

ORGANISATION.....

STAR LEAD NAME.....

STAR LEAD E-MAIL.....

How to use the Star Online

A basic guide to getting started, entering information and completing Stars with the Star Online web application

For further guidance, please contact your Star Lead or Triangle on info@triangleconsulting.co.uk, 0207 272 8765.

1 Accessing the Star Online

Once you have completed your Star training you will be licensed to use the Outcomes Star. Someone in your organisation will be your 'Star Lead' for the Star Online (the administrator for your organisation's account.) This person will set you up on the system with your work email address.

The system will then send an email to your work email address. Click on the link on this email and follow the instructions to set up a password and log in to the system. Please note the link in the email will only work once – to change your password at a later point, follow the instructions below.

2 What to do if you have forgotten your password

If you have been set up as a user on the Star Online (see above) and you have forgotten your password, go to the Star Online website –

www.staronline.org.uk and click on the 'Forgotten your password' link.

Then check your email and follow the instructions on how to re-set your password.



3 Accessing Star resources via the Star Online

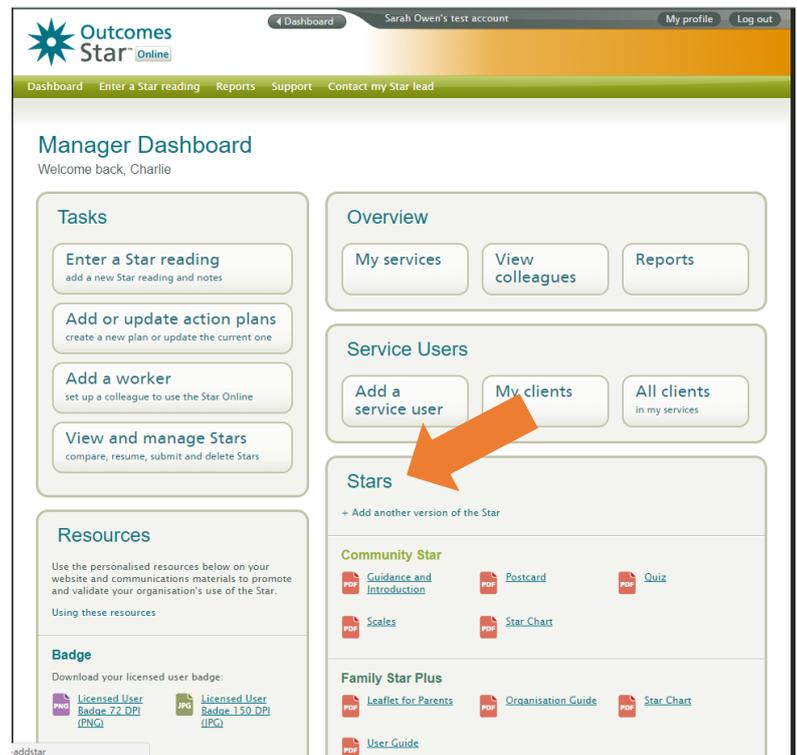
When you have logged into the Star Online, you get to the main dashboard (see next page).

In the 'Stars' box you can see a list of the Stars you have been set up to use. **Click on each resource name** to download a licence-stamped PDF copy of the resources, which you can print off. The main documents you will need to print are the Star Charts, as you will need copies of these before visiting every service user.

You will also need copies of the User Guide, Worker Guide, Scales or Quiz to use alongside the Star Chart. You can print these off from the Star Online or use the copy provided to you in Star training.

Please note: you will only be able to access the versions of the Star that you have been set up to use. If you want to access other versions, you should contact your Star Lead who can change the settings for you.

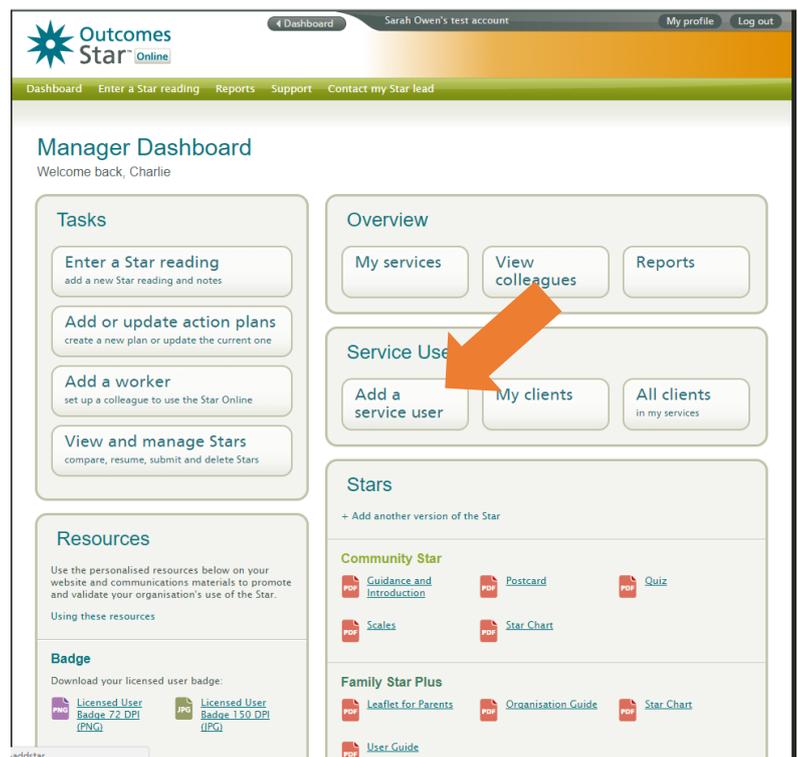
Top Tip: you can contact your Star Lead easily from the Star Online by clicking on the **'Contact my Star lead'** button towards the top of the screen.



4 How to add Service Users

From the main dashboard, click the **'Add a service user'** button.

The **New Service User** screen will appear (see next page.)



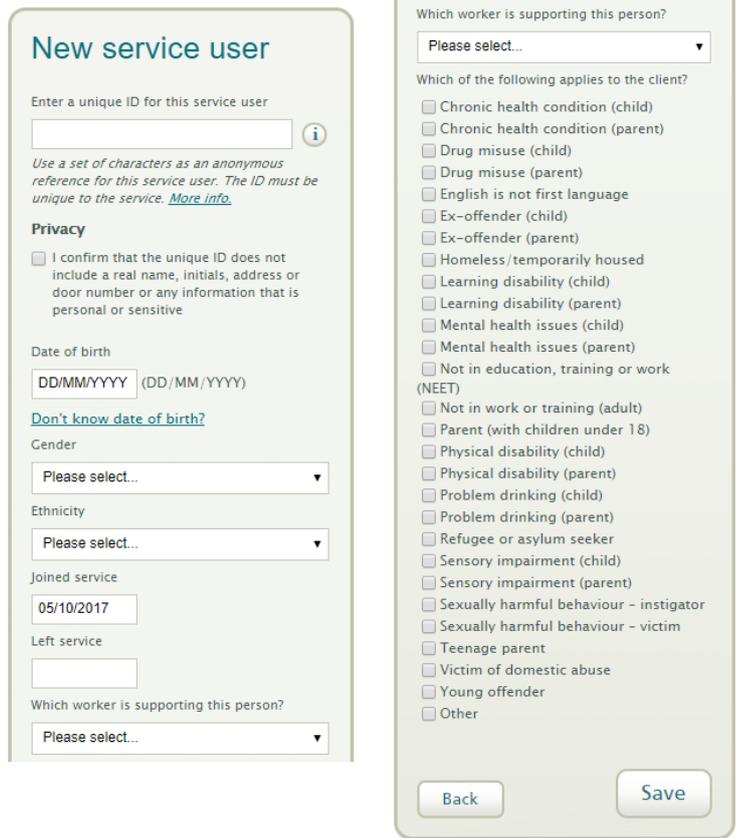
Complete the questions to create a **service user profile**.

Ensure you include the **date they joined the service** (otherwise the Star Online will automatically select today's date.)

The service user's **Unique ID** is down to you to choose – you could use the same ID number that is used in another case management system to refer to the service user.

When you have completed all the questions, click **Save** to add them to your caseload.

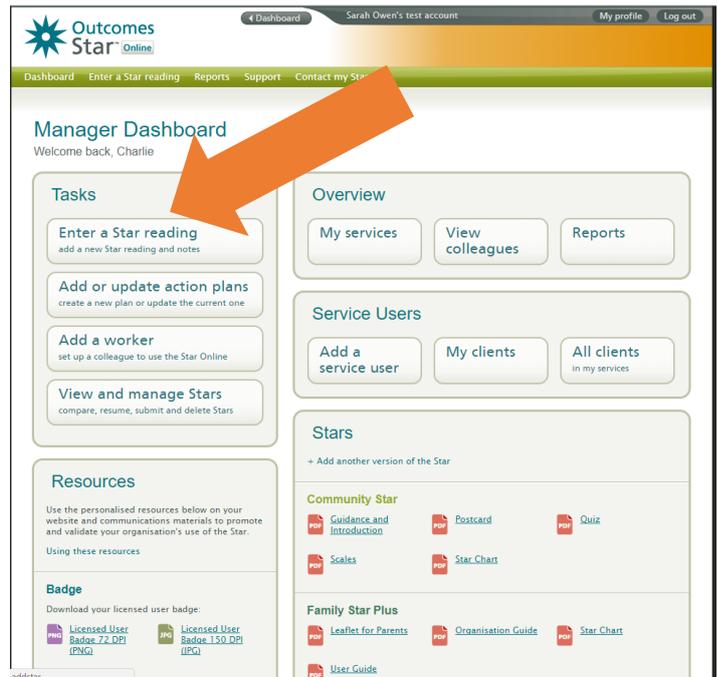
Please note: the long list of checkboxes contains options to enter additional service user information/characteristics. Your organisation should provide guidelines to you as to whether you need to complete this information or not.



5 How to enter Star readings

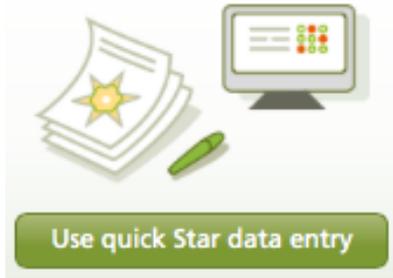
From the main dashboard, click on the **'Enter a Star reading'** button under the **Tasks** heading.

A new screen will appear, telling you that there are two ways to enter this reading.



If you have already completed a Star on paper with a service user, and just want to enter the data, choose the first option. Likewise, if you have a retrospective Star or any Star completed previously:

If you are sitting with a service user and want to complete a Star with them in real-time, on-screen, choose the second option:



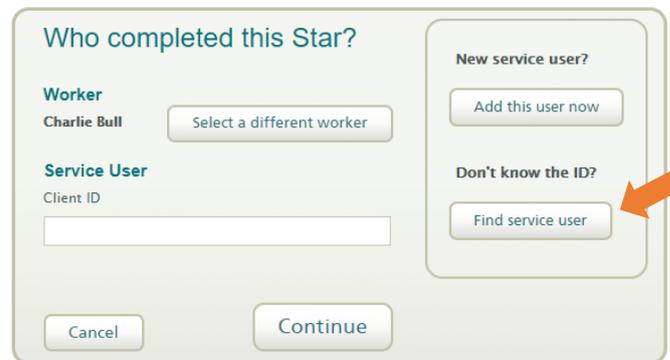
6 How to enter a Star reading via quick data entry

Please note: this should never be used with completing a Star face-to-face with a service user. It will not generate a visual of the completed Star.

The first step is to tell the system which worker completed the Star and which service user they have been working with.

Enter the **Client ID** of the relevant service user, or if you don't know it use the search facility to 'Find a service user.'

When you have the correct service user ID, click on 'Continue.'



Enter the readings from the paper Star Chart.

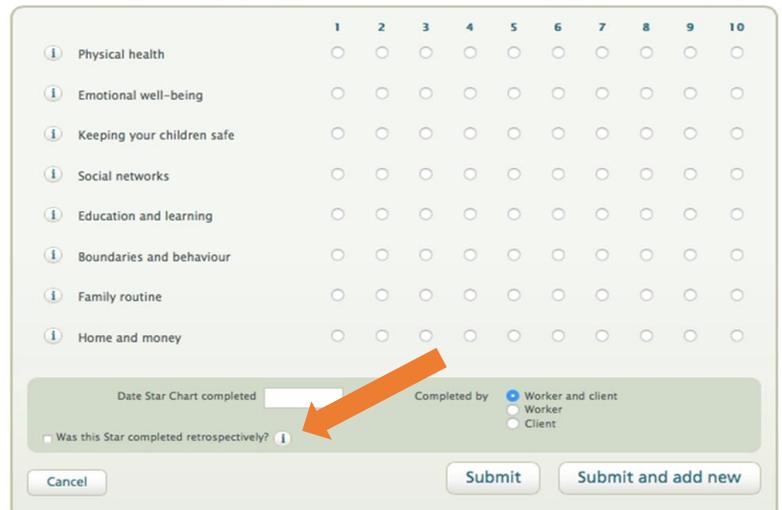
Ensure you enter the **correct date for when the Star Chart was completed** (NOT the date when you are entering the data.)

As the Star tracks a service user's journey over time, this date is important.

Once you have entered all the data, click on 'Submit.' You will then see a Star Notes page which you can complete or skip.

Clicking on 'Submit and add new' will take you back to the start of the process again and can save time if you have lots of paper Stars to enter.

Use this version when you have already completed a paper version of the Star with a service user and simply need to add the data to the system.



Please note: Your organisation should have provided you with guidance as to whether you should use the Notes page or not.

7 How to enter a Star via live Star completion

This method is designed specifically for completing a Star on screen during a session with a service user.

In this method, the date of the Star will always be the date the Star is entered into the system.

It is possible to save a partly-completed Star and return to it later, if completing the Star needs to be broken down in two or more sessions.

To use this method, the service user needs to be present and able to see the computer screen, so that you and the service user can work through the Star together.

From the **'Complete your Star' screen**, click on a scale to expand it. You will then see a screen with the key points, Journey of Change and a numbered scale. Clicking on the 'i' circle will bring up a more detailed description of that step. If you need to go back, click on View all scales.

To choose a number, simply click on it. This will take you to a **Star notes** option which you can choose to complete or skip.

You will then be taken back to the empty Star visual and a tick will appear next to the scales you have entered a reading for.

Once you have entered all the readings, you will be asked to **Submit the Star** and can then view a completed Star visual, with the lines drawn and connected to show the Star shape at that time.

8 Further questions

If you have any further questions, contact your Star Lead as a first step – their details may be entered on the top of the first page of this document, or you can contact your Star Lead easily from the Star Online by clicking on the 'Contact my Star lead' button towards the top of the screen (once you are logged in.)

If you have spoken with your Star Lead and need further support or have a question about the Outcomes Star more broadly, please contact Triangle on info@triangleconsulting.co.uk or 0207 272 8765.

More information about the Outcomes Star can be found on www.outcomesstar.org.uk.

