

## Welcome to FisherLink

FisherLink gives you a convenient way to communicate with students – from raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware to distributing kudos to let students know they are doing well. It also allows your students to easily book an appointment with you or someone else who can help support their success.

Getting started is easy.

- Accessible via [my.sjfc.edu](http://my.sjfc.edu), click on the link within the navigation pane labeled **FisherLink**.

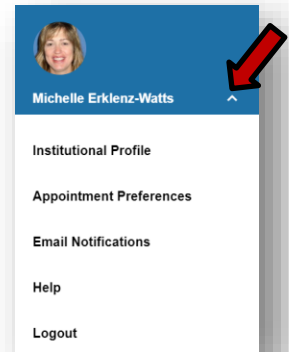
This guide highlights the steps for completing common tasks in FisherLink:

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## Setup your Profile

Some of your profile, such as your contact information - imported from Banner.

1. Click on your name in the Top Navigation bar and click on **Institutional Profile**.
2. Your Banner photo will appear. You may change the photo by using the **Upload Photo** link beneath your existing photo.



Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

3. Edit your **Phone** number and ensure that the **Time zone** selected matches your time zone. This effects appointment times.
4. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you.

This information will appear to students who can make appointments with you in FisherLink.

5. Click the **Submit** button to save your changes.

## Setup your first Office Hours block

The first time you log in to FisherLink, a ‘wizard’ to walk you through setting up your office hours will appear, which enables students to schedule time with you. If you do not wish to complete the wizard just yet, check the box labeled “**Show me this Office Hours Setup Page again next time I login if I don’t have any Office Hours**”, and then click the **Close** button.

If your office hours are different week to week, follow the “**If your office hours don’t repeat weekly, [click here](#)**” link.

### If your office hours recur:

- Complete the fields presented to specify:
  - What day(s) do you have office hours?** - check the boxes for each day.
  - What time are your office hours?** - enter a start and end time.
  - Where are they?** - select the **Type** of setting and enter the **Details** in the field provided (e.g. the building and room number of your office).
  - If relevant, provide **Instructions** for students who make appointments with you.
- Click the **Set up Office Hours** button to save your office hours.

### Office Hours Setup Wizard

If your office hours don't repeat weekly, [click here](#).

Go ahead and get started by adding one time block for now! You can always add more later.

**1. What day(s) do you have office hours?**

M  T  W  T  F  S  S

**2. What time are your office hours?**

to

**3. Where are they?**

**Type**

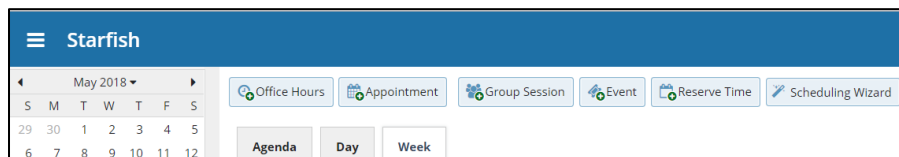
**Details**

**Instructions**

Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours

### Notes:

To setup additional office hours or make any changes, use the buttons on your **Home** or **Appointments** page to **Add Office Hours**, **Add Appointment**, **Add Group Session**, **Reserve Time** or use the **Scheduling Wizard**.



You may also find this Two Minute Tip on [How to Create Office Hours](#) helpful.

## Message or Raise a Flag, Referral, and Kudos on Students

When you want to communicate with a particular student or group of students, raise a flag, pass along a kudos, or refer to a support service, FisherLink is your go-to tool. The appropriate individuals will be automatically notified when you save the item.

1. From the menu click on **Students**.

\*Ensure you are on the **My Students** tab.

2. Find the desired student by typing the name into the **Search** box.

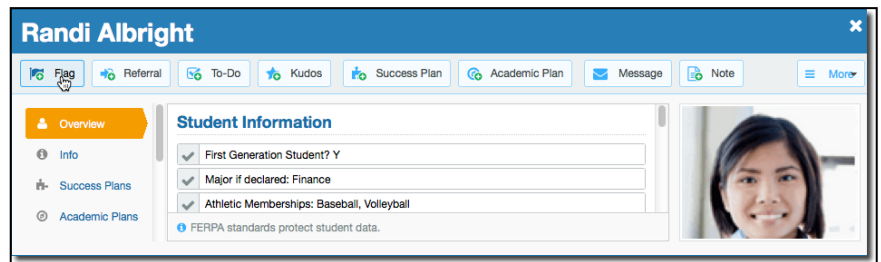
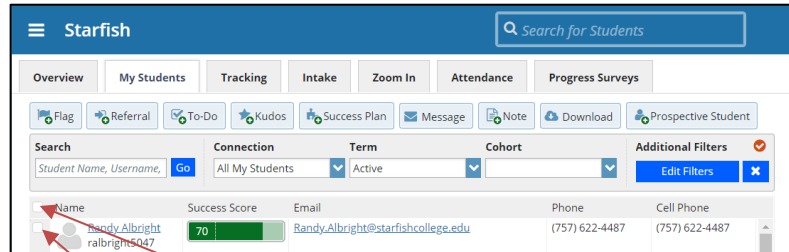
\*Additionally, via the **Connection** dropdown menu locate by class or by affiliation.

3. Click on the student's name to bring up the **Student Folder** or click on box by Name to select the entire group.

4. Click the **Message, Flag, Referral, or Kudos** buttons.

For message, a blank template for you to complete will appear.

A list of Flags, Referrals or Kudos that you have permission to raise on this student is displayed.

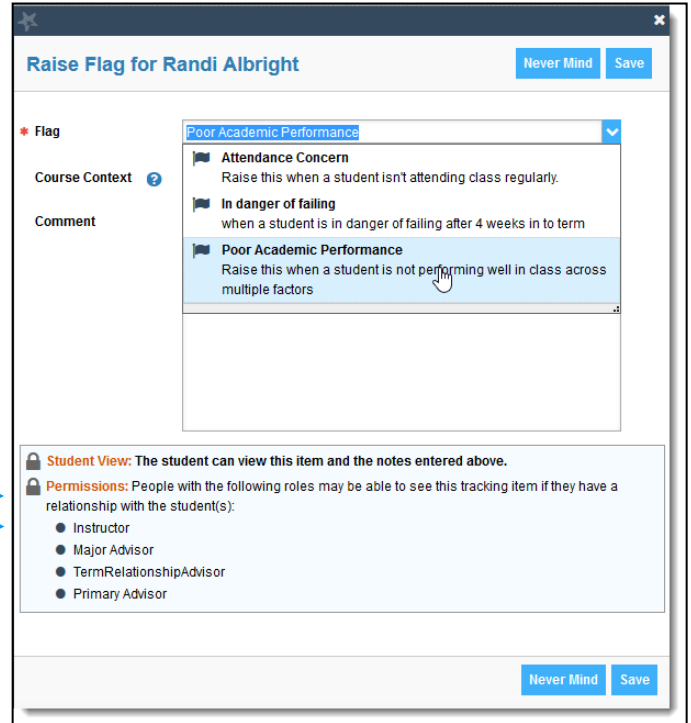


5. Select the desired **Flag, Referral, Kudos** from the list.
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.
7. Click the **Save** button. Save means send.

**Notes:**

The **Student View**: indicates whether the student can view the flag and the notes, you include in the **Comment** box.

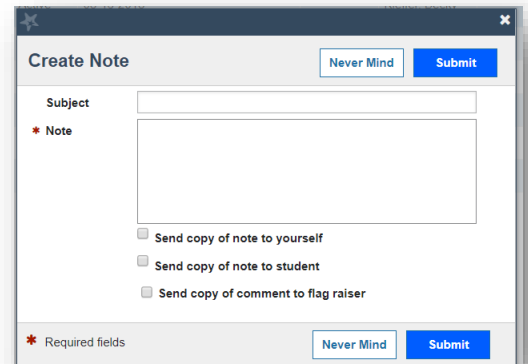
The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.



**Add a Comment –follow up**

Advisors can follow up by entering a note/comment within a Flag.

1. Within the **Tracking** tab, click or hover on a flag and click on **Comment**.
2. From the Create a Note window, enter **subject** and **comments**. Additionally, you can select who will receive a copy of the note.

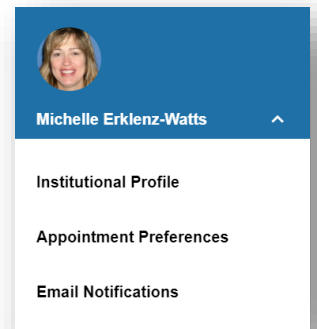


**Frequently Asked Questions**

**How do I change how FisherLink emails me?**

FisherLink emails you a calendar item for each appointment and a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications. For more information see:

- [Update how you are emailed about Flags To-Dos and Referrals](#) ;
- [Update how you are emailed about Appointments](#)



How do I get more detail on a student?

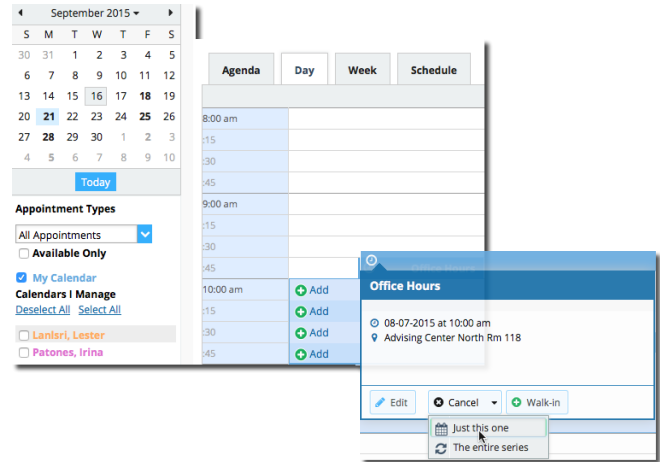
Click the hyperlink associated with the student’s name wherever you find it to reach the **Student Folder**. (e.g. in the student list, or appointment).

How do I cancel office hours?

Cancel one occurrence

Select the day from the calendar, and **hover** (don’t click) over the icon associated with the **Office Hours** on the desired day (🕒).

Click the **Cancel** button and select, **“Just this one”** from the pop up **Office Hours** card presented.



Cancel a series

From the **Agenda** view, **hover** (don’t click) over the **Office Hours** icon (🕒) next to an office hour title.

Select **Cancel** from the pop up **Office Hours** card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel **“Just this one”** or **“The entire series”**)

