receive a message in your My Conversations inbox, click on the message Topic to open.

You will be redirected to the message where you are able to read it.
Fill in all applicable information in your return message.

Attach any relevant documentation if necessary.

Click on Send Message.

Scheduling an Appointment

To schedule an appointment with a member of your Success
Team (Academic Advisor, College Life Coach, Career Coach, etc.) click on the Schedule an Appointment button at the top right-hand corner of your Student homepage.

Once you click on the Schedule an Appointment button, you will be redirected to the Schedule Appointment page.

Begin by selecting the type of appointment you wish to schedule.

Select the reason that you wish to schedule an appointment. The reason that will auto-populate is your current declared major.

Next, select from the drop-down menu the type of advising you wish to receive.

Click Next.
You will now be redirected to the next page. Select from the drop-down menu the location where you wish to schedule your appointment.

Note: Some advisors have set up appointment availabilities at various locations. If this is the case, you will see multiple locations to choose from.

Next, select the name of your assigned advisor/coach that you wish to meet with.

Click Next.
You will now be redirected to the next screen. You will be able to select from a series of available times.

The times are displayed within a one-week timeframe. Select the morning or afternoon block on the day you wish to meet with your advisor.

A drop-down menu will appear with the available appointment times.

Select the time you wish to schedule your appointment.

Click Next.
Before the appointment is scheduled, you will be given the chance to confirm the appointment details.

Click on **Confirm Appointment** to schedule.

Once you have confirmed the appointment, you will receive a confirmation message as shown.

Note: When an appointment is scheduled, you will receive an email confirming the appointment. A reminder email will be sent before the appointment as well.
Scheduling an Appointment Requested by your Advisor

There may come a time during your academic career, that your assigned advisor will request to schedule an appointment with you.

Should that happen, you will receive an email. In addition to the email, when you log in to the Panther Success Network, you will find a yellow banner at the top of your Student Homepage.

To schedule an appointment, begin by clicking on the Schedule
An Appointment box in the yellow banner.

You will be redirected to a new screen to select the date and time of an available appointment time.

Select the day on the calendar that you wish to meet with your advisor.

A series of available times will appear in the drop-down menu.

Once you select a date and time, click on the Review Appointment Details button that will turn blue.
You will be redirected to the Schedule Appointment Review page. If you are satisfied with the set time and date of your appointment, click on the Confirm Appointment button.

If not, click on the Go Back and Edit This Appointment button. You will be redirected back to the previous page.

Once you confirm the appointment, you will receive a confirmation message as shown.
Cancelling an Appointment

Should you need to cancel an appointment once it has been scheduled, you may do so on the Student homepage.

To cancel an appointment, begin by clicking on the General Advising link found in the Upcoming Appointment box located below the Schedule an Appointment button.

The Manage Appointment pop-up window will appear.

Click on the Cancel My Attendance link in this window.
The window will now redirect once more. Select a Reason from the drop-down menu for why you wish to cancel your appointment.

Click on the Mark as Cancelled button to confirm.

Once confirmed, a red banner at the top of the Manage Appointment window will appear.

Click on Close to exit.
If you have questions after reviewing this tutorial, please contact Advising Technology at advtech@fiu.edu.