

# How to Clear Starfish Flags

While only instructors have the ability to raise Starfish flags on students, many people at UNCG have the ability to work with a flagged student to develop a plan for success. Thus, a staff member who interacts with a student may decide that the Starfish flag can be considered “resolved.” This quick guide will provide information about how to clear a flag.

## 1 OPEN STARFISH

- ◆ Log in at [starfish.uncg.edu](http://starfish.uncg.edu), or
- ◆ Click the Starfish button in [iSpartan Apps & Tools](#), or
- ◆ Open Starfish from [Canvas](#) (Account→Profile→Starfish)

Enter your UNCG username and password to log in

## 2 SEARCH FOR STUDENTS

- ⇒ If you know the specific student you are searching for, type their name in the top search bar. Click the student name to open the **Student Folder**
- ⇒ If you wish to browse your students to see who among them has flags to clear, click the  icon and select the **Students** menu option. Then, select the **Tracking** tab at the top.

## FROM THE STUDENT FOLDER

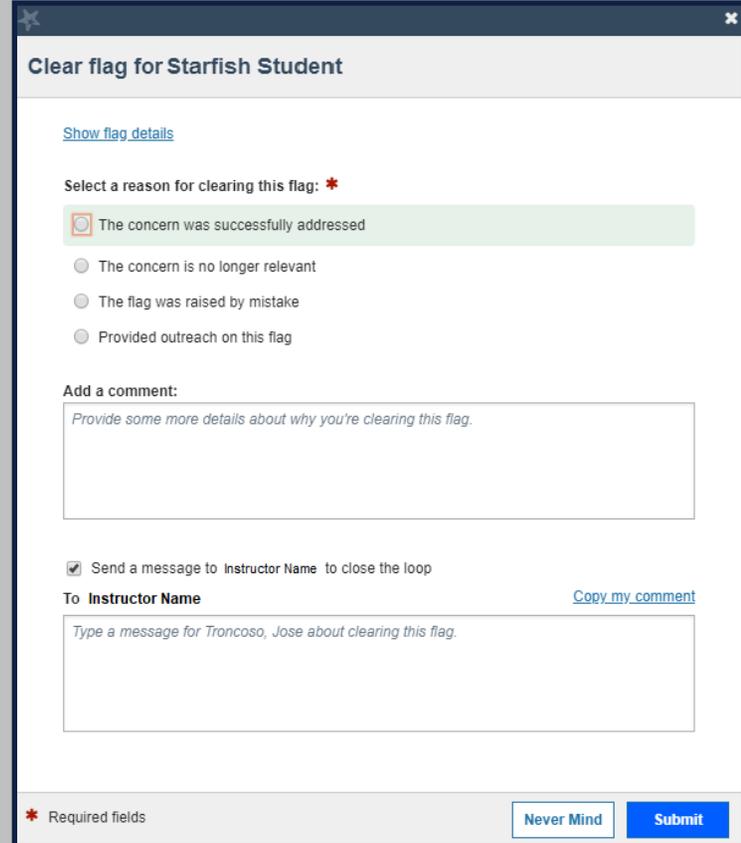
1. Select **Tracking** from the left-side menu
2. Use the filters along the top to narrow your search for student flags
3. When you find the flag to clear, hover your mouse over the  icon and select the “Clear” option.

## 3 FROM THE TRACKING TAB

1. Use the filters along the top to filter your list by various criteria.
2. See a list of students who have tracking items according to the filter criteria you set.
3. When you find the flag you wish to clear, check the box beside the item and then select the “Resolve” button in the top menu.

## 4 CLEAR & CLOSE THE LOOP

1. In the dialogue box that opens, select the best reason for why you are clearing the flag
2. Enter a comment if you wish to provide more information.
3. If you did not create the flag yourself, you will have the option to send a message to the flag creator to close the loop (recommended).



Clear flag for Starfish Student

[Show flag details](#)

Select a reason for clearing this flag: \*

The concern was successfully addressed

The concern is no longer relevant

The flag was raised by mistake

Provided outreach on this flag

Add a comment:

*Provide some more details about why you're clearing this flag.*

Send a message to Instructor Name to close the loop

To Instructor Name [Copy my comment](#)

*Type a message for Troncoso, Jose about clearing this flag.*

\* Required fields

Never Mind Submit