



# Chapter 2: STARS User Basics

When viewing this manual electronically, click within the Contents to advance to desired page.

## Contents

- Contents .....1**
- STARS Landing Page: <https://stars.acl.gov> .....2**
  - Log into STARS Button ..... 2
  - Need Help with STARS Link ..... 2
- STARS Credentials: Username and Password .....2**
  - Username email ..... 2
  - Password email – Possibility A ..... 3
  - Password email – Possibility B ..... 3
  - Note to SIRS Users ..... 4
- Logging On .....4**
  - Forgotten Username or Password ..... 5
  - Password Expiration..... 5
  - STARS Security ..... 5
    - Best Practices for Handling Sensitive Data ..... 6
  - Note to SIRS Users ..... 7
- Navigate STARS.....7**
  - Tracking Inbox for Data Entry ..... 8
  - My Account ..... 8
    - Change Password ..... 8
    - Profile ..... 9
    - Preferences ..... 9
  - Help ..... 9
  - Sign Out..... 10
    - Notifications and Timing Out ..... 10
  - Locked Accounts Due to 120 Days of Inactivity ..... 10
  - Entering Hours on the Activity Form ..... 12
  - ACL Definitions for the Activity Form..... 13
  - Technical Assistance ..... 13

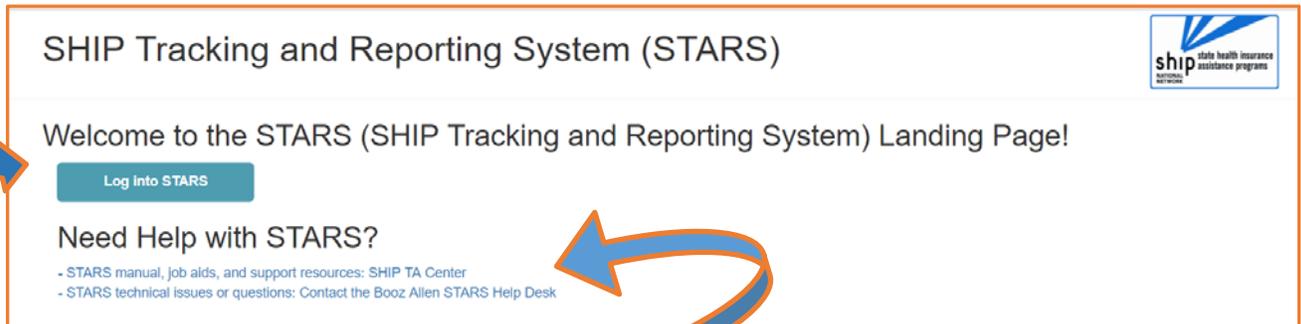


## STARS Landing Page: <https://stars.acl.gov>

The address for the STARS landing page is <https://stars.acl.gov>.

### Log into STARS Button

The STARS Landing Page, <https://stars.acl.gov>, is shown below. Click the blue *Log into STARS* button to access the login page. Anyone with the STARS address can access the STARS Landing Page, but you must have credentials to log in.



### Need Help with STARS Link

The STARS home page contains links to STARS support from the Booz Allen Hamilton STARS Help Desk and to the SHIP National Technical Assistance Center (SHIP TA Center).

## STARS Credentials: Username and Password

To access STARS, a user must have a username and a password, and these are the user's "credentials." Credentials consist of a case sensitive username and password. Most STARS users will receive their credentials by email. This information will arrive from STARS in separate auto-generated emails to the email address that was entered on the user's team member form. The sending address will be ***DoNotReplyACLSystems@micropact.com***.

### Username email

Usernames consist of your first name and last name, as entered by the person who created your team member form. In some instances, usernames may also contain a number.

Here is what you should be looking for in your email inbox.

- a. Sending address: DoNotReplyACLSystems@micropact.com
- b. Subject line: STARS Credentials: Username
- c. Email body text:

"Welcome to STARS!

You've been registered as a user of the SHIP Tracking and Reporting System (STARS). Included below is your username to log into STARS allowing you to add new interactions and update interactions you have already submitted.



The password to accompany this username will be sent in a follow-up email. If you do not receive an email containing your temporary STARS password, please contact your administrator or the Booz Allen STARS Help Desk.

**Username** (case sensitive): *{Firstname.Lastname}*

If you have any questions, please contact your administrator or the Booz Allen STARS Help Desk.

Have a great day!

- **Typos in username?** If there is a typo in your first name or last name, contact your supervisor or the person who created your team member form as soon as possible. Typos in usernames cannot be edited. Your STARS team member form will need to be deleted and recreated.
  - Team member forms are created in STARS by someone with a high enough role to do so. Refer to the STARS User Roles Overview handout for an at-a-glance reference or go to the STARS Team Member Management chapter.
- **Did not receive a username email?** Contact your supervisor to ensure your email address was entered into STARS correctly. If your email address is accurate within STARS or if you do not have an email address, call the STARS help desk at Booz Allen Hamilton at 703-377-4424.

### Password email – Possibility A

This is the email you will receive if your program sends your credentials immediately upon account creation. It is sent concurrently with your username email:

- a. Sending address: DoNotReplyACLSystems@micropact.com
- b. Subject line: STARS Credentials Follow-up
- c. Email body text:

“Welcome to STARS!

Below is your password to access the SHIP Tracking and Reporting System (STARS). You should have received your username in a separate email.

Please use the provided link to log into STARS with the password provided below, then create your own password: *{Link will appear here}*

**Password** (case sensitive): *{8 characters}*

If you have any questions, please contact your administrator or the Booz Allen STARS Help Desk.

Have a great day!

### Password email – Possibility B

This is the email you will receive if your program sends your credentials sometime *after* your account is initially created. This email is sent concurrently with your username email:

- a. Sending address: DoNotReplyACLSystems@micropact.com



b. Subject line: STARS Credentials Follow-up

c. Email body text:

“Welcome to STARS!

You've been registered as a user of the SHIP Tracking and Reporting System (STARS). You should have received your username in a separate email.

Please [click here to use the password reset tool to create a temporary system password](#).

After logging into the system with your temporary password, you can change your temporary password to a personal password by clicking here.

If you have any questions, please contact your administrator or the Booz Allen STARS Help Desk.

Have a great day!

d. Note: If you receive this email and follow the instructions, you will receive a second email containing your temporary password (like password email possibility A shown above).

- **Did not receive your password email?** Call the STARS help desk at Booz Allen Hamilton at 703-377-4424. They provide all STARS username and password support.

## Note to SIRS Users

If you are both a STARS and a SIRS user, you will have separate usernames and passwords for STARS and SIRS. At least one of these usernames will contain a number (e.g. Jane.Smith1). If you have the same name as someone else with access to SIRS or STARS, you may have a number in *both* usernames. If you forget your username, you will not be able to use the “forgot username” functionality unless you have a separate email address for each account. Instead, you will need to contact Booz Allen for help:

- Help with STARS: [BoozAllenSTARSHelpDesk@bah.com](mailto:BoozAllenSTARSHelpDesk@bah.com)
- Help with SIRS: [BoozAllenSIRSHelpDesk@bah.com](mailto:BoozAllenSIRSHelpDesk@bah.com)
- *See the introduction to this manual for an overview about how STARS works with SIRS.*

## Logging On

1. Go to <https://stars.acl.gov>
2. Click the *Log into STARS* button.

SHIP Tracking and Reporting System (STARS)

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Welcome to the STARS (SHIP Tracking and Reporting System) Landing Page!

Log into STARS

Need Help with STARS?

- STARS manual, job aids, and support resources: SHIP TA Center  
 - STARS technical issues or questions: Contact the Booz Allen STARS Help Desk



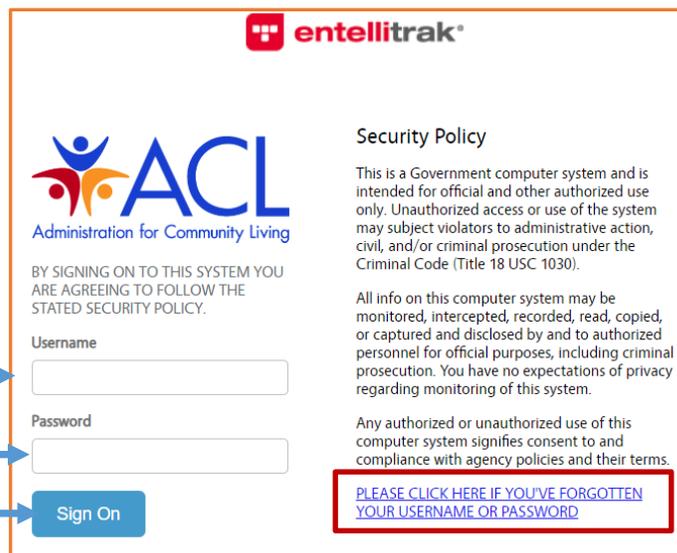
3. Enter your Username and Password (both are case sensitive)
4. Click Sign On

### Forgotten Username or Password

If you forget your STARS username or password, click the link on the STARS login screen that says, "Please click here if you've forgotten your username or password" (outlined in red in the image shown).

Follow the prompts to reset your password or to receive an email containing your username.

The reset link in the email will expire after 90 days. If you do not receive an email, call the Booz Allen STARS help desk.



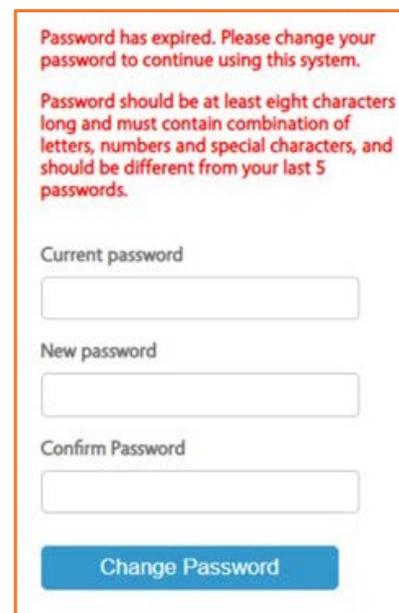
- **(!) For security reasons, three unsuccessful login attempts will lock your account.**
  - Contact [BoozAllenSTARSHelpDesk@bah.com](mailto:BoozAllenSTARSHelpDesk@bah.com) for assistance. The help desk may not be immediately available, so take great care when entering your credentials to avoid access delays.
- **(!) Attention to SIRS users:** You will not be able to use the link on the login page to retrieve your username (assuming you use the same email address in both systems). If you forget your username, you must call the Booz Allen [STARS helpdesk](#) (see STARS Support

### Password Expiration

For security reasons, passwords will expire every 90 days. When your password is 90 days old, you will receive this on-screen message when you try to log in, prompting you to change your password and providing prompts for the password-creation requirements for STARS.



- Note: You can change your password without waiting for it to expire by following the instructions outlined later in the [Change Password](#) section of this chapter.



### STARS Security

STARS was built in accordance with the Federal Information Security Management Act (FISMA) of 2002, which addresses the importance of information security to the economic and national security interests of the US. The act requires each federal agency to develop,



document, and implement an agency-wide program to provide security for the information and information systems, like STARS, that support the operations and assets of the agency. This includes those provided or managed by another agency, contractor, or other source, like Booz Allen Hamilton does on behalf of ACL. There are several FISMA categories. STARS is the FISMA category known as moderate. For example, the STARS password rules comply with FISMA requirements. Detailed information about the security of STARS is available in the STARS Security Slick Sheet attached to this manual.

### Best Practices for Handling Sensitive Data

In conducting SHIP work, we collect both Personally Identifiable Information (PII) and Protected Health Information (PHI). Here are the biggest differences between the two:

1. PII is ANY potentially identifying information, either on its own or when combined with other information.
2. PHI is HEALTH information and specifically identifies a person. This sometimes entered in notes/comment field. STARS is built to house this information securely, exercise caution and only enter when necessary or requested.

1. Personally Identifiable Information (PII)	2. Protected Health Information (PHI)
Information which can be used to <b>distinguish or trace an individual’s identity</b> , such as their name, social security number, biometric records, etc. alone or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as a data and place of birth, mother’s maiden name, etc.” <sup>1</sup>	Individually <b>identifiable health information</b> that is explicitly linked to a particular individual, and health information which can allow individual identification. <sup>2</sup>  PHI includes many common identifiers (e.g., name, address, birth date, Social Security Number) when they can be associated with the health information listed above.

STARS is built to handle PII and PHI securely, but there are ways that STARS users can further protect sensitive data. Please follow these best practices:

- Use private spaces to ensure sensitive data is safeguarded
- Store all hard copies securely in locked filing cabinets or offices with a maintained filing system
- Password protect electronic formatted documents and equipment (phones, computers, USB drives)
- Do not leave files of documents with PII or PHI on desks, printers, personal computers, phones or other devices
- Send and forward only encrypted emails with PII or PHI
- Clear web browser history



- Disable auto-fill on web browser so that no one else can log into STARS with your auto-filled credentials stored by a web browser.



To ensure data integrity and confidentiality, do not share your username or password.

## Note to SIRS Users

Because SIRS and STARS are on the same entellitrak platform, you cannot have both systems open at the same time unless you open them in different browsers. For example, use Google Chrome for one system and Firefox for the other system. Internet Explorer is not a recommended browser for either system.

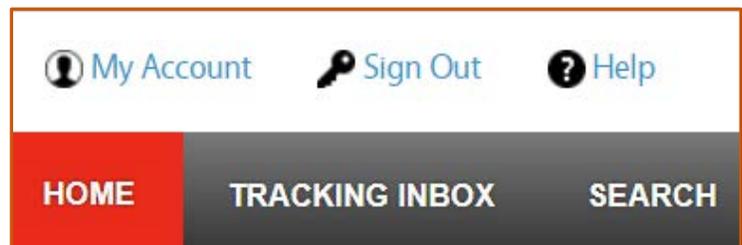
Here are a few tips to confirm whether you are logged into SIRS vs. STARS:

- Some users can simply view the user role in the upper right corner. Role names often contain a reference to either SHIP or SMP, such as “SHIP director” in STARS compared to “SMP director” in SIRS. Other roles have semantic differences, such as “State Staff” in STARS compared to “State-level staff” in SIRS.
  - This will not be true for all roles. The “Team Member,” “Site Staff,” and “Site Manager” roles appear in both STARS and SIRS.
- If the term “beneficiary contacts” appears on the Home page or Tracking Inbox, you’re in STARS (they’re called “individual interactions” in SIRS).
- If the term “SHIP team member” appears on the Home page or Tracking Inbox, you’re in STARS (it’s just “team member” in SIRS).

## Navigate STARS

The STARS Home page is where you will land when you log into STARS. In the image below, the “Home” menu is red because that is the menu being viewed. It will always be red upon login. If you later select another menu option, it will turn red upon selection.

The “Tracking Inbox” is where data entry occurs. We will cover the Tracking Inbox first, because of its importance. (The terms light blue link to basic system user tools, not all of which are applicable to you.)



- Note: Some users have more menu options than others. For example, users with the STARS Submitter role do not have the *Search* menu.
  - Some higher level users will have additional menu options, which will be addressed in the STARS Reports chapter.



## Tracking Inbox for Data Entry

All data entry actions are contained within the Tracking Inbox menu.

There are two ways to open a form. **Option A:**

1. Click the name of the desired form from the menu
2. Click the “NEW” button that will appear on the subsequent Tracking Inbox for the form you selected:



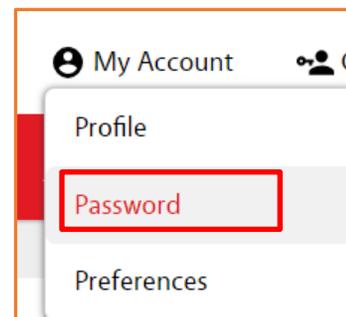
**Option B:** If you instead hover over the name of a form with your mouse, you can click the “New” option will appear in a sub-menu, like this example for the Group Outreach and Education Form.



Refer to other chapters of this manual for detailed data entry instructions for each form.

## My Account

If you are logged in, you can use the *My Account* tool in the upper left corner of your screen. To the large majority of users, the only relevant subtopic is Password. Though STARS alerts you when it is time to change your password, you can change it any time under *My Account*.



## Change Password

1. Select *Password* from the three *My Account* options.

2. This screen will appear. Enter your current password and enter a new password in both spaces provided. **Passwords should be at least eight characters long and must contain combination of letters, numbers and special characters. Your new password should be different from your last 5 passwords.**

3. Click the blue *Save* button to save your changes.

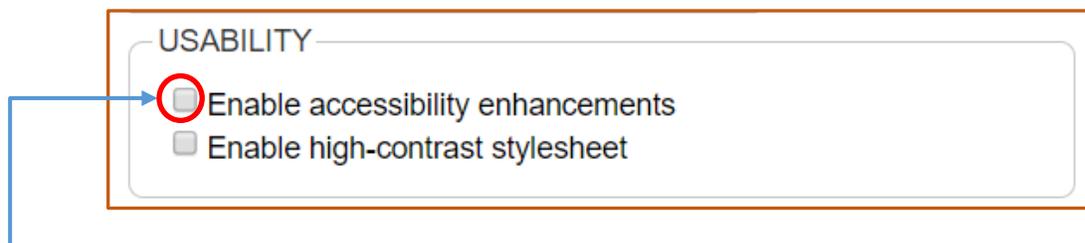


## Profile

The primary use of the *Profile* tab within *My Account* is to activate additional usability settings to address a user's vision-related needs, if desired. Otherwise, it should be ignored. Although the *Profile* tab contains your name and email – and it appears you can change your name and email on this tab – the changes will not be made where they matter, which is your Team Member form. (Select “SHIP Team Member” from the Tracking Inbox menu to see your actual STARS profile.)

### *Usability for Vision-Related Needs*

Though most of entellitrak is accessible by default, users can opt to turn on additional accessibility enhancements by selecting "Enable accessibility enhancements" on under *My Account*. Users can also check “Enable high-contrast stylesheet” to use styles that are higher contrast (e.g., darker blue links, darker red in the navigation bar, darker grey messaging where applicable, etc.).



Enabling accessibility results in the following changes:

- For tracked data forms, legends are used so that screen readers will include an administrator-defined label or description before reading radio button options aloud. The screen reader will announce both the identifying label as well as the position of that radio button element within a list (e.g., "radio button 'Yes;' one of two").
- When a user wishes to edit an item in the tracking inbox, a screen reader will read the value of whatever is in the first column to provide more detail as to what is being edited.
- Users with accessibility enhancements who are using JAWS for screen reading will need to adjust a setting in JAWS to allow it to properly read repeating characters (e.g., the "YYYY" in "DD/MM/YYYY"). By default, JAWS will only read the first three characters in a string of repeated characters.

## Preferences

STARS users can ignore the “Preferences” tab within the *My Account* link, unless they wish to customize the default number of records to display in their Tracking Inboxes. The other settings are not relevant to the majority of users.

## Help

STARS users can largely ignore this link. General system help is available there, but it may not be relevant to the STARS-customized version of entellitrak software. The majority of your



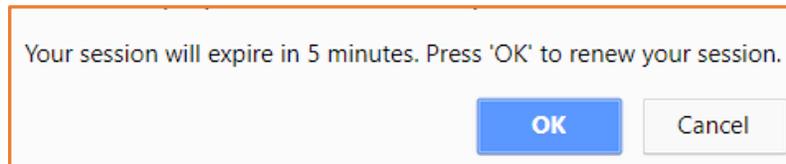
help with come from the training and resources offered by the SHIP TA Center or the Booz Allen Hamilton STARS Help Desk.

## Sign Out

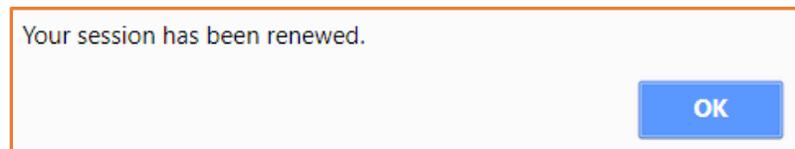
To preserve system bandwidth, please remember to sign out of STARS. If you don't sign out, the system will automatically log you out after 30 minutes.

## Notifications and Timing Out

After 25 minutes of inactivity on your screen, STARS will display this message. Click **OK**.



The following message will appear next. Click **OK** to resume data entry.



If you do not respond to these system notifications, you will be timed out (i.e. logged out) of STARS. When you try to continue your data entry after being timed out, you will be taken to the login page. Note that if you had not manually saved your work before being timed out, your unsaved work will need to be reentered.

## Locked Accounts Due to 120 Days of Inactivity

User accounts will automatically be locked after 120 days of inactivity. Here are some overarching considerations and charts about the 120 Inactivity rules that illustrate this functionality further, including the impact on the CMS SHIP Unique ID status:

- *Locked accounts and direct entry users.* If the 120 Days of Inactivity Rules are met, the team member accounts become locked and they will not be able to log into STARS. To enable log in, these users must contact the Booz Allen STARS help desk to have their accounts unlocked. Changing their program status from *Inactive* to *Active* does not automatically unlock their account. See the blue chart that follows.
- *Locked accounts and the API feed.* Locked accounts do not impact team members whose records are sent using the API feed, because logging into STARS isn't necessary for them. Other system inactivity rules affect the Unique ID status for team members in sites or programs who use the API feed, however. See the blue and orange charts that follow.
- *Inactivity and the CMS SHIP Unique ID.* The Unique ID status is dependent upon counseling activity, as shown on the Beneficiary Contact and Beneficiary Additional Sessions forms. The Unique ID can become inactive even if a team member is conducting other SHIP activities.



The charts on this page illustrate the account inactivity rules in detail.

120 Days <u>Without</u> User Log In - Scenarios			
Scenario	Program Status field	Account Lockout	Unique ID Status
120 days lapse without user log in, <b>and</b> no records have been linked to the team member via <i>Session Conducted By</i> fields	Status <b>is</b> automatically set to <i>Inactive</i>	Account <b>is</b> automatically locked	Unique ID Status <b>is</b> automatically set to <i>Inactive</i>
120 days lapse without user log in, <b>but</b> Beneficiary Contact forms or Beneficiary Additional Sessions forms have been linked to the team member via <i>Session Conducted By</i> field	Status <b>is not</b> automatically set to <i>Inactive</i> (remains <i>Active</i> )	Account <b>is</b> automatically locked	Unique ID Status <b>is not</b> automatically set to <i>Inactive</i> (remains <i>Active</i> )
120 days lapse without user log in, <b>but</b> only Group Outreach, Media Outreach, Activity, or Additional Team Member forms have been linked to the team member via <i>Session Conducted By</i> fields	Status <b>is not</b> automatically set to <i>Inactive</i> (remains <i>Active</i> )	Account <b>is</b> automatically locked	Unique ID Status <b>is</b> automatically set to <i>Inactive</i>
120 Days <u>With</u> User Log In - Scenarios			
Scenario	Program Status field	Account Lockout	Unique ID Status
120 days with a successful user log in, <b>but</b> no records have been linked to the team member via <i>Session Conducted By</i>	Status <b>is not</b> automatically set to <i>Inactive</i> (remains <i>Active</i> )	Account <b>is not</b> automatically locked	Unique ID Status <b>is</b> automatically set to <i>Inactive</i>
120 days with a successful user log in, <b>but</b> only Beneficiary Contact forms or Beneficiary Additional Session Forms have been linked to the team member via <i>Session Conducted By</i>	Status <b>is not</b> automatically set to <i>Inactive</i> (remains <i>Active</i> )	Account <b>is not</b> automatically locked	Unique ID Status <b>is not</b> automatically set to <i>Inactive</i> (remains <i>Active</i> )
120 days with a successful user log in, <b>but</b> only Group Outreach, Media Outreach, Activity, or Additional Team Member forms have been linked to the team member via <i>Session Conducted By</i> fields	Status <b>is not</b> automatically set to <i>Inactive</i> (remains <i>Active</i> )	Account <b>is not</b> automatically locked	Unique ID Status <b>is</b> automatically set to <i>Inactive</i>



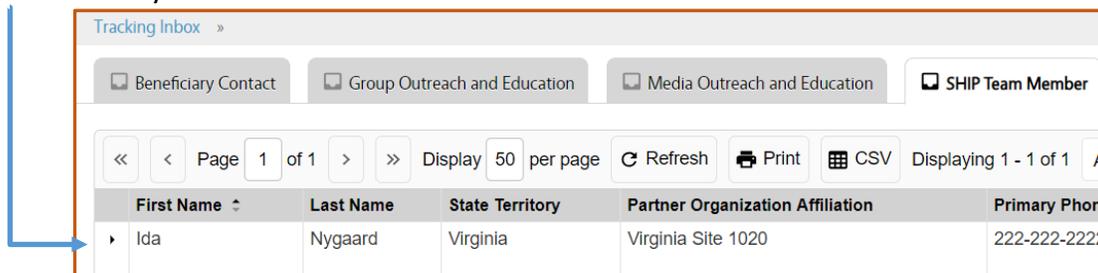
SHIP Team members may split their time performing counseling, outreach, and other activities. The *Activity Form* is used to report Team member activity hours in minutes that have not already been reported on the Beneficiary Contact, Group Outreach and Education Contact, and Media Outreach and Education Contact forms.

## Entering Hours on the Activity Form

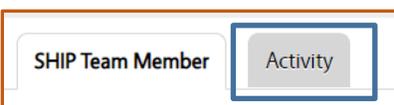
Most team member hours will be entered on the Beneficiary Contact Form, Group Outreach and Education Form, or Media Outreach and Education Form. However, time spent on other important activities, including administrative support, program management, or training, should be entered on an Activity Form.

**To access the Activity Form, follow these steps:**

1. From the Tracking Inbox, select “SHIP Team Member.”
2. Find yourself. Depending on your user role, either your team member form will be the only one visible, or you will have to sort to find your own team member form.
3. Click on your name.



4. Click the *Activity* tab.



5. Click *New*.
6. Complete the brief form that appears. (Note that additional fields for this form are pending at the writing of this chapter.)
  - a. Training hours should be entered in the “Other” field until future STARS enhancements are published.
  - b. All time should be entered in minutes.
  - c. The Activity Form is also addressed in the Team Member Management chapter of this manual.

**It is important that minutes/hours are not reported more than once each month.** For example, if you work 20 hours per week on the SHIP program and spends 12 hours per week counseling or conducting outreach activities and spends the remaining 8 hours performing data entry, the time spent on administrative support activities will be reported as follows on the Activity form:

- Administrative Support for a four-week month: enter 1,920 minutes
  - The math: 8 hours (per week) x 60 minutes (per hour) x 4 weeks (month)



## ACL Definitions for the Activity Form

Field	Definition
Administrative Support	SHIP or MIPPA administrative activities performed by active state, local and field SHIP-paid, in-kind paid, and volunteer team members. Activities may include, but are not limited to: <ul style="list-style-type: none"> <li>• Providing data entry, copying, filing, mailing; and</li> <li>• Other paid or in-kind agency staff who help to manage day to day operations such as receptionists, accountants managing grant dollars, and Executive Directors managing overall agency functions, etc.</li> </ul>
Program Management/Team member Management	Program and Team member management activities are generally conducted by state, local and field SHIP-paid, in-kind paid, and volunteer Coordinators who may also be known as Program Directors, Sub-state Managers, or Site Managers. Activities may include: <ul style="list-style-type: none"> <li>• Providing staff and volunteer recruitment, retention, and supervision;</li> <li>• Overseeing, preparing, and analyzing data reports;</li> <li>• Scheduling meeting and trainings; and</li> <li>• Providing travel reimbursements to volunteers, etc.</li> </ul>
Other SHIP Activities	Other SHIP or MIPPA activities performed by active state, local and field SHIP-paid, in-kind paid, and volunteer team members. Activities may include, but are not limited to, <ul style="list-style-type: none"> <li>• Activities related to orientation and training, until a training form is made available in STARS;</li> <li>• Mentoring volunteers;</li> <li>• Brochure distribution;</li> <li>• SHIP or MIPPA marketing, informational, and educational materials that are publicized, disseminated and distributed to partner organizations and other local community sites, includes travel to deliver the information, etc.; and</li> <li>• Team member travel to outreach and training events</li> </ul>

### Technical Assistance

- **Booz Allen Hamilton (a.k.a. “Booz Allen”)**: For STARS technical assistance, such as for difficulties with usernames and passwords, contact the Booz Allen STARS help desk at [boozallenstarshelpdesk@bah.com](mailto:boozallenstarshelpdesk@bah.com) or 703-377-4424.
- **SHIP National Technical Assistance Center (SHIP TA Center)**:
  - **STARS Support**. The SHIP TA Center provides webinar training, technical assistance, and written job aids on STARS. Contact the SHIP TA Center, [stars@shiptacenter.org](mailto:stars@shiptacenter.org) or 877-839-2675.
  - **Resource Library Support**. For assistance navigating the password-protected area of the SHIP TA Center’s website, [www.shiptacenter.org](http://www.shiptacenter.org), including help accessing the SHIP Resource Library, contact them at 877-839-2675 or [info@shiptacenter.org](mailto:info@shiptacenter.org).