




Welcome to The Hive

The Hive provides you with a central location to connect to the people and services that can help you navigate college – all accessible from the side navigation menu on your Hive [Home](#) page.

Log in to your home page in The Hive

The navigation menu  includes access to a customizable profile and personalized channels that make it easy to schedule the dedicated time you need with your instructors, advisors, and other resources on campus. The Hive can also help you manage the steps you need to take to stay on track and meet your goals.

Here are three great ways to get started:

1. Your profile

Review your profile for accuracy. Most fields will already be completed and cannot be changed. Your photo will be brought over from the student ID system. Be sure your phone number(s) are up to date as so that it is easier for your instructors and advisors to stay in contact.

2. Connect to people and services that can help you

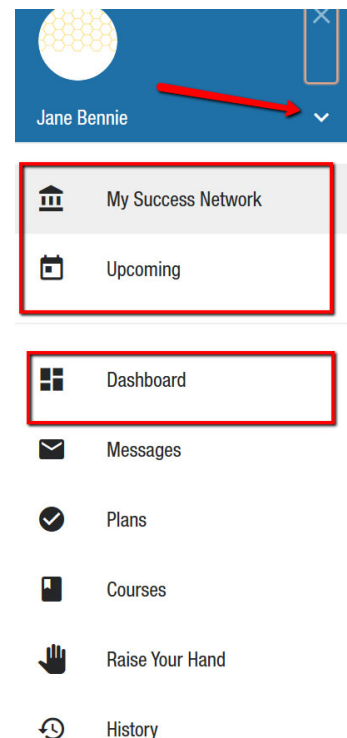
Use your personalized **My Success Network** and **Courses** channels for quick access to contact information, **appointment scheduling**, and **course help**.

3. Stay on track

Use the **Upcoming** tab to keep track of upcoming appointments, and your personalized **Dashboard** to see information and notices from your instructors.

Not sure what you need?

Browse the **Services Catalog** or use the **Raise Your Hand** option if you can't find what you're looking for through your personalized channels.



That's it. Simple for you. Powerful for your future.

Set up your Profile

Begin by setting up your student profile. Your profile lets faculty and staff know who you are and how to contact you. It also gives you control over how often you wish to receive emails about appointments.



1. Open the navigation menu and click your name, and then [Profile](#) to open your profile.

Many items in your profile will be imported to The Hive from Banner. Items like your photo and email will not be editable; however, you will be able to set rules for appointment reminders and email summaries from The Hive.

FERPA standards protect student data. [Last login: 13:19 28-04-2015]

Randi Albright

Contact Information

Login: pgregsch

Institution Email: ralbright@excellent.edu

Alternate Email: [Empty field]

All notifications will be sent to your institution email address.

Upload Photo

Email Preference

Also send notifications to my alternate email address

Phone: 888-555-1212

mobile: [Empty field]

Video Phone: [Empty field]

Time zone: (GMT-05:00) Eastern Time

Display all time zones

Weekly Updates

Send me a weekly status update about My Success Network

Reminder Preferences

Email me 15 minutes before the start of an appointment

Email me at 12:00 the day of an appointment

* Required fields [Never Mind] [Submit]

To have The Hive emails sent to your mobile phone (in addition to sending to your primary institutional email address):

Alternate Email: 5132842342@txt.att.net

All notifications will be sent to your institution email address.

Email Preference: Also send notifications to my alternate email address

- Enter the **email address** of your mobile phone in the **Alternate Email** field. This address will be a combination of your phone number plus carrier information. Click the more information icon (ⓘ) for a list of common carriers and email address formats:
- Check the **Also send notifications to my alternate email address** radio button.

Receive notifications on your mobile phone:
Enter the email address for your mobile phone as indicated below for each provider, e.g., 8885551212@txt.att.net

- AT&T: cellnumber@txt.att.net
- Verizon: cellnumber@vtext.com
- T-Mobile: cellnumber@tmomail.net
- Sprint PCS: cellnumber@messaging.sprintpcs.com
- Virgin Mobile: cellnumber@vmobl.com
- US Cellular: cellnumber@email.uscc.net
- Nextel: cellnumber@messaging.nextel.com
- Boost: cellnumber@myboostmobile.com
- Alltel: cellnumber@message.alltel.com

* Required fields [Close]

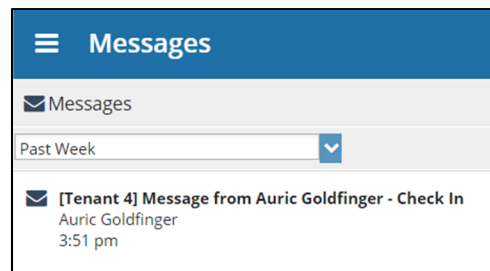
2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

Connect to people and services that can help you


The **My Success Network** and **Courses** channels display the people and services that are available to help you succeed. Here you can find key contact information as well as links to student service web sites and online appointment scheduling.

Messages

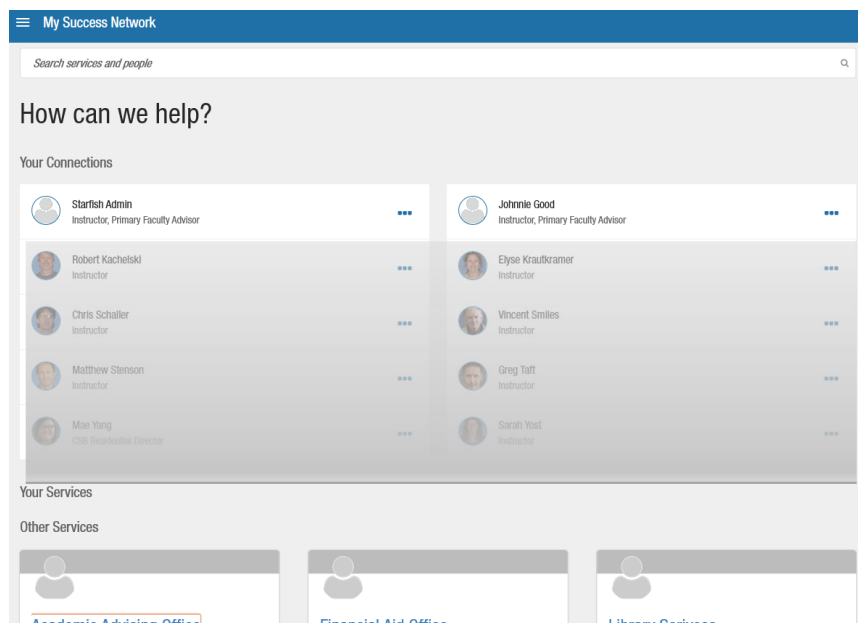
Select **Messages** to display messages sent to you in The Hive. Click on any message in the list to display the full contents of that message.




My Success Network


Select **My Success Network** from the navigation menu  to display your personalized network. This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information, supporting websites, and, if online scheduling is enabled, a link to **Schedule Appointment**. If a service includes a waiting room for walk-in appointments, you can click the “Waiting Room” link to find out how many students are currently in line.

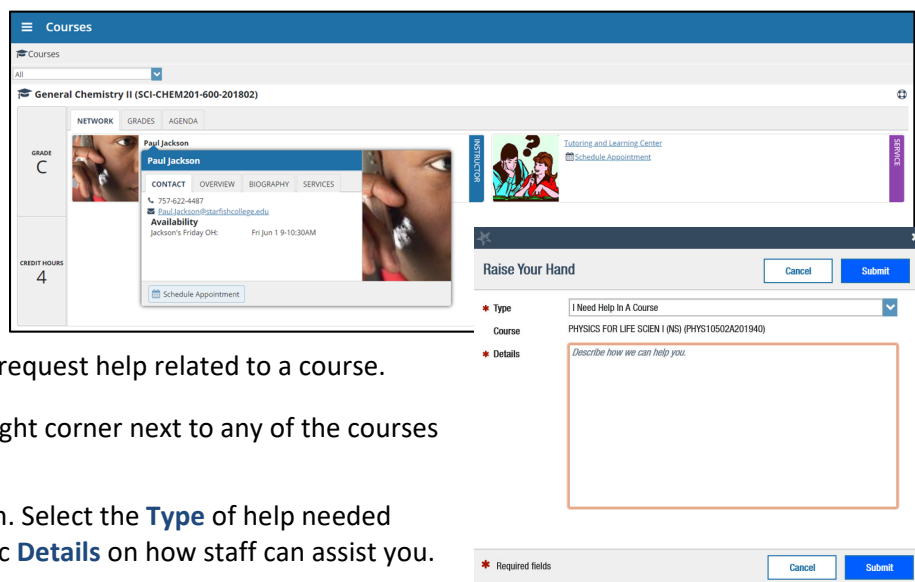
The Services that are most relevant to you are displayed first. Select Show Other Services at the bottom of the page to see additional services, and some additional services can be found by using the search feature.



Courses

Select **Courses** from the side navigation menu  to display information about courses you are enrolled in as well as contacts and available support related to each course. Like the **My Success Network** channel, it is personalized to show the people and services specific to the courses you are taking and gives you the ability to **Schedule Appointment** or **Raise Your Hand** to request help related to a course.

1. Click the Help icon () link in the upper, right corner next to any of the courses in which you are currently enrolled.
2. This will bring up the **Raise Your Hand** form. Select the **Type** of help needed from the drop-down menu and give specific **Details** on how staff can assist you.
3. Click the **Submit** button to submit your request when you are finished.



Make an Appointment

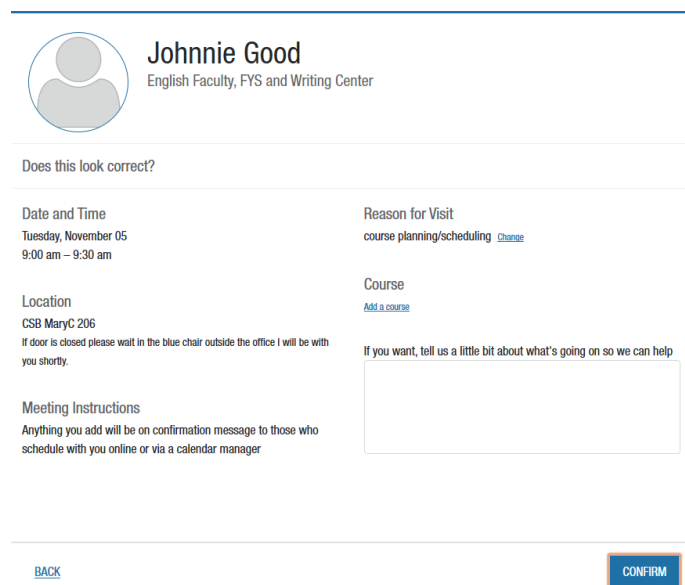
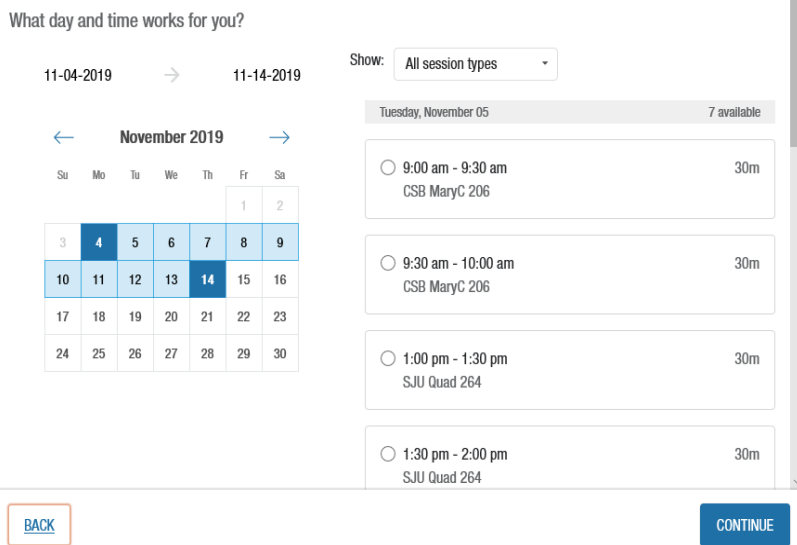
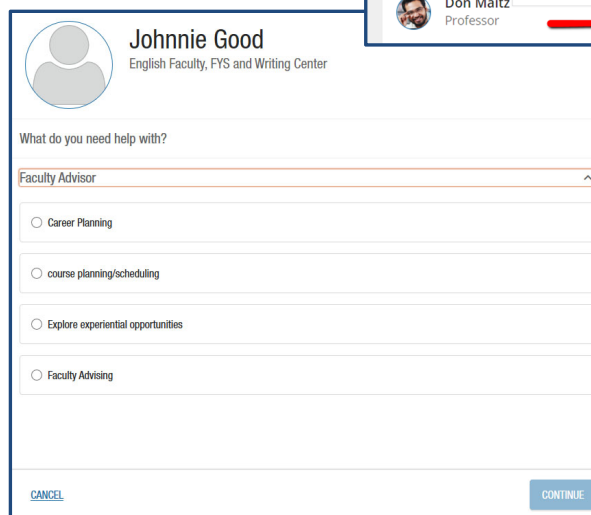
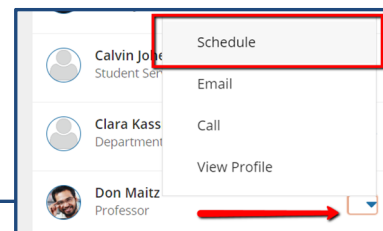
- From the **My Success Network**, click the ellipse (...) beside the name of the person you want to schedule an appointment with, and then select **Schedule**.


For Services where appointments are available, select **Schedule** for the desired service.

Or, from the **Courses** channel, select **Schedule Appointment** listed in the contact information for the desired person or service.


Select the reason for the appointment from the available options.

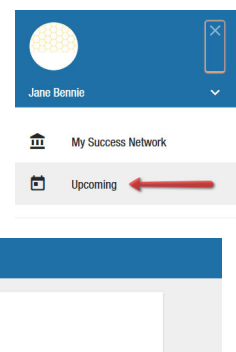
- Review the appointments available. Navigate to alternate date ranges as needed to find days and times that work for your schedule, and then select a time from the list. Be sure to note location of the meeting, depending on the faculty/staff or service there may be appointments offered both at CSB and SJU.
- Select a time and location (if applicable) that works for you. Then click continue.
- Complete your sign up by adjusting any details, such as duration or course, and add a description for why you want to meet. Then click confirm.



- You will get an email with the appointment details and the appointment will be listed on the **Upcoming** tab accessible from the navigation menu .

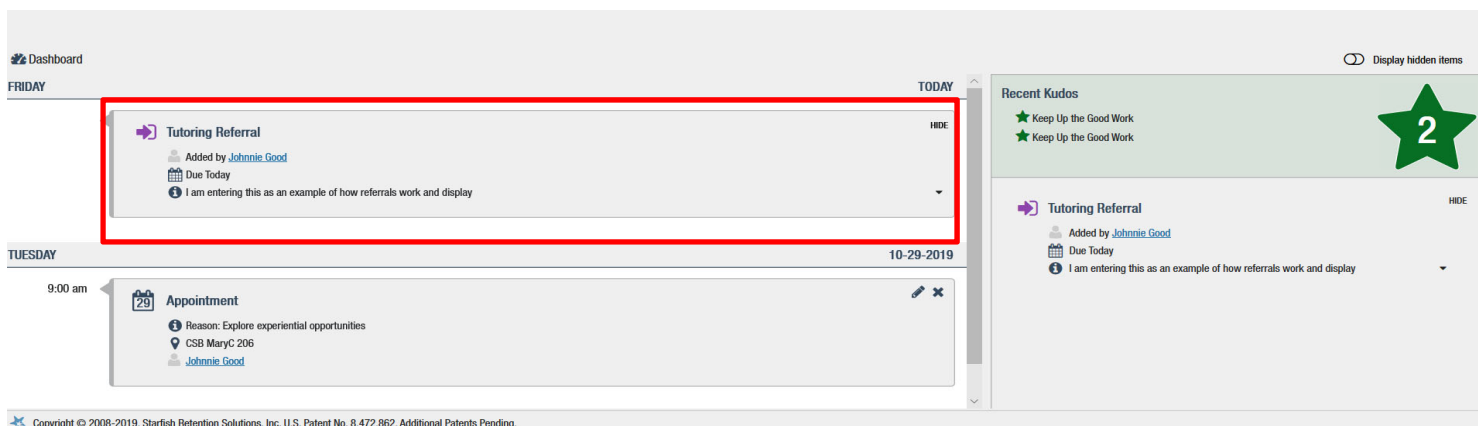
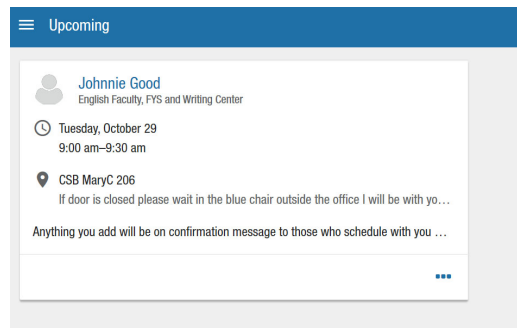
Change an Appointment

On the **Upcoming** tab, you can view scheduled appointments and add details if needed. Click on an appointment to make changes to it, like adding details or connecting the appointment to a course. You can cancel the appointment if you need to reschedule. To cancel an appointment from the Upcoming tab click on the ellipsis  and select **Cancel appointment**.



Dashboard


Your **Dashboard** also displays upcoming appointments as well as date-based tasks on the left to help you plan your week. The right-hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and High Fives from your instructors.



Plans

The **Success Plans** channel will display any customized success plans created for you. These plans contain specific tasks with due dates. Click the **View Details** button associated with a plan to display a printable version of the plan.

Not sure what you need? Raise Your Hand

Select **Raise Your Hand** from the navigation menu  to see information about where to go for assistance.

From here, you can submit a request for help. You will be asked to provide additional information such as the type of assistance you are requesting, the related course (if applicable), and a description.

We encourage you to make your description as detailed as possible to insure you get the appropriate help needed. Click **Submit** to submit your request when done.