

STARS Submitter 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 data 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.

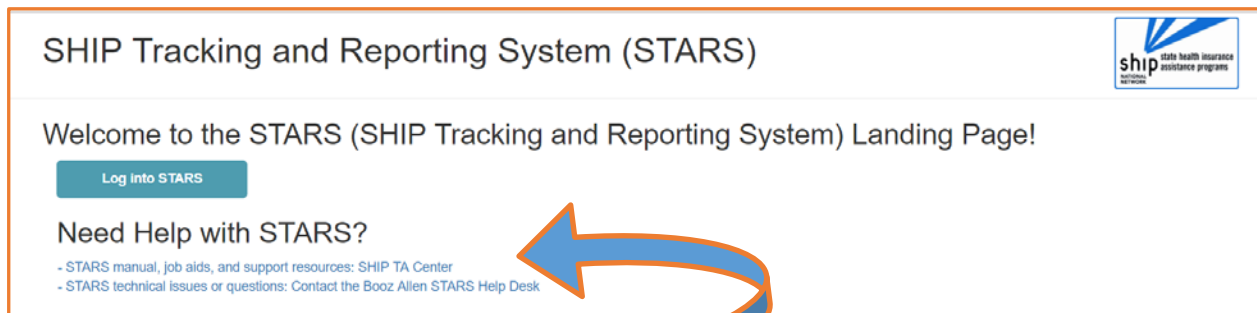
STARS was developed and is owned by the U.S. Administration for Community Living (ACL). The Office of Healthcare Information and Counseling (OHIC) oversees and manages the SHIP program nationally.

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. The definitions of terms, the SHIP performance measures, and the requirements about what types of activities are reportable is not changing. ACL is updating the STARS manual based upon the former SHIP NPR manual. It will not be fully updated until mid-spring 2018. Meanwhile, users should rely on the SHIP NPR manual for guidance about definitions, terms, and reportable activities. Users should rely on

STARS job aids and STARS training webinars for data entry instructions. SHIP leaders at the state, regional, and local levels may also be providing STARS training. Check with your supervisor for details about state, regional, and local STARS training and/or requirements.

Transition to STARS

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

STARS 2018 'START' Dates


On and after your STARS 'start' date, your SHIP data must be entered exclusively into STARS. On your STARS 'start' date, SHIP NPR will not accept any new data. Existing SHIP NPR data will be in a "read only" status until 11/30/2018. Then, SHIP NPR will be shut down entirely. Here is an at-a-glance reference to data entry start dates, based on the [roll-out timeline](#) provided by ACL.

STARS Exclusive (i.e. 'Start') Dates by SHIP Group	
Group 1: 5/1/2018	<ul style="list-style-type: none"> • CT, DC, GU, NC, RI, UT
Group 2: 6/1/2018	<ul style="list-style-type: none"> • CO, IN, MA, MS, NE, NV, OK
Group 3: 7/1/2018	<ul style="list-style-type: none"> • IL, KS, MD, OR, PR, TX, VA, VI, WY
Group 4: 8/1/2018	<ul style="list-style-type: none"> • AK, AR, DE, FL, KY, ME, MO, ND, NJ, NM
Group 5: 9/1/2018	<ul style="list-style-type: none"> • AZ, HI, LA, NY, OH, PA, SD, TN, WI, WV
Group 6: 10/1/2018	<ul style="list-style-type: none"> • AL, CA, GA, IA, ID, MI, MN, MT, NH, SC, VT, WA

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. Credentials consist of the following, both of which are case sensitive:

1. Username
2. Password

 In 2018, your SHIP must also be within or beyond your 6 week launch phase, which is determined by your assigned group on the [STARS Roll-Out Timeline](#) (Appendix A).

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 two 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. They must be entered directly into SIRS. STARS users and SIRS users have separate user accounts, requiring two sets of log-in credentials. STARS users with a SIRS eFile ID need only click a “Send to SMP” button, and data will automatically transfer.

(!) 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. Sending data to SIRS is as easy as clicking a button (“Yes”):

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:



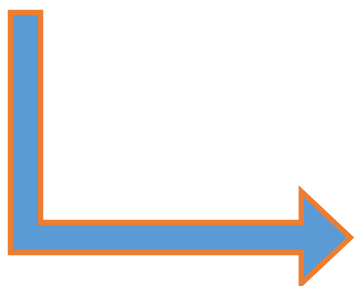
- Time spent cannot be divided between the SHIP and SMP content. ACL accepts that the entire time spent on an interaction will be counted in both STARS and SIRS.
- If saved data must be corrected or updated later, it must be edited in both systems. Edits do not transfer from STARS to SIRS.
- SIRS is 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

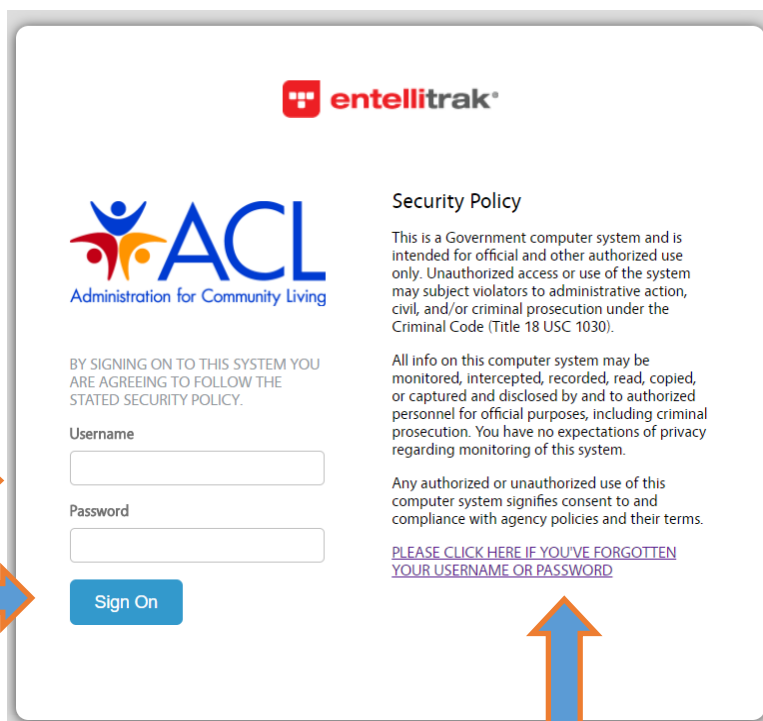
We recommend that you bookmark the STARS website: <https://stars.entellitrak.com>. It is also linked on the SHIP TA Center’s website, www.shiptacenter.org.

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).

- **(!) Attention users of both SIRS and STARS:** You will not be able to use the link on the login page to retrieve your username or password (assuming you use the same email address in both systems). If you forget your username or password, 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

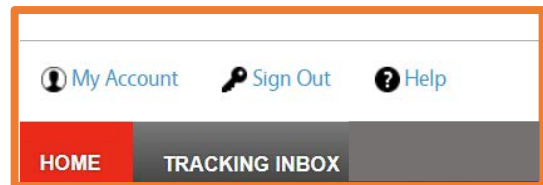
After the STARS roll-out process is complete (autumn 2018), user accounts will automatically be locked after 120 days of inactivity. Starting immediately, however, user accounts become locked after three unsuccessful login attempts. The Booz Allen Help Desk will be responsible for unlocking user accounts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

Navigate STARS

The STARS Home page contains the main menu. For the purposes of this job aid, we will focus on the features outlined here in orange, which all STARS Submitters have.

The terms in blue link to basic system user tools.

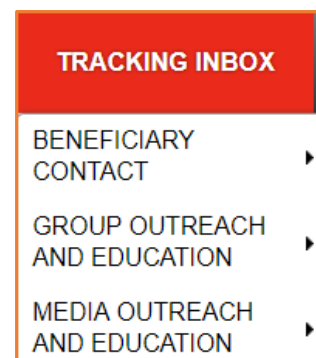
- **My Account:** Use this feature to change your review your profile, change your password, and edit your preferences.
- **Sign Out:** To preserve system bandwidth, please remember to sign out of STARS. If you don't sign out, the system will automatically log you out after 30 minutes.
- **Help:** General 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

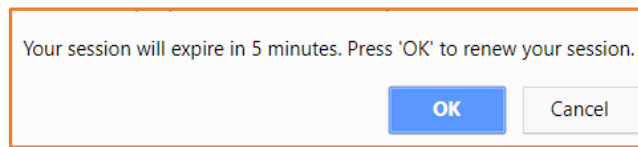
All data entry actions are contained within the Tracking Inbox. The terms should be self-explanatory. Refer to other job aids for detailed data entry instructions for each type of SHIP activity. To open a data entry form:

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

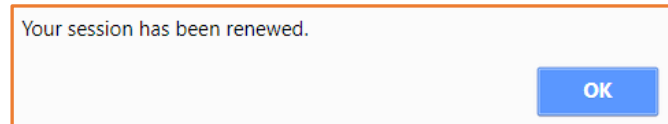


Notifications and Timing Out

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 B](#) displays the webinar training topics intended for all roles and the cycle of repetitions for the March through October timeframe. A key theme is that representatives from the group preparing for their STARS start date and groups who are past their start date can also attend (for refresher training).



[Appendix A](#) contains the roll-out schedule, which determines when SHIP users will be invited to training. Training invitations are provided to SHIP directors and administrators, who will then distribute them as needed to other applicable SHIP personnel.

Job Aids

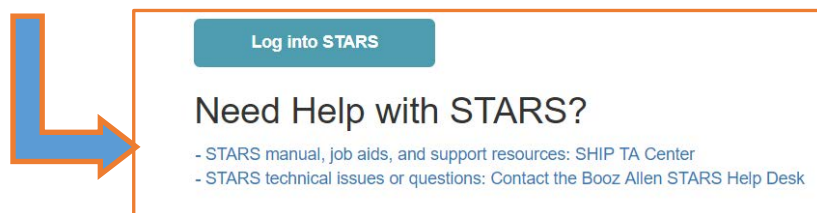
Here is the list of planned job aids relevant to the STARS Submitter role, the intended audience, and their publication date.

- STARS Submitter User Basics (April 2018): For team members with the STARS Submitter role
- Beneficiary Contact Form (April 2018): For all users
- Group Outreach and Education (April 2018): for all users
- Media Outreach and Education (April 2018): for all users

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.
- **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
 - Reminder: During the STARS launch (March – October 2018), 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: <https://stars.entellitrak.com>.



Appendix A: Roll-Out Timeline

This timeline outlines SHIP groups, training months, and STARS start dates.

Tasks	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
All SHIP Directors credentialed in STARS; team member creation can begin			3/22									
All SHIP directors/administrators invited to team member training (and can invite their designees)			X	X	X	X	X					
Group 1 SHIPs:	CT, DC, GU, NC, RI, UT											
Group 1 STARS users invited to training				X	X	X	X	X	X	X		
Start Date: Group 1 team members can enter data in STARS; Date Group 1 NPR access is read-only.					5/1							
Group 2 SHIPs:	CO, IN, MA, MS, NE, NV, OK											
Group 2 STARS users invited to training				X	X	X	X	X	X	X		
Start Date: Group 2 team members can enter data in STARS; Date Group 2 NPR access is read-only.						6/1						
Group 3 SHIPs:	IL, KS, MD, OR, PR, TX, VA, VI, WY											
Group 3 training available						X	X	X	X	X		
Start Date: Group 3 team members can enter data in STARS; Date Group 3 NPR access is read-only.							7/1					
Group 4 SHIPs:	AK, AR, DE, FL, KY, ME, MO, ND, NJ, NM											
Group 4 training available						X	X	X	X	X		
Start Date: Group 4 team members can enter data in STARS; Date Group 4 NPR access is read-only.								8/1				
Group 5 SHIPs:	AZ, HI, LA, NY, OH, PA, SD, TN, WI, WV											
Group 5 training available							X	X	X	X		
Start Date: Group 5 team members can enter data in STARS; Date Group 5 NPR access is read-only.									9/1			
Group 6 SHIPs:	AL, CA, IA, ID, GA, MI, MN, MT, NH, SC, VT, WA											
Group 6 training available								X	X	X		
Start Date: Group 6 team members can enter data in STARS; Date Group 6 NPR access is read-only.										10/1		
Date NPR becomes inaccessible.												11/30

Appendix B: National Webinar Training

Two types of webinar training will be offered by the SHIP National Technical Assistance relevant to the STARS Submitter role during the 2018 STARS roll-out.

Webinar Topics	Training Group	Webinar descriptions	Repeats
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.

Appendix C: STARS Submitter User Role Overview

There are nine types of STARS user roles. Below is an overview of the STARS Submitter role.

Role name	Created by (Roles)	Role Capabilities
STARS Submitter	SHIP Director SHIP Assistant Director State Staff Sub-State Manager Site Manager	<ul style="list-style-type: none"> • Create activity forms for their activities or the activities conducted by others at or below their level in the hierarchy • View and update the activity forms they have created via their Tracking Inbox • Unable to view/update data entered by 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

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