The following explains how a student can use the “Raise Your Hand” feature within the Starfish system, in order to ask a general question they may have, or to ask a question directed at a particular department on campus.

1. Navigate to the KCC homepage, click the Bruin Portal button at the top of the screen, and login using your KCC-ID and password that you have created.

2. Once you are logged in, scroll down the list of services and find the Starfish service button as shown below.

3. After clicking the Starfish button, it will take you to your Starfish home page. Click the menu tab in the upper left corner.

4. Once you are within the menu tab, scroll down the list, and click on the Raise Your Hand button.

5. Once you are within the “Raise Your Hand” page, click the drop-down button to the “Type of help needed” section, and select the type of help that best fits your situation.

6. Next, type clear details into the “Details” section.

7. When finished, click the SUBMIT button at the lower right of the page. Someone will reach out to you in order to assist you as soon as possible.