

STARS User Basics

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Introduction

The SHIP Tracking and Reporting System (STARS) is the nationwide, web-based data system that facilitates reporting of SHIP activities. STARS allows all SHIP team members to enter their own SHIP activities into STARS. Between March 22, 2018 and 10/1/2018, SHIPs are transitioning gradually by group from the SHIP NPR data reporting system to STARS.

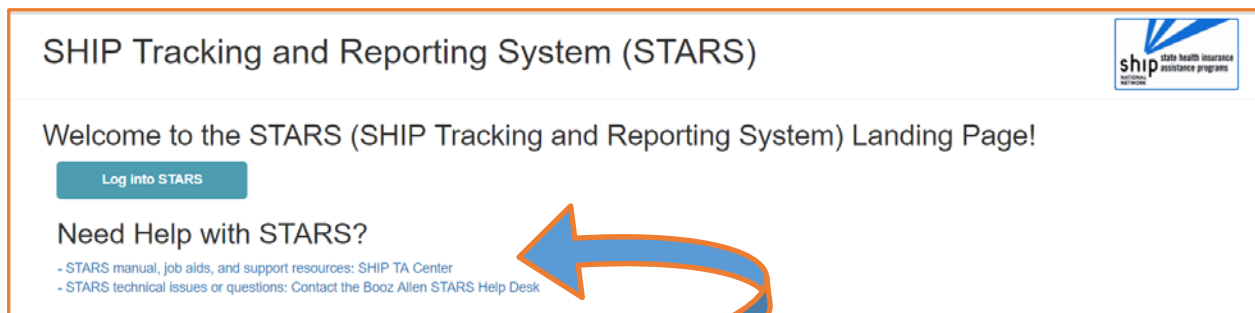
STARS was developed and is owned by the U.S. Administration for Community Living (ACL). The Office of Healthcare Information and Counseling (OHIC) oversees and manages the SHIP program nationally.

This job aid, created by the SHIP National Technical Assistance Center (SHIP TA Center), is intended for all STARS Users, regardless of role. It is a reference guide to understanding:

1. The transition from SHIP NPR to STARS
2. How to login to STARS
3. How to navigate STARS
4. Where to go for help

STARS Landing Page: <https://stars.entellitrak.com>

We recommend you bookmark the STARS landing page for your convenience. You must have user credentials to successfully log into STARS.



Find Training Materials

The STARS home page contains links to STARS job aids, and, when it's available, the STARS manual.

SHIP NPR Manual vs. STARS Manual

The SHIP NPR manual contains the program guidance for interpreting and entering SHIP activities into the national SHIP data reporting system. Most definitions of terms, the SHIP performance measures, and requirements about what types of activities are reportable are not changing. ACL is updating the STARS manual based upon the former SHIP NPR manual. It will not be fully updated until later in 2018. Meanwhile, users should rely on STARS job aids

and STARS training webinars for data entry instructions. The Definitions appendices to the job aids include guidance about definitions of terms.

Transition to STARS

STARS is replacing SHIP NPR as the SHIP data reporting system gradually from March through November 2018.

STARS 2018 START Dates

On and after your STARS 'start' date, your SHIP data must be entered exclusively into STARS. On and after your STARS 'start' date, SHIP NPR will not accept any new data (with the exception of Group 6). Existing SHIP NPR data will be in a "read only" status until 11/30/2018. SHIP NPR will be shut down entirely on November 30, 2018. Please note that SHIP directors may have negotiated a different start date since this job aid was written. If you notice an inconsistency, verify your start date with your SHIP director.

STARS Exclusive (i.e. 'Start') Dates by SHIP Group

Group 1: 5/1/2018

- CT, DC, GU, NC, RI, UT

Group 2: 6/1/2018

- CO, IN, MA, MS, NE, NV, OK

Group 3: 7/1/2018

- IL, KS, MD, OR, PR, VA, VI, WA, WY

Group 4: 8/1/2018

- **DE, FL, KY** (Direct Entry), **MO, ND** (Direct Entry), **NJ** (Direct Entry)

Group 5: 9/1/2018

- **AZ, LA, ND** (API), **NY, OH, PA, SD, TN**

Group 6: 10/1/2018

- **AK, AL, AR, CA, IA, ID, GA, HI, KY** (API), **ME, MI, MN, MT, NH, NJ** (API), **NM, SC, VT, TX, WI, WV**

My STARS Account

To access STARS, a user must have an account, referred to as your “credentials.” Credentials are generated when a user’s “team member” account is created by their SHIP and those credentials have been sent to the user. Credentials consist of the following, both of which are case sensitive:

1. Username
2. Password

Receiving a Username and Password

After a new SHIP Team Member is created in STARS, that team member will be emailed their “credentials” (username and password). This information will arrive from STARS in separate auto-generated emails to the email address that was entered on the team member form.

- The sending address will be ***DoNotReplyACLSystems@bah.com***.
- If you do not receive these emails, contact the Booz Allen [STARS help desk](#). They provide all STARS username and password support.

STARS users whose role is to simply enter beneficiary contacts and/or outreach activities will be sent their credentials on or after their SHIP group start date. During the 2018 launch cycle, users whose role is to create STARS Team Members may access the STARS system as soon as they receive their user name and password. Team member creation is the only kind of data entry allowed in advance of the STARS start date for your group.

SIRS Users

SIRS is the data system used by Senior Medicare Patrol (SMP) programs. If you are a SIRS user, you will now enter most data directly into STARS, and then send it to SIRS, with the exception of complex interactions and team member creation. STARS users and SIRS users have separate user accounts, requiring two sets of log-in credentials. STARS users with a SIRS eFile ID need to click a “Send to SMP” button and ensure the accuracy of the SIRS eFile ID. The Beneficiary Contact Form also requires the selection of an SMP qualifying topic.

(!) Send to SMP NOTES:

- ★ Upon login, STARS will recognize whether the STARS team members is also a SIRS user. This depends on accurate team member data entry, however. See the example auto-filled SIRS eFile ID below.

Send to SMP	<input checked="" type="radio"/> Yes <input type="radio"/> No
SIRS eFile ID	1671

- SIRS data does not and cannot transfer to STARS; the directional flow is from STARS to SIRS only:



- Time spent cannot be divided between the SHIP and SMP content. ACL accepts that the entire time spent on an interaction will be counted in both STARS and SIRS.
- If saved data must be corrected or updated later, it must be edited in both systems. Edits do not transfer from STARS to SIRS.
- SIRS is supported by the SMP National Resource Center (www.smpresource.org). For help using SIRS, contact Sara Lauer, SMP Resource Center; slauer@smpresource.org; 319-874-6859; SIRS@smpresource.org.

Logging On

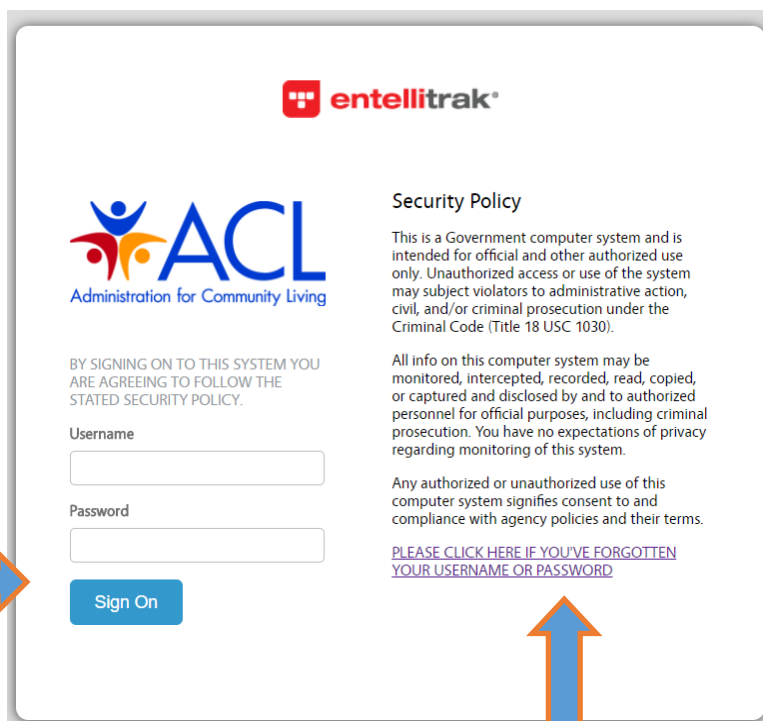
We recommend that you bookmark the STARS website: <https://stars.entellitrak.com>. It is also linked on the SHIP TA Center’s website, www.shiptacenter.org.

The login page looks like this:

1. Enter your Username and Password (both are case sensitive)



2. 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.” Follow the prompts to reset your password or to receive an email containing your username. If you do not receive an email, call the Booz Allen [STARS helpdesk](#) (see STARS Support).

Starting October 1, 2018, passwords will expire after 90 days.

- **(!) Attention users of both SIRS and STARS:** 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).

Confidentiality

 To ensure data integrity, usernames and passwords should not be shared with anyone.

Locked Accounts

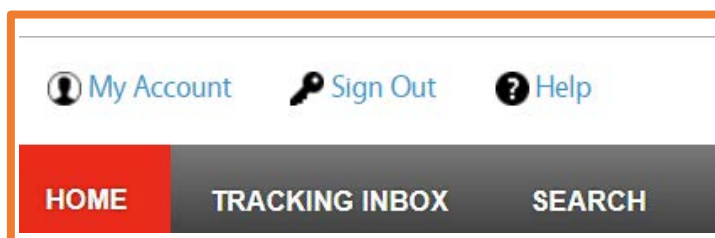
After the STARS roll-out process is complete (autumn 2018), user accounts will automatically be locked after 120 days of inactivity. Starting immediately, however, user accounts become locked after three unsuccessful login attempts. The Booz Allen Help Desk will be responsible for unlocking user accounts upon request.

Navigate STARS

The STARS Home page contains the main menu. Some users have more menu options than others. For the purposes of this job aid, we will focus on the features outlined here in orange, which all users have. Menu items available to higher level users will be explained in the reports and other management job aids.

The terms in blue link to basic system user tools.

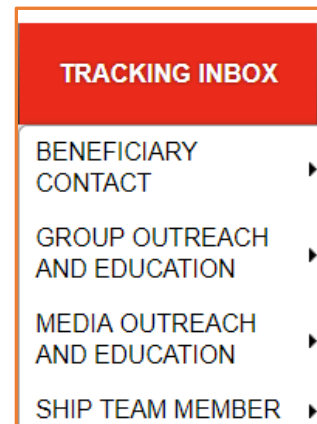
- **My Account:** Use this feature to change your review your profile, change your password, and edit your preferences.
- **Sign Out:** To preserve system bandwidth, please remember to sign out of STARS. If you don't sign out, the system will automatically log you out after 30 minutes.
- **Help:** General system help is available here, but it may not be specific to the STARS version of entellitrak software. Refer to the STARS job aids and manual for SHIP and STARS specific guidance.



Tracking Inbox for Data Entry

All data entry actions are contained within the Tracking Inbox menu. The terms should be self-explanatory. Refer to other job aids for detailed data entry instructions for each type of SHIP activity and for entering SHIP Team Members. To open a data entry form:

1. Click on the desired activity
2. The term “NEW” will appear
3. Click on “NEW”

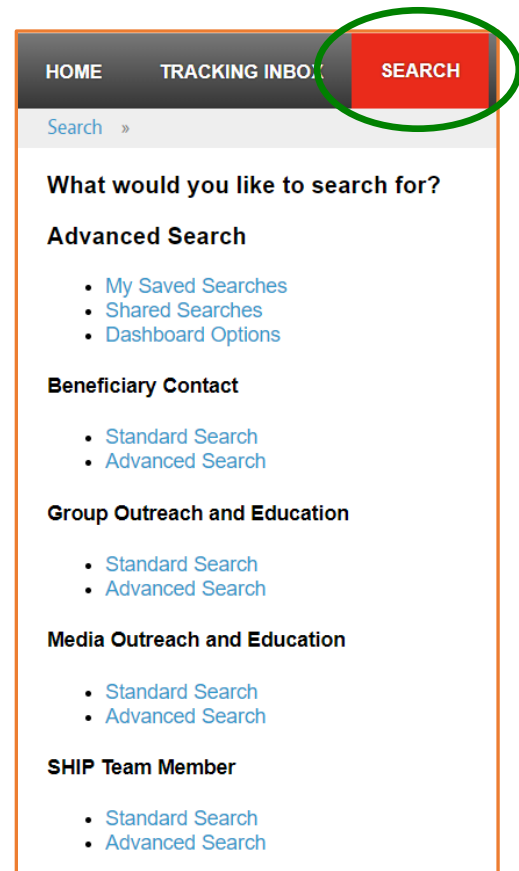


Search

The STARS system offers a robust search function, allowing team members to search all data available to their role. This is one of the advantages of the entellitrak platform. The user roles overview provides an at-a-glance reference for what data can be searched by role. (Users with the STARS Submitter role do *not* have the Search tool.)

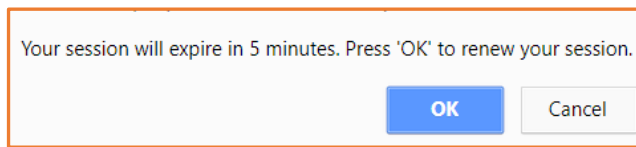
Click the Search menu. Your options appear. Keep in mind that all options shown here may not be available to you, depending upon your role. The rule of thumb is that users can search within their area on the STARS hierarchy and below.

- **Standard Search:** Any field present on the forms within STARS are searchable. Search operators include, but are not limited to: equal to, not equal to, like, and not like.
- **Advanced Search:** Advanced search allows users to define search criteria, configure search result format, save searches, share searches with other users in the same role, and export to Excel. Saved searches may also be displayed as a link on the dashboard. The advanced search provides more search filters and display formats than the standard search. Advanced search more search elements than the standard search, as well as format options.
- More detailed search instructions will be provided in a future job aid.

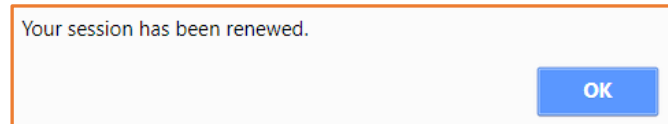


Notifications and Timing Out

After 25 minutes of inactivity on your screen, STARS will display the following message:



Click OK. The following message will appear:



Click OK to resume data entry. If you miss these opportunities, you will be logged out.

Validation Messages Reduce Errors

To ensure that data entered into the STARS is accurate, information entered must meet specific validation criteria for each field. A user will receive a variety of validation messages for insufficient data, depending on the field type. There are too many such messages to display here, but here are some examples:

- When counting people or number of media events, the user cannot enter less than whole numbers.
- If a user enters illogical information or if required fields are left blank, the form will not meet STARS validation criteria, and the user will be prompted. After the validation criteria has been met, the form will be allowed to save.

STARS Support

STARS is supported nationally by a team of people at ACL, the SHIP National Technical Assistance Center, and STARS developers at Booz Allen Hamilton.

Training Schedule

A robust training schedule has been developed for the 2018 STARS roll-out. [Appendix A](#) displays the webinar training topics, intended audience, and cycle of repetitions for the March through October timeframe. Training invitations are provided to SHIP directors and administrators, who will then distribute them as needed to other applicable SHIP personnel. This is because of the graduated STARS implementation process over a 6-month time period and to not interfere with state-specific roll-out processes and communication.



Job Aids

Job aids will be developed and updated continually during the early phase of the STARS launch. (Job aids publication dates are in the footer.) Here is the list of planned job aids, their intended audience, and their initial publication date. Job aids are updated frequently during the STARS launch phase, based upon user feedback. Job aids that have not yet been published are in italics and include their anticipated month of availability:

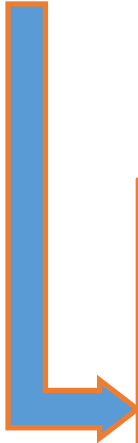
- STARS Launch Overview (March 2018): For SHIP directors and administrators
- STARS User Basics (March 2018): For all users
- STARS Submitter User Basics (April 2018): For users with the STARS Submitter role
- Team Members (March 2018): For any user role that can enter team members
- Beneficiary Contact Form (April 2018): For all users
- Group Outreach and Education Form (April 2018): for all users
- Media Outreach and Education Form (April 2018): for all users
- STARS FAQs (July 2018): for all users
- *STARS Searches (August 2018): for all users other than STARS Submitters*
- *Reports (September 2018): for manager and state-level users*
- *Unique ID with 1-800-Medicare (November 2018): For SHIP directors and administrators*

Technical Assistance

Where you should go for individual technical assistance will vary, depending upon your issue or need. Here is a decision-making guide.

- **Your SHIP program leaders:** Data reporting processes vary by SHIP. For questions about how STARS is being managed by the SHIP in your area, contact your supervisor or leadership for your SHIP program.
- **ACL:** Oversees the development and national implementation of STARS. ACL subject matter experts are presenters for many of the 2018 STARS webinar trainings. SHIP directors can contact their program's ACL project officer, as needed.
- **Booz Allen Hamilton (a.k.a. "Booz Allen"):** For technical assistance, such as for difficulties with usernames and passwords, contact the Booz Allen STARS help desk at boozallenstarshelpdesk@bah.com or 703-377-4424.
- **SHIP National Technical Assistance Center (SHIP TA Center):** The SHIP TA Center provides webinar training, technical assistance, and written job aids on STARS.
 - Links to SHIP TA Center and ACL STARS resources are available to all STARS users on the STARS landing page

- All live webinars are announced only to SHIP leaders, who must forward registration information to their other team members. Webinars are recorded and the recordings are available to anyone with the STARS landing page link.
- For questions about these steps or other STARS support resources, contact the SHIP TA Center, stars@shiptacenter.org, 877-839-2675, www.shiptacenter.org.
- **Reminder: For online information about STARS:** Follow the links under “Need Help with STARS?” on the STARS 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

The production of this job aid was supported by Grant Number 90SATC0001 from the Administration for Community Living (ACL). Though its contents were developed in cooperation with ACL, this document is solely the responsibility of the SHIP National Technical Assistance Center.

Appendix A: Webinar Training

Webinar Topics	Training Group	Webinar descriptions	Repeats
System Launch Overview	Director/Assistant Director	In this webinar, SHIP leaders will learn more about the timeline, process, and support resources for transitioning from SHIP NPR to the new SHIP data system, STARS. Instructions for getting SHIP team members entered into the system will also be provided. This webinar will not be repeated, so it is important for every SHIP to attend.	Once only, on March 21, 2018. Intended for SHIP directors, administrators, and their designees.
Entering Team Members	Director, Assistant Director, State Staff, Manager roles	In this webinar, SHIP leaders will receive detailed instructions for entering team members into STARS. SHIPs have been divided into groups with STARS "start" dates staggered by group from May 1 through October 1. All SHIP leaders will have access to STARS on March 22 and can begin entering team members in advance of their SHIP's official "start" date. This webinar will be repeated monthly through July.	Offered once monthly through July. Anyone with a role allowing Team Member access can attend.
STARS Forms Overview	Director, Assistant Director, State Staff	In this webinar, SHIP leaders will receive a demonstration of the beneficiary contact form, group outreach form, and media outreach form in STARS.	Once in April for SHIP directors, administrators, and their designees.
Beneficiary Contact Form	All roles	In this webinar, attendees will receive detailed instructions for completing the Beneficiary Contact Form in STARS. This webinar topic will be repeated monthly through October.	Offered twice monthly. Representatives from past groups and the group preparing for their STARS start date can attend.
Group Outreach and Media Outreach Forms	All roles	In this webinar, attendees will receive detailed instructions for completing the Group Outreach and Media Outreach forms in STARS. This webinar topic will be repeated monthly through October.	Offered monthly. Representatives from past groups and the group preparing for their STARS start date can attend.
Reports and Search tools	All users with access to these functions	In these webinars, attendees will receive detailed instructions for using all of the reports and search tools in STARS.	August 2018

Appendix B: User Roles Overview

Though there are five user roles capable of entering team members, restrictions apply. For SHIPs selecting a two-tiered hierarchy, Sub-State (i.e. *regional*) user roles will not apply. For SHIPs selecting a State-only hierarchy, neither Sub-State nor Site roles will apply.

Roles That Can Create Team Members

Here is a summary.

Role name	Capabilities
SHIP Director	<ul style="list-style-type: none"> • Create, update, and delete any team member • Only one person per SHIP can hold this role • This is the only role that can create Assistant Directors • Enter, edit, and search all types of data • Use all types of reports
SHIP Assistant Director	<ul style="list-style-type: none"> • Create, update, and delete any lower team member role • Enter, edit, and search all types of data • Use all types of reports
State Staff	<ul style="list-style-type: none"> • Create and update any lower team member role • Enter, edit, and search all types of data • Use all types of reports • <i>Unable</i> to delete data
Sub-State Manager	<ul style="list-style-type: none"> • Create and update any lower team member role at the sub-state and site level • Enter, edit, and search all types of data at the Sub-State level • Use all types of reports at the Sub-State level • <i>Unable</i> to delete data
Site Manager	<ul style="list-style-type: none"> • Can create and update any lower team member role at the site level • Enter, edit, and search all types of data at the Site level • Use all types of reports at the Site level • <i>Unable</i> to delete data

Other Roles - Overview

Below are the four other STARS user roles and the role capabilities.

Role name	Created by (Roles)	Role Capabilities
Sub-State Staff	SHIP Director SHIP Assistant Director State Staff Sub-State Manager	<ul style="list-style-type: none"> • Create, update, and search any activity forms for their Sub-State and Sites below it • Search and view Sub-State and Site team member profiles (read only) • Use reports at the Sub-State level • Unable to delete any type of data
Site Staff	SHIP Director SHIP Assistant Director State Staff Sub-State Manager Site Manager	<ul style="list-style-type: none"> • Create and search any activity forms for their Site • Update the activity forms they have created • Search and view team member profiles and activities data for their site (i.e. read only) • Use reports at the Site level • Unable to update activity forms created by others • Unable to delete any type of data
Team Member	SHIP Director SHIP Assistant Director State Staff Sub-State Manager Site Manager	<ul style="list-style-type: none"> • Note: This role can be placed anywhere in the hierarchy (State, Sub-State, or Site level) • Create activity forms for their activities or the activities conducted by others at or below their level in the hierarchy • Search and view any activity forms at and below their level in the hierarchy (i.e. read only) • Update the activity forms they have created • Unable to update activity forms created by others • Unable to view other team member profiles • Unable to access reports • Unable to delete any type of data
STARS Submitter	SHIP Director SHIP Assistant Director State Staff Sub-State Manager Site Manager	<ul style="list-style-type: none"> • Create forms for their efforts or efforts conducted by others at or below their level in the hierarchy • View and update own forms and forms <i>about</i> their own efforts (even if entered by others) using the tracking inboxes • Unable to view/update data entered by others about others • Unable to view other team member profiles • Unable to delete any type of data • Unable to access to the search tool or reports • NOTE: An advantage of this role is that STARS Submitters do not count toward the system limit for the number of users nationally who can be in STARS concurrently. This improves the speed and efficiency of the STARS experience overall

At-a-Glance User Role Reference

STARS User Roles Overview

Role Name	Enter own efforts & edit forms about own efforts	Enter forms about others	View own forms & forms about own efforts	View forms entered by and about others	Enter & edit team members	View other team members	Use Search Tool	Generate Reports	Create & manage Unique IDs	View Unique ID Numbers	Delete data
STARS Submitter ***	yes	*yes	yes	no	no	no	no	no	no	no	no
Team Member ***	yes	*yes	yes	*yes	no	*yes	no	no	no	no	no
Site Staff	yes	*yes	yes	*yes	no	*yes	*yes	no	*yes	no	no
Site Manager	yes	*yes	yes	*yes	*yes	*yes	*yes	no	*yes	no	no
Sub-State Staff	yes	*yes	yes	*yes	no	*yes	*yes	no	*yes	no	no
Sub-State Manager	yes	*yes	yes	*yes	*yes	*yes	*yes	no	*yes	no	no
State Staff	yes	yes	yes	yes	yes	yes	yes	no	yes	no	no
SHIP Assistant Director	yes	yes	yes	**yes	yes	yes	yes	yes	yes	yes	yes
SHIP Director	yes	yes	yes	**yes	yes	yes	yes	yes	yes	yes	yes

KEY:

- * At and below their level on the hierarchy
- ** Roles lower than their own (and at and below their level on the hierarchy)
- *** Can be aligned with any organization at any level of the hierarchy

Note: If there is no asterisk, "yes" and "no" apply unilaterally to all SHIP data