STARS

Web-Based Program For Public Agencies

(Internet Explorer 8 or greater)

Quick Start Guide

October 2011

This material was developed by the Research Foundation of SUNY/Buffalo State College/Center for Development of Human Services under a training agreement with The Office for Children and Family Services (OCFS) and the Office of Temporary Disability Assistance (OTDA).

About the STARS Web-Based Program for Public Agencies

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 (Training 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 ten menus: Home, ACS (Administration for Children's Services), HRA (Human Resources Administration), Local Districts, OTDA, Public Agencies, Training Providers, Voluntary Agencies, Connections, and STARS Support. Hover your mouse over the Public Agencies hyperlink and a popup menu will appear which you can use to navigate through the website.

The Public Agencies menu contains two sub menus: Online Applications and Tutorials and Documentation.

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

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

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 the first section of the Quick Start Guide.

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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Run Tutorial (recommended for first-time users)

Before performing the following steps, please make sure that speakers or headphones are connected to the PC.

1. Open the Internet browser (Internet Explorer).
2. In the address line, type: http://stars.bsc-cdhs.org/
3. Press the Enter key. You are now in the STARS website.
4. Select **Voluntary Agencies** > **Tutorials and Documentation** > **STARS Voluntary Tutorials**.
5. Select the first topic. The tutorial will automatically load.
6. Click the **Play** button to begin.
7. When finished viewing the tutorial, close the window.
8. Select the next topic and repeat the last two steps until you have completed viewing all tutorials.

Log In

A **STARS ID** and **Password** were assigned to your agency. This unique login is used to access the Training Registration program.

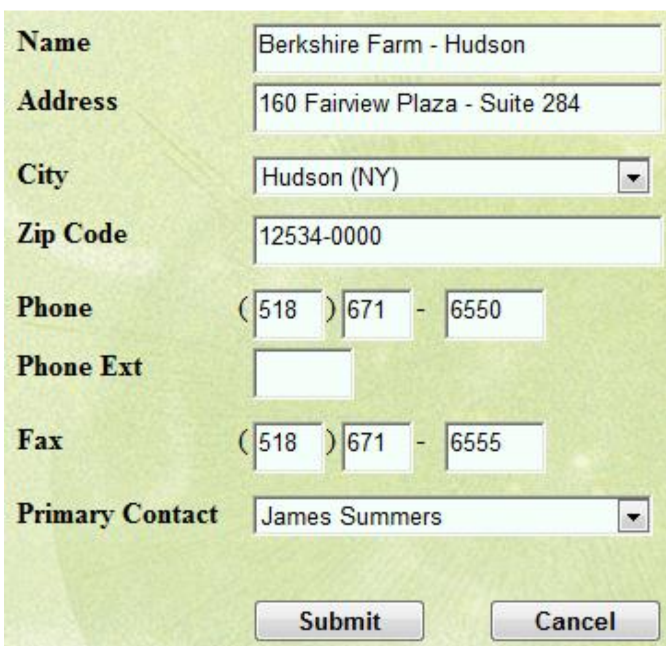
1. Open the Internet Explorer browser.
2. In the address line, type: http://stars.bsc-cdhs.org/
3. Press the Enter key. You are now in the STARS website.
4. Select **Voluntary Agencies, Online Applications**, **STARS Registration (Internet Explorer 8 or greater)**. The STARS login screen appears.
5. In the STARS login screen, enter the STARS ID and Password assigned to your agency, and click the **Login** button.
6. You will be logged into the program. The Main Menu is displayed across the top of the page.

Updating Agency Information

The **Agency Maintenance** menu option allows you to update agency information, including the agency name, address, phone number, and primary contact. The name of the training coordinator should be selected as primary contact in the agency profile. Email notifications, such as training announcements and SDC memos, are sent to this individual (provided a valid email address is entered in the personnel profile).

1. In the STARS Main Menu, select **Maintenance** > **Agency Maintenance**. The Agency Maintenance screen appears similar to the following:

2. The Choose Agency to Edit drop-down field appears.
   - If you are managing multiple agencies, choose the agency you want to edit by using the drop-down and then click the **Submit** button.
   - If you are managing only one agency, just click the **Submit** button. The Agency Maintenance screen appears similar to the following:



3. Make changes to the agency information as necessary.
    a. For example, if the office has moved 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.
    b. Use the Primary Contact field to designate the training coordinator, or person responsible for receiving email training announcements and confirmation memos. This person must have a valid email address entered in his/her STARS personnel profile.
4. When you have finished updating agency information, click the **Submit** button. If you don't wish to save any changes you made, click the **Cancel** button.

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 records. A job title in STARS is defined as the name of a person's employment position, for example, a caseworker. Before adding a new staff person into STARS, you should verify that his/her job title is part of the job title listing.

1. In the STARS Main Menu, select **Maintenance** > **Job Title Maintenance**. The Job Title Maintenance screen appears similar to the following:

2. If you are managing multiple agencies, choose the agency for which you want to review job titles by using the Choose Agency to Edit drop-down.
3. Verify whether all job titles are included in the job title listing, which is sorted alphabetically.
    - If a job title is not listed, click the **Add** button, enter the title and click the **Save** button.
    - If a title is incorrect or misspelled, select the title, click the **Edit** button**,** make the necessary change and click the **Save** button.
    - To delete a job title, select the title; 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.

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 staff is assigned, for example, a CPS Unit. Before adding a new staff person into STARS, you should verify that his/her job unit is part of the job unit listing.

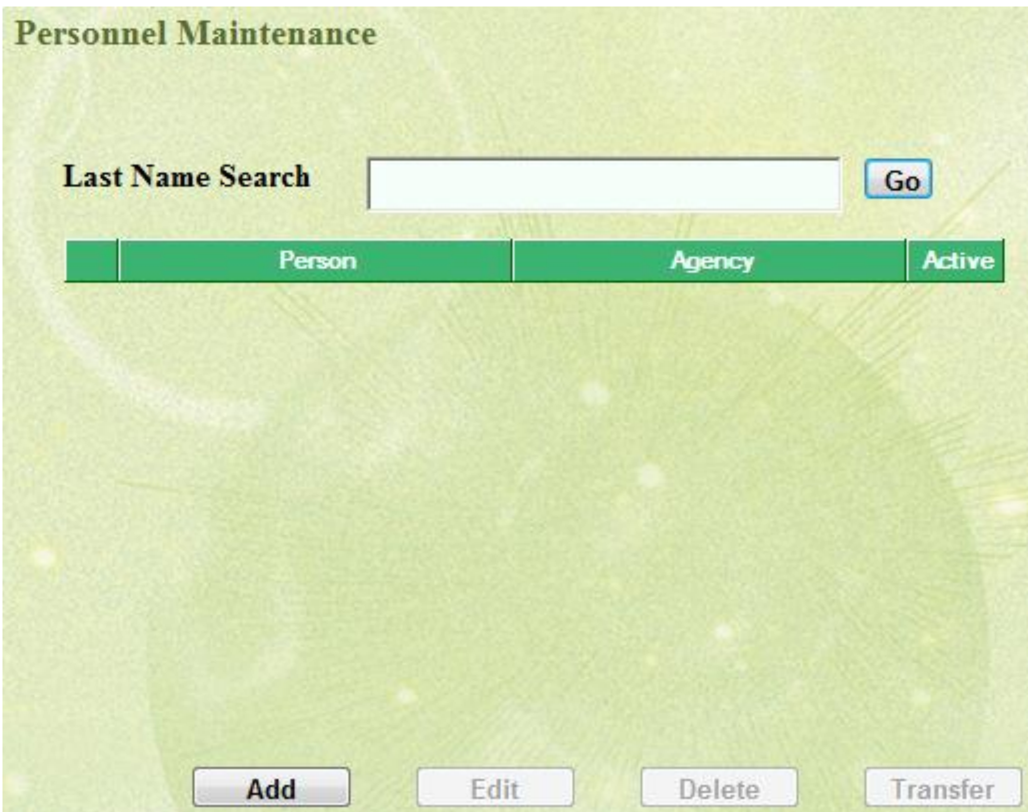
1. In the STARS Main Menu, select **Maintenance** > **Job Unit Maintenance**. The Job Unit Maintenance screen appears similar to the following:

2. If you are managing multiple agencies, choose the agency for which you want to review job units by using the Choose Agency to Edit drop-down.
3. Verify whether all job units are included in the job unit listing, which is sorted alphabetically.
    - If a job unit is not listed, click the **Add** button, enter the unit and click the **Save** button.
    - If a unit is incorrect or misspelled, select the unit, click the **Edit** button**,** make the necessary change and click the **Save** button.
    - 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.

Review Your Personnel

A staff person must be entered into STARS before he/she can be registered for state-sponsored training. Furthermore, online trainings require both email address and User ID (LDAP account). The **Personnel Maintenance** menu option allows you to enter personnel information, which includes, but is not limited to the following: name, e-mail address, user ID, active status, job title, job unit, job type, date hired, and functional area. This option also allows you to edit personnel records. E.g. – When a worker leaves your agency, you should set the personnel record to inactive.

1. In the STARS Main Menu, select **Maintenance** > **Personnel Maintenance**. The Personnel Search screen appears similar to the following:



2. Verify whether a staff member is part of the personnel listing. In the **Last Name Search** field, enter at least the first two letters of the person's last name and click the **Go** button. If matching personnel records are found, the grid will fill with staff whose last name begins with the letters you entered.
   - If the name is found, select it and click the **Edit** button. The personnel form appears filled in. Review the accuracy of the information in the personnel form and make changes 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. Click the **Submit** button to save the changes – or click the **Cancel** button to leave the form without saving changes.

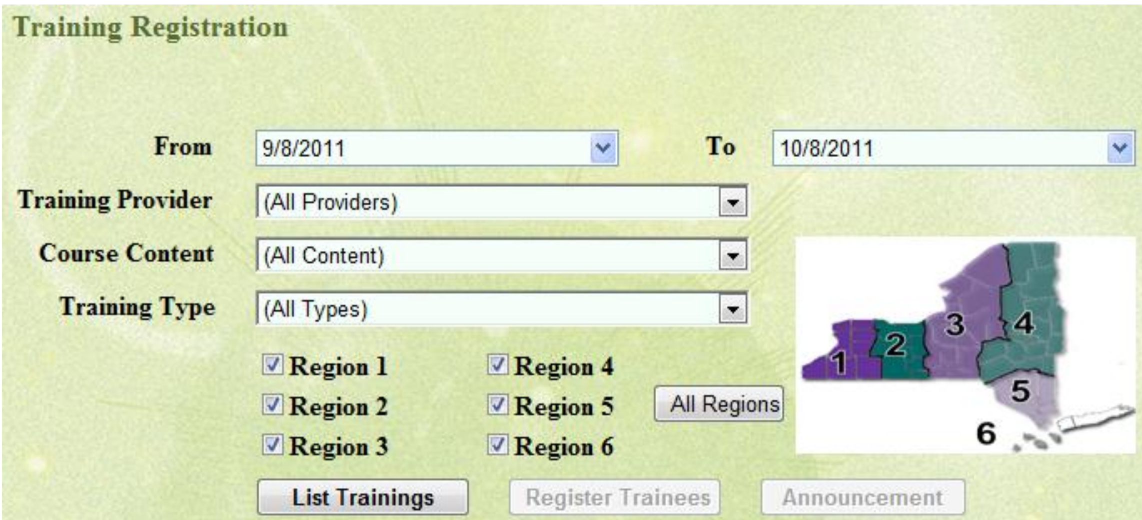
- If the name is not listed, click the **Add** button. The Choose Agency for this person drop-down field appears.
  - ➢ If you are managing multiple agencies, choose the agency for which you want to add the person by using the drop-down and then click the **Submit** button.
  - ➢ If you are managing only one agency, just click the **Submit** button.

  The personnel form appears. Red asterisks indicate required fields. Fill in the form, making sure to use the drop-down fields where applicable, and then click the **Submit** button.
- If you are managing multiple agencies, and wish to transfer an existing personnel record to another agency/location, select the record, click the **Transfer** button, select the agency/location from the drop-down and click the **Submit** button.
- To delete a name, select the name; click the **Delete** button and then the **OK** button to confirm. Please note: The **Delete** option is to be used only if a person was added in error. If the person is assigned to training, the record cannot be deleted.

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. The order in which you nominate staff determines the priority ranking.

1. In the STARS Main Menu, select **Training Registration**. Filters appear which are used to narrow the search results, similar to the following:



2. Apply the filters.
    - The default From and To start date range is from today's date to one month ahead. Using the drop-down calendars, you can 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 can 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. Using the Training Type drop-down field, you can select the type of 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 other regions, click the appropriate check box.
3. Click the **List Trainings** button. Trainings are sorted by start date and then training title. **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.
    - If you want to view the training announcement, click the **Announcement** button. The training announcement appears in a new window. To close the training announcement, click the X in the upper right corner. The Training Registration screen returns.
5. Click the **Register Trainees** button. Note: If training is multi-part, a message will indicate all parts for which the nominee will be registered. Also, if your agency is a group agency and one or more agencies in your group do not meet the target population criteria for training, a message will indicate which agencies can register staff.
6. 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. **Note**: Leaving the search field blank returns the names of all active staff.
7. Click the **Register** check box in the row which contains the name of the person(s) you want to register. If information, such as the supervisor name and number, is requested by the provider, double-click inside the Notes field and type in the requested information.
8. 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.
9. If the training offers lodging, the lodging information screen appears. Update the lodging options for each registrant.
    - To update the arrival date:

        Click the Arrival Date field next to the name of the person and enter the new arrival date using the format of MM/DD/YYYY.
    - To update the room type:
        a) 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:

        If the Room Type is Double, Triple, or Quadruple, and roommates are available, select the desired roommate using the Roommate drop-down in the row which contains the trainee name.
    - To indicate special needs such as handicap and smoking:

        Click the corresponding check box in the row which contains the trainee name.
    - The Notes field can be used to type information regarding special needs. To update the trainee notes:
        a) Select the trainee.
        b) Scroll to the right and click the **Notes** field.
        c) Enter the Notes.
    - Click the **Save** button to save the lodging information. If training offers meals and/or workshops, a pop-up message will appear indicating that selections should be made via the Update Nominations menu option. Click the **OK**

button on this message. If you wish to register more staff for the training, click on the corresponding hyperlink.

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. Nominations can be updated any time prior and up to the registration deadline date. Once the training registration deadline date has passed, it will become necessary to call the training provider in order to make these updates.

1. In the STARS Main Menu, select **Update Nominations**. The Update Nominations screen appears similar to the following:

Training Title	Start Date	Start Time	End Date	Deadline Date	Training Site
CORE 103: Child Development & Child Welfare	09/15/2011	9:30AM	09/15/2011	08/25/2011	Harlem Dowling - West Side Center (7th Ave)
CORE 103: Child Development & Child Welfare	09/22/2011	9:30AM	09/22/2011	08/25/2011	Harlem Dowling - West Side Center (7th Ave)
GPSII/ MAPP Leader Certification G-1	09/13/2011	09:00 AM	09/16/2011	08/16/2011	CDHS - Syracuse Regional Office Conesus
GPSII/ MAPP Leader Certification G-2	09/26/2011	09:00 AM	09/30/2011	08/16/2011	CDHS - Syracuse Regional Office Conesus
GPSII/ MAPP Leader Certification H-1	10/04/2011	09:00 AM	10/07/2011	09/06/2011	CDHS - Buffalo Training Center Room 1
GPSII/ MAPP Leader Certification H-2	10/17/2011	09:00 AM	10/21/2011	09/06/2011	CDHS - Buffalo Training Center Room 1
Mandated Reporter Web-Based Online Training	01/01/2011	09:00 AM	12/31/2011	12/31/2011	Web-based Training Site

Select Training

2. Select the training title for which you want to update nominations.
3. Click the **Select Training** button. The Update Nominations screen appears similar to the following. Note: The Meals and Workshop buttons only display when meal and workshop options are offered.

Trainee	Status	Priority	Notes
Adair, Kenneth	Nominated	14	
Adair, Marie	Accepted	6	notes go here
Adams, Dale	Nominated	13	
Akinyl-windolos, Bella	Accepted	8	notes
Espinosa, Joe	Accepted	7	
Hill, Gerald	Accepted	4	
Hobbie, Kate	Accepted	5	
Jones lyman, Angela	Accepted	9	notes

Update Meals Workshops

Double Clicking a trainee above will change the trainee's status.

- 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. Click the **Notes** field in the row which contains the trainee name.
    b. Enter the notes.
    c. Click the **Update** button.
- To adjust priority ranking:
    a. Click the **Priority** field in the row which contains the trainee name.
    b. Using the drop-down, select the priority number.
    c. Click the **Update** button.
- To make meal selections:
    a. Select the trainee by clicking the trainee name.
    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 the last step for all training days. When finished, click the **Save** button and then 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.
    e. Click the **Back** button to continue making meal selections for other nominees.
- To make workshop selections:
    a. Select the trainee by clicking the trainee name.
    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 the last step for all sessions. Click the **Done** button when finished making selections. Repeat the previous steps for the remaining nominees. **Note**: Workshop selections are only available when the event is a conference.

Updating Lodging (if offered)

The **Update Lodging** menu option is used to update lodging information, such as the arrival date, room type, roommate, special needs, and notes. 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 **Update Lodging**. The Update Lodging screen appears similar to the following:

Training Title	Start Date	End Date	Deadline Date
GPSII/ MAPP Leader Certification G-1	09/13/2011	09/16/2011	08/16/2011
Sexual Abuse Dynamics and Intervention Training	09/14/2011	09/16/2011	08/31/2011
GPSII/ MAPP Leader Certification G-2	09/26/2011	09/30/2011	08/16/2011
GPSII/ MAPP Leader Certification H-1	10/04/2011	10/07/2011	09/06/2011
GPSII/ MAPP Leader Certification H-2	10/17/2011	10/21/2011	09/06/2011
STARS Classroom Training	10/24/2011	10/24/2011	10/10/2011

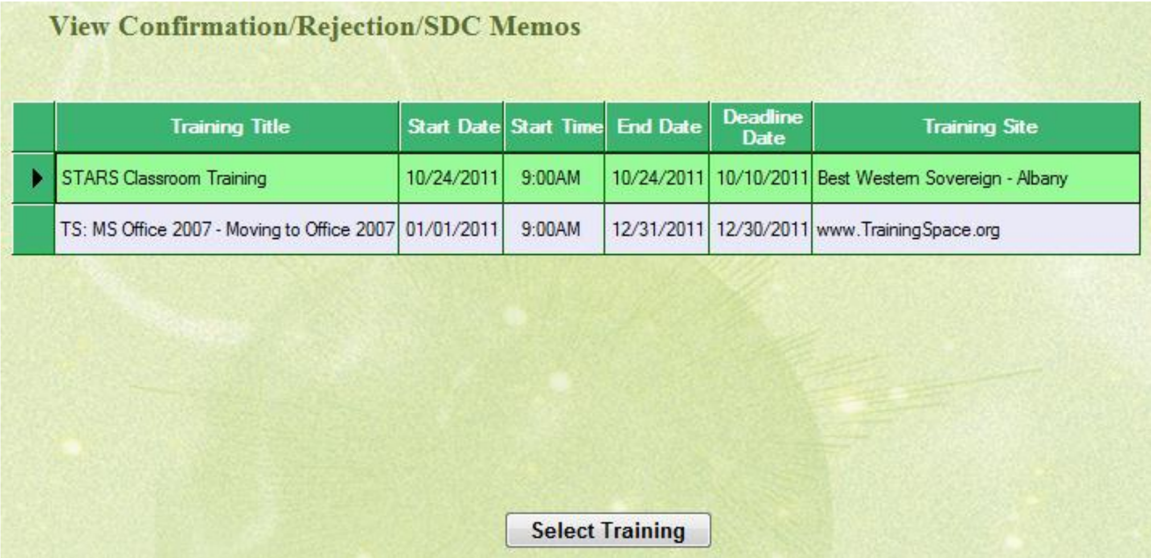
2. Select the training title for which you want to update lodging options.
3. Click the **Select Training** button. The Update Lodging screen appears similar to the following:

4. Update lodging options as necessary:
    - To update the arrival date:
        Click the **Arrival Date** field next to the name of the person and enter the new arrival date using the format of MM/DD/YYYY.
    - To update the room type:
        a. 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. Click the **Roommate** field in the row which contains the trainee name.
        b. Using the drop-down, select the roommate.
    - To indicate special needs such as handicap and smoking:
        Click the corresponding check box in the row which contains the trainee name.
    - To update the trainee notes:
        a. Select the trainee.
        b. Scroll to the right and click the **Notes** field.
        c. Enter the notes.
5. Click the **Save** button. A pop-up message indicates that the changes have been successfully saved.
6. Click the **OK** button on this message.

Viewing Confirmation Memos

The **Confirmations** menu option is used to view and print confirmation memos. This option is useful when the email confirmation memo is deleted and another copy is needed.

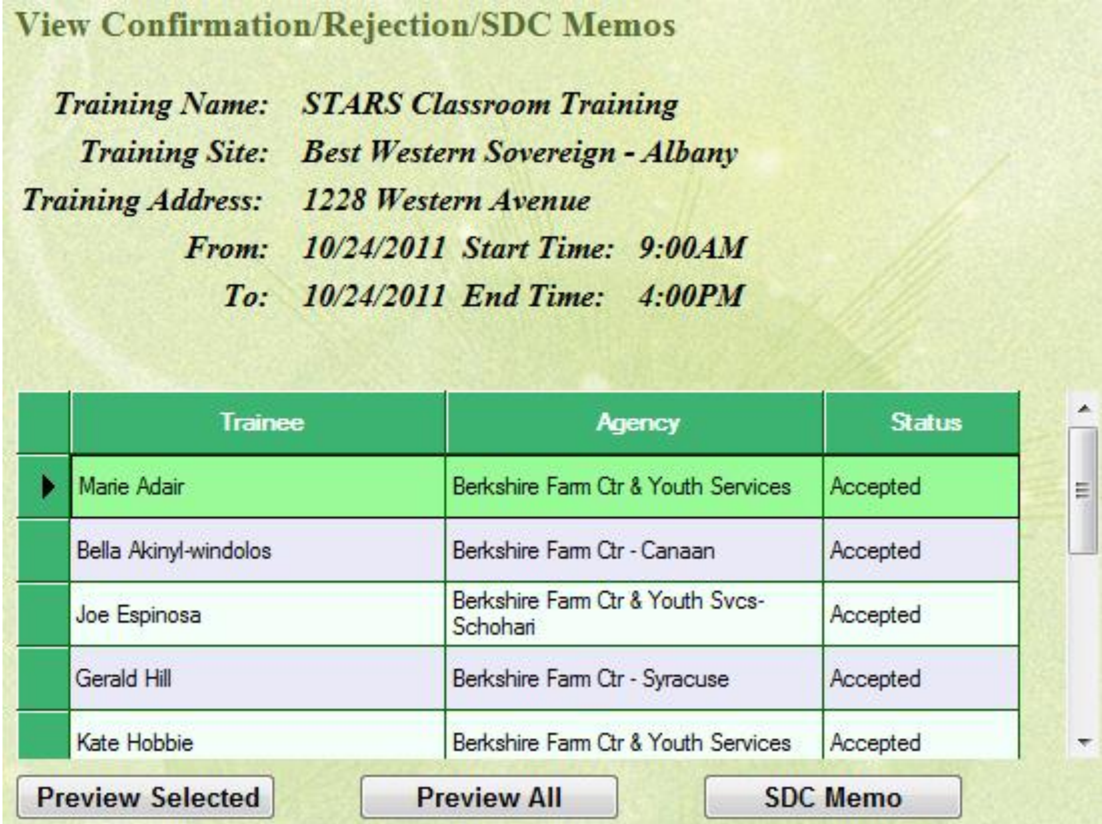
1. In the STARS Main Menu, select **Confirmations**. The View Confirmation/Rejection/SDC Memos screen appears similar to the following:


View Confirmation/Rejection/SDC Memos

Training Title	Start Date	Start Time	End Date	Deadline Date	Training Site
STARS Classroom Training	10/24/2011	9:00AM	10/24/2011	10/10/2011	Best Western Sovereign - Albany
TS: MS Office 2007 - Moving to Office 2007	01/01/2011	9:00AM	12/31/2011	12/30/2011	www.TrainingSpace.org

Select Training

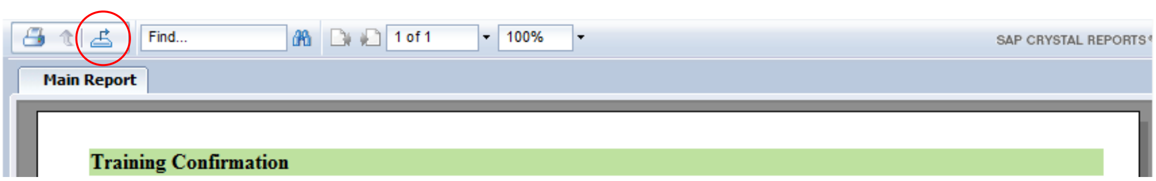
2. Select the training for which you want to view confirmations.
3. Click the **Select Training** button. Names of nominees and their statuses display in the grid similar to the following:



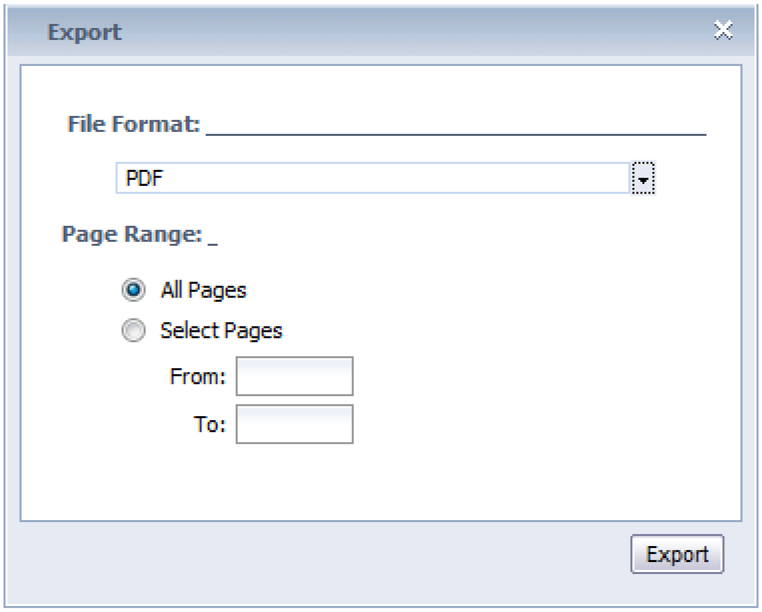
- Click the **Preview Selected** button to view a memo for a selected individual nominee.
- Click the **Preview All** button to view memos for all listed nominees.
- Click the **SDC Memo** button to view the Staff Development Coordinator Memo listing the names of accepted and rejected nominees.
- To view an attachment file, if one exists, click on the corresponding hyperlink.

Export a memo

1. In the report preview screen, click the **Export** button which is part of the gray shaded report toolbar.



2. A pop-up window appears with export options. Select the file format PDF by using the File Format drop-down.



3. Click the **Export** button. You will be prompted on whether you want to open or save the file.
   - If you choose to open the file, it will open up in PDF format. To close the PDF file, click the X in the upper right corner.
   - If you choose to save the file, the Save As window appears, allowing you to browse to the location for which you want to save the file, enter the file name in the file name field, and then click the **Save** button.
4. To close the report preview, click the X in the upper right corner.

Running the Trainee Training History Report

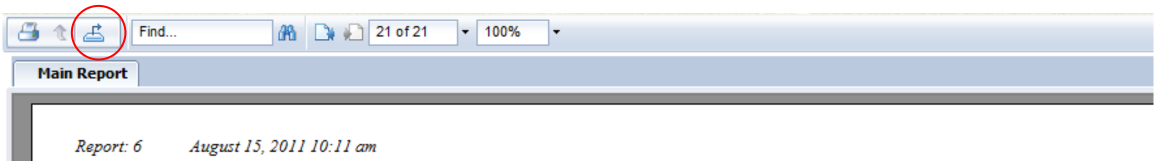
The **Trainee Training History** report contains information about an individual employee and is sorted by the last name of the staff person, and the training start date. It includes the employee name, date range, training title, start date, end date, sessions attended, and trainee status.

1. In the STARS Main Menu, select **Reports** > **Trainee History**. The Trainee History report design screen appears similar to the following:

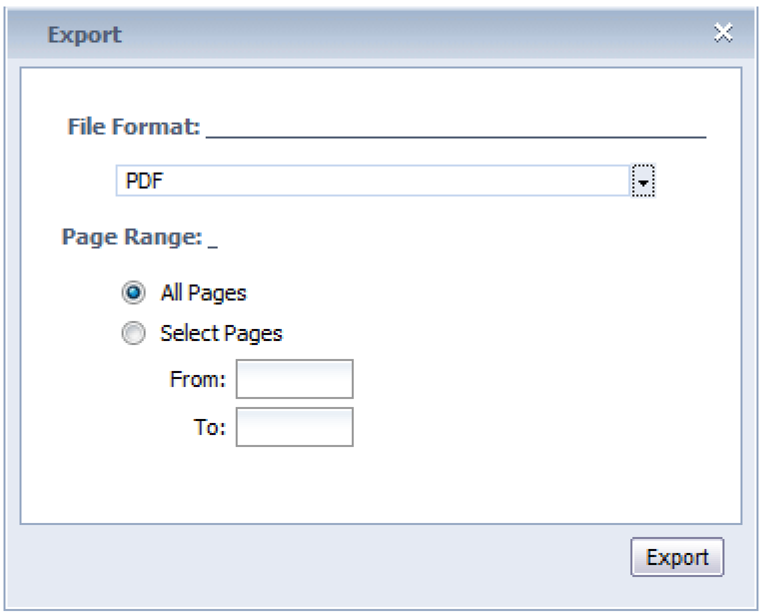
2. Apply the report filters:
   - The default From: and To: start date range is from January 1st to December 31st of the current year. You may adjust the start date range by typing in the From: and To: dates or by using the drop-down calendars. When selecting the year and month using the drop-down calendar, 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.
   - If you are managing multiple agencies, choose the agency for which the employee whose history you want to obtain belongs. Use the drop-down to select the agency name from the list.
   - All Employees are selected by default. You may select an individual name by using the drop-down.
3. Click the **Generate Report** button.
4. The Main Report screen appears.

Export the report

1. In the Main Report screen, click the **Export** button which is part of the gray shaded report toolbar.



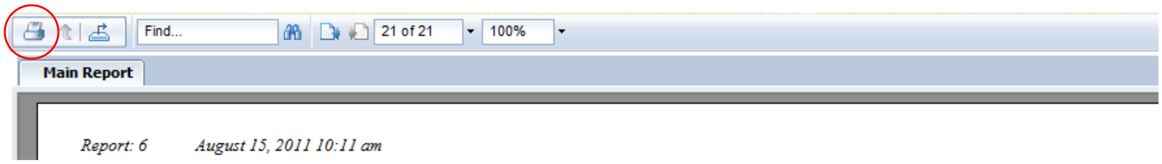
2. A pop-up window appears with export options. Select the file format PDF by using the File Format drop-down.



3. Click the **Export** button. You will be prompted on whether you want to open or save the file.
   - If you choose to open the file, it will open up in PDF format. To close the PDF file, click the X in the upper right corner.
   - If you choose to save the file, the Save As window appears, allowing you to browse to the location for which you want to save the file, enter the file name in the file name field, and then click the **Save** button.

Print the report

1. In the Main Report screen, click the **Print** button which is part of the gray shaded report toolbar.



2. A Print screen appears with print options. To specify all pages, select the All radio button. To specify a page range, select the **Pages** radio button and type in the From: and To: page numbers. Then click the **OK** button.

Running the Nominee Report

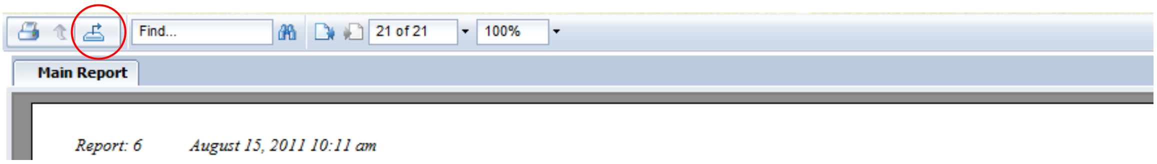
The **Nominee** report contains information about trainings for which staff is nominated and is sorted by the training start date and then by the last name of the nominee. It includes the training title, location, nominee name and agency, trainee status, and start date.

1. In the STARS Main Menu, select **Reports** > **Nominee**. The Nominee report design screen appears similar to the following:

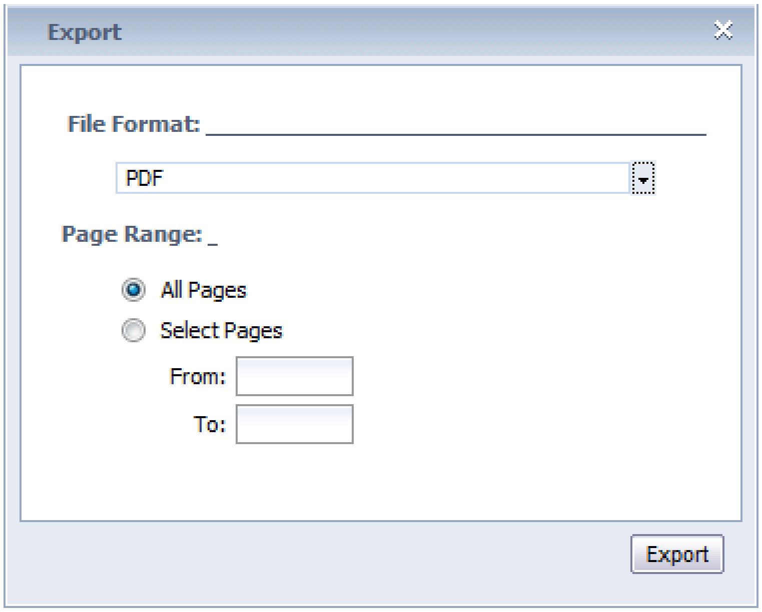
2. Apply the report filters:
   - The default From: and To: start date range is from the current date to two weeks ahead. You may adjust the start date range by typing in the From: and To: dates or by using the drop-down calendars. When selecting the year and month using the drop-down calendar, please 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.
   - If you are managing multiple agencies, choose the agency for which you want to view nominees. Click the drop-down arrow and select the agency name from the list.
3. Click the **Generate Report** button.
4. The Main Report screen appears.

Export the report

1. In the Main Report screen, click the **Export** button which is part of the gray shaded report toolbar.



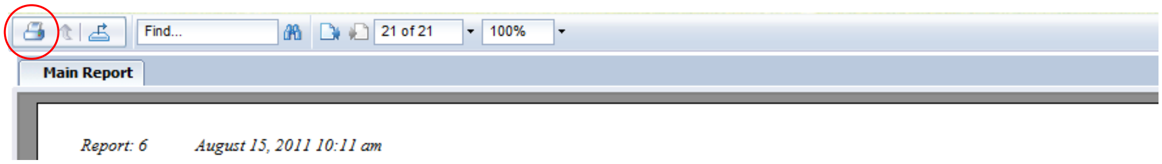
2. A pop-up window appears with export options. Select the file format PDF by using the File Format drop-down.



3. Click the **Export** button. You will be prompted on whether you want to open or save the file.
   - If you choose to open the file, it will open up in PDF format. To close the PDF file, click the X in the upper right corner.
   - If you choose to save the file, the Save As window appears, allowing you to browse to the location for which you want to save the file, enter the file name in the file name field, and then click the **Save** button.

Print the report

1. In the Main Report screen, click the **Print** button which is part of the gray shaded report toolbar.



2. A Print screen appears with print options. To specify all pages, select the All radio button. To specify a page range, select the **Pages** radio button and type in the From: and To: page numbers. Then click the **OK** button.

Logoff

The Logoff menu option allows you to securely exit the STARS training registration program.

1. In the STARS Main Menu, click **Logoff**.
2. Close your browser (Internet Explorer).