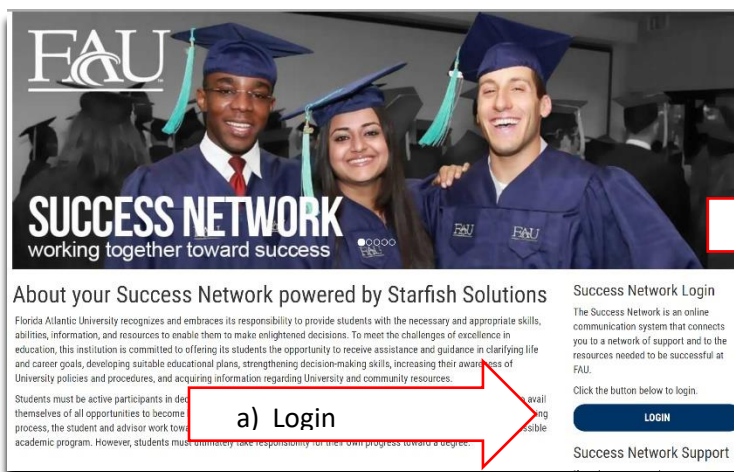


## Schedule Starfish Appointment

**Step 1:** Go to your preferred page to log into the Success Network

- a) [Success Network](#) homepage
  - i. Click the Login button on the right
- b) [MyFAU](#) homepage
  - i. Sign in
  - ii. Click on the Success Network link

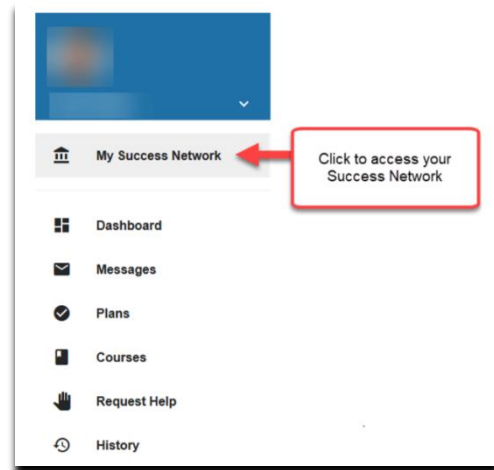


**Step 2:** Go to your Success Network

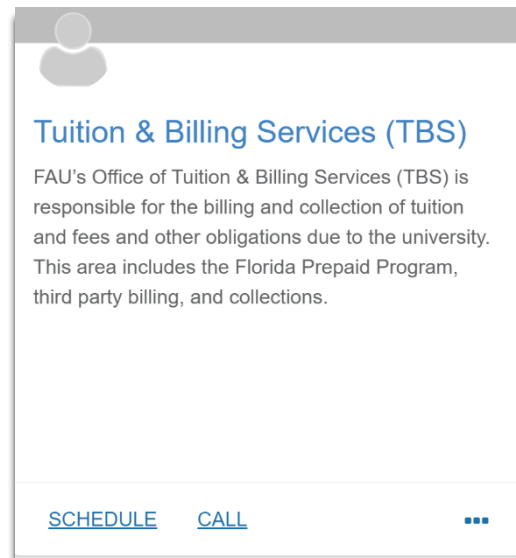
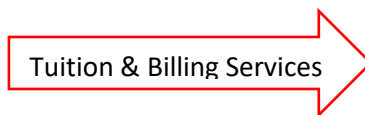
- a) Click on the menu (three lines) in the top left



- b) On the menu that slides out click on *My Success Network*



**Step 3:** Click on *Tuition & Billing Services (TBS)*



**Step 4:** Click on *Schedule Appointment*

Schedule Appointment

#### Hours

Monday-Thursday: 8:00 am - 6:00 pm

Friday: 8:00 am - 5:00 pm

**SCHEDULE APPOINTMENT**

#### Contact

[Send an email](#)

[Call +1 \(561\) 297-6101](#)

[Visit website](#)

#### Location


Student Support Services (SU-80), Room 130

#### Share Links

[Copy Profile Link](#)

[Copy Appointment Link](#)

**Step 5:** Click on Reason for appointment, then *Continue*.



## Tuition & Billing Services (TBS)

What do you need help with?

<input type="radio"/> 3rd Party Billing	<input type="radio"/> Collections
<input type="radio"/> Dishonored / Returned Check	<input type="radio"/> Drop off Documents
<input type="radio"/> Fee Petitions	<input checked="" type="radio"/> Florida Prepaid
<input type="radio"/> General Information (New Student)	<input type="radio"/> Holds
<input type="radio"/> Invoice (Billing Statement)	<input type="radio"/> Refund
<input type="radio"/> Student Account Balance	<input type="radio"/> Tax Information (1098-T)

[CANCEL](#)

2. Continue

[CONTINUE](#)

**Step 6:** Select the day and time that you would like to meet and click *Continue*. By default, availability for the current week is displayed. If you click on the populated “To” date field and then select an end date from the calendar, you will see all the days and times available for the defined timeframe.

The screenshot shows the 'Schedule Appointment' page. At the top, there's a search bar for students. Below it, a date range is set from 07-31-2020 to 08-05-2020. A calendar for July 2020 is on the left, with the 31st selected. On the right, a list of available appointment slots is shown for Friday, July 31. The slots are: 9:00 am - 9:15 am (15m), 9:00 am - 9:30 am (30m), and 9:15 am - 9:30 am (15m). Each slot is labeled 'Tuition and Billing Phone Meeting'. Red arrows with numbers point to specific elements: 1. 'To' or End Date (pointing to the date range), 2. Select/Click on a future date in Calendar (pointing to the 31st), 3. Select Time (pointing to the 9:00 am - 9:30 am slot), and 4. Continue (pointing to the 'CONTINUE' button at the bottom right).

**Step 7:** On the confirmation screen, verify that all content is correct and include any additional details in the comments field before clicking *Confirm*.

The screenshot shows the 'Tuition & Billing Services (TBS)' confirmation screen. It asks 'Does this look correct?'. The details shown are: Date and Time (Friday, July 31, 9:00 am - 9:30 am), Reason for Visit (Florida Prepaid), Team Member (Tuition & Billing), and Location (Phone Meeting). There is a text area for comments with the prompt 'If you want, tell us a little bit about what's going on so we can help'. At the bottom, there are 'BACK' and 'CONFIRM' buttons. A red arrow points to the 'CONFIRM' button with the label 'Confirm'.

**Step 8:** You should receive a calendar invitation with the details confirming the appointment. Accept the invitation but do not decline the invite, doing so would cancel the appointment.