

STARS

Frequently Asked Questions

Voluntary Agencies

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

Q. I am new to STARS and would like to know if my agency has access to STARS.

A. Please send email to starssupport@bsc-cdhs.org with the following information: agency name, agency address, agency phone number, and the name of the person responsible for registering your agency's staff for training. STARS Technical Support will check on whether your agency has access to STARS and get back to you.

Q. Our training coordinator has left the agency and I will be taking over STARS responsibilities. I would like to be set up as the primary contact for my agency and begin to receive email notifications from STARS.

A. Please perform the following steps for setting up the primary contact field in STARS:

1. First, verify that a personnel profile exists by selecting Personnel Maintenance, entering your last name, and then clicking the Go button. The grid will fill with staff whose last name matches the criteria you entered.
 - If your name is not listed, click the Add button, choose the agency for the person (if you are managing multiple agencies), click the Submit button, fill in the blank form (including Email address), and click the Submit button.
 - If your name is listed, highlight it and then click the Edit button. The personnel form appears filled in. If the Email field is blank, enter your email address and then click the Submit button.
2. Next, choose the Agency Maintenance menu option, choose the agency to edit (if you are managing multiple agencies), click the Submit button, update the Primary Contact field to reflect your name, and then click the Submit button.
3. If you would like to request a reset of the STARS password, please send your request via email to starssupport@bsc-cdhs.org.

Q. I have questions regarding a training that is posted on STARS. Who should I contact?

A. For more information regarding an upcoming training event, please contact the training provider that is offering the event. The course contact information, such as the course contact name, phone number, and email address, is included in the training announcement online.

Q. I want to register staff for a training delivery, but I am not finding it in STARS.

A. This may be the result of one of the following scenarios:

1. **The training registration deadline date has passed.** Nominating agencies can only nominate staff online for training deliveries that are open for nomination. Once the training registration deadline date has passed, it then becomes necessary to contact the training provider in order to register staff.
2. **The agency is not part of the training target population specification as defined by the state training provider.** Trainings are only visible to agencies that are part of the training target population specification. If the agency is not

- included in the training target population specification, it then becomes necessary to contact the training provider for further assistance.
3. **The correct filters were not applied in the Training Registration screen.** A training delivery will only be listed if it is part of the selected timeframe, training provider, course content, training type, and region. Check to make sure that the correct filters are selected before clicking the List Trainings button.
 4. **The training has not been scheduled in STARS.**

Q. I am trying to register staff for training, but when I search by the person's last name, it does not show.

A. This may be the result of one of the following scenarios:

1. **A personnel record does not exist for the person you are trying to register.** You can verify whether a personnel record exists by selecting Personnel Maintenance, entering the last name, and then clicking the Go button. The grid will fill with staff whose last name matches the criteria you entered. If the name of the person you want to register is not listed, click the Add button, choose the agency for the person (if you are managing multiple agencies), click the Submit button, fill in the blank form, and click the Submit button.
2. **The email address and user id are missing for the person you are trying to register.** To enter this information, select Personnel Maintenance, enter the last name, and then click the Go button. The grid will fill with staff whose last name matches the criteria you entered. Highlight the name and then click the Edit button. The personnel form appears filled in. Enter the required information fields and then click the Submit button.
3. **The personnel profile is inactive for the person you are trying to register.** To make the personnel profile active, select Personnel Maintenance, enter the last name, and then click the Go button. The grid will fill with staff whose last name matches the criteria you entered. Highlight the name and then click the Edit button. The personnel form appears filled in. Click the Active status radio button at the top of the form and then scroll all the way down and click the Submit button.
4. **The person is already registered for the training.** To check on whether this is the case, select Update All Nominations, highlight the training title, and click the Select Training button.

Q. I am getting ready to take vacation. Is there a way to have the STARS email training announcements sent to my supervisor while I am out?

A. Choose the Agency Maintenance menu option, choose the agency to edit (if you are managing multiple agencies), click the Submit button, update the Primary Contact field from your name to your supervisor's name, and then click the Submit button. When you return from vacation, you can repeat these steps for changing the primary contact field back to your name.

Q. I have many personnel records listed under my agency for people that no longer work here and have not for some time. Can I delete them?

A. The state does not allow the deletion of personnel records that have one or more associated trainings. If you make the personnel records inactive via the Personnel Maintenance section, the names will not show in the Training Registration section of the program.

Q. We have a staff member registered for training. Unfortunately, the person is unable to attend. How do I cancel the trainee registration in STARS?

A. The answer depends on whether the training registration deadline date has passed.

- If the training registration deadline date has not passed, choose the Update All Nominations menu option, highlight the training, click the Select Training button, and double click on the trainee name to change the trainee's status to "User Cancelled". You will be prompted to select the reason for cancellation.
- If the training registration deadline date has passed, you will need to contact the training provider for further assistance.

Q. We have a staff member registered for training that offers lodging reimbursement. How do I update the lodging information?

A. The answer depends on whether the training registration deadline date has passed.

- If the training registration deadline date has not passed, choose the Update Lodging option, highlight the training, click the Select Training button, and then update the lodging options as necessary:
 - To update the arrival date, click the Arrival Date field next to the name of the person, type the new arrival date using the format of MM/DD/YYYY, click the Save button, and then click the OK button.
 - To update the room type, click the Room Type field in the row which contains the trainee name and using the drop-down, select one of the following options: Commuter, Single, Double, Triple, or Quadruple. Click the Save button and then click the OK button.
 - To update the roommate, click the Roommate field in the row which contains the trainee name and using the drop-down, select the roommate. Click the Save button and then click the OK button.
 - To update the trainee notes, select the trainee, scroll to the right, click the Notes field, enter the notes, click the Save button, and then click the OK button.
- If the training registration deadline date has passed, you will need to contact the training provider for further assistance.

Q. Why hasn't nominated staff received email confirmation?

A. This may be the result of one of the following scenarios:

1. **The training is an open enrollment event for which the training status is still “Open Nomination” and the training registration deadline date has not passed.** Confirmations do not become available for open enrollment training until the registration deadline date has passed.
2. **The email address is missing or invalid for the nominated staff.** To enter a valid email address, select Personnel Maintenance, enter the last name, and then click the Go button. The grid will fill with staff whose last name matches the criteria you entered. Highlight the name and then click the Edit button. The personnel form appears filled in. Enter the Email field and then click the Submit button.
3. **The training is an open enrollment event for which the training status is “Closed Nomination Over” and for which the trainee status is “Pending Acceptance”.** When training is over enrolled, confirmations do not become available until the training provider updates the trainee statuses from “Pending Acceptance” to “Accepted” or “Rejected”.
4. **Staff’s email program is blocking mail from stars@bsc-cdhs.org.** If staff is not seeing email confirmation from STARS in his/her Inbox or Junk Email folder, have your system administrator check on whether STARS email is being blocked on the server.

Q. I inadvertently deleted email training confirmation for staff. Can I retrieve the training confirmation in STARS?

A. When the trainee status is “Confirmed”, the training confirmation is available in STARS up until the training end date. To retrieve a training confirmation in STARS, choose the Confirmations option, highlight the training, click the Select Training button, highlight the trainee name, and click the Preview Selected button.

Q. Can you provide me with a link to the available trainings on the STARS website?

A. Please perform the following steps for searching the STARS web based training calendar:

1. Open your Internet browser (Internet Explorer).
2. In the address line, type: <http://stars.bsc-cdhs.org/> Press the Enter key.
3. Select Voluntary Agencies > Online Applications > Voluntary Training Calendar.
4. Specify the search criteria:
 - a. Select the state training provider using the drop-down field. (All providers are selected by default.)
 - b. Select the course content using the drop-down field. (All content is selected by default.)
 - c. Select the training type using the drop-down field. (All training types are selected by default.)
 - d. Select the date range by using the calendar pop ups or by typing in the dates. (The default date range is from the current date to two months after the current date.)
 - e. Enter the training title if you want to include it in the search criteria.

- f. Select the region(s) by clicking inside the corresponding check box(es).
5. Click the Submit button. Results are ordered by region, registration deadline date, and training title.
6. Click the training name link to view training details. If attachments were created by the training provider, they are also available for viewing by clicking on the attachment links.
7. Click the Close Window button and then the Yes button to return to the search results.
 - Click New Search to change the search criteria.
 - Click the STARS Home link to return to the STARS web site.

Q. I need to make changes to a state training roster that is posted on STARS. Who should I contact?

A. For assistance with making corrections to state training attendance records, you should contact the state training provider that conducted the training event.

Q. My organization has multiple sites, each site having a unique STARS login. Right now, it seems each site is completely separate, which makes it difficult when staff members move from one site to the other and were not always put in the correct site in the first place. Is there a way that I can manage all sites and staff from one login?

A. Setting up a master login would allow the designated “Super User(s)” access to all of the sites using just one STARS ID and Password. The master login would also allow the Super User to transfer personnel records between sites as necessary. Please email starssupport@bsc-cdhs.org to request a master login. Be sure to indicate all of the addresses that should be part of the master login and to whom the master login should be administered.

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