



Vocational Rehabilitation: STAR Services Login & Password Reset User Guide

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Vocational Rehab (VR)

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STAR Services Web Form User Guide

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Date	Version Number	Document Changes
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1 Introduction to STAR Services

Welcome to the STAR Web Form!

STAR (short for “Student Transition Activities Record”) is Vocational Rehabilitation’s (VR) new application, which is designed help VR Staff provide services for school age youth that are not “traditional” VR clients but have been referred to VR by school districts for limited (pre-employment) services under the Workforce Innovation and Opportunity Act (WIOA).

WIOA established VR as the primary agency for preparing youth with disabilities for employment while the youth are still in school. The Act requires VR to deliver specific pre-employment transition services including:

- career exploration
- work readiness training
- work experience
- self-advocacy training, and
- counseling for postsecondary education

Under WIOA, pre-employment transition services must be offered to students with disabilities without requiring them to apply for, or be determined eligible for, these services. The STAR system is a web-based platform designed so that VR may deliver these services.

The STAR Web Form allows School District Staff a quick, user-friendly way of referring their students to VR for STAR services.

IN THIS SECTION

- [Introduction to the STAR Services Site](#)
- [Explanation of Roles](#)
- [Star Services Help Menu and Contact Us Link](#)

STAR Services Web Form User Guide

1.1 Roles and What They Do

This user guide is written to help two different types of users navigate their tasks in the Web Form.

- *School District Points of Contact (POC)* act as “technical” liaisons between the schools and VR and can create and troubleshoot user accounts for School District Representatives.
- *School District Representatives (SDR)* can refer students within their schools for STAR services by completing the Star Services Web Form (Web Form).

This user guide is divided into two sections:

- ✓ [General Instructions](#) that help POCs and SDRs log in, maintain or update their accounts, and if needed, reset their passwords.
- ✓ [Points of Contact Functions](#), which walk POCs through the specific functions they can perform in the system.

1.2 STAR Services Help Menu and Contact Us link

The Web Form Login **Help Menu** contains the STAR Services Web Form Login User Guide (User Guide). The User Guide provides detailed information about the Web Form Login and the different actions that can be taken by POCs and SDRs.

It also delivers a thorough set of step-by-step instructions including screenshots, essentially walking POCs and SDRs through the process of creating accounts, logging in, and resetting passwords.

The STAR Services **Contact Us** link information is an email/phone number POCs and SDRs can utilize to ask questions and receive guidance if needed and also provides a link to a page on our website (RehabWorks.org) where they can find out more information.

Note: Throughout this user guide, POCs and SDRs may also be referred to as “Users” for ease of readability.

2 General Instructions

This section of the user guide walks users through:

- Logging in for the first time
- Updating their Account Information
- Resetting their password (using “Forgot Password”)

Users who have questions that aren’t answered by this guide can contact VR Help at:

- 1(800)451-4327
- VRTransitionYouth@vr.fldoe.org

IN THIS SECTION

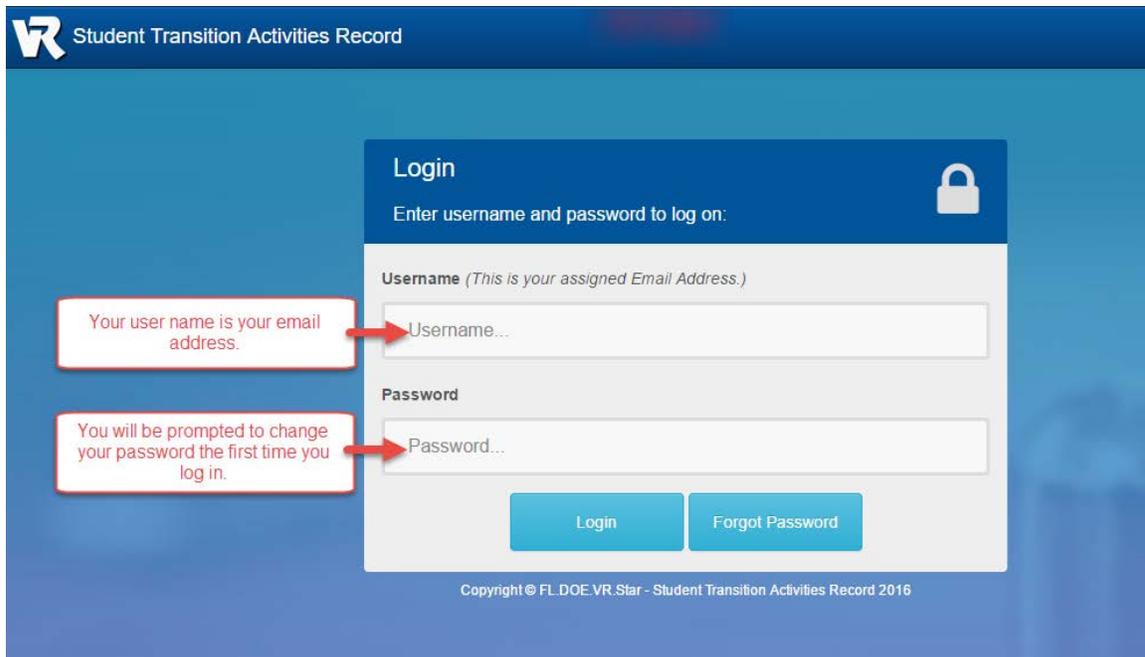
- **Access the Login Screen**
- **Update Your Account Information**
- **Reset Your Password**

STAR Services Web Form User Guide

2.1 Accessing the STAR Login Screen

When an account is first created for users, they receive an email with their temporary password. Users then need to navigate to STAR.RehabWorks.org and enter their user name (their official school or county email address is their user name) and their temporary password.

NOTE: Users will be prompted to change their passwords the first time they log into the system.



The screenshot shows the STAR Login interface. At the top left is the logo for 'Student Transition Activities Record'. The main heading is 'Login' with a lock icon. Below the heading is the instruction 'Enter username and password to log on:'. There are two input fields: 'Username (This is your assigned Email Address.)' and 'Password'. Two red callout boxes with arrows point to these fields. The first callout says 'Your user name is your email address.' and points to the Username field. The second callout says 'You will be prompted to change your password the first time you log in.' and points to the Password field. Below the input fields are two buttons: 'Login' and 'Forgot Password'. At the bottom, there is a copyright notice: 'Copyright © FL.DOE.VR.Star - Student Transition Activities Record 2016'.

After School District Representatives log in for the first time and change their password, they are automatically directed to the STAR Web Form Home screen. School District Points of Contact are directed to their POC Dashboard, covered in [Section 3.2](#) of this guide.

2.1.1 Steps to Log In to STAR



Steps to Log In to STAR

1. Navigate to STAR.RehabWorks.org.
2. Enter your **User Name** (your official school/county email address).
3. Enter your **Password** (if it's your first time accessing the screen, use the temporary password emailed to you when your account was created).
4. Click the **Login** button.

2.2 Updating Your Account Information

POCs and SDRs can update their account information by clicking the **Account** menu item in the dark blue bar at the top of the screen and selecting **Update Profile** from the dropdown menu.



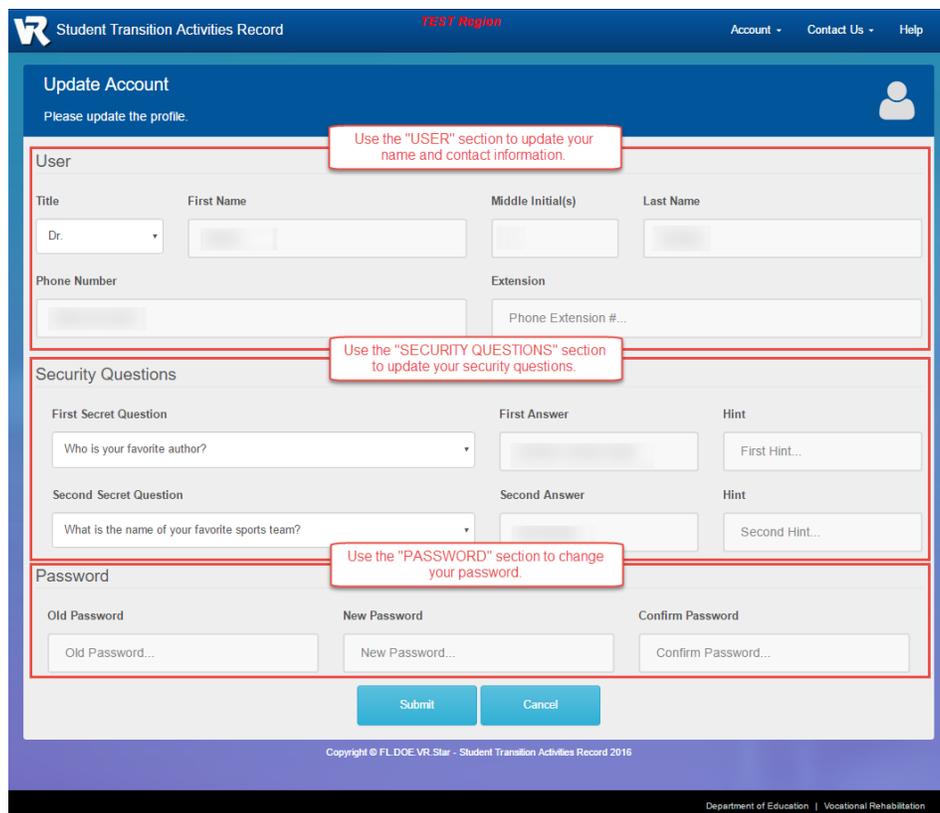
The **Update Account** screen opens and has three sections for different information POCs and SDRs can update.

User Section – POCs and SDRs use this section to update their names and phone numbers.

Security Questions Section – POCs and SDRs use this section to change or update their Security Questions.

Password Section – POCs and SDRs use this section to change their password.

After making the changes, POCs and SDRs can click the **Submit** button to save their changes or **Cancel** to leave the **Update Account** screen without saving any changes.

A screenshot of the 'Update Account' form. The form is titled 'Update Account' and has a subtitle 'Please update the profile.' It is divided into three main sections, each highlighted with a red box and a callout box:

- User Section:** Contains fields for Title (a dropdown menu with 'Dr.' selected), First Name, Middle Initial(s), Last Name, Phone Number, and Extension. A callout box says: 'Use the "USER" section to update your name and contact information.'
- Security Questions Section:** Contains two rows of questions. The first row has 'First Secret Question' (a dropdown menu with 'Who is your favorite author?' selected), 'First Answer', and 'Hint' (a text box with 'First Hint...'). The second row has 'Second Secret Question' (a dropdown menu with 'What is the name of your favorite sports team?' selected), 'Second Answer', and 'Hint' (a text box with 'Second Hint...'). A callout box says: 'Use the "SECURITY QUESTIONS" section to update your security questions.'
- Password Section:** Contains three text boxes: 'Old Password...', 'New Password...', and 'Confirm Password...'. A callout box says: 'Use the "PASSWORD" section to change your password.'

At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The footer of the page includes 'Copyright © FL.DOE.VR Star - Student Transition Activities Record 2016' and 'Department of Education | Vocational Rehabilitation'.

2.2.1 Steps to Update Account Information



Steps to Update Account Information

1. Log in to STAR.RehabWorks.org.
2. Click the **Account** button in the top menu.
3. Select **Update Profile** from the dropdown.
4. Make the **User, Security Question, or Password** changes you wish to make.
5. Click the **Submit** button.

2.3 Resetting a Forgotten Password

POCs and SDRs can reset their own passwords using the **Forgot Password** button on the Login screen.

The screenshot shows a login form with a blue header containing the text 'Login' and a lock icon. Below the header, the text 'Enter username and password to log on:' is displayed. The form contains two input fields: 'Username (This is your assigned Email Address.)' and 'Password'. At the bottom of the form, there are two buttons: 'Login' and 'Forgot Password'. The 'Forgot Password' button is highlighted with a red border.

To reset their passwords, POCs and SDRs enter their **User Name** into the username field and click **Forgot Password**.

The **Forgot Password** screen opens and users are prompted to answer their two security questions (created when they signed into the system the very first time).

Screen shot of the Forgot Password screen appears on the following page...

Forgot Password

Answer security questions correctly and new password will be sent to your registered email address. All answers are *case-sensitive*.

Username

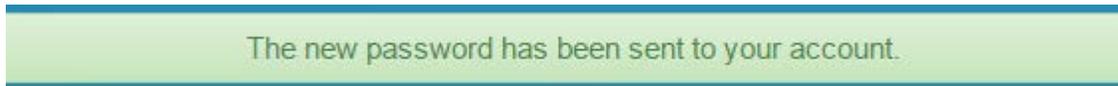
Who is your favorite author? (Hint:)

What is the name of your favorite sports team? (Hint:)

Submit Cancel

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After typing their answers, POCs/SDRs click the **Submit** button and a green message appears saying, “The new password has been sent to your account.”



POCs/SDRs can check their emails for the new, temporary password and use it to log into the system and reset their passwords.

2.3.1 Steps to Reset a Password



Steps to Reset a Password

1. Navigate to STAR.RehabWorks.org.
2. Enter your **User Name** (your official school/county email address).
3. Click the **Forgot Password** button.
4. Enter the answers to your **Secret Questions**.
5. Click the **Submit** button.

3 Points of Contact Functions

School District Points of Contact (POC) are entrusted with the ability to create “user accounts” for specific “School District Representatives” (SDR) within their County’s schools.

These SDRs then have the ability to log in using their accounts to refer students to VR for limited Pre-Employment Transition Services.

This portion of the user guide walks POCs through:

- Registering a User
- Editing a User Account
- Deleting a User Account

Points of Contact who have questions that aren’t answered by this user guide can contact VR Help at:

- 1(800)451-4327
- VRTransitionYouth@vr.fldoe.org

IN THIS SECTION

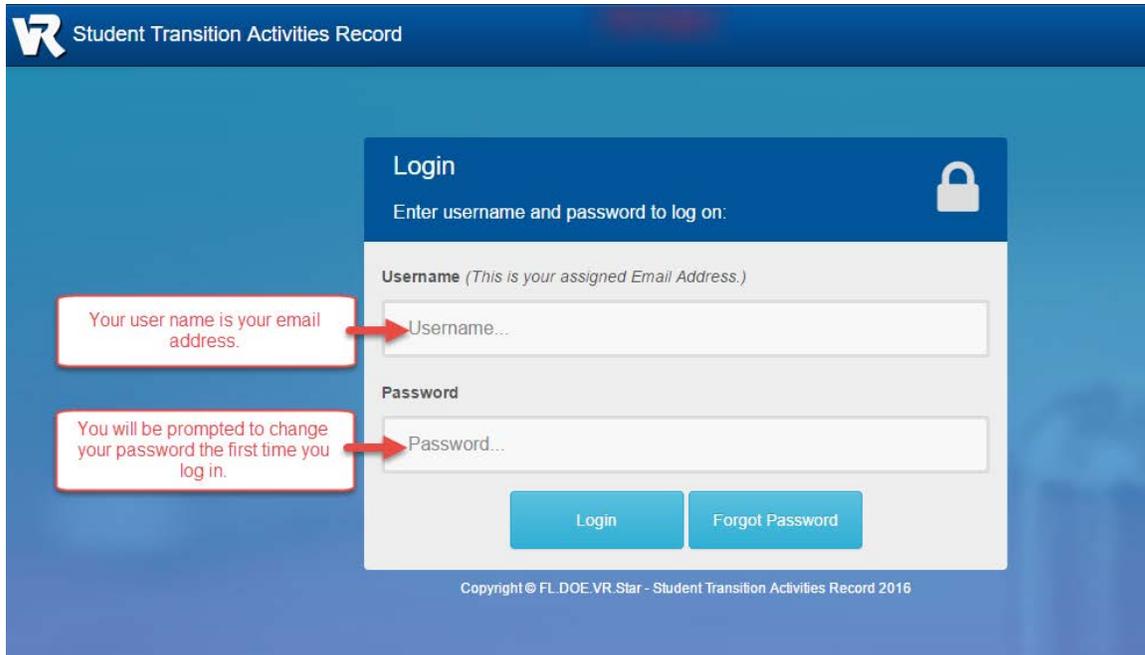
- **Access the Login Screen**
- **Point of Contact Dashboard**
- **Register a User**
- **Edit a User Account**
- **Delete a User Account**

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3.1 Accessing the STAR Login Screen

When an account is first created for users, they receive an email with their temporary password. Users then need to navigate to STAR.RehabWorks.org and enter their user name (their official school or county email address is their user name) and their temporary password.

NOTE: Users will be prompted to change their passwords the first time they log into the system.



The screenshot shows the STAR Login interface. At the top left is the logo for 'Student Transition Activities Record'. The main heading is 'Login' with a lock icon. Below the heading is the instruction 'Enter username and password to log on:'. There are two input fields: 'Username (This is your assigned Email Address.)' and 'Password'. Two red callout boxes with arrows point to these fields. The first callout says 'Your user name is your email address.' and points to the Username field. The second callout says 'You will be prompted to change your password the first time you log in.' and points to the Password field. At the bottom of the form are two buttons: 'Login' and 'Forgot Password'. A copyright notice at the bottom reads 'Copyright © FL.DOE.VR.Star - Student Transition Activities Record 2016'.

3.1.1 Steps to Log In to STAR

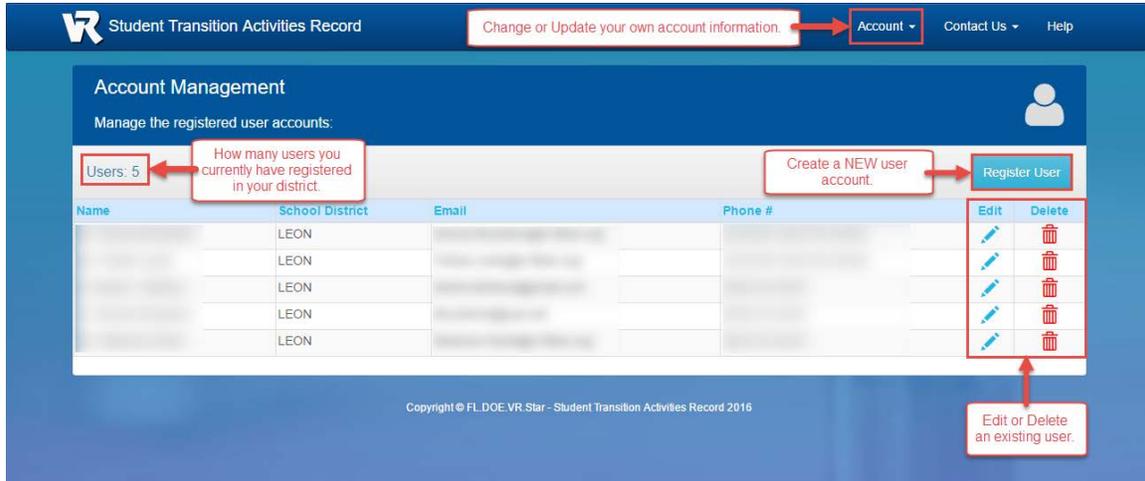


Steps to Log In to STAR

1. Navigate to STAR.RehabWorks.org.
2. Enter your **User Name** (your official school/county email address).
3. Enter your **Password** (if it's your first time accessing the screen, use the temporary password emailed to you when your account was created).
4. Click the **Login** button.

3.2 Point of Contact Dashboard

The Account Management Dashboard is where POCs manage all of the user accounts for their district. Here they can see all of the existing accounts, edit or delete those accounts, and create (register) new accounts.



3.3 Register a New User Account

To register a new SDR user account, click the **Register User** button in the top right of the POC Dashboard (see the screen shot above).

This opens the **Register User** screen which contains the following fields:

- School District
- User Name (this will be the SDRs official school email address)
- Title
- First Name
- Middle Initial(s)
- Last Name
- Phone Number
- Extension

Enter the information for the new user and click the **Save** button to save the information (or click **Cancel** to return to the **POC Dashboard** without saving).

Screen shot of the Register User screen appears on the following page...

Student Transition Activities Record TEST Region Account Contact Us Help

Register User

Please enter the user's information:

School District: LEON

Username: Email Address...

Title: Dr.

First Name: First Name...

Middle Initial(s): Middle Initials...

Last Name: Last Name...

Phone Number: Phone #...

Extension: Phone Extension #...

Save Cancel

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3.3.1 Steps to Register a New User Account



Steps to Register a New User Account

1. Click the **Register User** button in the top right of the POC Dashboard.
2. Enter the information for the new user into the following fields: **School District**, **User Name** (this will be the SDRs official school email address), **Title**, **First Name**, **Middle Initial(s)**, **Last Name**, **Phone Number**, **Extension**.
3. Click the **Save** button.

3.4 Edit an Existing User Account

To **Edit** an existing user account, click the blue “Pencil” icon  for that user.

This opens the **Update User** screen where you can update the name, phone number, district, and user name for that user.

Click **Save** to save the changes or **Cancel** to return to the POC Dashboard without saving.

Screen shot of the Update User screen appears on the following page...

Update User

Please update the user's information:

School District: LEON

Username: [Redacted]

Title: Dr.

First Name: [Redacted]

Middle Initial(s): [Redacted]

Last Name: [Redacted]

Phone Number: [Redacted]

Extension: Phone Extension #...

Save Cancel

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3.4.1 Steps to Edit an Existing User Account



Steps to Edit an Existing User Account

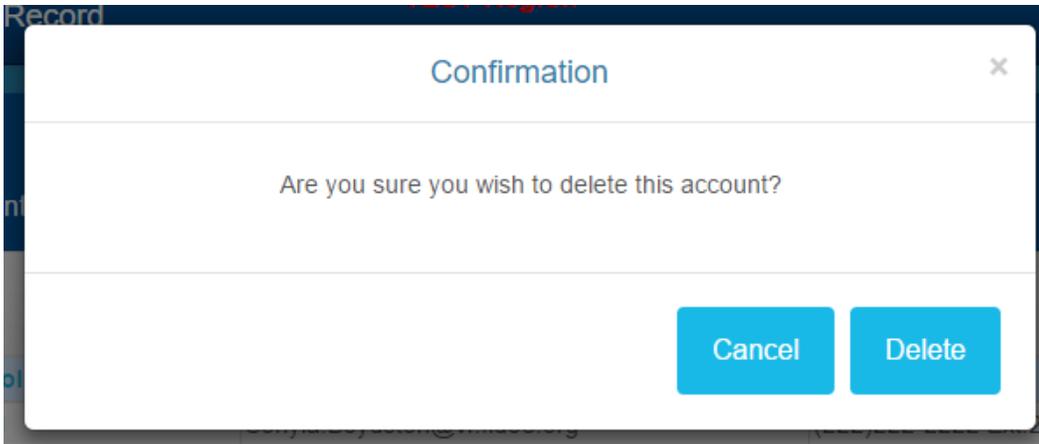
1. Click the blue “Pencil” icon  for that user.
2. Update the information for that user.
3. Click the **Save** button.

3.5 Delete an Existing User Account

To **Delete** an existing user account, click the red “Trash Can” icon  for that user.

A confirmation message appears asking, “Are you sure you wish to delete this account?” Click **Delete** to delete the account or **Cancel** to return to the POC Dashboard without deleting.

Screen shot of the Confirmation message appears on the following page...



POCs can find the information for updating their own account information or for resetting their passwords in the following sections of this user guide:

- [Updating Account Information](#)
- [Resetting a Forgotten Password](#)

3.5.1 Steps to Delete an Existing User Account



Steps to Delete an Existing User Account

1. Click the red "Trash Can" icon  for that user.
2. Click the **Delete** button in the confirmation message that appears.

4 Appendix 1 – Cheat Sheets

Appendix 1 strips out the narrative found earlier in this user guide and provides you with a quick set of steps to perform each function described above.

4.1 Steps to Log in to STAR



Steps to Log In to STAR

1. Navigate to STAR.RehabWorks.org.
2. Enter your **User Name** (your official school/county email address).
3. Enter your **Password** (if it's your first time accessing the screen, use the temporary password emailed to you when your account was created).
4. Click the **Login** button.

4.2 Steps to Update Account Information



Steps to Update Account Information

1. Log in to STAR.RehabWorks.org.
2. Click the **Account** button in the top menu.
3. Select **Update Profile** from the dropdown.
4. Make the **User, Security Question, or Password** changes you wish to make.
5. Click the **Submit** button.

4.3 Steps to Reset a Password



Steps to Reset a Password

STAR Services Web Form User Guide

1. Navigate to STAR.RehabWorks.org.
2. Enter your **User Name** (your official school/county email address).
3. Click the **Forgot Password** button.
4. Enter the answers to your **Secret Questions**.
5. Click the **Submit** button.

4.4 Steps to Register a New User Account



Steps to Register a New User Account

1. Click the **Register User** button in the top right of the POC Dashboard.
2. Enter the information for the new user into the following fields: **School District, User Name** (this will be the SDRs official school email address), **Title, First Name, Middle Initial(s), Last Name, Phone Number, Extension**.
3. Click the **Save** button.

4.5 Steps to Edit an Existing User Account



Steps to Edit an Existing User Account

1. Click the blue “Pencil” icon  for that user.
2. Update the information for that user.
3. Click the **Save** button.

4.6 Steps to Delete an Existing User Account



Steps to Delete an Existing User Account

STAR Services Web Form User Guide

1. Click the red “Trash Can” icon  for that user.
2. Click the **Delete** button in the confirmation message that appears.