

A guide to the Star Online upgrade

For practitioners using the legacy Star Online before 2nd December 2019

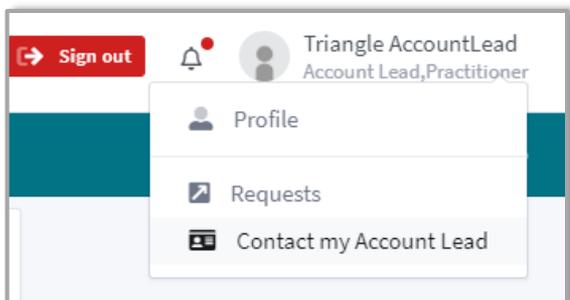
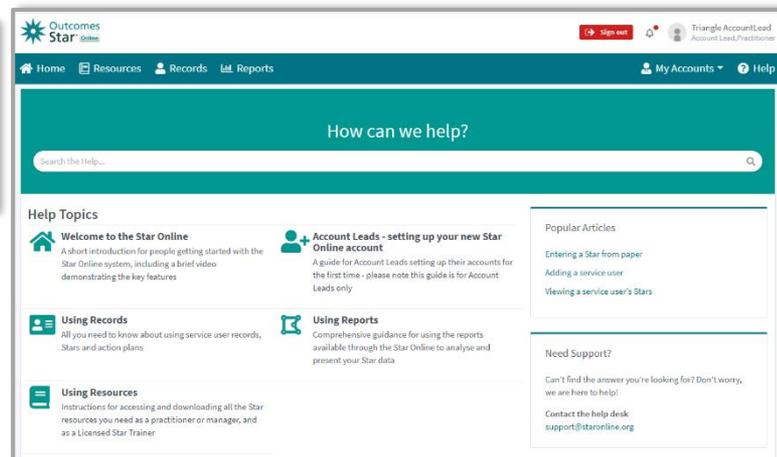
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“The overall view from our team (on the new Star Online) is extremely positive - everyone agrees the new platform is a major step forward, bringing additional useful functionality and improved usability”
Senior Data Analysis Officer, City Council

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What to do if you need help

Have a look in the new Help Centre for videos and instructions – look for the Help button in the toolbar



Contact your Account Lead – find their details by clicking on your username in the top right of the screen

If you have tried both routes and still need help, contact the Star Online helpdesk on support@staronline.org.uk

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Logging in

IMPORTANT:

The first time you log in to your upgraded account, you will need to follow the instructions in the email you will have received from support@staronline.org.uk – you may need to check your spam or junk folder

After you have logged in for the first time from your upgrade email, go to www.staronline.org.uk

1. Enter your email and password

The screenshot shows the login page for Outcomes Star Online. It features the logo and a 'Legacy Site Login' button. The login form includes fields for 'Email address' and 'Password', with a 'Remember me' checkbox and a 'Log in' button. A 'Forgotten your password?' link is also visible.

2. Check your email for a security code

The screenshot shows an email from Triangle to a user at staronline.org.uk. The email subject is 'Your security code for the Star Online'. The body of the email displays the Outcomes Star Online logo and the Triangle logo, followed by the text 'Securely log into the Star Online' and 'Your security code is: 84721735'. It also includes a note about contacting support if needed and footer information.

3. Copy the security code into the box

The screenshot shows a 'Two Factor Authentication' dialog box. It states that additional authentication is required and asks the user to enter the code sent to ALTest@staronline.org.uk. A text input field contains the code '84721735'. Below the field, it says 'Notes: The authentication code will expire in: 56:10'. At the bottom, there are 'Restart' and 'Sign in' buttons.

- You'll only need to enter the security code once every 24 hours
- This is called '2 Factor Authentication' – it is a common way of enhancing the security around personal data stored online

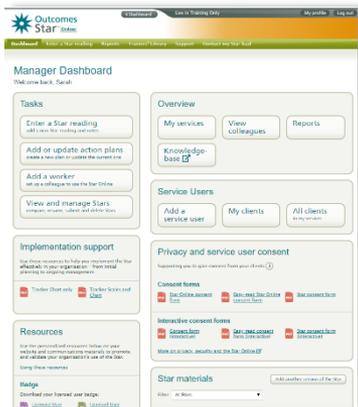
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Navigating the new Star Online

If you are viewing the Star Online a small screen, you might need to bring up the toolbar by clicking on the menu button next to the Outcomes Star logo



Instead of seeing something like this...



...your new Star Online will look like this!

This is your toolbar

Your Star PDFs live here

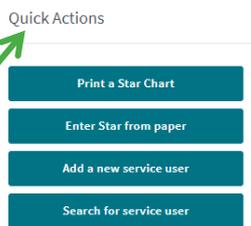
Your service user records, Stars and Action Plans live here

The Help Centre lives here

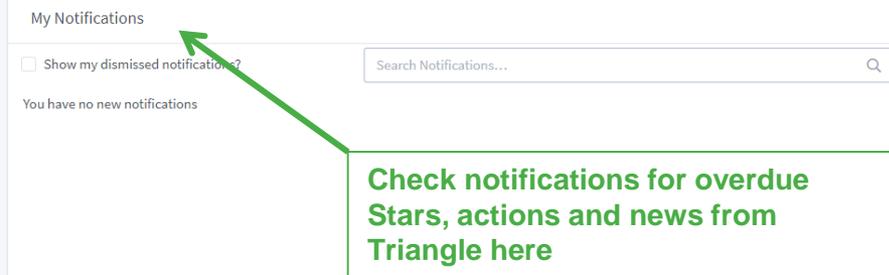


In the new Star Online, 'workers' are called practitioners

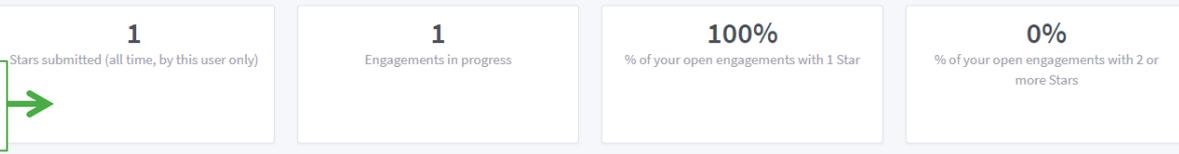
Quick Action buttons here to enter Stars and add or find service users



Check notifications for overdue Stars, actions and news from Triangle here



At-a-glance info here about your use of the Star and your work



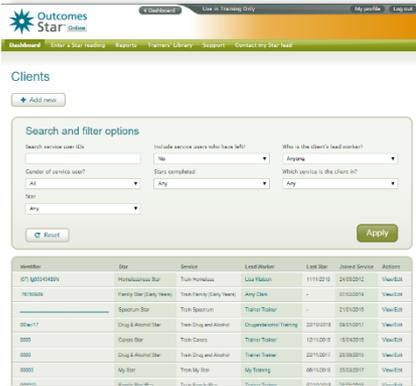
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Finding a service user

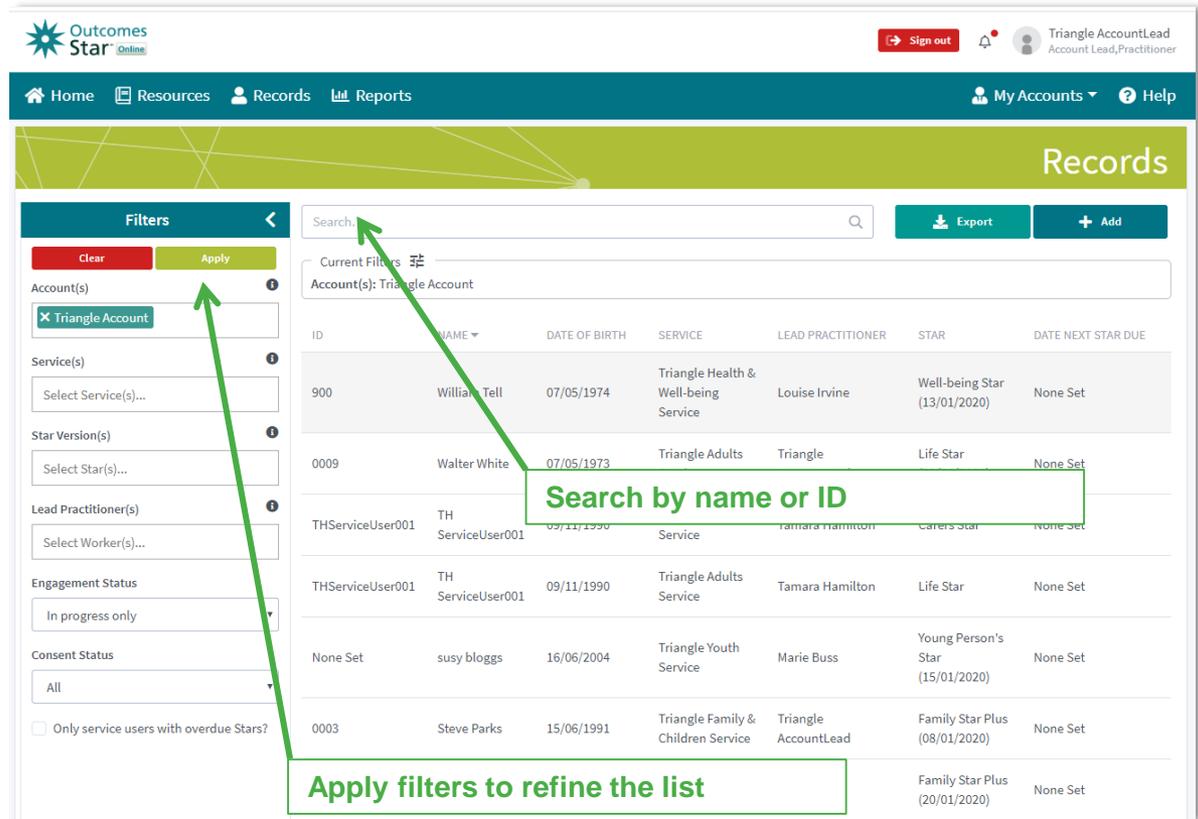
You can also get to this list from the Quick Actions on your homepage

Search for service user

Instead of a list like the below...



...click on Records to see a very similar list! Click on a row to go to the service user



On the new Star Online, you can securely store and use service user names as well as an ID number

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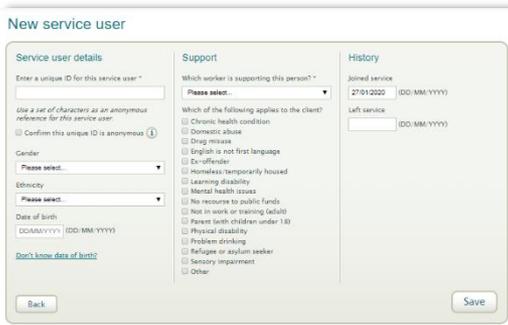
Adding a service user

On the new Star Online, if your organisation wants to, services can use more than 1 version of the Star and service users can be supported by more than 1 service at a time

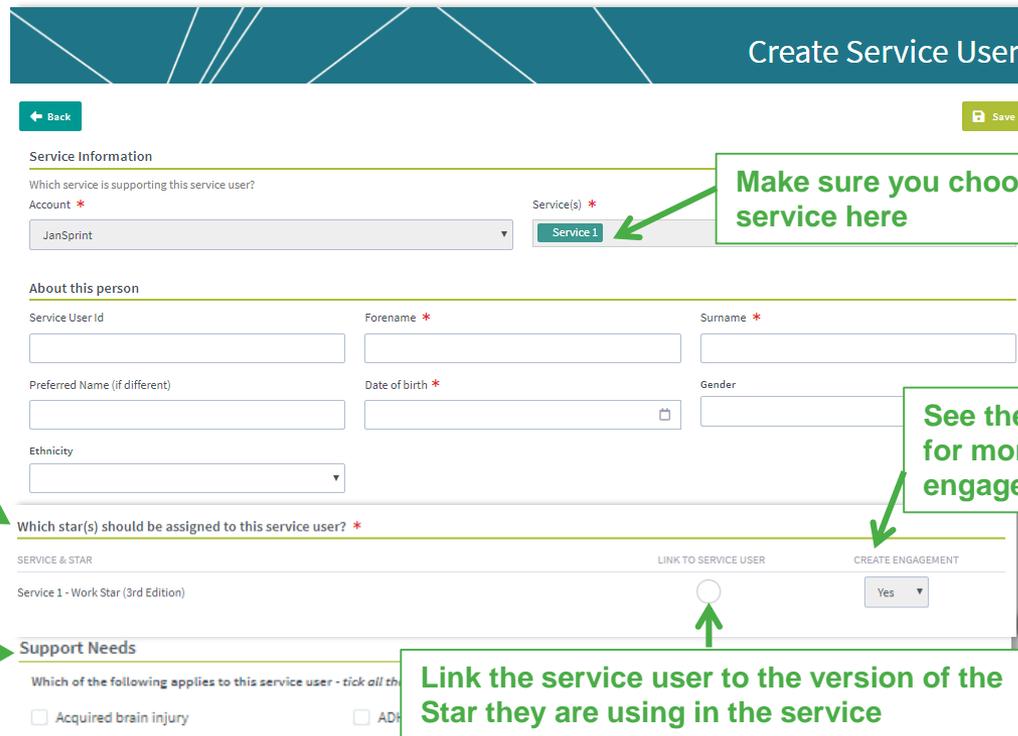
From the Records list, click on  in the top right or use the Quick Action button on your homepage



Fill in very similar information...



...in a very similar form



Make sure you choose at least 1 service here

Depending on which service you have chosen, you'll see a list of Star versions used by that service

See the next page for more info on engagements

The same support needs list you are used to will appear here

Link the service user to the version of the Star they are using in the service

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Using engagements

If you only provide 1 engagement or period of support, then you will use engagements in the same way you used 'joining and leaving a service' in the old system

- In the old system, you could only record that a service user had joined a service, then left a service
- With engagements, if you need to you can record that a service user started support from a service, ended support from the service, and then at a later point in time, came back and started support again
- An engagement must be linked to 1 Star version and 1 service, and Stars and actions must be linked to an engagement

When you add a service user, start an engagement by entering a start date and the name of the Lead Practitioner providing the support

Which star(s) should be assigned to this service user? *

SERVICE & STAR LINK TO SERVICE USER CREATE ENGAGEMENT

Service 1 - Work Star (3rd Edition) Yes

Date Started * 27/01/2020 Description (optional)

Lead Practitioner * AccountLead Test

Save

View and manage a service user's engagements from their record

William Tell

Account: Triangle Account
DOB: 07/05/1974

Menu Summary Edit Service User Engagements Stars Action Plan

Engagements + Add Engagement

STATUS	DATE STARTED	NO. STARS	DATE COMPLETED	LEAD PRACTITIONER	SERVICE & STAR	ACTIONS
Current	13/01/2020	1	In Progress	Louise Irvine	Triangle Health & Well-being Service (Well-being Star)	End Edit
Past	03/01/2020	1	13/01/2020	Sarah Brimelow	Triangle Health & Well-being Service (Well-being Star)	
Past	13/12/2019	1	03/01/2020	Triangle AccountLead	Triangle Health & Well-being Service (Well-being Star)	

First Previous 1 Next Last

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Viewing completed Stars

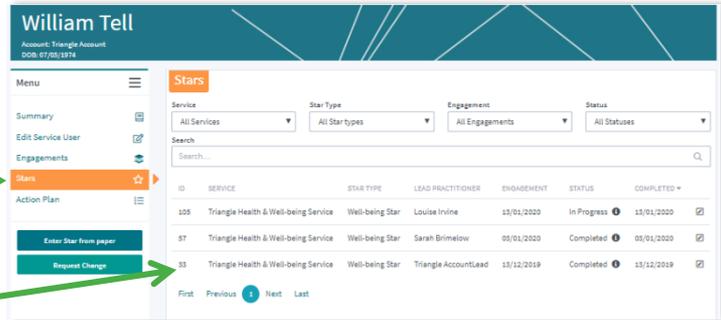
In the new system, the first step is to find the service user – see instructions on page 5

You will then see their summary which automatically displays their earliest and latest completed Stars

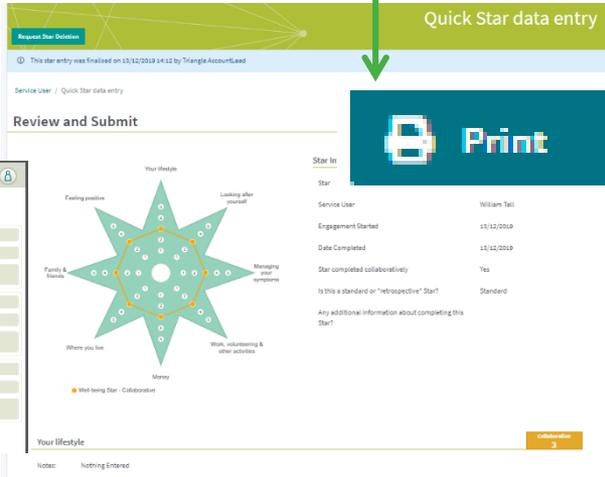
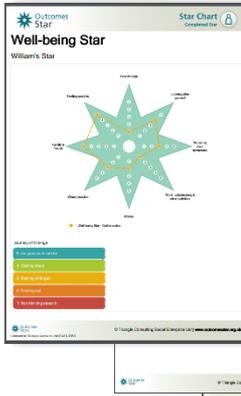
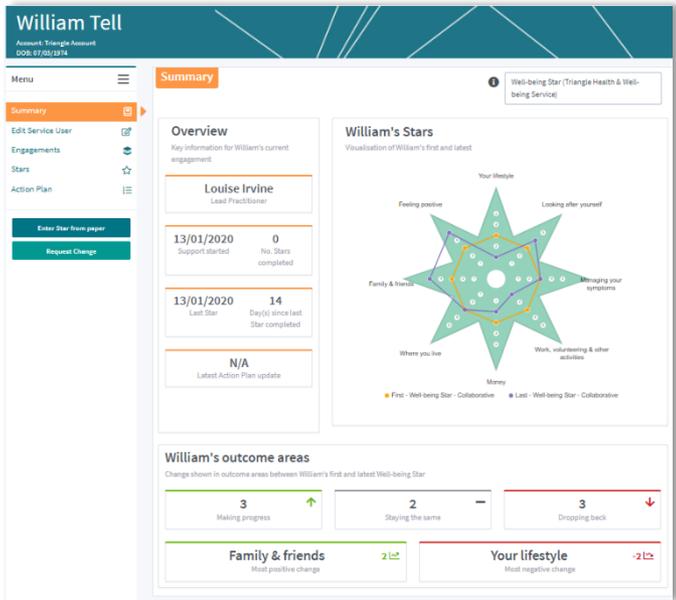
You can also return to an in progress Star from the Stars menu in a service user's record

To see a specific Star, find Stars in the menu

Click on the completed Star



You'll see the summary of the Star – click on the Print button to download a completed Star Chart as PDF for printing or saving



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Entering a Star from paper (1)

You can also get to this from the Quick Actions on your homepage and then find or add a service user

Enter Star from paper

Entering a Star from paper is the same as Quick Data Entry in the old system – use this when you have already completed a paper Star Chart with a service user

Find the service user first (see page 5)

On their record summary, look for the Action buttons under the menu

Click on **Enter Star from paper**

Check the service user, service, Star version and engagement for the Star to be linked to

You can choose to end existing engagement and start new ones here if needed

Enter details about how the Star was completed and when

You will see slightly different options to the old system

Use the Next button to move to the next step

Next

William Tell
Account: Triangle Account
DOB: 07/05/1974

Menu

- Summary
- Edit Service User
- Engagements
- Stars
- Action Plan

Enter Star from paper

Request Change

Summary

Overview
Key information for William's current engagement

Louise Irvine
Lead Practitioner

13/01/2020
Support started

0
No Stars completed

Request Star Deletion

Quick Star data entry

Service User / Quick Star data entry

Star Information

Star Scales

Review and Submit

Next

Star Information

Service User

SERVICE USER ID	NAME	DATE OF BIRTH
900	William Tell	07/05/1974

Star

William Tell is attached to multiple services and/or Star types. Please select which Star you will be using.

SELECTED	SERVICE	STAR NAME
<input checked="" type="checkbox"/>	Triangle Health & Well-being Service	Well-being Star

Engagement

STARTED	LEAD PRACTITIONER	NO OF STARS FINALISED	LAST STAR FINALISED
13/01/2020	Louise Irvine	0	

Use Existing Engagement

Create New Engagement

Star Details

Date completed *

13/01/2020

Star Document Upload

Upload File

Was this Star completed collaboratively with the service user? *

Yes

Who completed the Star collaboratively with the service user? *

Louise Irvine

Is this a standard or "retrospective" Star? *

Standard Star readings capture how a secure user is at the time the reading is completed. Retrospective Stars can be used to record how a service user was at a time in the past, when this is helpful.

Standard Star

Retrospective Star

Any additional information about completing this Star?

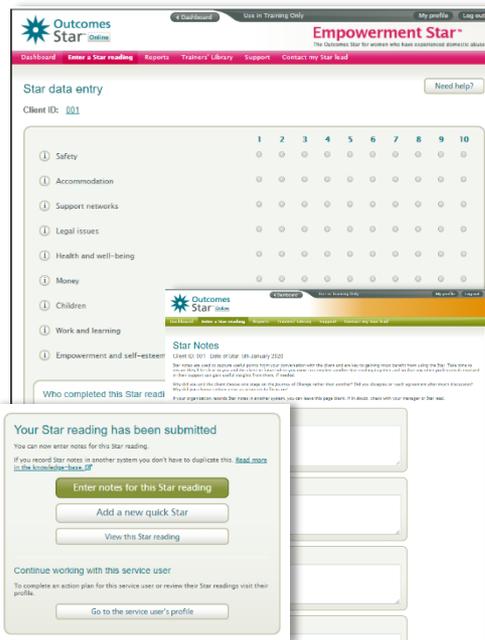
click to expand

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Entering a Star from paper (2)

In the new system, you can record disagreement within a Star – you don't need to enter two Stars as you had to in the old system

Instead of a grid and separate screens...



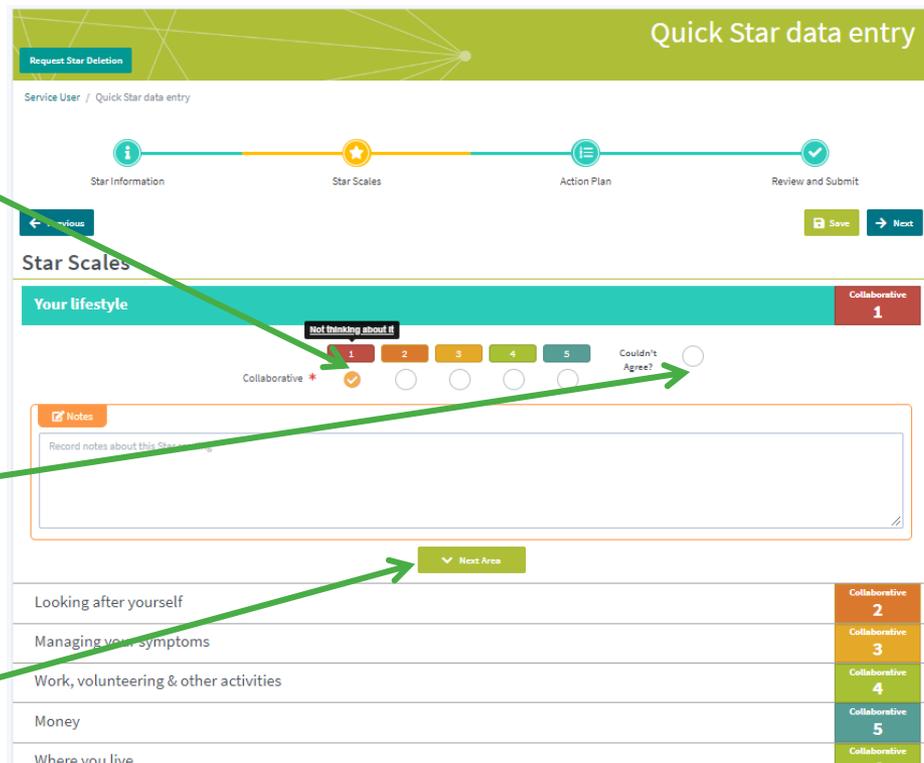
You get a chance to review all the information you have entered before you submit the completed Star

...easily enter readings and notes for each outcome area, and review the information you have entered before you submit it

Click on the reading to select it for that area and enter Notes below

Use the 'Couldn't agree?' button to record two perspectives for an outcome area if you can't agree on a shared reading

Click on Next Area or click on the area to move to the next outcome area



Completing a Star on screen

IMPORTANT:

This feature is not yet available in the new Star Online

You should use paper Star Charts and paper User / Worker Guides and/or Scales to complete Stars with service users

And then use the “Enter Star from paper” steps to add the completed Star to the Star Online

Completing a Star on screen (also called Live Completion in the old system) will be available from the beginning of March 2020

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Action planning

Instead of adding actions after submitting a Star....

View service user's Stars

Need help? Text only

Download and print

Create an action plan

Client ID: 0000 Service: Train Carers

Date of Star: 12/11/2018 Completed by: Worker & Client

View this Star

Add actions for each scale this plan needs to cover

Scale:

Enter a goal and action

Who will take this action?

Do you want to update the current action plan?

Update the current action plan

Complete a new Star reading

Back

Click on the **+ New Action** button

Choose the Star scale the action relates to, and see the relevant reading for that scale

Enter a goal and action, and related information

Set yourself a reminder – it will appear as a notification on your homepage

In the new system, your organisation can choose to turn off action planning altogether if you don't use the Star Online to record actions

...add actions as part of entering a Star

Quick Star data entry

Service User / Quick Star data entry

Star Information Star Scales Action Plan Review and Submit

Previous Save Next

Action Plan

Open Closed

GOAL(S)	ACTION	BY WHO	BY WHEN	REMINDER
None	None	None	None	No

Action

Scale: This scale has no scores set

Goal(s):

Action:

By who?:

By when?:

Reminder Date:

Owner:

Status:

Delete Save this action + Save and add another action

Previous Save Next

You can also view and update action plans directly from the service user's record – find the service user and in their record, choose Action Plan from the menu

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Reports

- There is a completely new offer for reports as part of the new Star Online
- You can see three ready-made visual reports, and apply a range of filters to each report including time periods
- As a practitioner, you can filter data by the engagements where you are Lead Practitioner or see all data in your service
- For more information on how to use the new reports, please see the Help Centre, contact your Account Lead or contact Triangle (contact information on page 2)

An example of the new Distance Traveled report

