

STARS FAQ:

1. **How Do I register?** *Registration is simple and quick. We have included a quick start guide on the home page to help get you started. Simply click on the “Register” link in the top right hand corner and fill in the required fields. You will receive your invoice automatically through email. You will also receive an “activate now” email from info@starstran.com to activate your dashboard account. If you do not activate your account, you will not be able to access your dashboard. Following the quick start guide will help save you time.*
2. **Where can I find the app?** *The STARS app can be found in both the apple store and google play by searching “STARS TRAN”. You can also click on the links under the demo videos from the STARS website at www.starstran.com.*
3. **Will the app work with all mobile devices?** *Yes! The app was designed to work with all mobile devices; however, its display capabilities are specific for smartphones. We have made every effort to include the most widely used operating systems for android and IOS. If you find that your device does not work with the STARS App, please use the contact us form to let us know the issues you are experiencing, along with your operating system and version number (i.e. IOS version 10.1.1).*
4. **Will the app work with spotty signal, or a drop in signal?** *The app was built to handle a short drop in signal and in rural areas where signal is sporadic. However, in order for the app to send and receive data, it will need to have some signal, such as a wifi spot in the transportation yard. If signal is lost, the app will store the data until it reaches signal again so your data can be sent at the end of a logged trip.*
5. **I did not receive an activation email, or I must have lost it. Can you help me?** *Yes! Please use the contact us form to request that we reset your account so you can receive your activation email. We will need the email used to register and the district information.*
6. **How much does the STARS tool cost?** *STARS is a very cost effective tool for the service it provides. It is a flat \$1/ enrolled student annual fee. The enrollment is based on total district enrollment.*
7. **I can’t see in the dashboard under “driver” where I can enter all my drivers. Where do I do that?** *STARS was designed with efficiency in mind. Districts do not enter their drivers. The driver list is automatically populated when a new driver registers for your district using your unique passcode that you set under “profile”. From the drivers menu in the dashboard, district admin can edit driver’s accounts, as well as, delete them if needed.*
8. **How do I reset my password?** *Simply click on the forgot password link and answer the security question you set for yourself upon registration. If you cannot remember your security answer, your district admin can view it in the dashboard under the “drivers” section.*
9. **Is the STARS program Texas Specific?** *No! The STARS program can be used by any school district across the world that want to utilize our software to take advantage of its functions, such as tracking mileage and rider data, helping with maintenance records, and providing emergency call out.*
10. **When I try to register for the app, it is asking for a passcode. How do I get that?** *The passcode is required and can only be accessed through the districts transportation department. The code is set by each district individually for security purposes.*
11. **Will there be other updates to the STARS program?** *Yes! STARS will continue to update and improve the program to make it serve the needs of our districts.*