

## 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

## 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](mailto:DoNotReplyACLSystems@bah.com)
- If you do not receive these emails, contact the Booz Allen STARS help desk at [boozallenstarshelpdesk@bah.com](mailto:boozallenstarshelpdesk@bah.com) or 703-377-4424. They provide all STARS username and password support.

## 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](http://www.shiptacenter.org).

The login page looks like this:

1. Enter your Username and Password (both are case sensitive)
2. Click Sign On

The screenshot shows the STARS login interface. At the top right is the 'entellitrak' logo. On the left is the 'ACL Administration for Community Living' logo. A 'Security Policy' notice is on the right, stating: 'This is a Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative action, civil, and/or criminal prosecution under the Criminal Code (Title 18 USC 1030). All info on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy regarding monitoring of this system. Any authorized or unauthorized use of this computer system signifies consent to and compliance with agency policies and their terms. PLEASE CLICK HERE IF YOU'VE FORGOTTEN YOUR USERNAME OR PASSWORD'. The login form contains a 'BY SIGNING ON TO THIS SYSTEM YOU ARE AGREEING TO FOLLOW THE STATED SECURITY POLICY.' notice, followed by 'Username' and 'Password' input fields, and a 'Sign On' button. Three blue arrows point to the Username field, the Password field, and the Sign On button.

## 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.

## Locked Accounts

User accounts will lock automatically after 120 days of inactivity. User accounts will also become locked after three unsuccessful login attempts. The Booz Allen Help Desk will be responsible for unlocking user accounts upon request. Contact the Booz Allen STARS help desk at [boozallenstarshelpdesk@bah.com](mailto:boozallenstarshelpdesk@bah.com) or 703-377-4424.

## Job Aids

Here is the list of available job aids relevant to the STARS Submitter role. Job aids provide data entry instructions, and are being updated regularly during the 2018 STARS launch phase. We recommend you check for updates via the STARS landing page (under Need Help): <https://stars.entellitrak.com>.

- STARS Submitter User Basics: Customized for users with the STARS Submitter role
- Beneficiary Contact Form: For all users
- Group Outreach and Education: for all users
- Media Outreach and Education: for all users
- STARS FAQs

## 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](mailto: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: 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](mailto:stars@shiptacenter.org), 877-839-2675, [www.shiptacenter.org](http://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>.

