



STARS Modern Thinking For Education

HOW DO I? User Maintenance

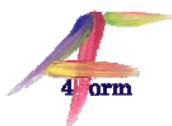
This guide describes how to setup new users on your STARS system and maintenance of existing users, their passwords and roles.

Terms Used

Term Used	Description
Account	A generic term covering the login details for an individual user.
ACTION	This details the steps you must take when following this guide.
Master Account	This is the primary login supplied when STARS was initially installed.
Online Server	A STARS installation hosted by FourForm. Access to these systems is available from anywhere via an Internet connected computer.
Password	This is the secret word that each person enters, along with their username, to log into STARS.
Role	Functionality within STARS is granted by allocating each user to a role. Roles are READ ONLY, STANDARD and ADMIN. A fourth role exists for standalone servers called SUPER USER. This role gives access to server hardware administration functions. Depending upon your login role, menu options are displayed or hidden.
Standalone Server	A STARS installation where a server is installed on site. Access to these systems is only available from the site network and not via the Internet.
User/Username	This is a person who has access to STARS or the name that they use to log into STARS.



- For this process, passwords assigned or reset by ADMIN users will be temporary. At first login the temporary password must be changed by the new user or by the user who had their password reset.
- Normal password validation is not applied to temporary passwords. The only requirement is that they are at least one character long and only contain A-Z and 0-9.
- New password validation (after a password is reset, a new account created or after every 6 months) is as follows:
 - Between 5 and 10 characters long.
 - Only contains A-Z and 0-9 (No spaces or special characters such as “#” or “!”)
 - It must be different from the previous password. This will apply when choosing a new password after the existing is password reset or when a password expires after 6 months.



Overview

Each person who uses STARS should have their own login to the system. A login is made up of two parts, a username and a password. Each username is unique per STARS installation, for example there can only be one person with the username 'FRED' on your system but another installation may also use "FRED". Once a user has chosen a password then only they know what it is. Passwords are stored in an encrypted format that means no one can tell you what it is should you forget it. If this happens then an ADMIN user will need to reset the password.



- Never disclose your password to anyone else.
- User Names must be unique on each STARS installation.
- Your password will expire every six months and you will need to choose a different one to use.

Master Account Username And Password

When your STARS system was installed, one master account was setup to enable you to create more accounts for other people to log into STARS. The master account username is in the format "ADMINnnnn" where "nnnn" is a 4 digit number corresponding to the first 4 digits in your STARS customer number (on standalone servers, the master account will just be "ADMIN" without a number postfix). A password is allocated for this account at setup but when you first log in to STARS using the master account you are forced to change the default password to something you choose. From this point on, only the person who changed the master account password knows what it is.

If you forget the master account password then review the "Password Reset" section of this guide. If you are unable to have the password reset by another administrator on your system then you will need to contact the STARS support desk to have the password reset.



User Maintenance

All user maintenance tasks are performed from the “USER” menu option. If this option is not displayed then your login role is not set to ADMIN or SUPER USER. See the role descriptions below to check which roles you should assign to users.

Username Roles

Each User Name in STARS is allocated a role. The role assigned determines the access each person will have to different functionality in STARS. The roles and their general access permissions are described below:

Role	Description
READ ONLY	This allows users to view information, graphs and reports but not to enter results or change any pupil information.
STANDARD	As for READ ONLY but allows changing, adding and deleting of results, pupils, classes and Extended Groups.
ADMIN	As for STANDARD but allows changing, adding and deleting of benchmarks, packages and result sets. Access to STARS software administration is also permitted with this role.
SUPER USER	As for ADMIN but allows administration of standalone server hardware options. This role is only applicable to legacy standalone servers.



- Use the roles to make sure you give each user the required level of access to STARS.
- If a user never needs to enter or change any information then select READ ONLY as their role. This will hide many menu options and make navigation of the system very simple.
- STANDARD access is a good starting point for most users who are working with pupils. This will allow them to enter and change results but hide some of the more advanced functions such as package creation and benchmark setup.
- As users become more familiar with STARS they may need more access to create new packages and result sets.

Adding A New User

Add user accounts when new members of staff join or existing members of staff begin using STARS.

ACTION: Select “User→Add New” from the menu bar.



Example Screen: New user details

Add A User

Enter the for the new account you wish to create. 'Username' must be unique and the password entered will only be used the first time that the account is used. When this account is used for the first time a new password will need to be selected by the person logging in to ensure only they know what it is. Remember to select the appropriate 'Login Type' for this account so that the correct menu options are displayed.

User Details

User Login Type: READ ONLY USER

Each of the items on the new user screen is explained below:

Item	Description
User Name *	This is the name that the person will use to log into STARS. Usernames must be at least 4 characters long and may only use A-Z and 0-9 (no spaces or special characters such as “#” or “!” etc). Usernames must be unique for each STARS installation.
Password *	This is the initial password the new user will use to log into STARS. As soon as the new user logs in with this password they will be forced to choose another one that only they will then know. Passwords may only use A-Z and 0-9 (no spaces or special characters such as “#” or “!” etc). The password must have at least one character assigned during this initial setup.
First Name *	The first name of the user being setup. The first name may only use A-Z and 0-9 (no spaces or special characters such as “#” or “!” etc).
Middle Name	An optional middle name for the account being setup. Middle names may only use A-Z and 0-9 (no spaces or special characters such as “#” or “!” etc).
Last Name *	The family name for the account being setup. Last names may only use A-Z and 0-9 (no spaces or special characters such as “#” or “!” etc).
Role *	The access permissions that will be granted to this user. READ ONLY, STANDARD or ADMIN (on standalone servers, SUPER USER may also be selected to give admin permissions to the hardware maintenance options. Select an option from the drop-down list.

NOTE: Items marked with a “*” must be entered or selected



ACTION: Enter the details for the new user to add to STARS

Example Screen: User details entered

Add A User

Enter the for the new account you wish to create. 'Username' must be unique and the password entered will only be used the first time that the account is used. When this account is used for the first time a new password will need to be selected by the person logging in to ensure only they know what it is. Remember to select the appropriate 'Login Type' for this account so that the correct menu options are displayed.

User Details	
User Name	MARTHAJ
Password
First Name	MARTHA
Middle Name	
Last Name	JONES
User Login Type	STANDARD USER

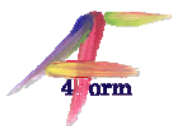
ACTION: Click “Accept” to create the new user login.

Once the account has been created, the new user can log in using the username and password you’ve just setup for them.

NOTE: As soon as the new user logs in they will be forced to change the temporary password so that they can choose a one that they will remember.



- It’s a good idea to use the first name and one or two letters of the last name to make the username.
- STARS will pop-up an error message window if you enter a value that is not allowed. Click “OK” to close the pop-up and then correct the entry
- Passwords automatically expire after 6 months. After this period, a new password will need to be chosen by the user that is different from the current password.
- You cannot setup User Names that are prefixed “ADMIN”, these accounts are reserved for use by FourForm.



Why Do You Collect This Information?

Everyone who uses STARS should have their own login. The information is only used to allow users to log in securely, provide an audit trail for problem tracking and to personalise greetings when the user logs in.

Is The Information Used Anywhere Else?

NO. The information is only used on your STARS system. It is not passed to any outside company, exchanged or sold. No other personal information, such as telephone number or email address, is collected.

See the Data Protection Act & Security HDI? guide for more information on how the DPA applies to STARS.

Audit Trails

As part of the audit process applied in STARS, when information is viewed, changed or entered and when users log into STARS their username is recorded along with a date and time stamp. This information is held so that the support team can replicate any problems reported with the system. If you report a problem to the helpdesk they may request your username in order view the associated error logs.

The audit trail allows the STARS helpdesk team to recreate any problems you report. It also ensures that any access to STARS is authorised and actions are in accordance with the terms of your system. Audit trails are maintained for 30 days and then removed from the system although they may be retained for a longer period if needed by the support team.

Basic information captured for an audit record will contain the following:

Item	Description
Actioned	The date and time the audit record was created.
User	The username of the person who is requesting information from STARS.
School	The unique ID for the school being accessed.
IP Address	The IP address of the computer making the connection.
Query	The query being run by STARS.
URI/Script	The program and script being run by STARS.
Status	The termination status reported by STARS.

Further information may be captured to support the actions requested but no personal information is stored in the audit trail or used for any other purpose except to support your use of STARS.



Deleting Users From STARS

When members of staff leave it's a good idea to remove their account from STARS. This protects your information from unauthorised access and also keeps your STARS system easier to maintain.

Delete A User

To delete a user you will need to have ADMIN role.

ACTION: Select "User→Delete" from the menu bar.

Example Screen: Selecting a user to delete



Delete A User

Select a username from the drop-down then click 'Accept' to continue

Select Login

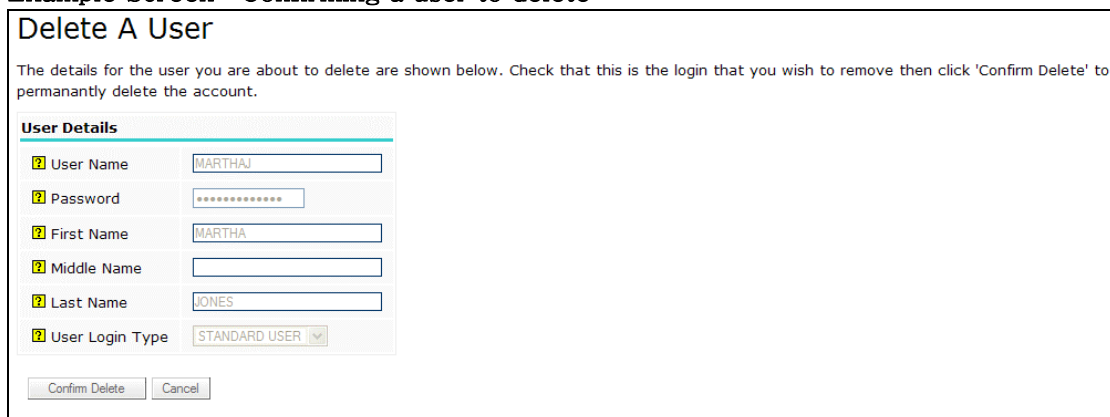
Username MARTHAJ

Accept Reset Cancel

From the drop-down list, select the user that you wish to delete. The list will display the username of all the accounts on STARS.

ACTION: Select the username to delete from the drop-down list and click "Accept".

Example Screen: Confirming a user to delete



Delete A User

The details for the user you are about to delete are shown below. Check that this is the login that you wish to remove then click 'Confirm Delete' to permanently delete the account.

User Details

User Name MARTHAJ

Password *****

First Name MARTHA

Middle Name

Last Name JONES

User Login Type STANDARD USER

Confirm Delete Cancel



ACTION: Click “Confirm Delete” to completely remove this account from STARS.



- Make sure you select the correct username to delete. Once you click “Confirm Delete” the account will be permanently removed. If you delete an account in error you will need to add it again, it cannot be retrieved.
- You cannot delete your own account. Another ADMIN role user will need to do this for you.

Changing User Details

If needed, you can change the details of users already setup on STARS by selecting the “Change” option from the “User” menu. This will allow you to change the personal information of the user and the role that you have assigned them.

Change A User

To change user details you will need to have ADMIN role.

ACTION: Select “User→Change” from the menu bar.

Example Screen: Selecting a user to delete

A screenshot of a web application dialog box titled "Change A User". The dialog box has a white background and a thin black border. At the top, the title "Change A User" is displayed in a large, bold, black font. Below the title, there is a line of text: "Select a username from the drop-down then click 'Accept' to continue". The main content area contains a form with a light grey background. The form has a header "Select Login" in bold black text. Below the header, there is a label "Username" followed by a drop-down menu. The drop-down menu is currently open, showing the text "MARTHAJ" and a small downward-pointing arrow. At the bottom of the form, there are three buttons: "Accept", "Reset", and "Cancel", each with a light grey background and a thin border.

From the drop-down list, select the user that you wish to change. The list will display the username of all the accounts setup on STARS.

ACTION: Select the username to change from the drop-down list and then click “Accept”.



Example Screen: Changing user details

Change A User

The details for the user you are updating are shown below. You cannot change the Username or Password via this option. If a user has forgotten their password then use the 'Password Reset' option from the 'User' menu. To change a Username you need to delete the original account and create a new one.

User Details	
User Name	MARTHAJ
Password	*****
First Name	MARTHA
Middle Name	ELIZABETH
Last Name	SMITH
User Login Type	ADMIN USER

Accept Reset Cancel

You may change all of the user information on the screen except for the User Name and Password. Note how the User Name and Password fields are shown in grey, you will not be able to make changes to either of these fields.

ACTION: Enter the new details and click “Accept” to confirm the changes.



- You cannot change the User Name for an account. Once a User Name is assigned, it must remain unchanged or the account deleted and a new account set up with the correct User Name.
- You cannot change the Password for an account using this screen. As passwords are strongly encrypted, a separate screen is used to reset forgotten passwords.

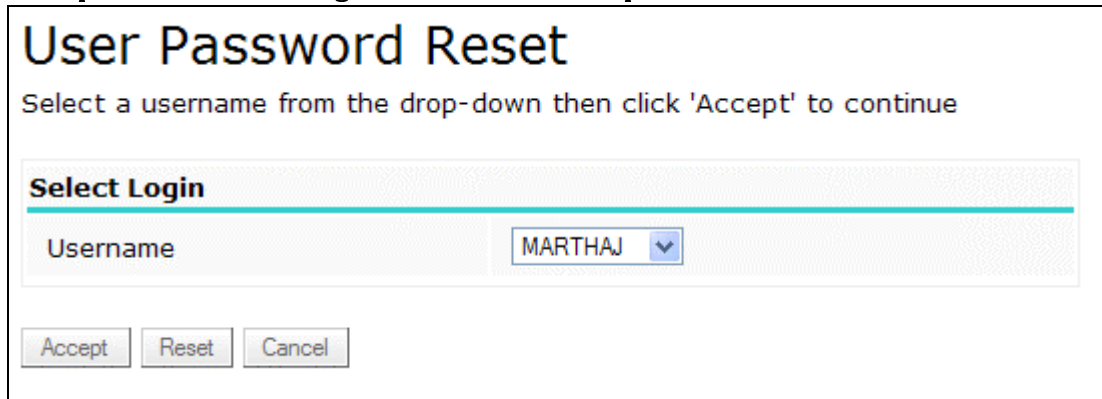


Resetting A Password

If a user forgets their password then other users with ADMIN role can reset it. As passwords are strongly encrypted it is not possible for anyone to tell you what the original password is – a new password must be assigned.

ACTION: Select “User→Password Reset” from the menu bar.

Example Screen: Selecting a user to reset their password



User Password Reset
Select a username from the drop-down then click 'Accept' to continue

Select Login

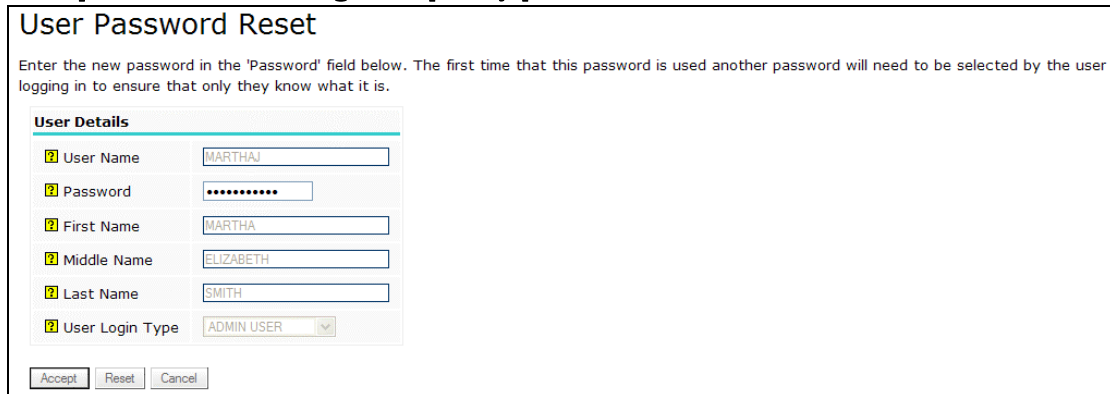
Username: MARTHAI

Accept Reset Cancel

From the drop-down list, select the user that you wish to change. The list will display the username of all the accounts setup on STARS.

ACTION: Select the username from the drop-down list and then click “Accept”.

Example Screen: Entering a temporary password



User Password Reset
Enter the new password in the 'Password' field below. The first time that this password is used another password will need to be selected by the user logging in to ensure that only they know what it is.

User Details

User Name: MARTHAI
Password:
First Name: MARTHA
Middle Name: ELIZABETH
Last Name: SMITH
User Login Type: ADMIN USER

Accept Reset Cancel



Enter a temporary password in the Password field. This password will only be used the first time the user logs in. As soon as the user logs in using this temporary password they will be required to enter a new one that they will remember. From this point onwards, only they will know the new password.

ACTION: Enter the temporary password and click “Accept” to confirm the change.



- You cannot reset your own password. Another user with ADMIN role will need to perform this task for you.
- The temporary password must be at least one character long but the normal password rules are not applied (as this password will be changed at the first use). It's a good idea to issue a temporary password that's easy to remember until the user logs in and chooses their own password.

