STARS Employer Training

Updating Staff User Contact Information
Roles and Authorization in STARS

STARS

PSPRS

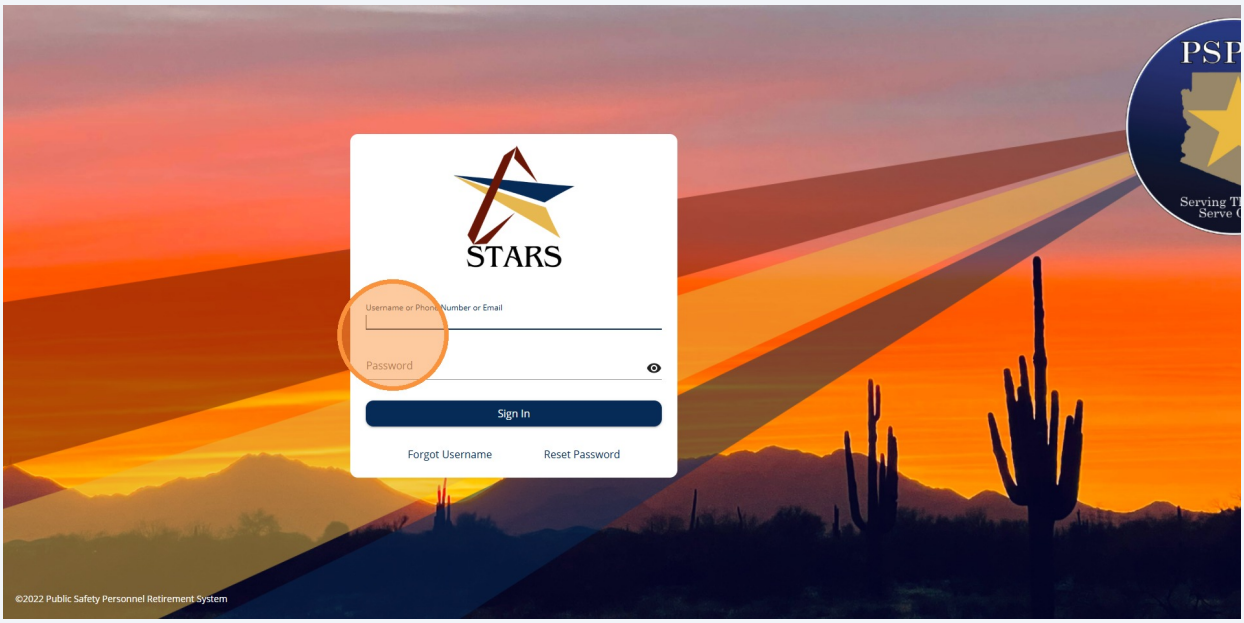
Serving Those Who Serve Others

Updating Staff User Contact Information, Roles and Authorization in STARS

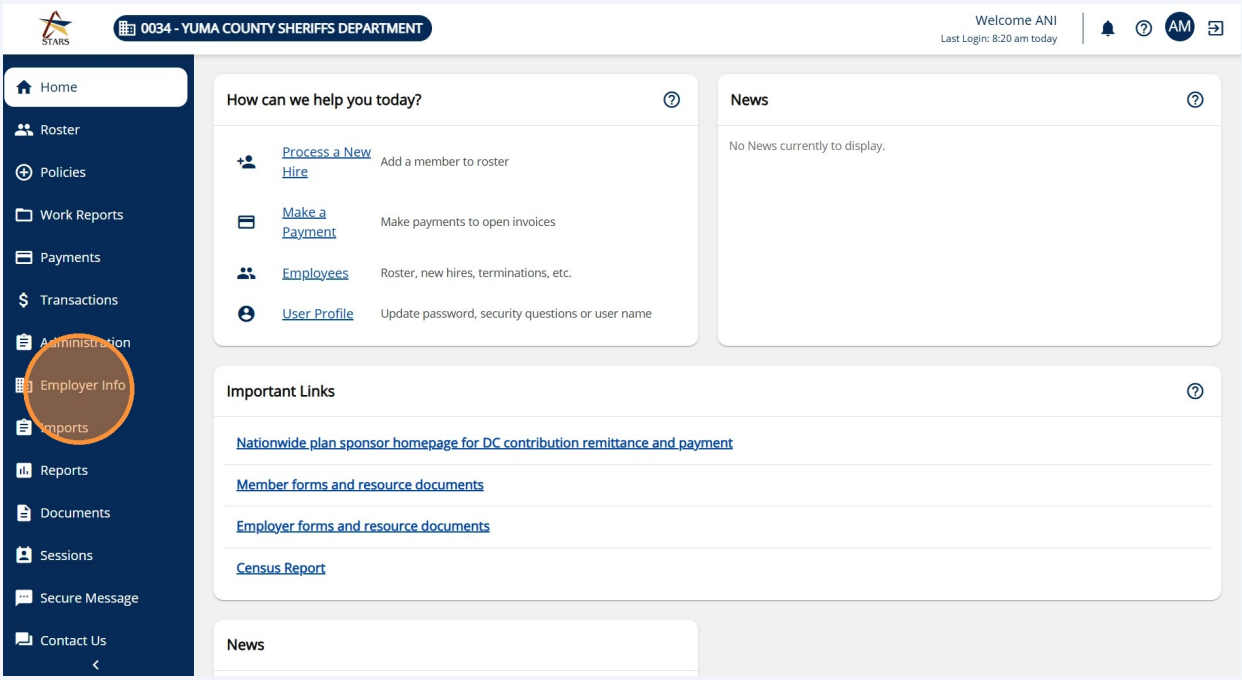
This is a supplement to the STARS Account Administration/Adding New Users guide. It details a step-by-step process for employer administrators to update information for staff members added as contacts and provided authorization to use STARS. These actions may include changing staff member roles, entering “stop dates“ for retiring staff and removing or adding authorization to use STARS. Like the process of adding new staff users, updating requires using the Employer Info and Administration tab.

⚠ The **Administration** tab is visible only to users who have been designated as administrators. Administrators use this tab to manage Employer Self Service users.

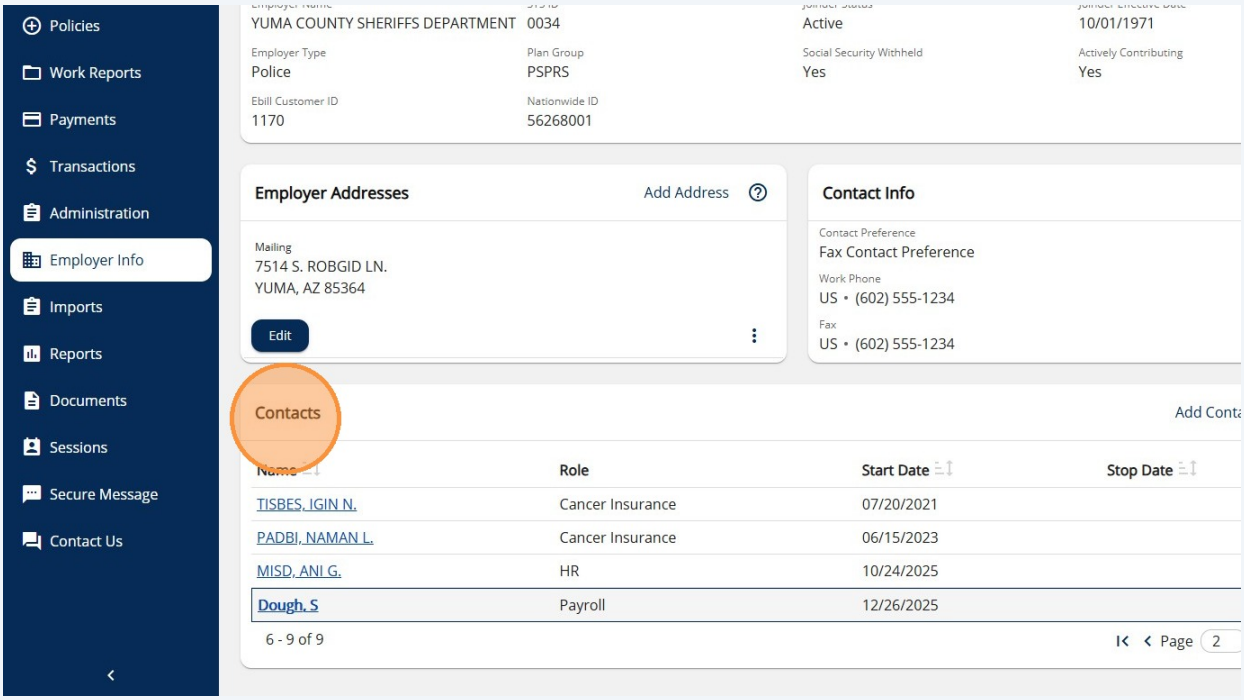
1 Enter **Username** and **password** to log into STARS.



2 Select **Employer Info** from the left navigation pane. This tab is used to enter or update contact information for staff users.

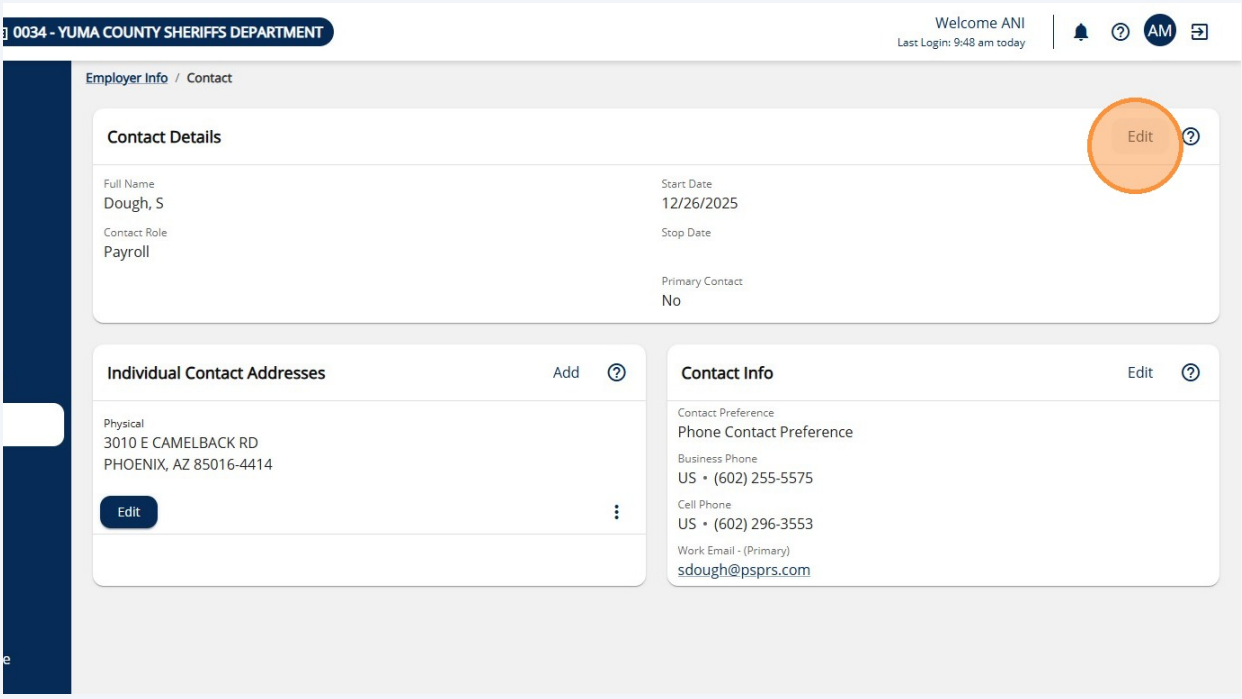


3 Scroll through the contacts to find the appropriate staff member.

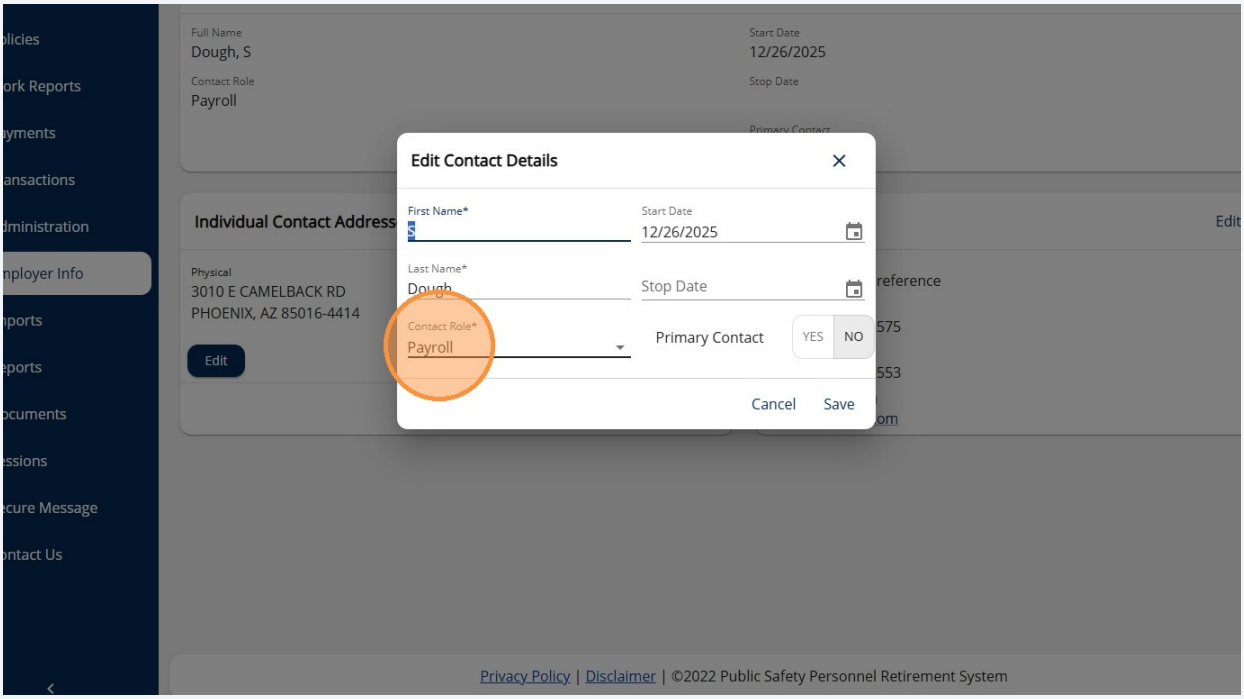


4 From here, administrators can begin the process for changing the staff member's **Contact Role**, updating the contact as a **Primary Contact** for the contact's designated role, or entering a **Stop Date.**

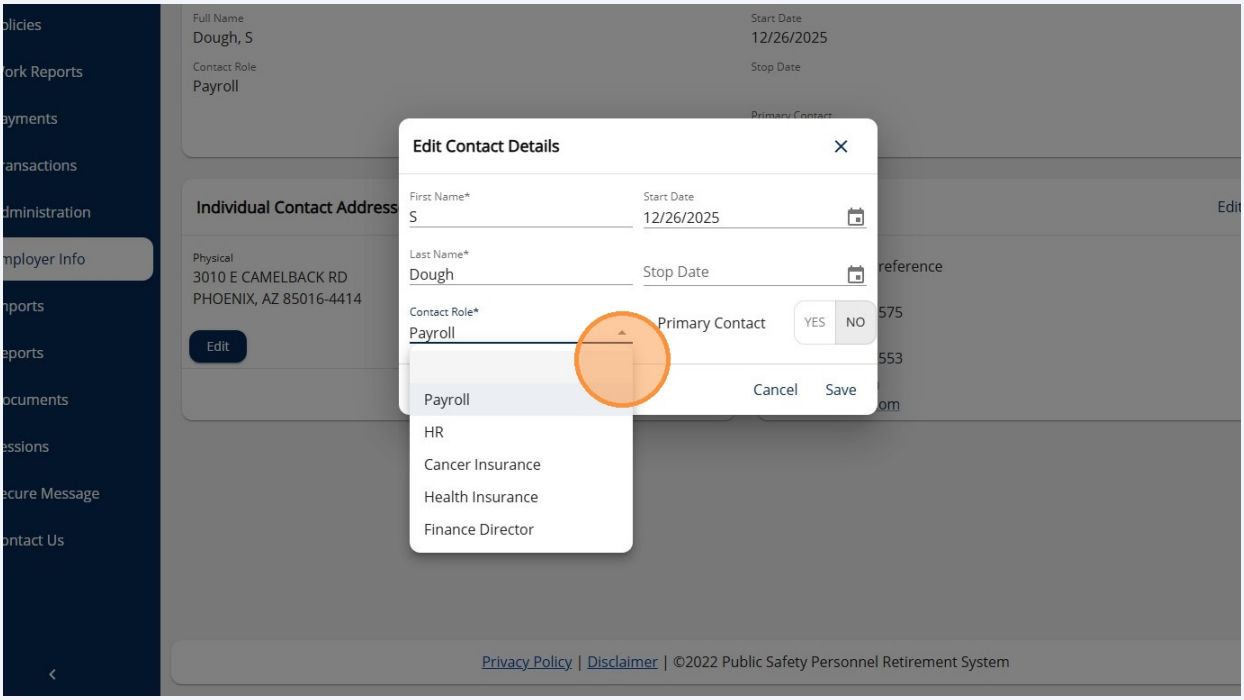
5 Click the **Edit** feature to enable updates.



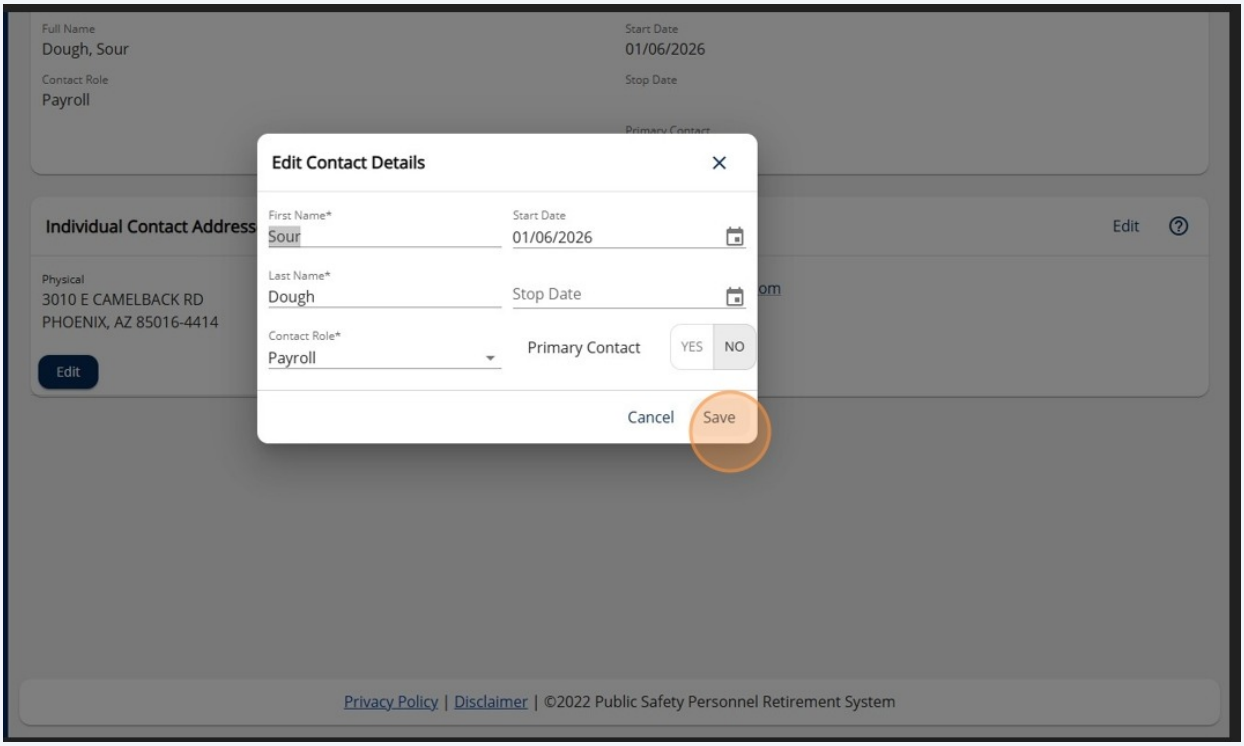
6 Employers can update the **Contact Role** assigned to staff.



7 Select an option from the **Contact Role** field to select a new role for the staff contact.

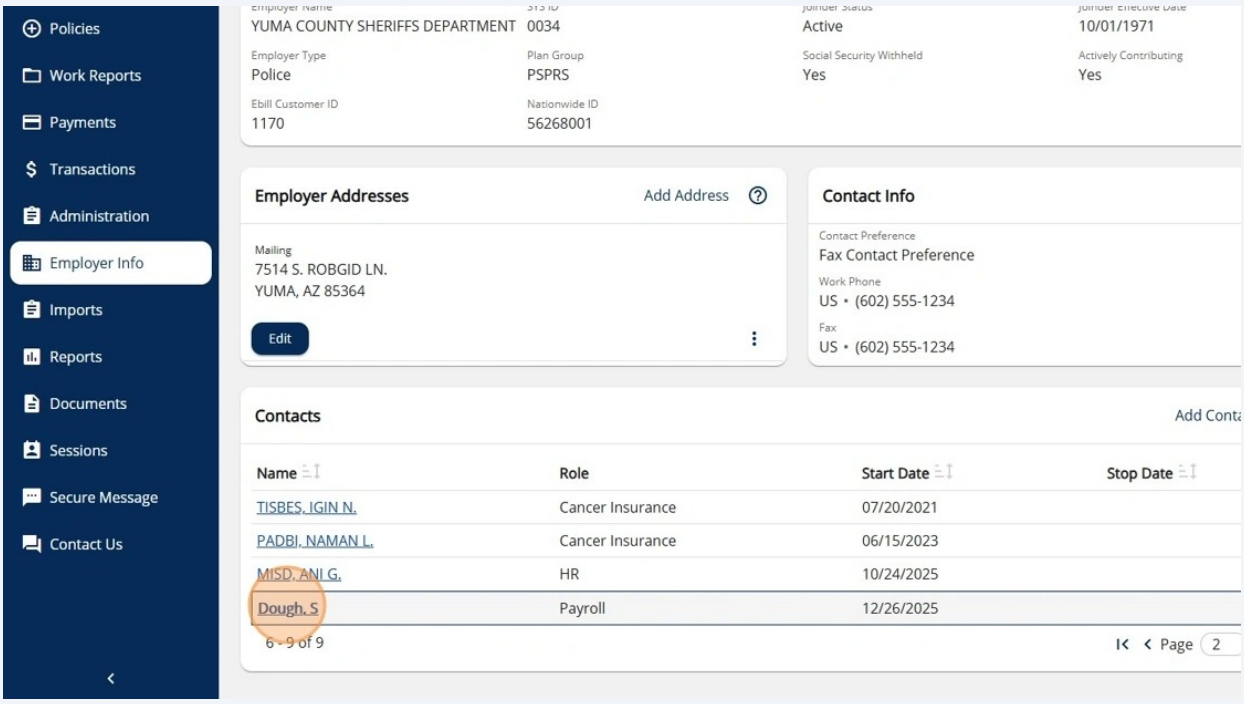


8 Click on **Save** to finish the change.

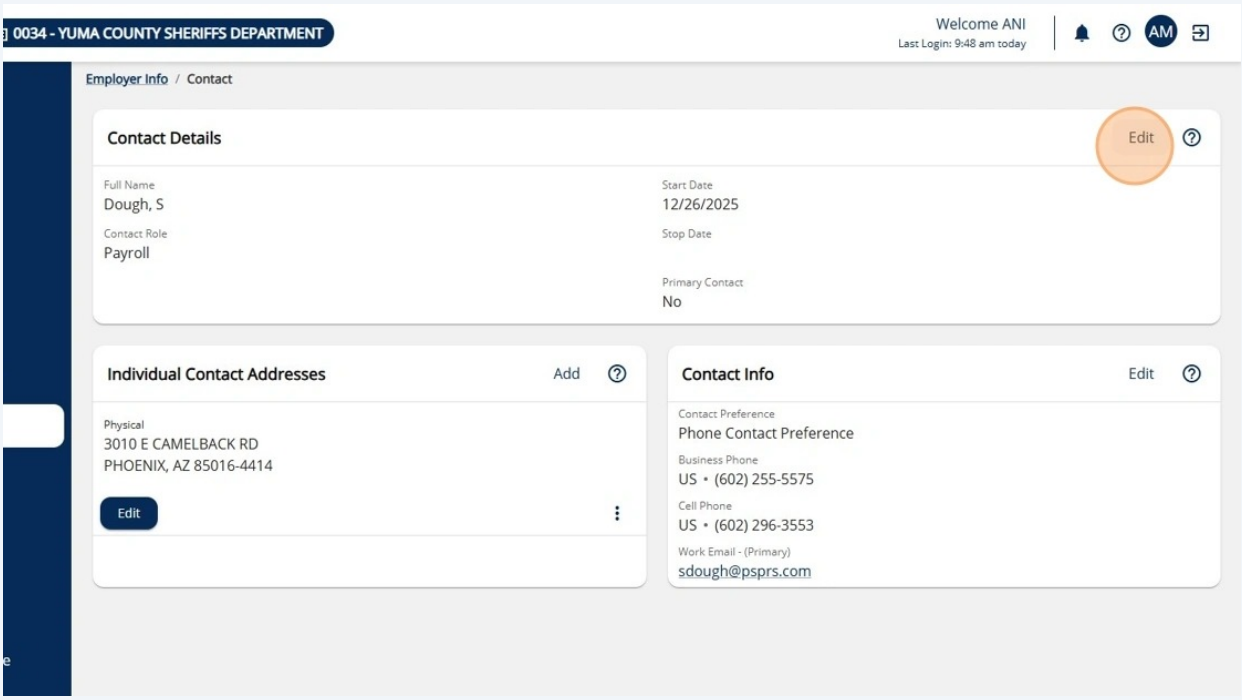


9 When a staff member terminates employment, administrators must update the staff member's account **Stop Date**.

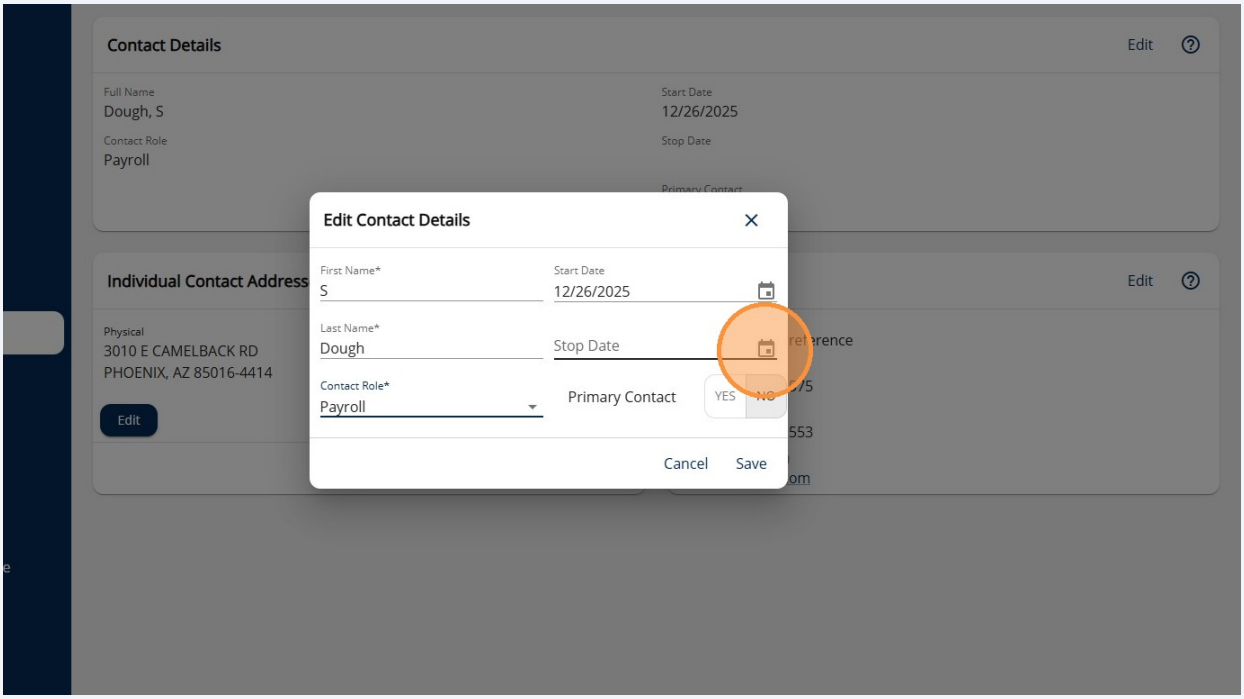
10 Select **Employer Info** and scroll to **Contacts**. Select the employee for whom you need to add a **Stop Date**.



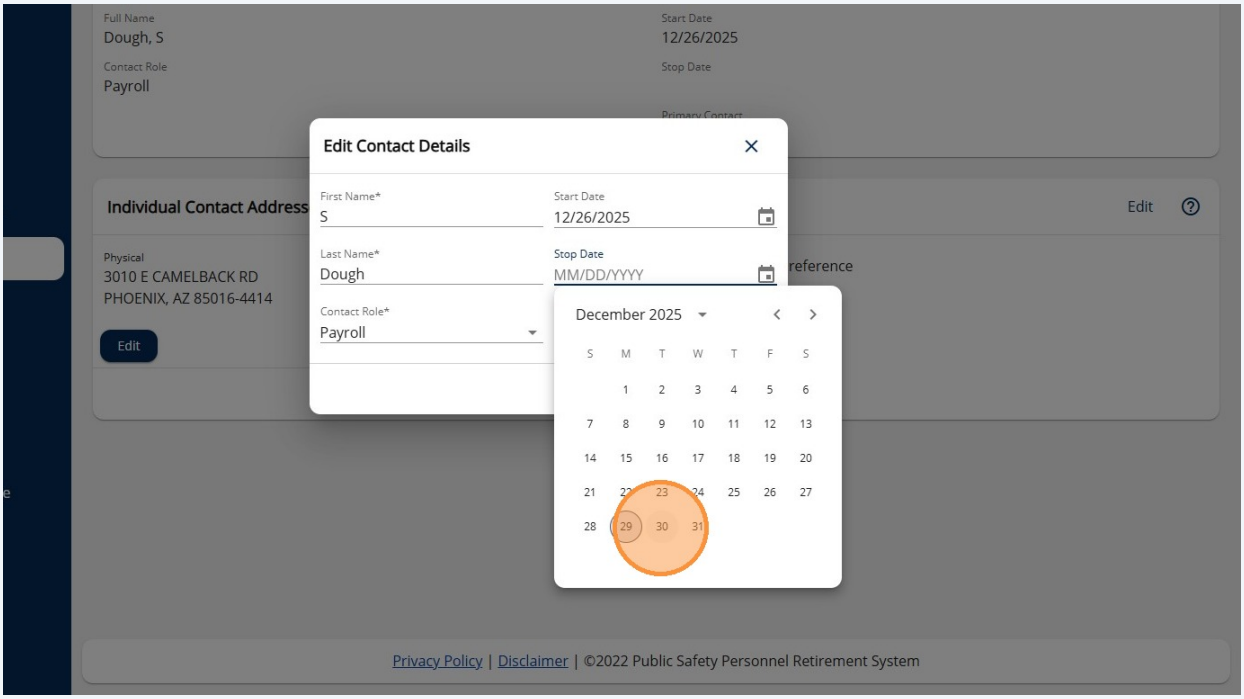
11 Click on the **Edit** feature.



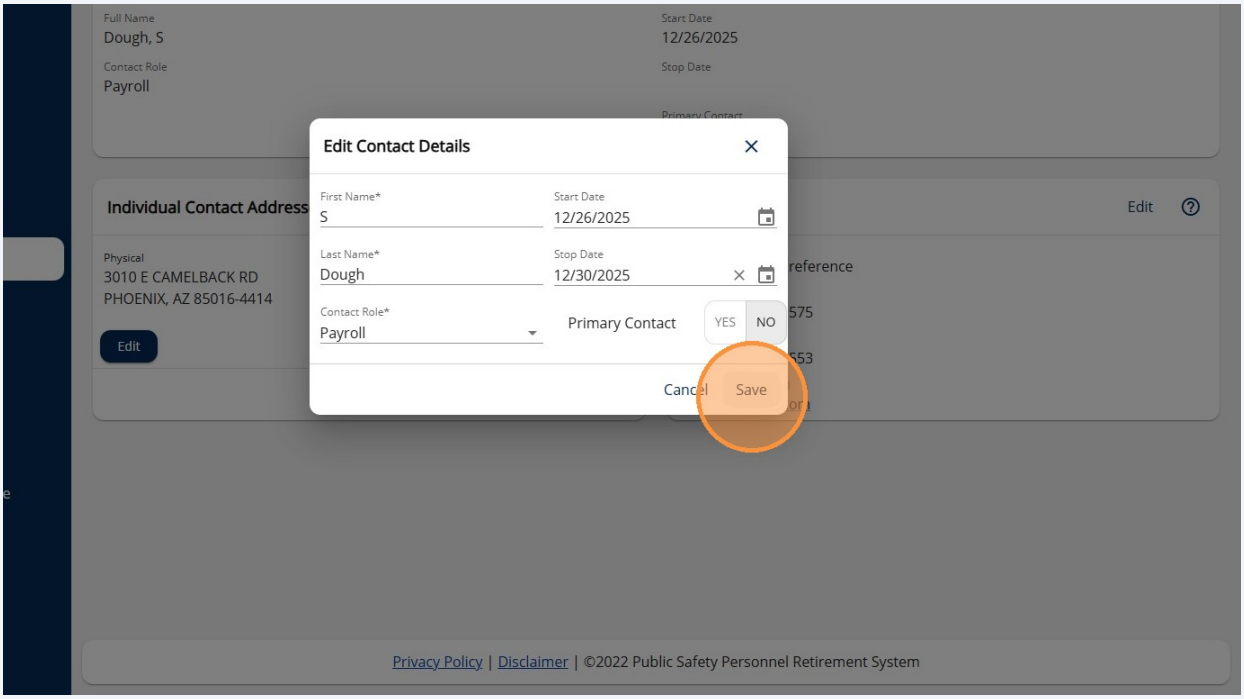
12 Click on the **Calendar** icon to the right of **Stop Date**.



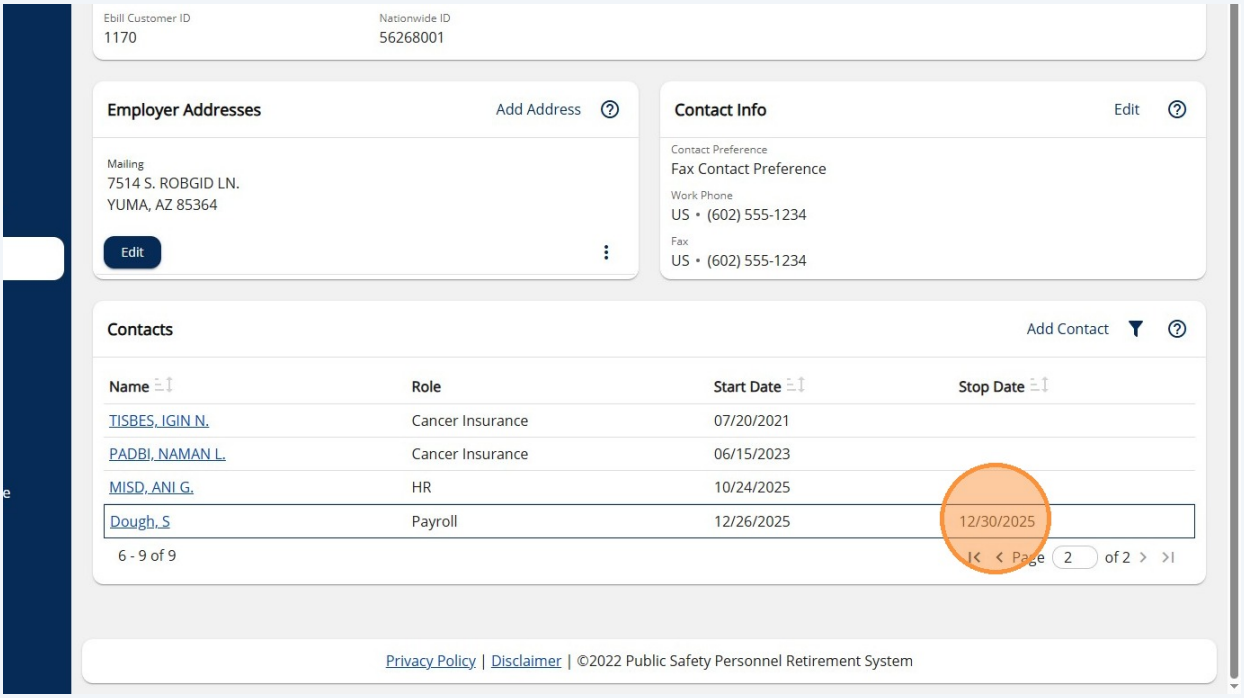
13 Select the date the STARS contact employee terminated or will terminate.



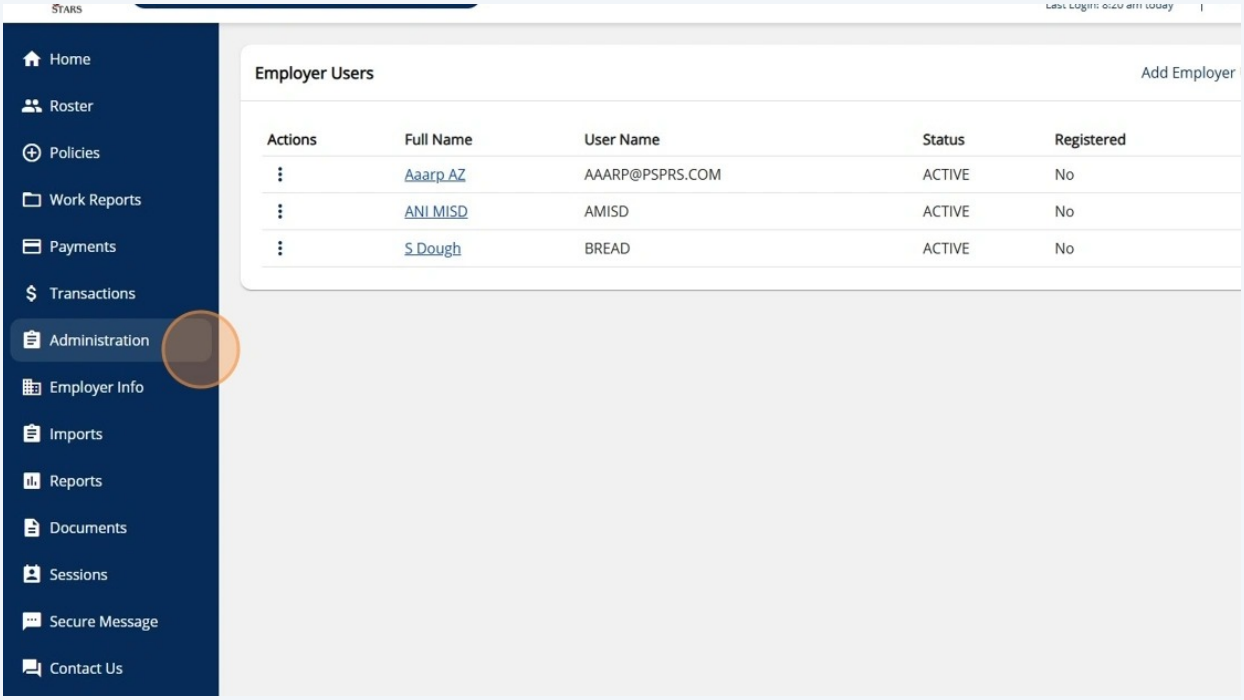
14 Click **Save** to finish the change.



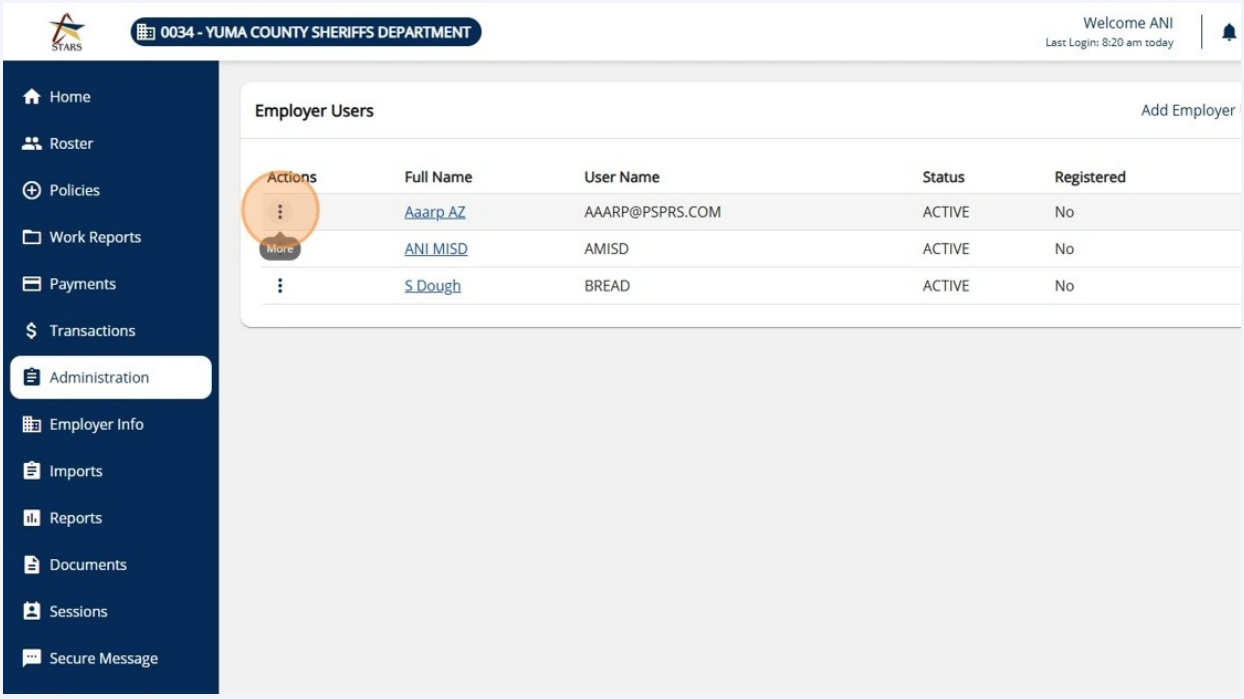
15 With the saved change, note that the **Employer Info** page will display the **Stop Date.**



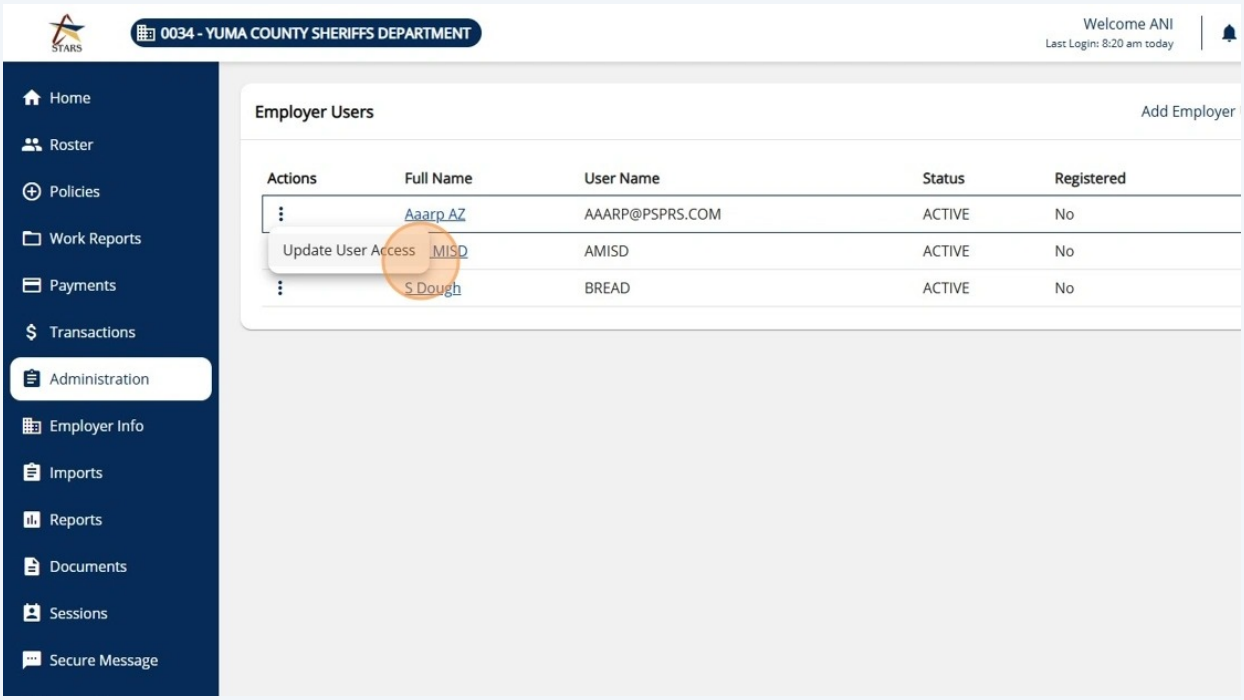
16 To update staff contact user authorization and duties administrators must click the **Administration** tab.



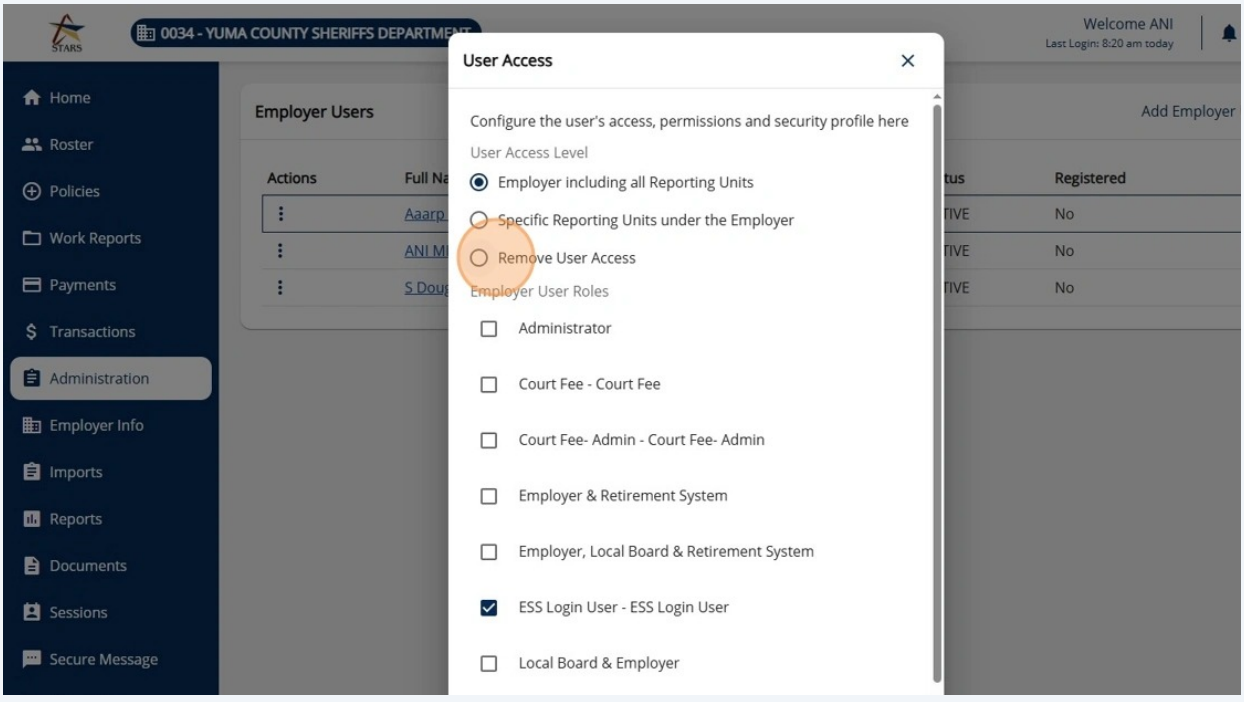
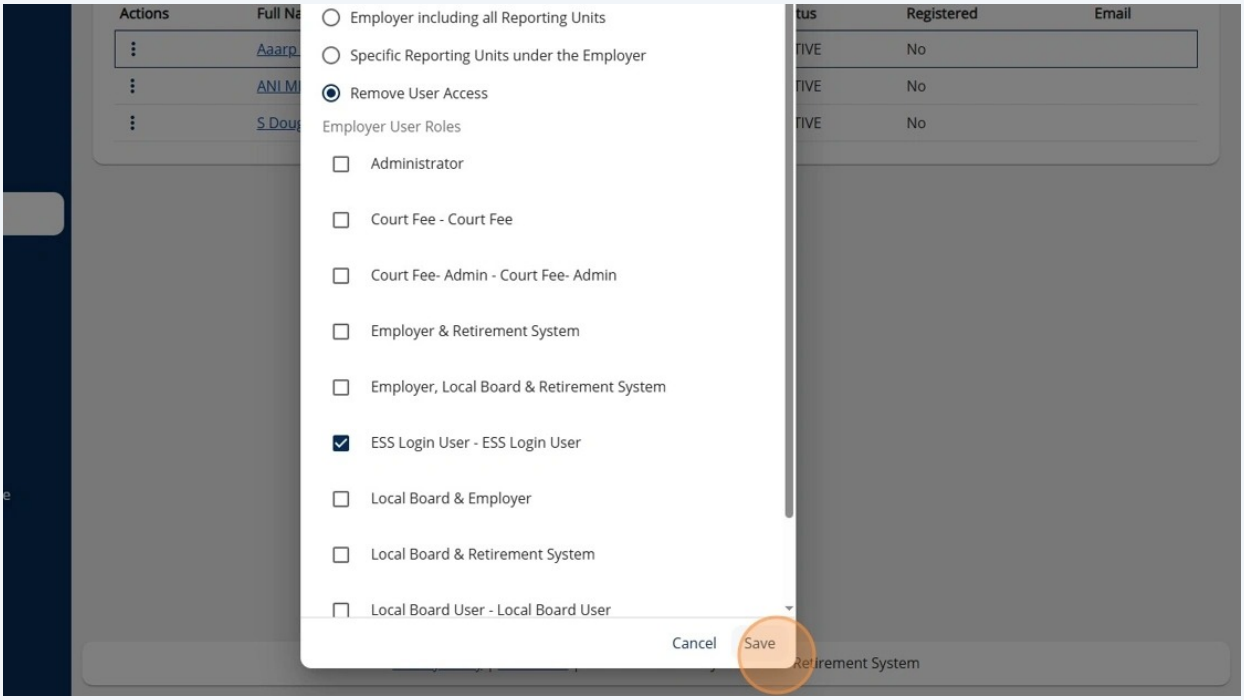
17 Click on the **three-digit menu** icon, which resembles a snowman, next to the name of the appropriate staff user to begin the process of updating user authorization and privileges.



18 Click the **Update User Access** button.



19 The **Update User Access** feature will open a menu bar to allow administrators to update user access levels and roles. For this example, the action will be removing user access.



20 Select **Remove User Access** and click **Save** to complete this update.