

Frequently Asked Questions about connecting to STARS from Home

- **Can I use my favorite Internet browser to access STARS?**
No. Only Internet Explorer is supported, and STARS requires Internet Explorer version 6 or higher.
- **Can I do the interims on my Macintosh?**
Since STARS requires version 6 or higher of Internet Explorer it does not work properly on the Mac. It may be possible to run STARS using a newer Mac that can run Windows programs, but this has not been tested.
- **I can't connect. What do I do for help?**
Help for connecting is not available after business hours. Please be prepared to do the entry at school. You can email STARSSupport@bcps.org with your issue and we will reply back as soon as possible, but we cannot guarantee that your problem can be resolved in time to meet the deadline for completion of interims.
- **Everything installed great, but now it says "You are not authorized."**
This is most often caused by using XP and accessing the Vista site, or using Vista and accessing the XP site. There are 2 sites: <http://sa.bcps.org> for XP and <http://sa.bcps.org/vista> for Vista. This error also occurs if you are not using Internet Explorer.
- **I get to STARS fine, but it says "You are not a STARS user. See your administrator."**
Please see your administrator in your building to request access to STARS.
- **I get to STARS fine, but when I select Interim Grade Reporting I get "Access Denied...Please contact your Administrator".**
Please see your administrator in your building for permissions to enter grades.
- **When I try to print a report in STARS I get prompted to download a file.**
This is because the PC does not have a copy of Adobe Reader. Please go to <http://www.adobe.com> and download the latest free reader. STARS requires version 6 or higher of Adobe Reader to display reports.
- **When I try to print a report, the screen flashes and nothing appears.**
This is normally caused by a pop-up blocker on your home PC. Please turn off any pop-up blockers to be able to see STARS reports. Pop-up blockers can be part of Internet Explorer, part of a toolbar from Yahoo, Google or others, or part of your Internet Security software.
- **I get the BCPS Secure Access login screen, but the Juniper software says that I am not authorized.**
This is usually caused by having a password that is not strong enough. You will need to change your BCPS password and choose a longer password. You can change your password on the intranet web site under My Account.

- **The Juniper software says “Your computer’s security is unsatisfactory.”**
Please follow the instructions on the screen and choose Try Again to attempt to correct the problem.