Faculty and Staff Guides to the Hive – Profile, Email & Appointment Settings

Institutional Profile: Faculty and staff can create and customize a profile. This will display when students drill down on their support network. Your profile can include contact information, a photo, and other information students should know about you.

To create your profile, click on the menu (three lines on the top left portion of your home page). Next select the drop-down area next to your name. Now select the Institutional Profile tab in the navigation menu to open the institutional profile page. From here you can customize the following profile information:

Contact Information: Your username and institution email are pre-populated by The Hive from SIS and cannot be edited in The Hive. The phone number text boxes will accept standard phone numbers; both US and international. You can use any standard phone number characters (like “–”, “(“ and “.”). Please be certain to update your office phone number. We recommend that you leave cell phone and home phone fields blank. Only complete these fields if you want to be contacted there by students.

Alternate Email: Some faculty use and alternate email in addition to their CSB/SJU account. You can type in your alternate email address and choose whether you would like Hive correspondence sent to your institution email as well as your alternate email. We recommend leaving this field blank.

Time zone: The time zone field will by default be the time zone associated with your institution, but you can change it if you are working in a different time zone (for example if you are leading a study abroad program through CGE). Make sure this is accurate! If it is not, students will not see the right times when they try to make appointments with you.

Profile Photo: Photos will be imported and will display your Banner ID photo. Putting a face to your name makes students feel more comfortable making an appointment with you. This field cannot be edited.

Overview and Biography: It is a good idea to add a general description of what help you can offer students, your office hours and directions to your office. A brief biography can help students get to know you.

Save Your Changes: After making updates to any settings, make sure to click the Submit button. Note that you must click Submit for each individual tab within the profile. You may have to scroll to the right to find it depending on your browser and screen size. You will find a Submit button at both the top and bottom of the page. Again, before you proceed to the next tab, be sure to save on each age by clicking submit.
**Appointment Preferences:** Next you can set your default appointment preferences. Click on the Appointment Preferences tab.

Select a "Minimum Appointment Length" from the drop-down choices. Your selection here will be the default for the Office Hour blocks you set.

![Basics](image)

Select a desired "Scheduling deadline" if you want to create a cutoff for when students can add meetings into your office hours.

**Save Your Changes:** After making updates to any settings, make sure to click the Submit button. Note that you must click Submit for each individual tab within the profile. You may have to scroll to the right to find it depending on your browser and screen size. You will find a Submit button at both the top and bottom of the page.

Click the OK button on the Success dialog box.

**Meeting Locations**

After you update your Appointment Preferences and save by submitting scroll to the section labeled My Locations.

Click on the Add Location button to bring up the Add Location dialog box.

Select the Type of location from among the choices listed.

Enter a Name for this location that will be recognizable and clear to students or others who might be managing your calendar.

Include helpful Instructions for the location (i.e. Please check in with office coordinator in Quad 123 upon arrival).

![My Locations](image)

**Save Your Changes:** After making updates to any settings, make sure to click the Submit button before you go to the next tab. Note that you must click Submit for each individual tab within the profile. You may have to scroll to the right to find it depending on your browser and screen size. You will find a Submit button at both the top and bottom of the page.

**Tip:** You can add additional locations as needed using these same steps. These locations will then be available as options when you set up your office hours.
Setting Email Preferences

As a staff member you can set preferences for both appointment and tracking item email notifications by clicking on the Email Notifications tab within your Hive Profile.

Before starting this section we recommend that you go into Outlook 365 and share your calendar with The Hive.

To get to Office 365 in a new window or tab go to csbsju.edu and follow the Email Link in Tools. Once in your email click on the Calendar Icon at the bottom left side of the page. Next select “Share” and then type in starfish@csbsju.edu, click share. Return to the Hive.

Appointment Notifications: In the first section of the Email Notifications tab, titled "Appointments Notifications," you can customize the settings as follows described below.

Choose how you are emailed reminders about your calendar appointments.

- Select one of the following options:
  - Send me a separate email for each appointment.
  - Send one email reminder with all appointments.
  - Do not send an email reminder for upcoming appointments.

- Specify when to send the reminders by choosing a time of day, on either the day before or the day of the appointments (this is required if you select either of the first two options).

- Specify whether or not to send an alert just before the appointment is scheduled (from 15 minutes up to an hour). If you already get appointment reminders in outlook you may want to uncheck this option to avoided multiple reminder sounds.
You are then asked to indicate whether you would like an email invite to be sent to your Outlook Calendar when there are changes to your Hive calendar, such as additions, cancellations, and other changes to appointments.

- We recommend keeping all of these options checked so that any appointment activity on your calendar in the The Hive sends an update to your external (non-Hive) calendar and vice versa.
- Elect whether to allow busy times from an external calendar. If you have not yet shared your calendar with the Hive you will get an error message.
- Please note that calendar items sent from the hive will automatically populate your outlook calendar with a status of tentative – if you want to mark them busy accept them. If a tentative status works for you, you can create a rule and have these messages go into a folder automatically so that they do not clutter your inbox.

**Academic Calendar and Class Schedule:** It is also highly recommended that you follow the directions from IT Services add the Academic Calendar and Your Schedule to your Outlook Calendar if you have not already done so. This will allow The Hive to see your class times as “busy times” see [https://sharepoint.csbsju.edu/itservices/kb/Pages/misc_schedule.aspx](https://sharepoint.csbsju.edu/itservices/kb/Pages/misc_schedule.aspx)

**Tracking Item Notifications:** In the second section titled “Tracking Item Notifications,” you can specify when and how you will receive a summary of notifications associated with individual tracking items. Typically, an institution will set a default frequency (daily or weekly) and a time when you will receive a digest of tracking item email notifications for the period selected. Depending on your role and workflow, you may want to modify this.

The content of your summary emails is based on how each individual tracking item is configured by your tenant admin (which roles receive an email when the tracking item is raised). Based on the roles you have in the system, the list of tracking item rules in the table beneath the tracking item notifications tells you which Flags can trigger an email notification that will be included in your summary. If any of the Flags in your list show the icon for “emergency notification” you will receive an email right away when the Flag is raised, regardless of your daily/weekly settings.

**Save Your Changes:** After making updates to any settings, make sure to click the Submit button. Note that you must click Submit for each individual tab within the profile. You may have to scroll to the right to find it depending on your browser and screen size. You will find a Submit button at both the top and bottom of the page.

After you click Submit, a dialog box will confirm your information is saved, but the current profile tab will remain open. Click Home from the top-level navigation to return to your Home page.