

STARS

*Web-Based Program
For Local Districts*

Quick Start Guide

**Prepared by:
Center for Development of Human Services**

About the STARS Web-Based Program for Local Districts

The Office for Children and Family Services (OCFS) and the Office of Temporary Disability Assistance (OTDA) has worked closely with The Center for the Development of Human Services (CDHS) to develop a web-based program that is accessible via the World Wide Web and directly through the Connections network. The STARS web-based program offers several benefits:

- Real-Time Training Registration: Promotes a paperless process that allows agencies to register staff online for all OCFS and OTDA funded training
- User-Friendly Features: Designed to ease the registration process; and
- Reports: Immediate access to training reports

STARS allows real-time registration processing, which means that when a user submits a registration request for a State-sponsored training, the provider immediately has access to the registration information and can process it accordingly.

The Training Registration Process

The following steps describe the training registration process:

1. State staff enters agencies into the system. Once an agency has been entered into the system, designated staff (Staff Development Coordinators) can register members of its staff for training.
2. The agency receives a StarsId and Password that must be used to access the system.
3. A state-sponsored course is entered into STARS by the state training provider, including the specific days, times, and locations of its offerings.
4. The state training provider announces the state-sponsored training.
5. Agencies enter and register staff for state-sponsored training. Before an agency can register a staff member for any training, some basic information about the staff member must be entered into STARS one time by the agency.
6. STARS will e-mail training confirmation memos for all participants registered for the class.
7. The state training provider conducts state-sponsored training.
8. The state training provider updates training attendance.
9. The state training provider closes the training file.
10. Training reports are generated and used to assess the success of training deliveries and to track staff participation in the training.

What Internet Browser to Use

The STARS Training Registration program should be accessed with Internet Explorer 6 or above. Controls will not function properly in other browsers, such as Netscape and Opera.

The Best Screen Resolution

The STARS program is optimized to be displayed at a screen resolution of 1024 x 768. If your computer is running at a resolution of 800 x 600 or below, you will have to scroll horizontally and vertically on many of the screens. You will also not be able to view as much of the screen as you would at 1024 x 768.

STARS Website

The address of the STARS website is <http://stars.bsc-cdhs.org>. The STARS portal contains seven menus: Home, Training Providers, Voluntary Agencies, Local Districts, ACS (Administration for Children's Services), HRA (Human Resources Administration) and Connections State. Hover your mouse over the Local Districts hyperlink and a popup menu will appear which you can use to navigate through the website.

The Local Districts menu contains three sub menus: Online Applications, Tutorials and Documentation, and STARS Support.

Under the Online Applications menu, you will find links to the STARS Registration program and Local Training Calendar.

Under the Tutorials and Documentation menu, you will find a link to the STARS Tutorials, STARS Local Quick Start Guide, STARS Local Glossary, Local Training Calendar Guide, and STARS Local FAQ.

Under the STARS Support menu, you will find a link for contacting us with technical support issues.

Adobe Reader

Adobe Reader is required in order to view reports. If your machine is not already running Adobe Reader, you can obtain the program at Adobe's website: <http://www.adobe.com>.

Obtaining Technical Support

The best way to obtain STARS technical support is via e-mail to starssupport@bsc-cdhs.org. Please be sure to include a detailed description of the problem or question. Technical staff at CDHS will research your problem and e-mail back a solution, or if necessary, will contact you via phone. If the nature of your problem requires immediate assistance, please call (800) 413-3210. An online tutorial has also been developed to help guide you through the registration process. Instructions for running the tutorial are included in sections I and II.

Data Maintenance

Staff must be entered into the STARS database before they can be registered for state-sponsored training. In addition, existing data, such as job titles and job units must be entered by each agency into the system:

- Agency Maintenance: Contains address and primary contact information
- Job Title Maintenance and Job Unit Maintenance: Enables users to define job titles and job units that are assigned to staff records
- Personnel Maintenance: Allows users to enter personnel information, which includes, but is not limited, to the following: name, active status, job title, job unit, job type, date hired, and functional area

STARS permits users to edit personnel records as needed; e.g. – name change, status change (active to inactive), termination of employment, job change, etc.

Reports

The Reports menu option contains several reports, including the Trainee Training History.

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Running the STARS Web-Based Program for Local Districts

I. Open STARS for Local Districts

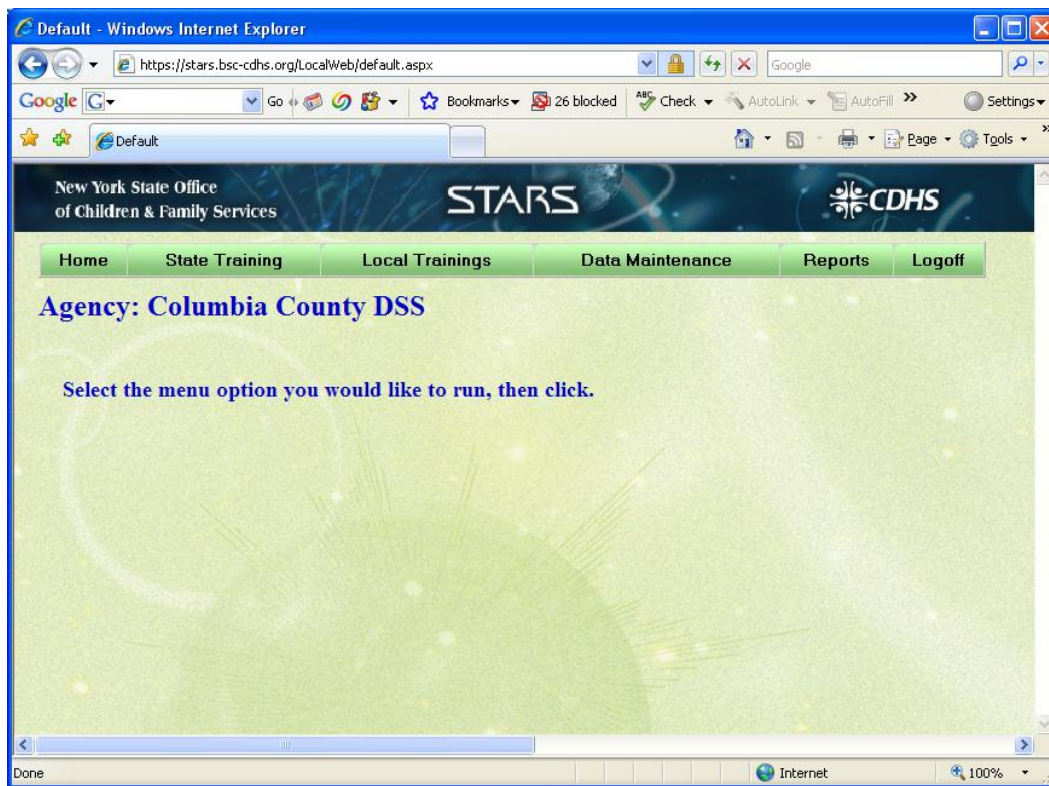
1. Open your Internet browser (Internet Explorer).
2. In the address line, type: <http://stars.bsc-cdhs.org/> Press the Enter key.
3. You are now in the STARS web site. Select **Local Districts, Online Applications, STARS Registration**. The STARS login screen appears.

II. Run Tutorial (recommended for first-time users)

1. Make sure that speakers or headphones are connected to the PC.
2. In the STARS login screen, click the hyperlink that is located on the right side of the login fields and labeled as follows: Please click here to run the tutorial.
3. Select the first topic. The tutorial will automatically load and play.
4. Click the **Return to STARS Help** button.
5. Repeat step 2 and 3 until you have completed viewing all tutorials.
6. Click the **Back** button in your browser to return to the STARS login screen.

III. Login

1. In the STARS login screen, enter the STARS ID and Password assigned to your agency, and click the **Login** button.
2. You will be logged into the program. The Main Menu is displayed in light green across the top of the page.



IV. Updating Agency Information

The Agency Maintenance menu option is used to view and update information about your agency, such as its address and contact information.

1. In the STARS Main Menu, select the **Data Maintenance** Menu from the tabs across the top of the page, and then select the **Agency Maintenance** option from the drop-down.
2. Make changes to the agency information as necessary. For example, if the office moves to a new address, update the address information in STARS. This will ensure that information, such as pre-reading material, ships to the correct location. Please note: The Primary Contact field is used to designate the STARS Staff Development Coordinator, or person responsible for receiving email training announcements and confirmation memos. This person must have a valid email address entered in the STARS personnel profile.
3. When you have finished updating agency information, click the **Save** button. If you don't wish to save any changes you made, click the **Cancel** button.

V. Review Your Agency Job Titles

The Job Title Maintenance menu option is used to set up and maintain a listing of user-defined job titles to be assigned to staff. A job title in STARS is defined as the name of a person's employment position, for example, a caseworker. A person's job title must be part of the job title listing before he or she can be added to the STARS database.

1. In the STARS Main Menu, select the **Data Maintenance** Menu from the tabs across the top of the page, and then select the **Job Title Maintenance** option from the drop-down.
2. Verify whether all job titles are included in the job title listing, which is sorted alphabetically.
 - a. If a job title is not listed, click the **Add** button, enter the title and click the **Submit** button.
 - b. If a title is incorrect or misspelled, select the title, click the **Edit** button, make the necessary change and click the **Save** button.
 - c. To delete a job title, select it, click the **Delete** button and then the **OK** button to confirm. Please note: The **Delete** option is to be used only if a title was added in error. If the title is assigned to an employee, the record cannot be deleted.

Note: Job titles can be sorted in ascending/descending order by clicking on the Job Title heading.

VI. Review Your Agency Job Units

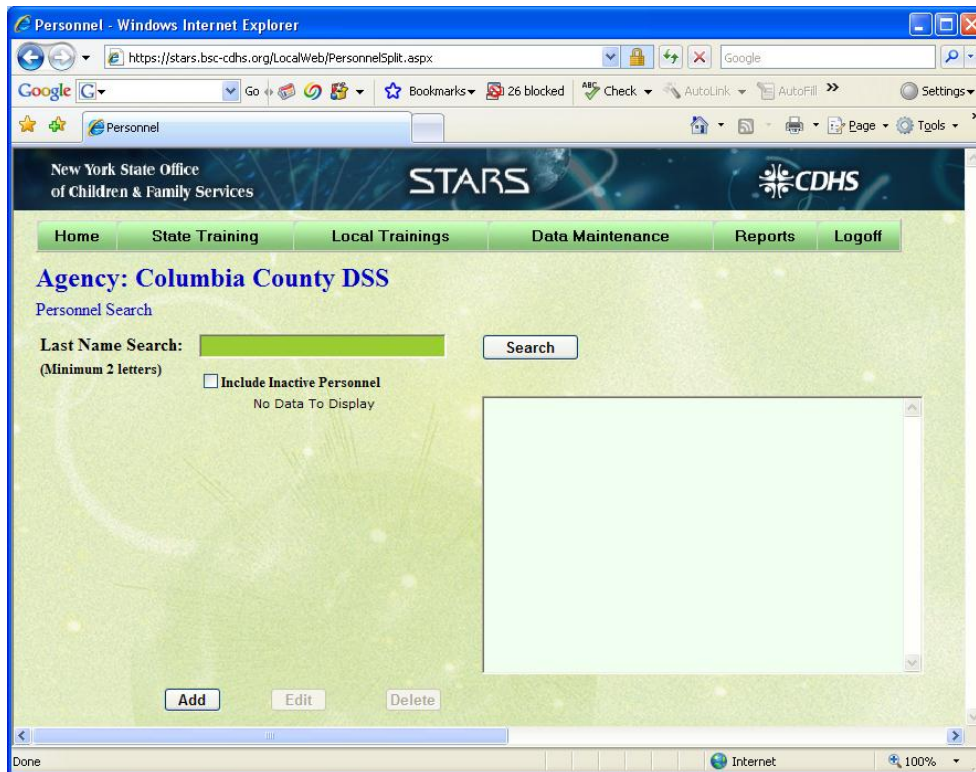
The Job Unit Maintenance menu option is used to set up and maintain a listing of user-defined job units to be assigned to staff. A job unit in STARS is defined as the organizational component to which people are assigned, for example, a CPS Unit. A person's job unit must be part of the job unit listing before he or she can be added to the STARS database.

1. In the STARS Main Menu, select the **Data Maintenance** menu from the tabs across the top of the page, and then select the **Job Unit Maintenance** option from the drop-down.
2. Verify whether all job units are included in the job unit listing, which is sorted alphabetically.
 - a. If a job unit is not listed, click the **Add** button, enter the unit and click the **Submit** button.
 - b. If a unit is incorrect or misspelled, select the unit, click the **Edit** button, make the necessary change and click the **Save** button.
 - c. To delete a job unit, select it, click the **Delete** button and then **OK** to confirm. Please note: The **Delete** option is to be used only if a unit was added in error. If the unit is assigned to an employee, the record cannot be deleted.

VII. Review Your Personnel

The Personnel Maintenance menu option is used to set up and maintain a listing of staff. A person must be part of the personnel listing in STARS before he or she can be nominated for State training.

1. In the STARS Main Menu, select the **Data Maintenance** menu from the tabs across the top of the page, and then select the **Personnel Maintenance** option from the drop-down.
2. Click the **Include Inactive Personnel** check box.



3. Verify whether a staff member is part of the personnel listing. Enter at least the first two letters of the person's last name and click **Search**. The grid will fill with staff whose last name begins with the letters you entered.
 - a. If the name is not listed, click the **Add** button. The personnel form appears. Red asterisks indicate required fields. Fill in the form, making sure to use the drop-down fields where applicable. When the form is complete, click the **Submit** button.
 - b. If the name is found, highlight it and click the **Edit** button. The personnel form appears filled in. Review the information for accuracy and make corrections as needed. For example, if the person no longer works for the agency, select the status of In-Active, select the Job Change reason and select the Job Change Date. When all corrections are complete, click the **Save** button.

VIII. Review Your Local Training Sites

The Local Training Site menu option is used to set up and maintain a listing of local training sites. A training site must be part of the training site listing in STARS before it can be assigned to local training.

1. In the STARS Main Menu, select the **Data Maintenance** menu from the tabs across the top of the page, and then select the **Local Training Site** option from the drop-down.
2. Verify whether all local training sites are included in the training site listing, which is sorted alphabetically.
 - a. If a training site is not listed, click the **Add** button, enter the site information and click the **Submit** button.
 - b. If training site information is incorrect, select the training site, click the **Edit** button, make the necessary change(s) and click the **Save** button.
 - c. To delete a training site, select it, click the **Delete** button and then **OK** to confirm. Please note: The **Delete** option is to be used only if a training site was added in error. If the training site is assigned to local training, the record cannot be deleted.

IX. Registering Participants for State Sponsored Training

The Training Registration menu option is used to nominate staff for State-sponsored training that is Open for Nomination.

1. In the STARS Main Menu, select the **State Training** menu from the tabs across the top of the page, and then select the **Nominate for State Training** option from the drop-down. Filters appear which are used to narrow the search results.
2. Apply the filters.
 - The default From and To start date range is from today's date to three months ahead. Using the drop-down calendars, you may adjust the start date range. Only trainings that have a start date between the dates you specify will be filtered.

-
- All Providers are selected by default. Using the Provider drop-down field, you may select the training provider that is offering the training for which you want to nominate staff.
 - All Content is selected by default. If you know the course content of the training for which you want to nominate staff, you may select it using the Course Content drop-down field.
 - All Training Types are selected by default. Use the Training Type drop-down field; you may select the training type of the training for which you want to nominate staff.
 - The region in which your agency resides is selected by default. If you wish to view training in a neighboring region, click inside the appropriate check box.
3. Click the **Apply** button. Trainings are sorted by training title and then start date.
Note: You can apply a sort to any of the columns inside the grid by clicking the column heading.
 4. Select the training title for which you want to register staff by clicking on the training title.
 - If you wish to see the training announcement, click the **Announcement** button.
 - If you wish to see the details, click the **Training Details** button.
 5. Click the **Nominate** button. Note: If training is multi-part, a message will indicate all parts for which the nominee will be registered.
 - If the number of active staff in your agency is less than 400:
 - a. A listing of active staff appears, sorted alphabetically by last name. Click the check box next to the name of the person you want to register. If information, such as the supervisor name and number, is requested by the provider, scroll right, double-click inside the Notes field and type in the requested information.
 - b. Click the **Submit** button. If the training does not offer lodging, you will be taken to a screen which indicates the person was successfully registered. At that time, if you wish to register more staff for the training, click the hyperlink labeled **Click here to register more people for this training**.
 - If the number of active staff in your agency is 400 or more:
 - a. Enter at least the first two letters of the person's last name and then click the **Search** button. The grid will fill with staff whose last name begins with the letters you entered.
 - b. Click the check box next to the name of the person you want to register. If information, such as the supervisor name and number, is requested by the provider, scroll right, double-click inside the Notes field and type in the requested information.
 - c. Click the **Continue Registering** button if you want to continue registering staff and repeat the last two steps. When you are finished selecting names, click the **Finished Registering** button.
 6. If the training offers lodging, update the lodging options for each registrant:
-

- The arrival date is the training start date by default. If the trainee is arriving the day before, update the arrival date:
 - a. Double-click the **Arrival Date** field next to the name of the person who is arriving the day before and type the new arrival date using the format of MM/DD/YYYY.
- If the trainee requires a room, select the appropriate type using the Room Type drop-down. Room type is Commuter by default. Be sure to select the room type for each registrant before selecting the roommate. To select the room type:
 - a. Double-click the **Room Type** field in the row which contains the trainee name.
 - b. Using the drop-down, select one of the following options: Commuter, Single, Double, Triple, or Quadruple.
- If the Room Type is Double, Triple, or Quadruple and roommates are available, select the desired roommate using the Roommate drop-down. To select the roommate:
 - a. Double-click the **Roommate** field in the row which contains the trainee name.
 - b. Using the drop-down, select the roommate.
- To indicate the trainee is handicapped or a smoker, click inside the corresponding check box in the row which contains the trainee name.
- The Notes field can be used to type information regarding special needs, for example, the trainee needs a smoking room. To update the trainee notes:
 - a. Select the trainee.
 - b. Scroll to the right and double-click the **Notes** field.
 - c. Enter the notes.
- Click the **Save** button to save the lodging information. You will be taken to a screen which indicates the person was successfully registered. If training offers meals and/or workshops, a pop-up message will appear indicating that selections should be made via the Update All Nominations menu option. If you wish to register more staff for the training, click on the corresponding hyperlink.

X. Updating Nominations

The Update Nominations menu option is used to cancel a nomination, update trainee notes, adjust priority ranking, and make meal and/or workshop selections. These changes can be made up to 5 days before the training start date, regardless of the training registration deadline date. From 4 days before the training start date, until the training start date, it will become necessary to call the training provider in order to make these updates.

1. In the STARS Main Menu, select the **State Training** menu from the tabs across the top of the page, and then select the **Update Nominations** option from the drop-down.

2. Select the training title for which you want to cancel nominations or edit notes by clicking on the green column next to the Training Title.
3. Click the **Select Training** button.
 - To cancel a nomination, double-click the trainee name. This will change the trainee status from *Nominated* to *User Cancelled* (and vice versa).
 - To update trainee notes:
 - a. Select the trainee.
 - b. Click the **Edit Notes** button.
 - c. Enter the notes.
 - d. Click the **Submit** button. The notes you entered will appear in the Notes field.
 - To adjust priority ranking:
 - a. Select the trainee.
 - b. Click inside the Priority field, click the drop-down, and select the priority number.
 - c. Click the **Save Priorities** button.
 - To make meal selections:
 - a. Select the trainee.
 - b. Click the **Meals** button.
 - c. Select the day using the Meal Day drop-down and select the meal(s) using the corresponding drop-down(s).
 - d. Repeat these steps for all training days. When finished, click the **Back** button. **Note:** Meal options are only available when the training provider offers them as part of the event. For example, a conference may include meal options.
 - To make workshop selections:
 - a. Select the trainee.
 - b. Click the **Workshops** button.
 - c. Select the session using the Session drop-down and select the workshop(s) using the corresponding drop-down(s).
 - d. Repeat these steps for all training days. Click the **Done** button when finished making selections. **Note:** Workshop selections are only available when the event is a conference.

XI. Updating Lodging (if offered)

The Update Lodgings menu option is used to update lodging information, such as the arrival date, room type, roommate, and special needs. Once the training registration deadline date has passed, it will become necessary to call the training provider in order to make these changes.

1. In the STARS Main Menu, select the **State Training** menu from the tabs across the top of the page, and then select the **Update Lodgings** option from the drop-down.
2. Select the training title for which you want to update lodging options.
3. Click the **Select Training** button.
4. Update lodging options as necessary:

- To update the arrival date:
Double-click the **Arrival Date** field next to the name of the person who is arriving the day before and type the new arrival date using the format of MM/DD/YYYY.
 - To update the room type:
 - a. Double-click the **Room Type** field in the row which contains the trainee name.
 - b. Using the drop-down, select one of the following options: Commuter, Single, Double, Triple, or Quadruple.
 - To update the roommate:
 - a. Double-click the **Roommate** field in the row which contains the trainee name.
 - b. Using the drop-down, select the roommate.
 - The Notes field can be used to type information regarding special needs, for example, the trainee needs a room on the first floor. To update the trainee notes:
 - a. Select the trainee.
 - b. Scroll to the right and double-click the **Notes** field.
 - c. Enter the notes.
5. Click the **Save** button and then the **OK** button.

XII. Viewing Confirmation Memos

The Confirmations menu option is used primarily to view and print confirmation memos for trainings for which the registration deadline date has passed.

1. In the STARS Main Menu, select **State Training, Confirmations**.
2. Select the training for which you want to view confirmations.
3. Click the **Select Training** button. Names of nominees and their statuses display in the grid.
 - Click the **Preview Selected** button to view a memo for a selected individual nominee.
 - Click the **Preview All** button to view memos for all listed nominees.
 - Click the **SDC Memo** button to view the Staff Development Coordinator Memo listing the names of accepted and rejected nominees.
 - To view an attachment file, if one exists, click on the corresponding hyperlink.

XIII. Managing Local Courses

The Manage Local Courses menu option is used to set up and maintain a listing of local courses for which trainings are scheduled.

1. In the STARS Main Menu, select the **Local Trainings** menu from the tabs across the top of the page, and then select the **Manage Local Courses** option from the drop-down.
2. Verify whether a local course is included in the course listing by entering the course name and then clicking the Search button, or by scrolling the course listing, which is sorted alphabetically.

- a. If the course is not listed, click the **Add** button. The course form appears. Fill in the form, making sure to use the drop-down fields where applicable. When the form is complete, click the **Submit** button.
- b. If the course name is found, highlight it and click the **Edit** button. The course form appears filled in. Review the information for accuracy and make corrections as needed. When all corrections are complete, click the **Save** button.
- c. To delete a course, select it, click the **Delete** button and then the **OK** button to confirm. Please note: The **Delete** option is to be used only if a course was added in error. If the course is assigned to training, the record cannot be deleted.

XIV. Managing Local Trainings

The Manage Local Trainings menu option is used to schedule local trainings and add participants.

1. In the STARS Main Menu, select the **Local Trainings** menu from the tabs across the top of the page, and then select the **Manage Local Trainings** option from the drop-down.
2. Verify whether a local training is scheduled by selecting the filters for Course Type, Course Content, Select Course, and From/To start date range.
 - If the local training is not listed, click the **Schedule** button. The training delivery form appears. Fill in the form, making sure to use the drop-down fields where applicable. When the form is complete, click the **Submit** button.
 - If the local training is found, highlight it and click the **Edit** button. The training delivery form appears filled in. Review the information for accuracy and make corrections as needed. When all corrections are complete, click the **Save** button.
 - To delete a local training, select it, click the **Delete** button and then the **OK** button to confirm. Please note: the **Delete** option is to be used only if a local training was added in error. If registrants are assigned to the local training, the record cannot be deleted without first deleting the registrants.
Note: When multiple local trainings are listed, you can apply a sort to any of the columns inside the grid by clicking the column heading.
3. Verify whether participants were added to local training by selecting the training and then clicking the **Register** button. (**Note:** You can apply a sort to any of the columns inside the grid by clicking the column heading.)
4. To add a participant from your local district, click the **Add Trainees** button.
 - If the number of active staff in your agency is less than 400:
 - a. A listing of active staff appears, sorted alphabetically by last name. Click the check box next to the name of the person you want to register.
 - b. Click the **Submit** button.
 - If the number of active staff in your agency is 400 or more:

- a. All Units are selected by default. If you want to register staff from a specific unit, select the unit using the Select Unit drop-down.
 - b. Enter at least the first two letters of the person's last name and click the **Search** button. The grid will fill with staff whose last name begins with the letters you entered. You may also select a group of names, for example, last names beginning with A-F, by using the Select Group drop-down and then clicking the **Go** button.
 - c. Click the **Register** check box next to the name of the person you want to register.
 - d. Click the **Submit** button. To add more participants, repeat the last two steps. When finished adding participants, click the **Back to Training** button. *Note:* When the training end date has passed, the number of Training Sessions should be adjusted to reflect actual attendance for no shows and partial attendees. To adjust the number of sessions a trainee attended, double-click inside the **Training Sessions** field and use the drop-down. E.g. – Select 0 for a no show. Select 1 for half-day attendance. Remember, 3.5 hours or less equals one session. 7 hours of training are 2 sessions.
 - If a participant was added in error, select the participant and click the **Delete** button and then the **OK** button to confirm.
5. To add an external participant from another local district, private human service agency, public agency, or foster parent/adoptive/daycare provider agency, click the **Add External Trainees** button.
 - a. Enter the external trainee's last name (minimum 2 letters) in the **Search by Last Name** field.
 - b. Click the **Search** button. The grid will fill with staff whose last name matches the characters you entered. In addition, job title and agency name are also displayed.
 - c. Click the **Register** check box next to the name of the external trainee you want to register for local training.
 - d. Click the **Submit** button.
 - e. To add more external trainees, repeat steps a-d.
 - f. When finished adding external trainees, click the **Back To Training** button. The listing of names appears, sorted alphabetically by last name.
 6. Click the **Back to Training** button to return to the screen which lists local training for the selected course.

XV. Running the Trainee Training History Report

The **Trainee Training History** report contains information about an individual employee and is sorted by the last name of the staff person, and the training start date. It includes the employee name, date range, training title, start date, end date, sessions attended, and trainee status.

1. In the STARS Main Menu, select the **Reports** menu from the tabs across the top of the page, and then select the **Trainee History Report** option from the drop-down.
2. Apply the report filters:
 - The default From: and To: start date range is from January 1st to December 31st of the current year. You may adjust the start date range by typing in the From: and To: dates or by using the drop-down calendars. When selecting the year and month using the drop-down calendar, please be sure to click on the date inside the calendar. Note: Only trainings that have a start date between the specified From: and To: dates will be filtered.
 - All Employees are selected by default. You may select an individual name using the Employee drop-down.
4. Click the **Generate Report** button.
5. The report preview screen will be displayed with a menu bar across the top of the screen.

Export button

Print button

ReportView - Windows Internet Explorer
 https://stars.bsc-cdhs.org/LocalWeb/TrainingHistoryReport.aspx

New York State Office of Children's Services
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Home Training Local Trainings Data Maintenance Reports Logoff

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Trainee History Report
Acker, Renee'
 From: 01/01/2007 To: 12/31/2007

| Training Title | Start Date | End Date | Sessions Attended | Status |
|------------------------|------------|------------|-------------------|-----------|
| Chronic Care Institute | 05/22/2007 | 05/25/2007 | 0 | Nominated |

6. To export the report into another file format, such as Microsoft Word, click the Export button. A screen appears with export options. Select the file format, such as Adobe Acrobat (PDF), by using the File Format drop-down and then specify the page range. To export all pages, select the All radio button. To export a

- specific page range, select the **Pages** radio button and type in the **From:** and **To:** page numbers. Then click the **OK** button. The report will open up in the report viewer screen. If the report does not open up, it is most likely that pop-up blockers are running on the browser and you will need to disable them via the browser settings. Click the **Save** button to save the report to a folder, such as **My Documents**. When you are finished saving the file, close the report viewer screen by clicking the **X** in the upper right corner. You will return to the report preview screen.
7. To print the report, click the **Print** button. A screen appears with print options. Specify the page range. To print all pages, select the **All** radio button. To print a specific page range, select the **Pages** radio button and type in the **From:** and **To:** page numbers. Then click the **OK** button. The report will open up in the report viewer screen. If the report does not open up, it is most likely that pop-up blockers are running on the browser and you will need to disable them via the browser settings. Click the **Print** button to send the report to your printer. When you are finished printing, close the report viewer screen by clicking the **X** in the upper right corner. You will return to the report preview screen.
 8. In the report preview screen, navigational arrows appear to the left of the current page number. The leftmost arrow takes you to the first page. The rightmost arrow takes you to the last page. The inside arrows take you to previous and next pages.
 9. The **Find** text box button is used to forward search on a term within the report. Enter the characters into the text box and click on the binoculars located on the right side of the box. The closest match will be highlighted in the report.
 10. To change the magnification of the report for viewing, use the drop-down to select the percentage.

XVI. Logoff

1. In the STARS Main Menu, click **Logoff** from the tabs across the top of the page.
2. Close your browser (Internet Explorer).