STARS Manual

Inter Tribal Council of Arizona, Inc.
STARS MANUAL

2214 N. Central Ave • Suite 100
Phoenix, AZ 85004
Phone 602.258.4822 • Fax 602.258.4825

STARS Help Desk: 866-776-3578

TABLE of CONTENTS

eWIC Terminology

APL: Approved Product List; list of UPCs of all approved products

Household: Family unit sharing benefits on one card; foster children are their own household

eWIC card: A card issued to a household to be used to purchase their WIC foods.

WIC Direct: On line system that stores the WIC benefits.

Category: A term used by WIC staff to define a food item category such as milk, cereal, eggs, grains, etc.

Sub-category: A term used by WIC staff to define in more detail foods in a category. For example, in the milk category are subcategories of lactose free milk half gallons, 1% milk gallons, 1% half gallons, 1% quarts, soy milk etc.

Benefit Period: The specific time period during which the WIC food can be purchased- defined by the first use date and the last use date.

Current Benefit Period: A benefit period that is available today.

Future Benefit: A benefit period with a first use date after today.

Issue Benefits: Loading of the household benefits into the account.

Reissue: Replacement of a household's previously issued benefits.

Redeemed Quantity: Quantity of food that has been purchased by the household.

Available Benefit: Food not yet purchased.

Benefit/Shopping List: Total amount of food issued to a household for each benefit period.

PIN: 4-digit number which is assigned by the participant at WIC before benefits are issued.

Deactivate/Inactivate: to make an existing card inactive – cannot be used to redeem benefits.

eWIC Food Measurement Abbreviations

Foods listed on the benefit list, benefit balance, and receipts will have these measurement abbreviations.

Abbreviation	What it stands for	Foods that use this measurement
OZ	Ounces	• Infant Fruit & Vegetables • Infant meats • Infant cereal • Fish (tuna, salmon, sardines) • Cereal
PKG	Package	• Whole Grains (16oz) • Dry beans/peas, lentils (16oz) • Cheese (16oz) • Tofu (14-16oz)
CTR	Container	• Yogurt (32oz/Quart) • Frozen concentrate juice (11.5 – 12oz) • Shelf stable or refrigerated juice (64oz) • Peanut Butter (16-18oz) • Formula
$$$	Dollars	• Fresh fruit & vegetables
GAL	Gallon	• Milk
HGL	Half gallon	• Milk • Lactose free milk
QT	Quart	• Milk • Soy milk
CAN	Can	• Canned beans (up to 16oz)
DOZ	Dozen	• Eggs
PCK	Pack	• Ready-to-use Supplements (ex. Pediasure or Boost)

MISCELLANEOUS

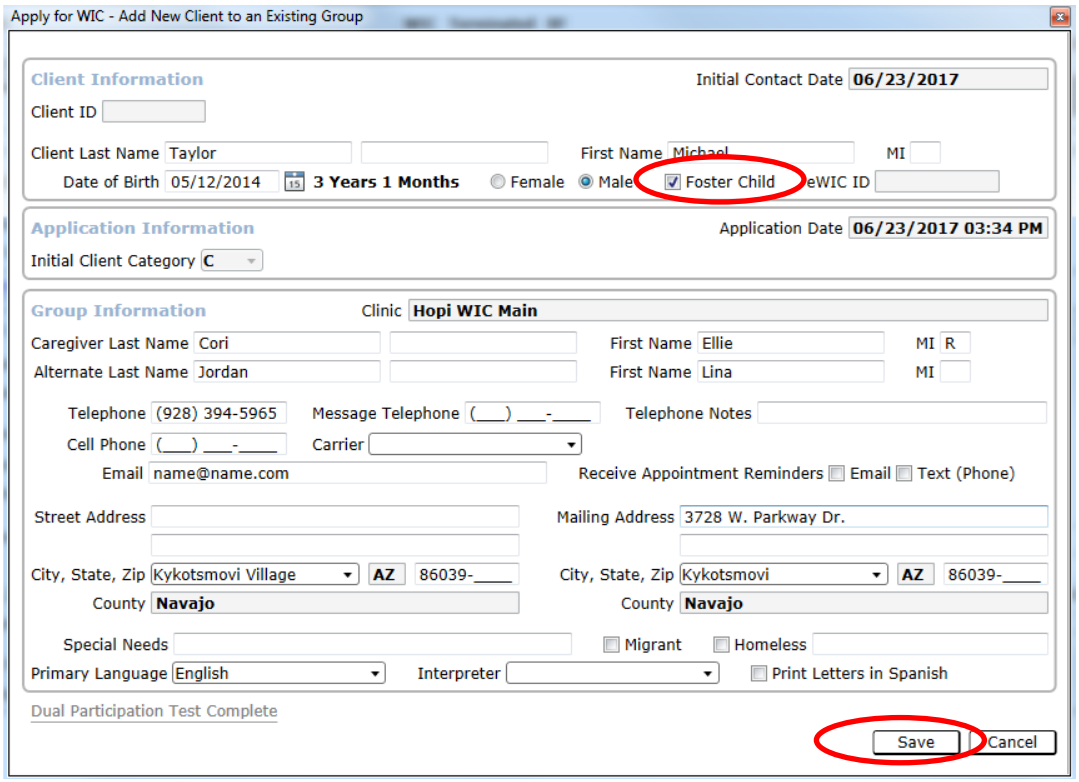
Document a Foster Child

Since the income for foster children is calculated separately than the income for other family members, a child's status as a foster child must be documented in the system. Foster children also receive a separate eWIC card. Be sure to issue a separate card for the foster child even if the family already has a card.

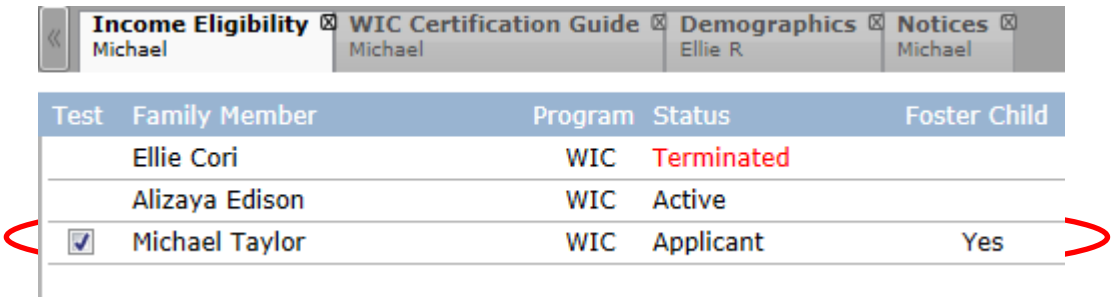
1. When in a client record, click on the Demographics Quick Link on the left side of the screen.

2. Click the Foster Child checkbox in the Client Information Section.

3. Click SAVE.



4. Only the foster child will be checked on the income screen.

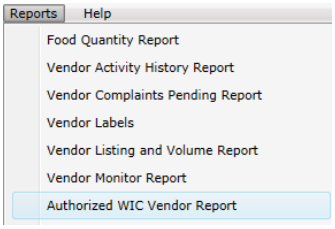


Print a List of Authorized Vendors

The Authorized Vendor Report is printed from the Local Vendor application of STARS. This report provides a list of all authorized vendors for your agency, another agency or for all of ITCA.

1. Log in to Local Vendor.

2. Reports > Authorized WIC Vendor Report.

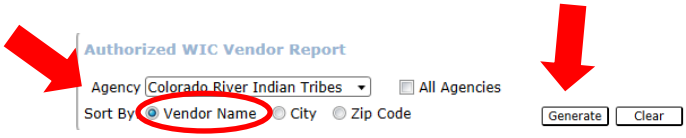


PRO TIP:
Remind clients that they can also find authorized vendors using the WIC Shopper app and on the ITCA WIC website.

3. Select your agency or the agency for which you would like the listing from the drop down menu. You can also generate a report for all ITCA Authorized stores.

4. Reports can be sorted by Vendor Name, City, or Zip Code.

5. Click Generate.



6. Click Print to print the report. You can click Save As to save the report as an Excel spreadsheet. The excel spreadsheet contains information that is confidential for the vendors and would not be useful to the client. If you want to use the Excel Spreadsheet, delete all columns except: Vendor Name and Street Address (Line 1, Line 2, City, State, and Zip5).

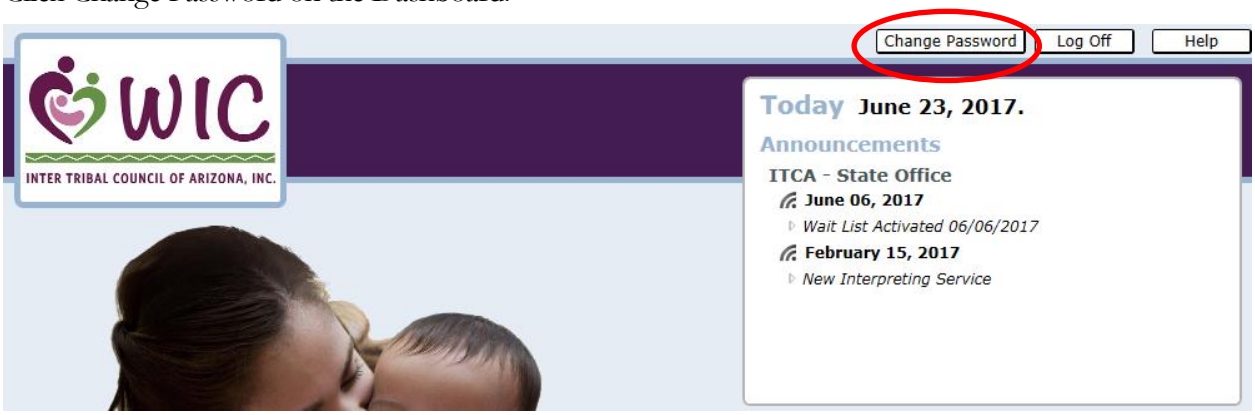
	A	B	C	D	E	F
1	**VendorName**	**StreetAddrLine1**	**StreetAddrLine2**	**StreetAddrCity**	**StreetAddrState**	**StreetAddrZip5**
2	Safeway 2075	121 W. Riverside Drive		Parker	AZ	85344
3	Food City 65	1020 Arizona Avenue		Parker	AZ	85344
4	Havasu Landing Market	1 Main Street	Havasu Lake	Havasu Lake	CA	92363
5	Woody's II Convenience Market	23505 Mohave Rd.		Poston	AZ	85371
6	Food City 108	1799 Kiowa Ave.		Lake Havasu City	AZ	86403
7	Wal-Mart Super Center 4543	100 Riverside Drive		Parker	AZ	85344
8	Roadrunner Market	200 E. Main Street		Quartzsite	AZ	85359
9	Salome Shopping Center	67230 Highway 60		Salome	AZ	85348
10	Albertson's Food Store 6587	840 E. Hobson Way		Blythe	CA	92225

Reset Your Password

You should reset your password the first time you use STARS and any time after that when you feel your password may have been compromised. If you have forgotten your password, contact the Help Desk. To reset your password, complete the following steps:

1. Log in to Client Services using your current user name and password.

2. Click Change Password on the Dashboard.

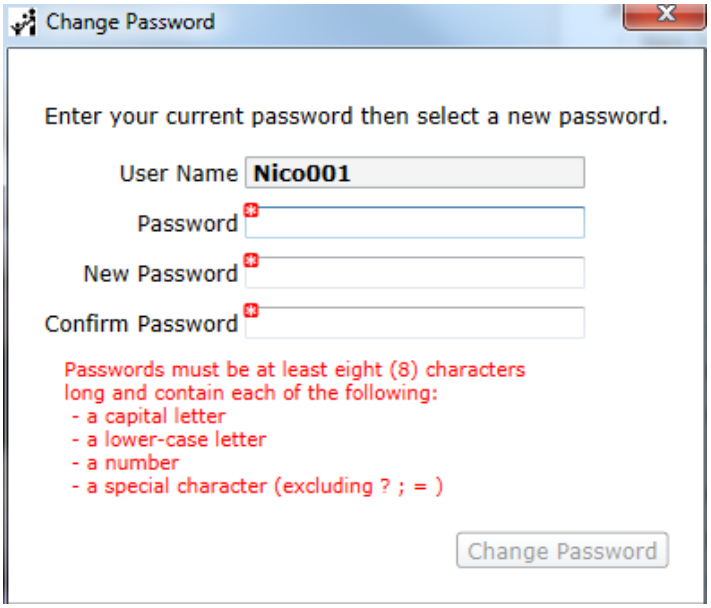


3. Enter your current password.

4. Enter the new password.

5. Re-enter the new password to confirm.

6. Click Change Password.

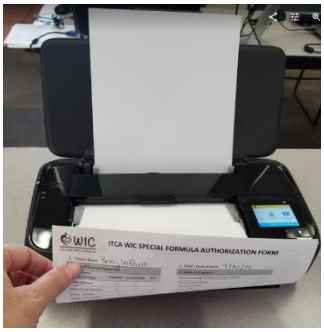


Scan Special Formula Authorization Forms

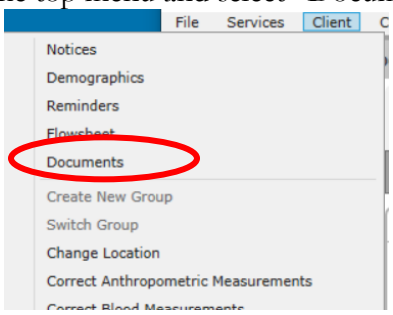
After the local agency or ITCA registered dietitian approves a special formula, the Special formula Authorization Form (SFAF) is scanned into STARS. Your WIC Manager will provide instructions on how to handle the hard copy of the SFAF. See Formula Approval and Documentation Policy for additional information.

Follow these procedures for scanning the SFAF:

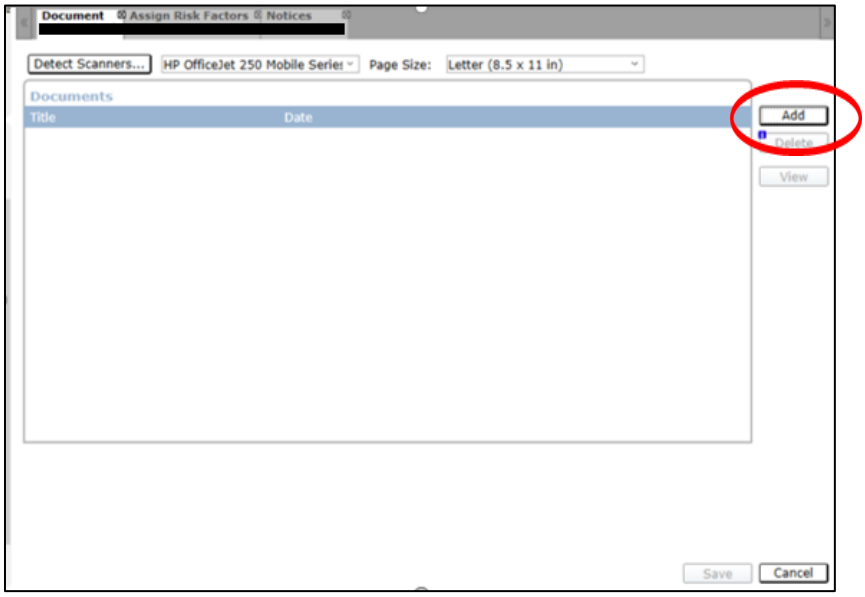
1. Open the applicable client's record.
2. Place the SFAF face down with the top of page towards you.



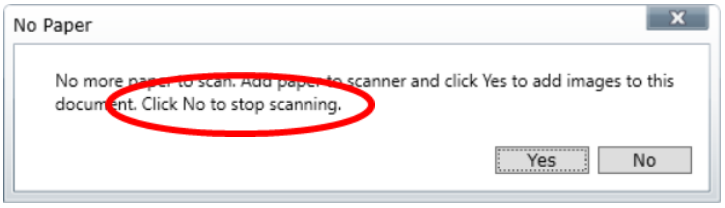
3. Open "Client" from the top menu and select "Documents".



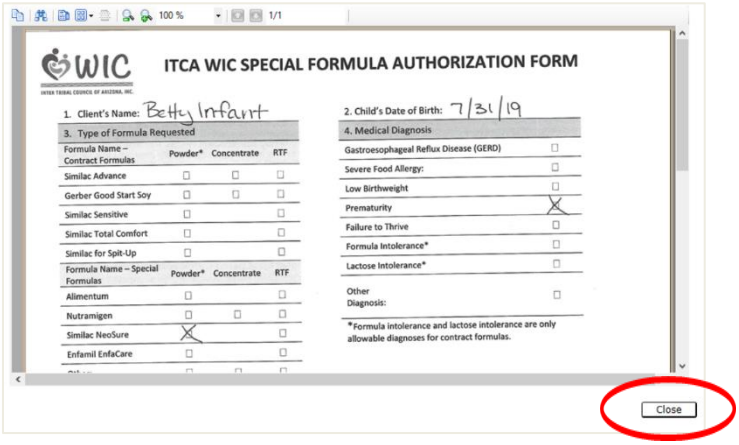
4. Click "Add", this starts the scan.



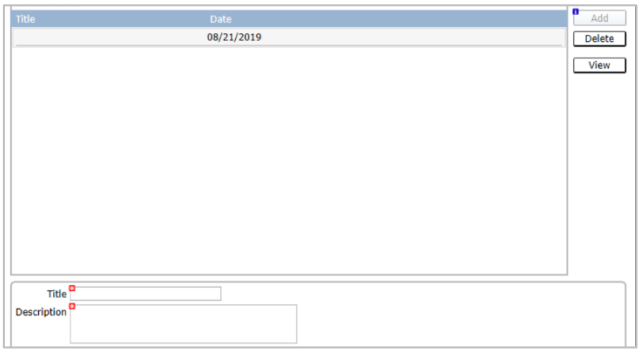
5. A popup message will display telling you to add more paper – this is the system way of asking you if there are more pages to scan. Select "No" if there are no additional pages.



6. The SFA will automatically open. Verify that it scanned correctly. Close the document.



7. Title the scanned document "SFA <name of the formula>".
8. Enter the following description: Name of formula, form of formula (powder, ready-to-feed or concentrate) and the approved end date (per Managers guidance).



9. If the formula was not approved title the scanned document "SFA <name of formula> Not Approved" with the description "Name of formula, not approved".

10. Save the scanned document.

Handling Client Record Issues

In order to preserve client data and ensure that we have appropriate documentation of the services provided, the following procedures must be followed in handling client records.

Client Record Problems & Solutions

Problem	Errors to Avoid	Correct Solution
Client does not regularly keep appointments	• Do not terminate client.	• Leave the client record as active. • Enter a note each time the client is contacted. • Choose an agency standard for number of attempts to contact before no longer attempting to contact the client.
Mail is returned from address on file.	• Do not delete the address or write UPDATE or other messages in the address field.	• Enter a note indicating that mail was returned and the address may no longer be correct. • Add 'Invalid Address' or 'Address Needs Updating' on the second line of the address on the demographics page.
Custody-Related Issues		
Child or children in family have a new caregiver (such as CPS issue)	• Do not place xx's or zz's in mother's name. • Do not leave mother in the group. • Do not move the mother to another group with the children. • Do not change the mother's (current caregiver) name to the new caregiver's name.	• Use the Switch Family option or Create New Group to move the child or children out of the mother's family. The mother will remain in her own family. • Move only those children that the mother no longer has custody of out of the group.
Foster child that left a family but has not been transferred to a new group	• Do not re-certify client if transferred to another group and reinstatement is an option (i.e. client would still be in a valid certification if not terminated early). • Do not delete the caregiver name or address.	• Terminate client. • Leave a note explaining the situation. • Reinstate client when possible if transferred to another group later.
Group/Foster home with a lot of children (>10)	• Do not move the client to a new group or "duplicates" group.	• Create two (or more) files for the same person and place children into either of the two groups.
Client Moves Out of Your Service Area		
Family tells you they're moving **out-of-state** or transferring to AZ or Navajo WIC	• Do not leave the client's status as active. • Do not delete their address and/or phone number.	• Print VOC & terminate • Enter a note in STARS that states where the client transferred.
Family tells you they're moving **in-state**	• Do not terminate automatically. • Do not delete their address and/or phone number.	• Check the ITCA website to see if there is an ITCA WIC clinic near where they're moving.

Problem	Errors to Avoid	Correct Solution
		○ If so, leave the client record active, enter a note and provide the client with the agency's contact information. ○ If not or client prefers to transfer to another program, print VOC and terminate (see above).
Client Category/Eligibility Concerns		
Child is over 5 years old	• Do not move the clients to a "graduates" group.	• Be patient and wait for archiving to take care of removing the child.
Client is deceased	• Do not ZZ or XX the client name. • Do not move the client to a "deceased" group.	• Terminate the client for the reason "deceased". • Write "Deceased" before the client's first name if desired. • If the deceased client is the mother and another caregiver takes over care of the clients, you should move the children to a new group.
Client information is recorded incorrectly, extending or shortening the certification period (due date, date of birth, BF status etc.)	• Do not terminate the client **without** updating the information.	• Change the information in STARS. • Allow the system to automatically terminate the client based on the new information entered.
Duplicate Records		
Duplicate record is created (prevention)	• Do not select "not a dual participant" on the dual participation screen if the client that comes up at another agency is the client record you need. This will create a duplicate record.	• Be sure to check if the client has a record even if he/she says they have never been on WIC. If you can't find the record using the name- try using the date of birth as sometimes names change or are misspelled. • If the client you added comes up as a potential dual participant, select the Transfer Client In option if this is the correct client. Do not transfer the client in if it is not the correct client. • If you have already added a record for the infant, delete the new infant record that is automatically added on the right side of the Record End of Pregnancy screen.
Duplicate record is created (Oops- it happened)	• Do not move the client to a new group or "duplicates" group. • Do not ZZ or XX the client name.	• If a dual record is created and you discover this before you certify the client and/or issue checks- use the record that has already been in use. • Write "duplicate" before the client's first name in the duplicate record if desired.

ITCA WIC Computer Support

The ITCA WIC Program uses a data system called STARS which is supported by the ITCA Contractor, CQUEST. Clear responsibilities for the support of the WIC information systems are vital to the successful operation of the WIC Program due to the multiple entities involved. The table below outlines each entity's responsibilities.

The system requirements for WIC computers are:

- Basic computer with Windows 7 operating system
- Printer drivers for check printer
- Internet connection with minimum 1.5 Mbps download speeds for STARS
- .NET framework 4.5.1
- Microsoft Office Suite 2010 or higher (Word, Excel, PowerPoint, Outlook)
- PDF reader

WIC Information Systems Support Responsibilities			
Local IT	**Local Program**	**ITCA**	**CQUEST (STARS Help Desk)**
Set up of new hardware. (ITCA will provide CPU with preinstalled images).	Training for staff on basic computer skills and use of Office programs. Replacement of computers, printers and peripheral equipment provided by the local agency.	Replacement or repair of broken or outdated computers, printers, jetpacks, card readers, PIN pads, signature pads, software and other computer equipment originally provided by ITCA.	Resolution of STARS issues.
Support and maintenance of network, server and computers, including, but not limited to: • Adding, changing or deleting user accounts • Maintenance of security and virus protection • Assistance with forgotten Windows passwords • Support and maintenance of Internet connection • Upgrades of non-STARS software	Completing required paperwork/notification for addition, change or deletion of STARS or Windows user accounts.	Requesting additions, changes or deletions of STARS user accounts to CQUEST on behalf of local agency.	Make the change in STARS.
Assistance in troubleshooting printer issues.	Requesting toner cartridges in advance of need.	Providing toner cartridges for printers.	
	Reporting to ITCA unresolved issues previously reported to CQUEST.	Facilitating resolution of CQUEST issues not resolved in a timely manner.	Assistance with forgotten STARS passwords.
	Reporting of issues and problems with equipment and software to appropriate entity.	Resolution of Autodialer related issues including updates to emails.	Troubleshooting of Jetpack connection issues.
		Providing STARS User Training.	Completion of STARS software upgrades.

Contact Information:

- STARS Help Desk: (866)776-3578
- ITCA: (602)258-4822.
- Your Local IT:

Computer Support FAQ

What do I do if….

The card reader, PIN pad or signature pad isn't working?

1. Double check that the device is securely connected to a USB port on the computer. Do not connect to a USB port on your monitor.
2. Restart your computer with the device properly connected.
3. If these steps do not solve the problem, contact your local agency IT to resolve.
4. If it is determined that any of the devices are broken, contact ITCA at (602)258-4822.

My computer or laptop isn't working?

1. For a computer- ensure you have electrical power.
   For a laptop - plug the laptop in for a few minutes to ensure it has adequate power. *(see the STARS manual for help setting up the laptop)*
2. Restart your computer and try again.
3. If these steps do not solve the problem, contact your local agency IT to resolve.
4. If it is determined that the problem is with the computer itself or related equipment or software, contact ITCA. for ITCA owned equipment only at (602)258-4822.

The printer isn't working?

1. Ensure you have electrical power and your printer defaults are set correctly.
2. Unplug and re-plug in your printer and try again.
3. If these steps do not solve the problem, contact your local agency IT to resolve.
4. If it is determined that the printer is broken, contact ITCA for ITCA owned equipment at (602)258-4822.

I'm having problems with a jet pack?

1. Before taking it out into the field, try the Jet Pack in the office. If you are having problems, check out this website for tips to fix the issue: https://www.verizonwireless.com/support/jetpack-4g-lte-mobile-hotspot-890l-troubleshooting/#/main/device/&EUFI890&8242/main
2. If it is determined that the jet pack is not working, contact ITCA at (602)258-4822.

I can't log on to my computer or STARS?

1. Check to see that the Caps Lock key is off. Try again if it was on.
2. If you can't log on to the computer- contact your local IT.
1. If you can't log into STARS - close STARS and try again, then call the STARS Help Desk at (866)776-3578.
3. if it's still not working.
4. If you don't have a STARS user account - contact ITCA at (602)258-4822.

I’m having difficulty doing something in STARS (ex… changing an incorrect DOB, documenting return of a breastpump, doing an out of state transfer, etc.…)?

2. Check the STARS user manual.
3. Ask your supervisor or a co-worker.
4. If these steps do not solve the problem, contact the STARS Help Desk at (866)776-9578.
5. If your question relates to policy rather than how to use STARS, contact ITCA at (602)258-4822.

STARS isn’t working right?

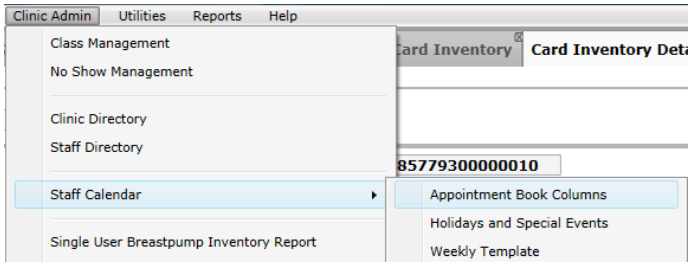
1. Close STARS and try again.
2. Check your Internet connection. STARS will not work without a solid connection. Contact your local IT if you are having issues with the Internet.
3. If your Internet is functioning, call the STARS Help Desk at (866) 776-3578.
4. If the problem is still unresolved, contact ITCA at (602) 258-4822.

MANAGING APPOINTMENT SCHEDULE & CLASSES

Setting up Your Appointment Book

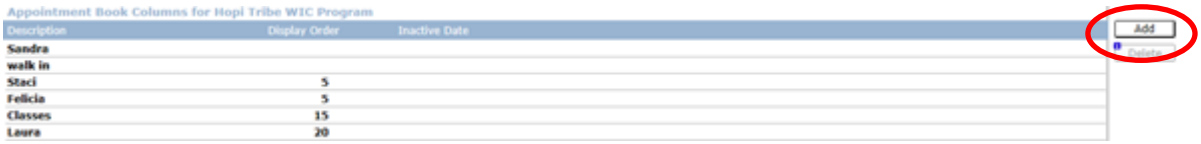
You may need to ***add a column*** to your appointment book when you add an additional staff person. If a staff person is being replaced with a new staff person and you use names for your column headings, you may want to change the column heading instead.

Skip to Step 6 to set-up **Weekly Templates** for your appointment book and Step 13 to **Fill Months** using your Weekly Template.



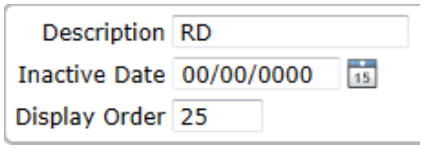
1. Clinic Admin > Staff Calendar > Appointment Book Columns

2. To the right of the display, click ADD.

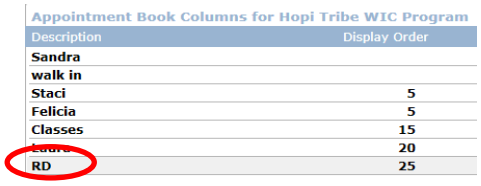


3. At the bottom of the screen enter the description for the column as you would like it to appear in your appointment book such as "CNW" or "Jane".

4. Enter a number to specify the display order. This will be used to determine in what order the columns display in the appointment book. It is recommended that you leave 5 spaces between the numbers in the display in case you would like to enter additional columns between your current columns at a later date. For example, you may enter one CNW as display order 5 and the next with display order 10.



5. Click SAVE.



6. **Clinic Admin Menu > Staff Calendar> Weekly Template to add the staff person's clinic schedule.**

7. Select the clinic that you are creating the schedule for and the day of the week for which you are entering the schedule.

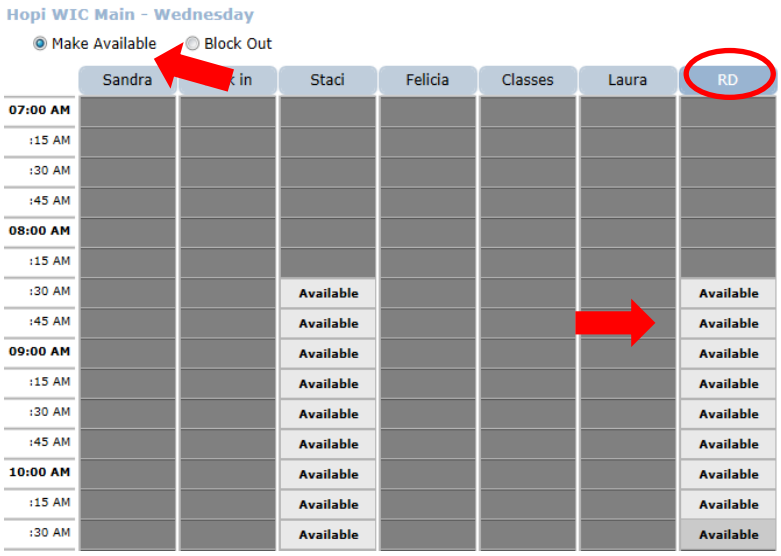
8. Click Select.

9. Select the staff person's name or role that the staff person will be filling.

10. Click the boxes for the corresponding times in the appointment book that the staff person will be available for appointments. You can drag your mouse down to fill multiple boxes quickly.

PRO TIP:

If you make a mistake you can either individually block out the times you made available that should not be available OR cancel and restart at Step 7.

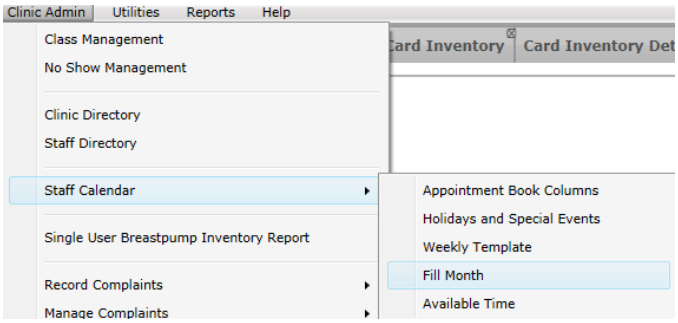


11. Click SAVE.

12. Repeat steps 7-10 for each clinic and day.

13. **Clinic Admin Menu > Staff Calendar > Fill Month.**

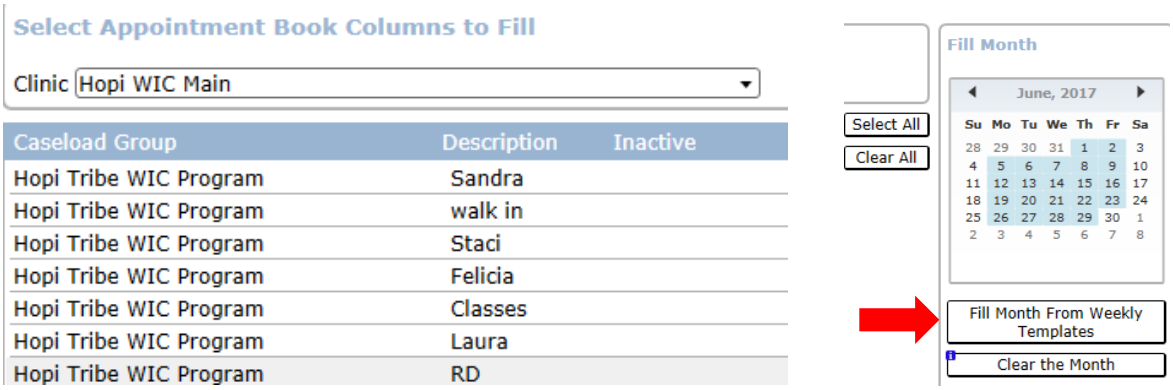
14. Select the clinic for which you need to fill the appointment book for the staff person.



15. Select the month for which you would like to fill appointment availability for the staff person.

16. Select the staff member for whom you need to fill the appointment book. The line will be shaded when it is selected.

17. Click Fill Month From Weekly Templates.

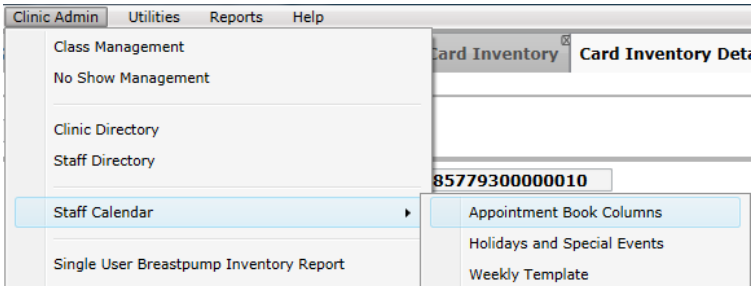


18. Repeat steps 14-17 for all clinics and months.

Change the Heading/Staff on an Appointment Book Column

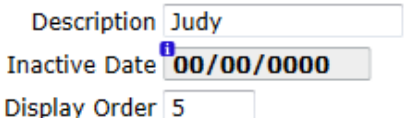
You will need to change an appointment book column heading if you use staff names and you have replaced a staff person.

1. Clinic Admin > Staff Calendar > Appointment Book Columns.



2. Select the row for the Appointment Book Column Description that you would like to change. When selected, the row will be shaded.

3. At the bottom of the screen, in the Description box, change the name of the column.



4. Click SAVE.

Appointment Book Columns for Hopi Tribe WIC Program

Description	Display Order	Inactive Date
walk in		
Judy	**5**	

PRO TIP:

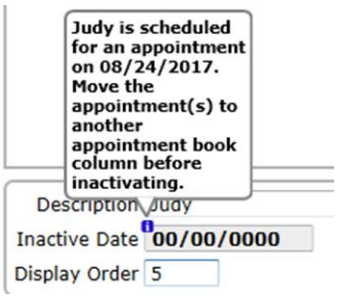
You may need to close and reopen the Appointment Book Columns tab in order to see the change.

Inactivate an Appointment Book Column

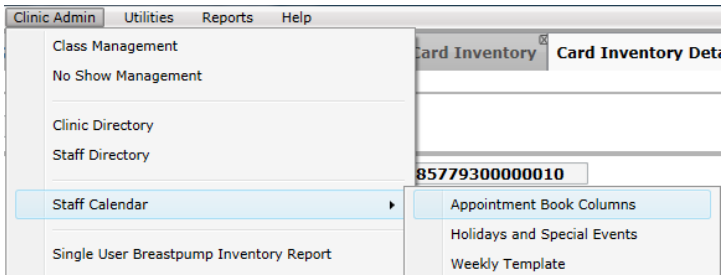
You may need to inactivate an appointment book column heading if you eliminate a staff position.

PRO TIP:

Prior to completing this step, you should ensure that the staff person does not have any appointments scheduled in the future. If the staff person has appointments, you can move them to another staff person. See the section: [Reschedule an Appointment.]



1. Clinic Admin > Staff Calendar > Appointment Book Columns.



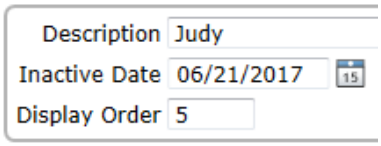
2. Select the row for the Appointment Book Column Description that you would like to inactivate. When selected, the row will be shaded

Appointment Book Columns for Hopi Tribe WIC Program

Description	Display Order	Inactive Date
walk in		
Judy	5	

3. At the bottom of the screen, in Inactivate Date box, enter the date that the column should be inactivated.

4. Click SAVE.



Appointment Book Columns for Hopi Tribe WIC Program

Description	Display Order	Inactive Date
Sandra		
walk in		
Felicia	5	
Classes	15	
Laura		08/26/2016
Judy	5	06/21/2017

PRO TIP:

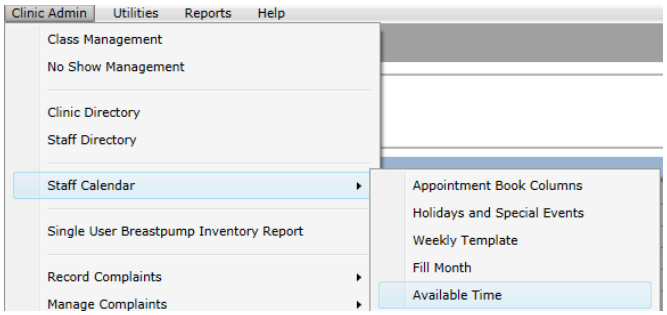
You may need to close and reopen the Appointment Book Columns tab in order to see the change.

Change the Schedule on Specific Dates

You may need to make small changes to the schedule on specific days for a staff person who is leaving early for the day or on leave or if the clinic will be closed for training.

PRO TIP:
If you need to update the schedule for Holidays or Special Events go Clinic Admin > Staff Calendar > Holidays and Special Events to add or edit.

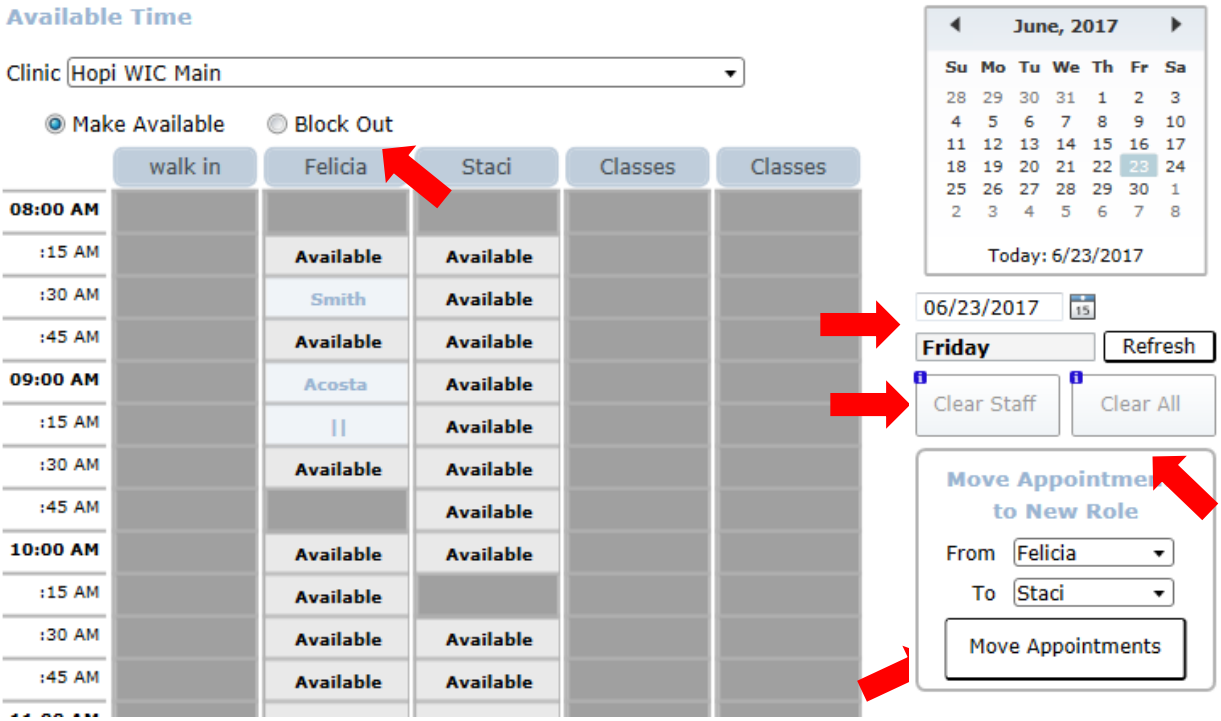
1. Clinic Admin > Staff Calendar > Available Time



2. Select the day you want to make changes to.

3. In this screen, you can:

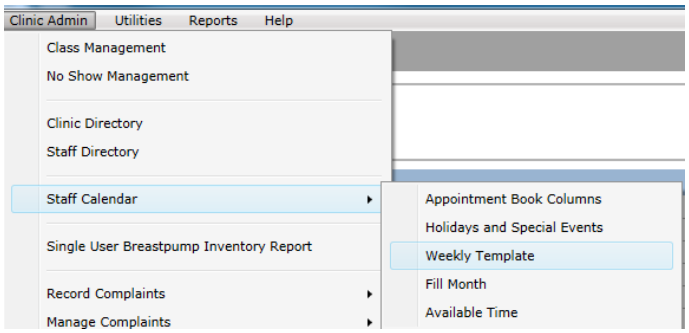
- block out time slots for staff taking off part of the day.
- clear one staff member's entire day.
- remove all availability for the clinic for the day.
- switch an appointment from one column to another.



Change Your Clinic Schedule

You may need to modify your daily clinic schedule because you have expanded or decreased your service hours. This procedure works well if you need to change your clinic schedule permanently for all future week days. If you need to modify only certain dates, see Change the Schedule on Specific Dates.

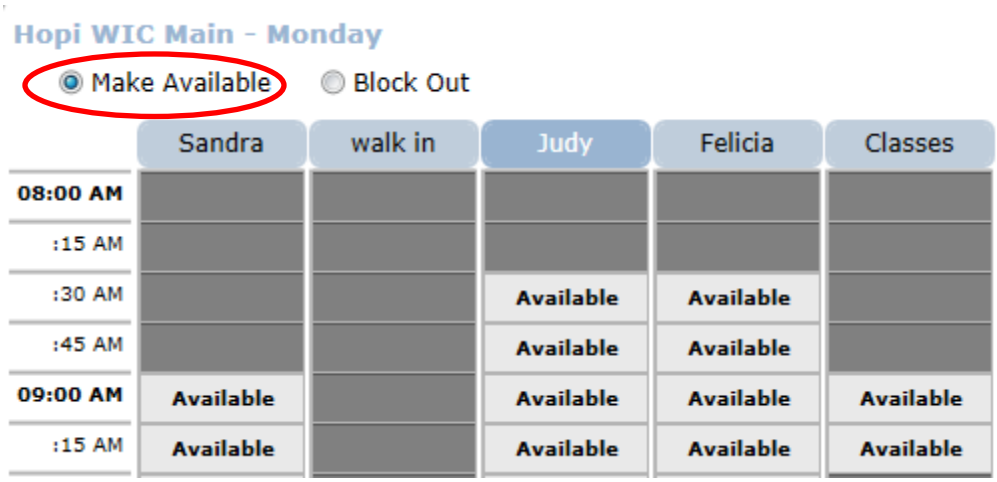
1. Clinic Admin > Staff Calendar > Weekly Template



2. Select the clinic that you are modifying the schedule for and the day of the week for which you are entering the schedule.

3. Click Select.

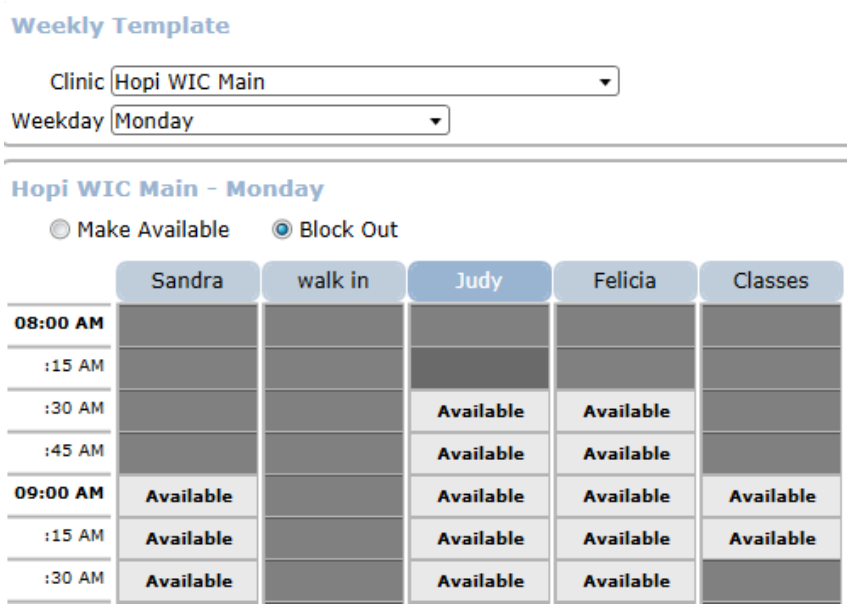
4. **To add more time** (closing later, opening hours during lunch), Click Make Available. Then click the boxes for the corresponding times in the appointment book that the staff person will be available for appointments. You can drag your mouse down to fill multiple boxes quickly.



5. Repeat steps 5-6 for each staff person.

6. Click SAVE.

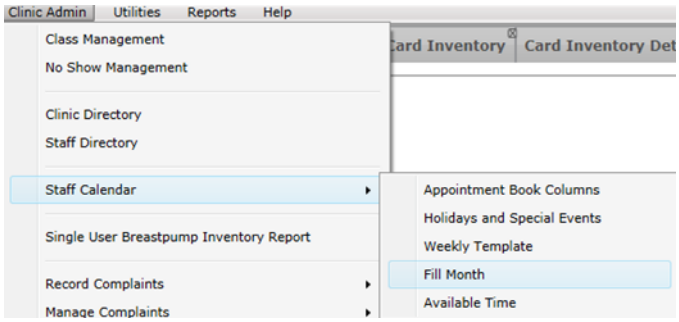
7. **To delete available time**, check the Block Out box. You can click on a single box or drag your mouse down to fill multiple boxes quickly.



8. Click SAVE.

9. Repeat steps 2-9 for each clinic and day that you are changing.

10. Clinic Admin > Staff Calendar > Fill Month.



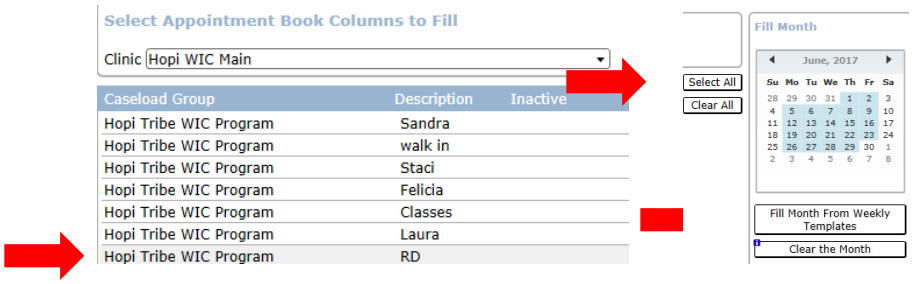
11. Select the clinic for which you need to fill the appointment book for the staff.

12. Select the month for which you would like to fill appointment availability for the staff.

13. Select the staff member for whom you need to fill the appointment book or click Select All to update the schedule for all staff. The line will be shaded when it is selected.

14. Select Fill Month From Weekly Templates.

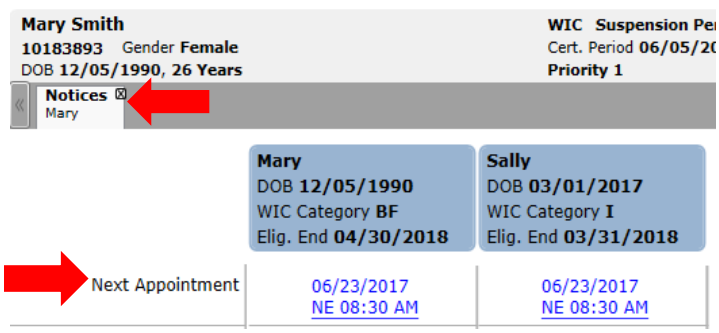
15. Repeat steps 12-15 for all clinics and months that you are changing.

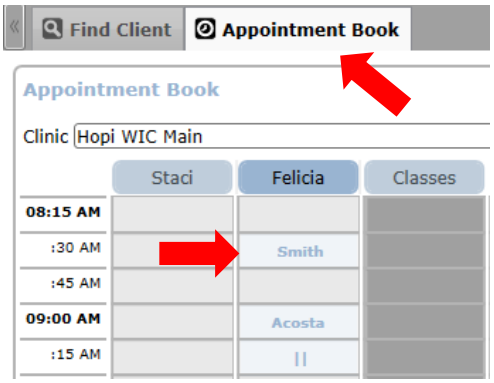


Reschedule an Appointment

If you need to reschedule a client's appointment the same day it was created, you can simply delete the appointment. Any day after that, follow the procedure below

1. Open the client's file and click on Next appointment on the Notices tab **OR** find the client on the Appointment Book tab.

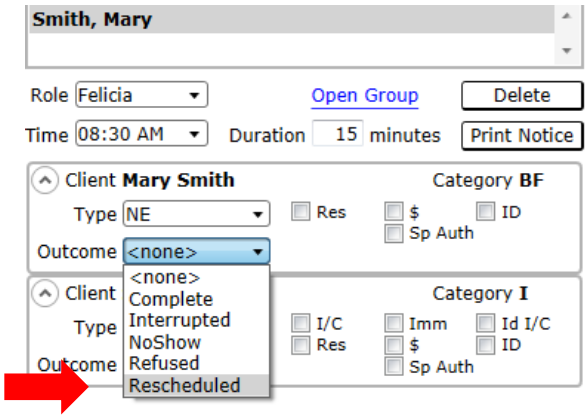




2. In the Appointment Book, click on the day the client's appointment was scheduled.

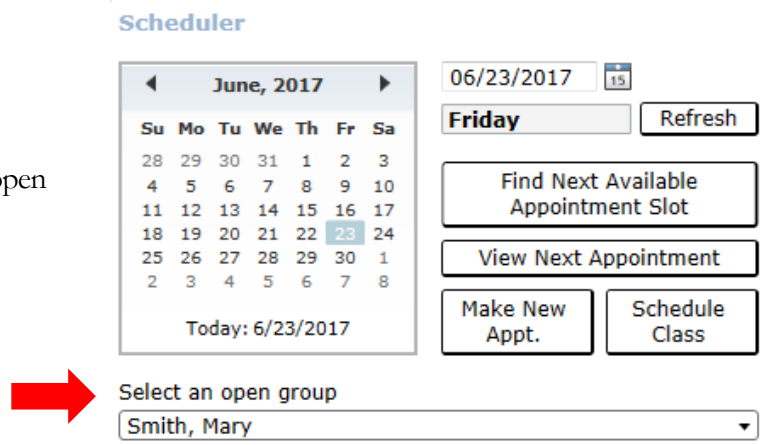
3. Locate the client in the schedule and click on the client's name.

4. On the right side of the screen, in the outcome field, enter Rescheduled for each client in the family group that had an appointment.



5. Click SAVE.

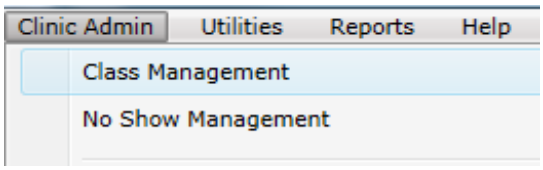
6. Choose the caregiver's name under Select an open group, then schedule the appointment.

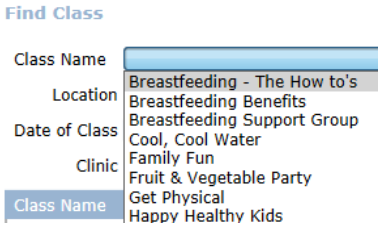


Setup a Class

You will need to set up classes prior to scheduling clients for classes. There are two steps to creating a class; first the class name must be created and then the class details such as the date and instructor are entered.

1. The first step is to determine if the class name is in the system. Clinic Admin > Class Management.

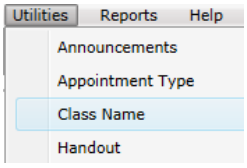




2. Click the dropdown arrow in the box next to the Class Name field to determine if the class name is already in the system. **If you already have the class name in the system, skip to step 8.**

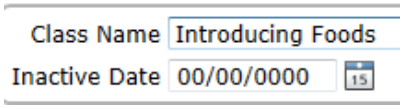
3. If the class name is not in the system, close the Find Class tab.

4. Utilities > Class Name.



5. Click Add on the right side of the screen.

6. Enter the class name on the bottom of the screen.



7. Click SAVE.

8. Go back to Clinic Admin > Class Management.

9. Click the Add button.

10. Click the dropdown arrow in the box next to the Class Name field and select the class name.

11. Enter the date the class will take place.

12. Enter the start and end times for the class.

13. Select the instructor from the drop down if the staff person works at your local agency or enter the name of the staff person if it is an outside person.

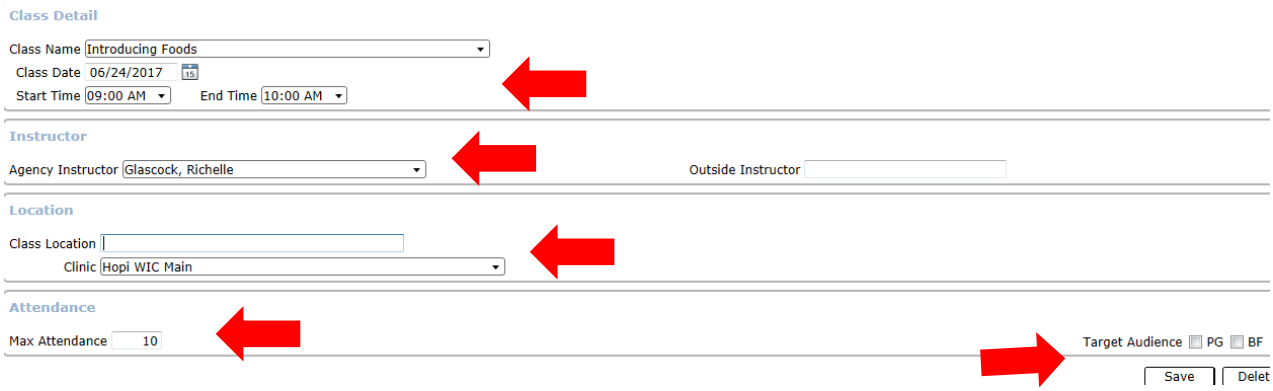
14. Enter the class location if desired.

15. Select the correct clinic from the dropdown.

16. Enter the maximum number of attendees that can be schedule for the class in the Max Attendance box.

17. Click the checkboxes for the appropriate category of clients for the class.

18. Click SAVE.



Schedule a Client for a Class

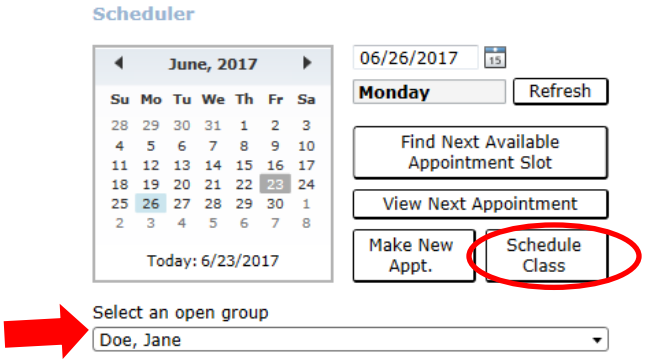
Scheduling clients for classes works a little differently than scheduling a regular appointment with a staff person. Note that a class must be set up prior to scheduling clients for a class.

1. Open the client's file.

2. Click on Schedule Appointment on the Notices tab

3. On the right side of the screen, use the Select an open group to choose the client/group.

4. Click on the Schedule Class button in the upper right portion of the screen.

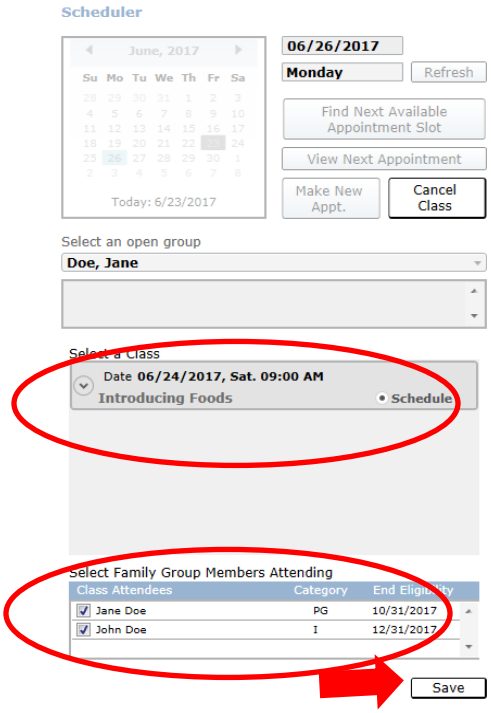


5. The available classes will display on the right side of the screen under Select a Class.

6. Click the radio button next to Schedule for the class you would like to schedule the client for.

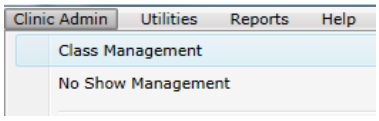
7. A new box will appear displaying the clients in the family. Check the boxes next to the clients that you would like to schedule for the class.

8. Click SAVE.

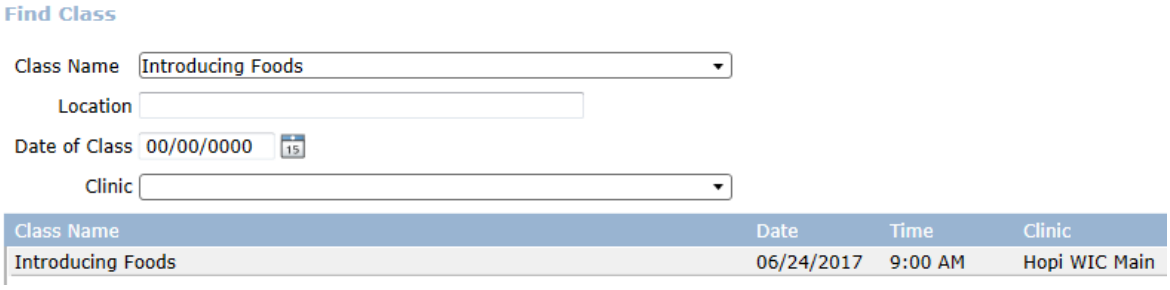


Manage Classes

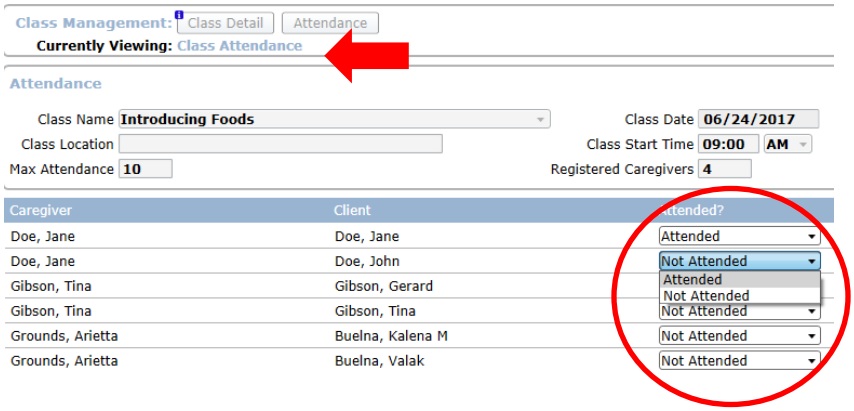
Once you have added a class and have scheduled clients for your class, you can view who is registered and document who did and did not attend using class management.



1. Clinic Admin Menu > Class Management.
2. Enter any information you have about the class to help you find it or just click Find to show all classes.
3. Highlight the class that you would like to work with and either click retrieve or double click on the class.



4. At the top of the screen, click the attendance button. You will see a list of clients registered for the class.
5. When you complete certain actions for clients on the day of the class, the system will automatically mark clients as Attended. Examples of actions that mark a client as attended include but are not limited to documenting nutrition education, referrals, income, risks, measures, bloodwork and loading benefits on an eWIC card.
6. You can manually change whether or not the client attended the class by clicking the drop down arrow next to Attended or Not Attended and selecting the correct status. Remember that if you make a change to a client's record later the same day, the client will be changed to Attended.
7. Click SAVE to save any changes you made.



MOVING CLIENT & GROUPS

Understanding Benefit Removal with Switch Groups

When a client is switched to a new group, benefits may be automatically adjusted in STARS to remove benefits from the client's original family account.

The following are the rules that are in place in STARS for removing benefits from accounts.

- If there are no redemptions for the current month's issuance for the group, STARS will void the original issuance.
- If there were one or more benefit redemptions (food purchases) and the client is the only one in the original group, the full remaining balance is automatically voided in STARS.
- If there were one or more benefit redemptions (food purchases) for the group, a percentage of the remaining benefits will be automatically voided from the account based on the percentage of the original issued benefits to the family.

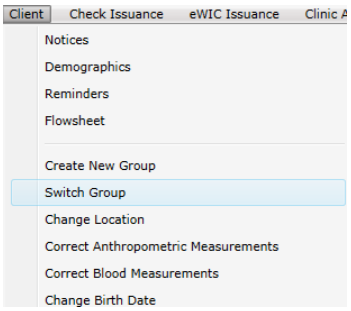
  Example: *Family is issued 108oz of cereal for 3 clients. 36oz of cereal are redeemed leaving 72 oz in the balance. One client leaves the family. 33% of 72 oz (24 oz) will be removed from the balance.*

Switch Client to an Existing Group

Sometimes a client has to be transferred to an existing family within one of your clinics. This may happen when there is a change in custody or foster parent. If the group that you would like to transfer the client to already exists, use the process below. If the group does not exist, see Switch Client to New Group.

1. Open the client's record that you need to move. Make sure all tabs are closed except 'Notices'.

2. Client Menu > Switch Groups.

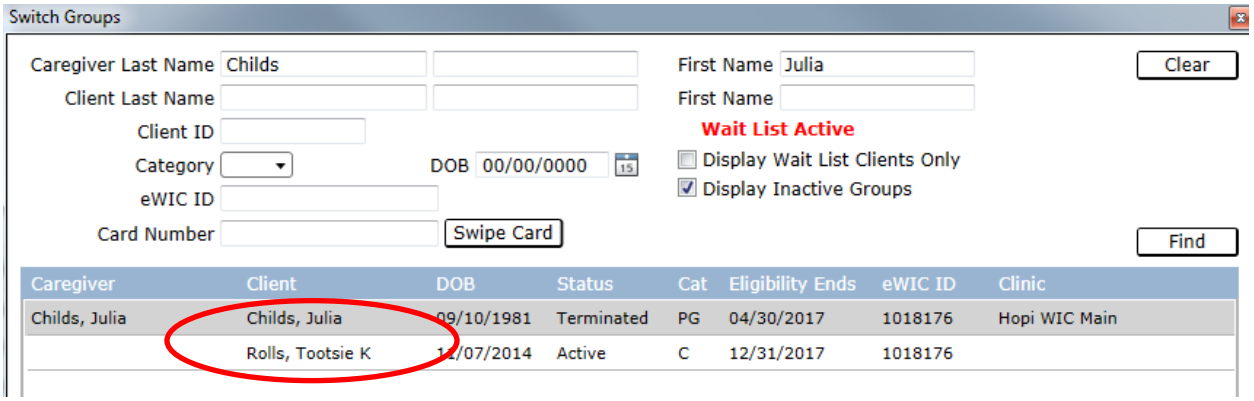


PRO TIP:

If the client is a foster child, inactivate their card and issue another when they switch families. Their benefits will remain in their account.

3. Search for the group that you would like to move the client into.

4. Highlight the group and click SAVE. The client should now be in the existing group.



PRO TIP:

Note that benefits for the client will be removed from the original family's eWIC account.

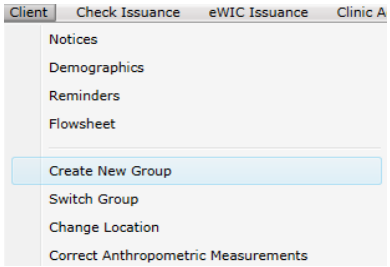
5. Benefits and cards do not move with the client to the new group. If the new family does not have an eWIC card or if the client is a foster child, an eWIC card will need to be issued along with benefits.

Switch Client to a New Group

Sometimes a client has to be moved to a caregiver that does not exist in the system. This may happen when there is a change in custody or foster parent. If the group that you would like to transfer already exists, use the Switch Client to Existing Group process. If the group does not exist, use the process below.

1. Open the client's record that you need to move. Make sure all tabs are closed except 'Notices'.

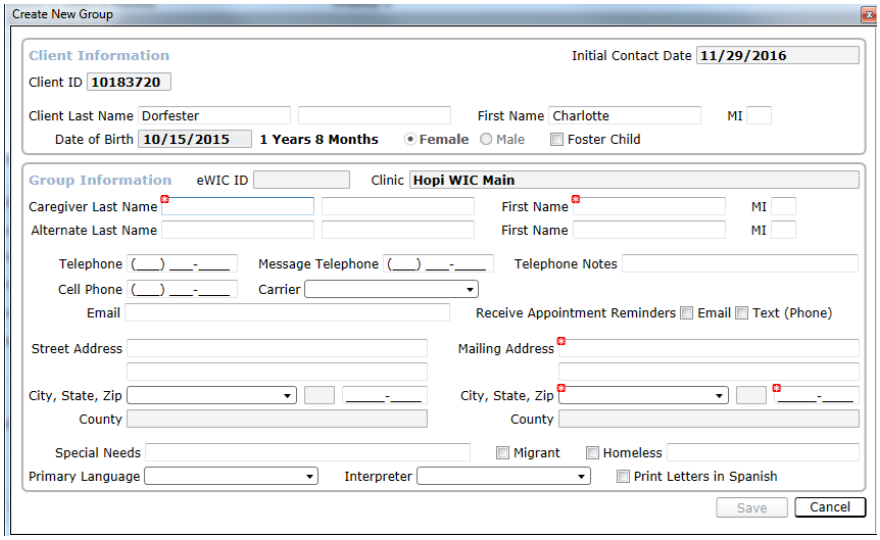
2. Client Menu > Create New Group.



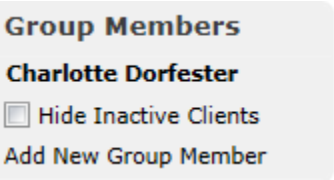
PRO TIP:

If the client is a foster child, inactivate their card and issue another when they switch families. Their benefits will remain in their account.

3. Enter the demographic information for the new caregiver.



4. Click Save. The client should now be in the new group.



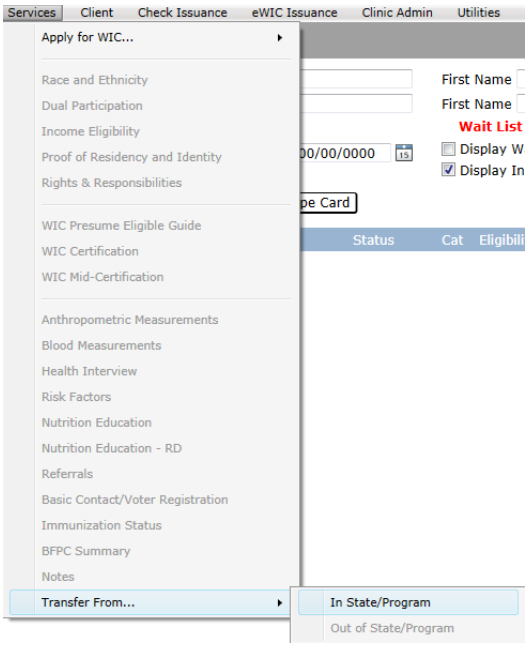
5. Benefits and cards do not move with the client to the new group. An eWIC card will need to be issued along with benefits.

PRO TIP:

Note that benefits for the client will be removed from the original family's eWIC account.

Transfer a Group from another ITCA Clinic

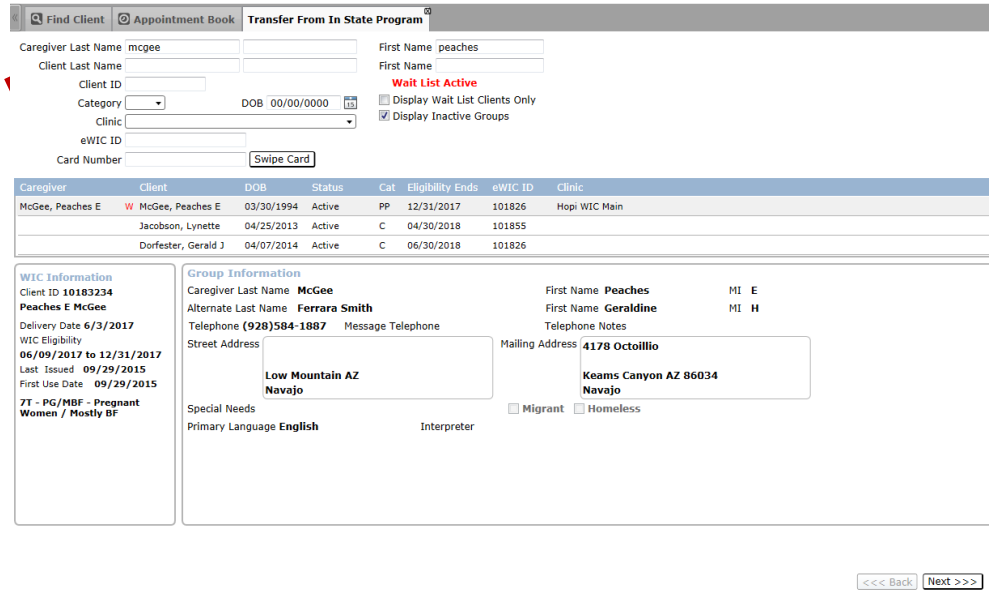
A client is entered as an in-state transfer if the client is transferring in from another ITCA WIC Program. If you are transferring a client from another non-ITCA WIC agency such as Arizona, Navajo Nation or California, use the Transfer from Out of State Program procedure.
You can transfer a group or only selected clients in a group from one ITCA Local Agency to another. If you move **selected clients**, they can be transferred to an Existing Group or a New Group. Follow these steps to transfer a group.



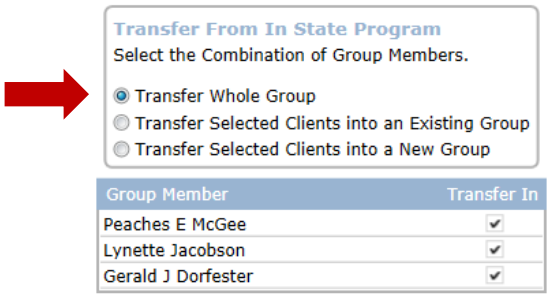
1. Services> Transfer From…> In State/Program

2. Search for a client or caregiver in the group you'd like to transfer.

3. Highlight the group and click NEXT.



4. Select Transfer Whole Group and click NEXT.



5. Update the demographic information for the group, since they likely moved. Click NEXT.

6. You must hit save on the final Transfer From In State Program Screen to complete the transfer.

7. The family eWIC card will remain active, so there is no need to replace it. Any benefits remaining in the account will remain available.

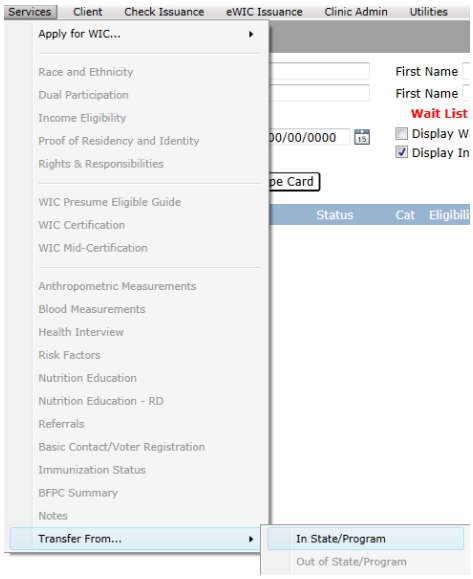
Transfer a Selected Client from another ITCA Clinic to an Existing Group

A client is entered as an in-state transfer if the client is transferring in from another ITCA WIC Program. If you are transferring a client from another non-ITCA WIC agency such as Arizona, Navajo Nation or California, use the Transfer from Out of State Program procedure.

You can transfer a group or only selected clients in a group from one ITCA Local Agency to another. You may want to move only selected clients when there is a change in custody or foster parent. If you move selected clients, they can be transferred to an Existing Group or a New Group. Follow these steps to transfer a selected client to an Existing Group.

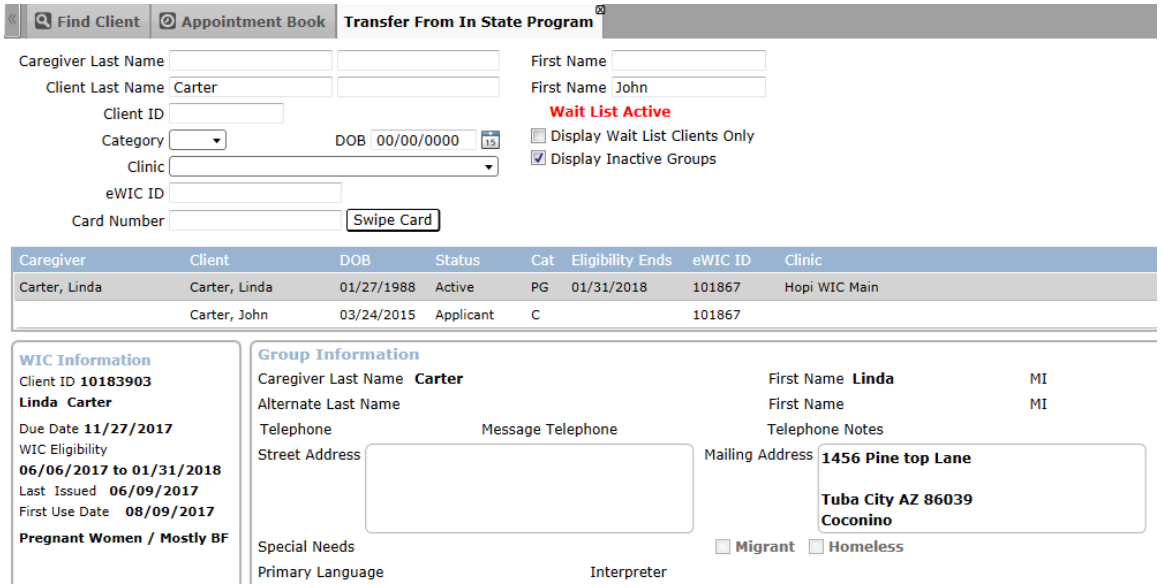
PRO TIP:

If the client is a foster child, inactivate their card and issue another when they switch families. Their benefits will remain in their account.

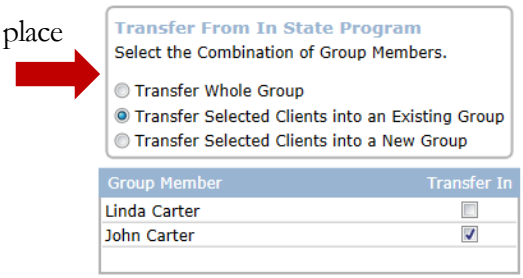


1. Services> Transfer From…> In State/Program

2. Search for the client you'd like to transfer. Highlight the group and click NEXT.

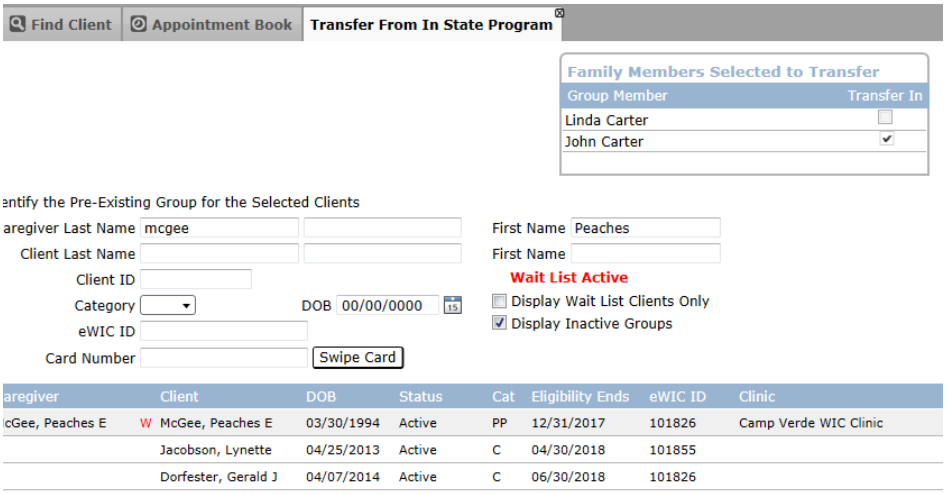


3. Choose Transfer Selected Clients into an Existing Group and place checks by the client(s) you'd like to transfer. Click NEXT.

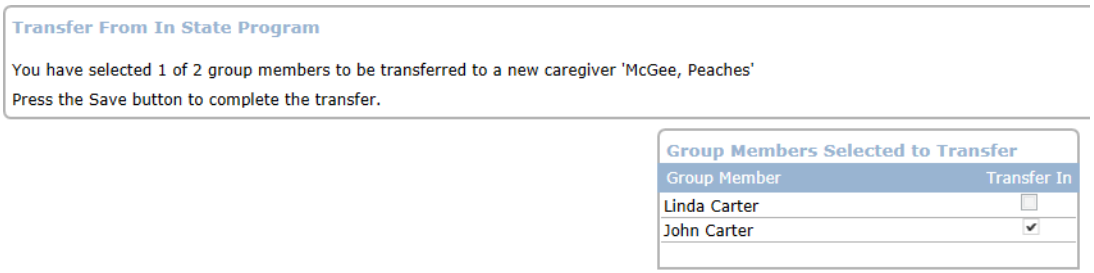


4. Search for the group you'd like to transfer the client to.

5. Highlight the group and click NEXT.



6. Click SAVE on the final Transfer From In State Program page to complete the transfer.



7. Benefits are not automatically switched to the new group account and will need to be reissued. If the new family does not have an eWIC card, an eWIC card will need to be issued along with benefits.

Transfer a Selected Client from another ITCA clinic to a New Group

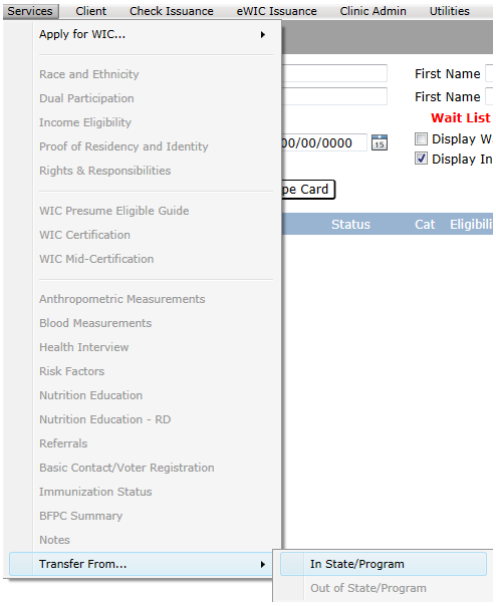
A client is entered as an in-state transfer if the client is transferring in from another ITCA WIC Program. If you are transferring a client from another non-ITCA WIC agency such as Arizona, Navajo Nation or California, use the Transfer from Out of State Program procedure.

You can transfer a group or only selected clients in a group from one ITCA Local Agency to another. You may want to move only selected clients when there is a change in custody or foster parent. If you move selected clients, they can be transferred to an Existing Group or a New Group. Follow these steps to transfer a selected client to a New Group.

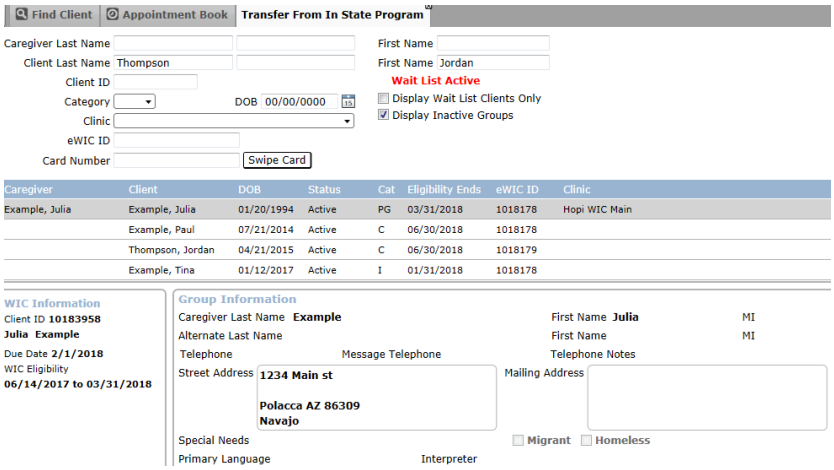
PRO TIP:

If the client is a foster child, inactivate their card and issue another when they switch families. Their benefits will remain in their account.

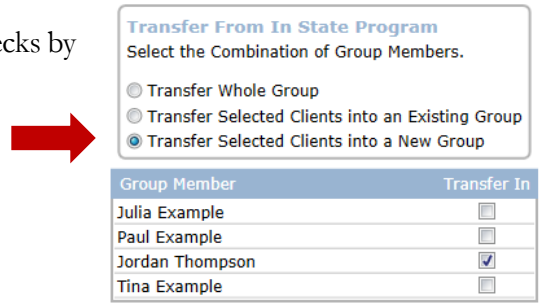
1. Services> Transfer From…> In State/Program



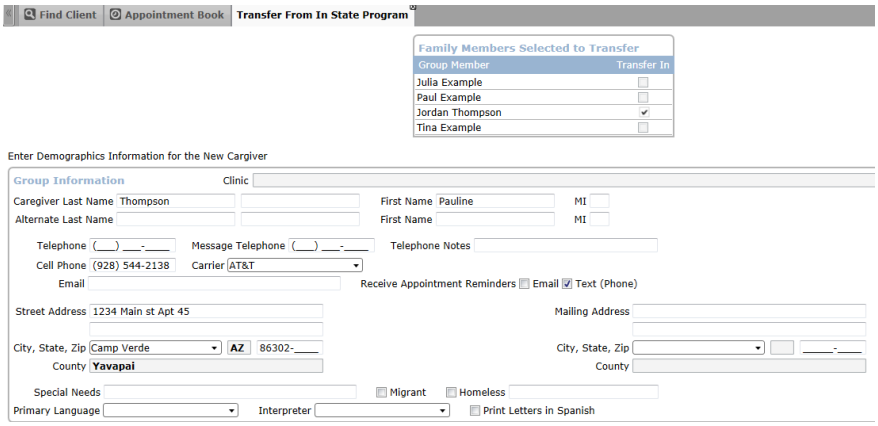
2. Search for the client you'd like to transfer. Highlight the group and click NEXT.



3. Choose Transfer Selected Clients into a New Group and place checks by the client(s) you'd like to transfer. Click NEXT.



4. Enter the new caregiver's demographic information. Click NEXT.



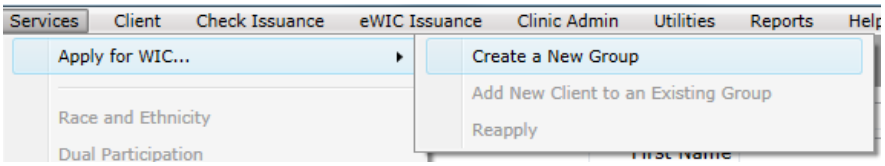
5. Click SAVE on the final Transfer From In State Program page to complete the transfer.

6. Benefits are not automatically switched to the new group and will need to be reissued. The household will need to be issued an eWIC card and benefits.

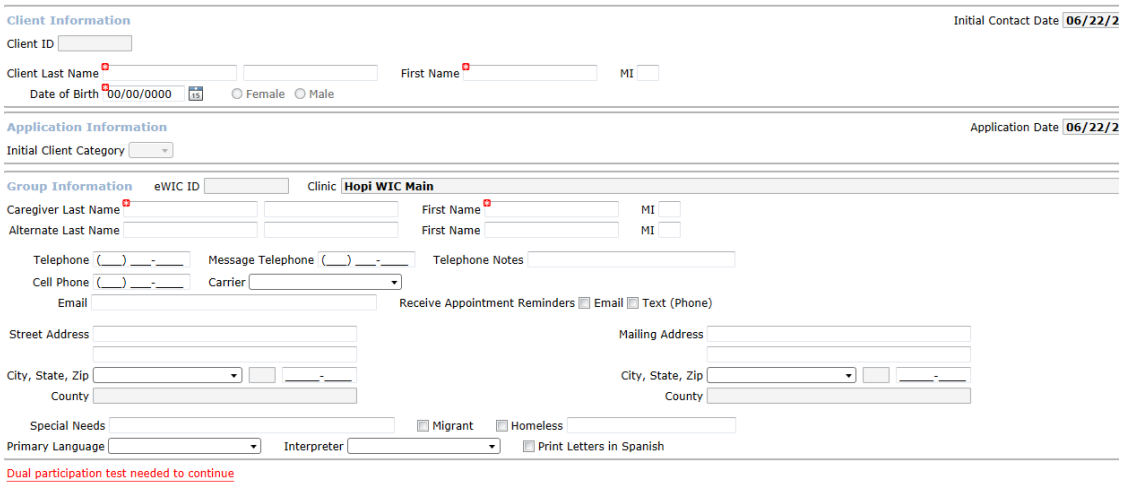
Transfer from an Out of State Program

A client or group is entered as an in-state transfer if they are transferring in from another ITCA WIC Program. If you are transferring a client from another non-ITCA WIC agency such as Arizona, Navajo Nation or California, use the Transfer from Out of State Program procedure.

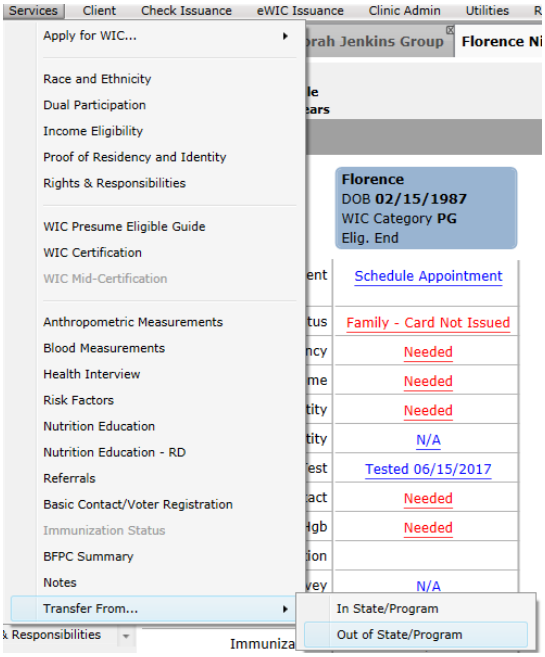
1. Services > Apply for WIC > Create a New Group.



2. Fill out the WIC application page. Click. SAVE.



3. Services Menu > Transfer From… > Out of State.

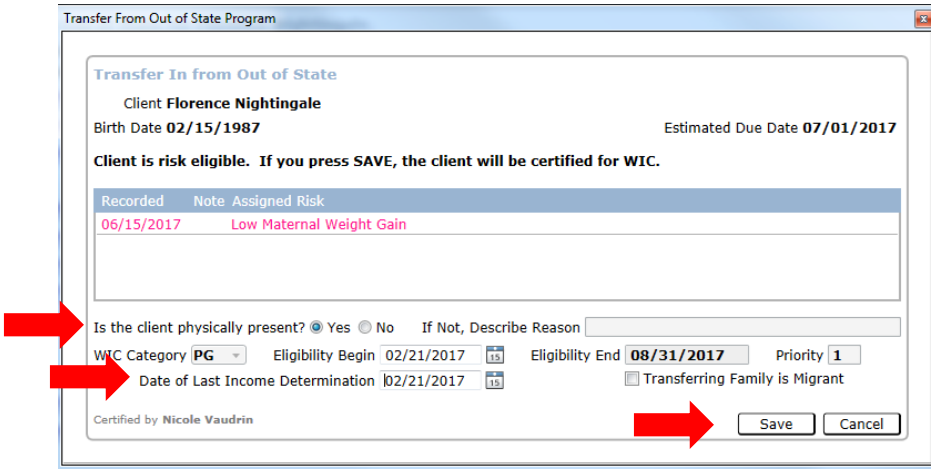


4. Complete all needed and any optional items on **Transfer Guide**. Anthropometrics and blood measurements should be listed on the client's VOC (verification of certification).

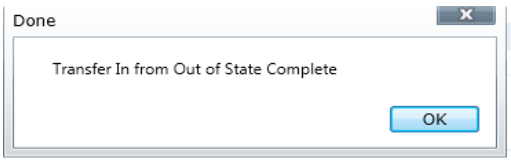
Do **NOT** switch over to the WIC Certification Guide. If you do, you will be prompted to enter income and won't be able to change eligibility start and end dates.

5. The last item on the Transfer Guide is 'Complete Transfer In From Out of State'.

6. Enter the certification begin and end dates from the client's VOC. The date of Last Income Determination will likely be the same as the eligibility begin date.



7. Click SAVE.



8. Issue the client an ITCA eWIC card and benefits.

CARD MANAGEMENT

Issue an eWIC Card and PIN

In order to issue an eWIC card, a household account must be created in STARS. Benefits reside in the household account and NOT on the card. It is possible to load benefits into an account without issuing a card but the client will have no way to purchase their items at the store. It is also possible to issue a card with no benefits.

The Client/Primary Caregiver should be present to receive an eWIC card and select the PIN**.** Staff should never enter a PIN for the client. If you do not set the PIN at issuance, there will be no message letting you know that the PIN has not been set. If you forget to set the PIN, you can go to Change PIN to set it.

eWIC cards may be mailed or home delivered in special cases.

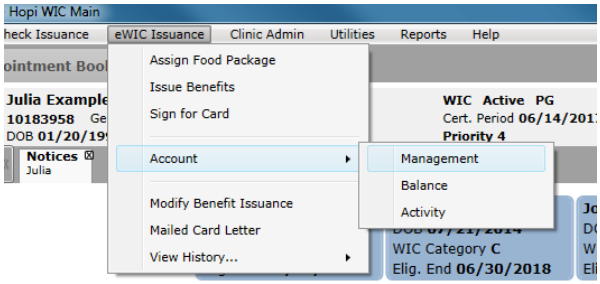
PRO TIP:

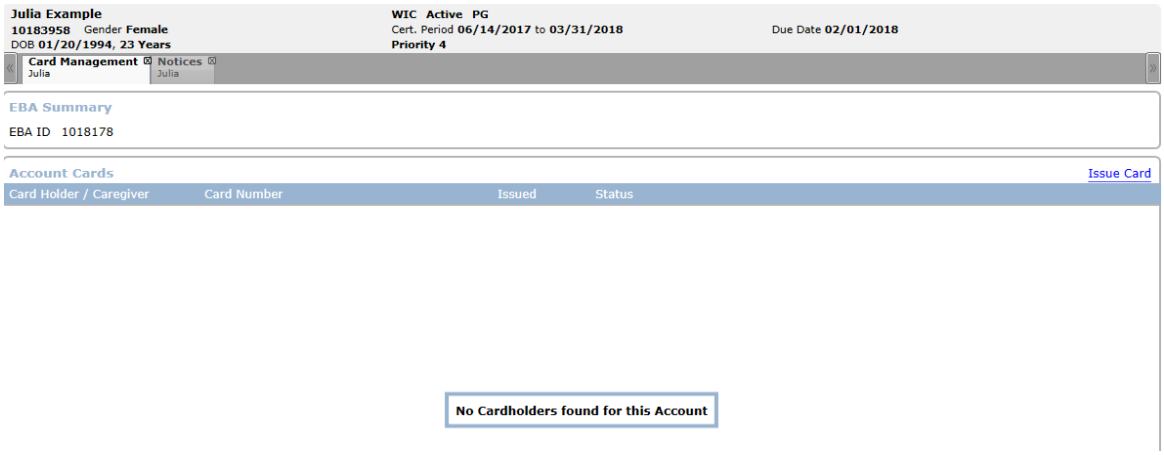
Foster children will receive their own card, and benefits will be separate from the rest of the family.

Exceptions and Alternative Methods:

- **Secondary Caregiver:** If the Primary Caregiver was not able to make the appointment when a new card was issued, the card can be issued to the Secondary Caregiver *without a PIN*. The Secondary Caregiver should be instructed to let the primary caregiver know the PIN can be set by calling the customer service number on the back of the card or going to ebtEDGE.com.
- **ebtEDGE :** Some clinics have opted not to use PIN pads at all and set PINS in ebtEDGE. Others may use the ebtEDGE to check if the PIN has been set if an error message was received when setting the PIN.

1. eWIC Issuance > Account >Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Not Issued
2. Select the Issue Card link.



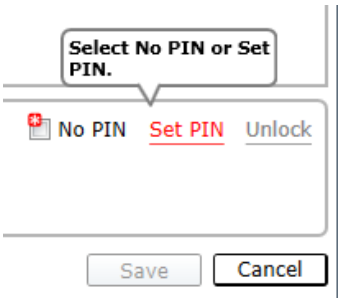


3. Swipe the card or manually enter the card number.

4. Click OK.

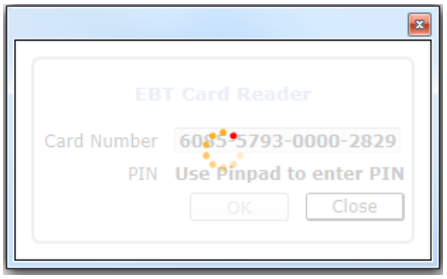
5. If you would like to issue the card without a PIN, Click the No PIN Box. Then Click Save and skip to Step 11.

   OR Click Set PIN if you'd like to set the PIN using the PIN Pad



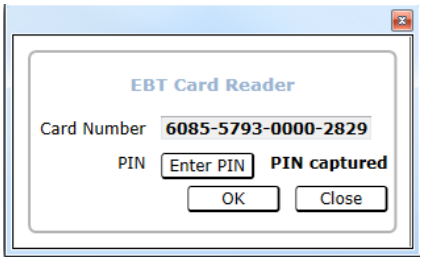
6. STARS will look like it is thinking as it awaits the PIN entry.

7. Using the PIN pad, have the client enter their PIN twice.

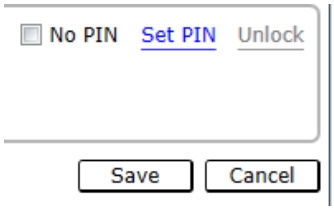


8. The message should PIN captured will appear.

9. Click OK.



10. The Set PIN link will now be blue. Click SAVE to finish issuing the card.



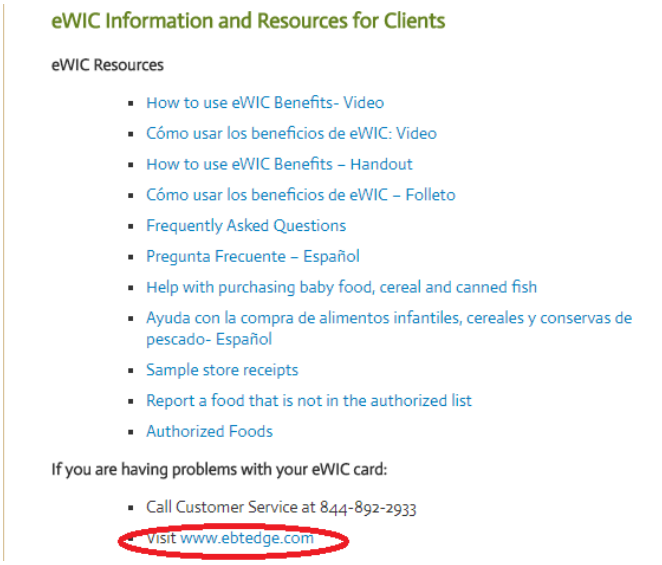
11. Click 'Capture Signature'. Have the client sign for the card using the signature pad

12. Click SAVE.

ebtEDGE for Setting & Checking PINs

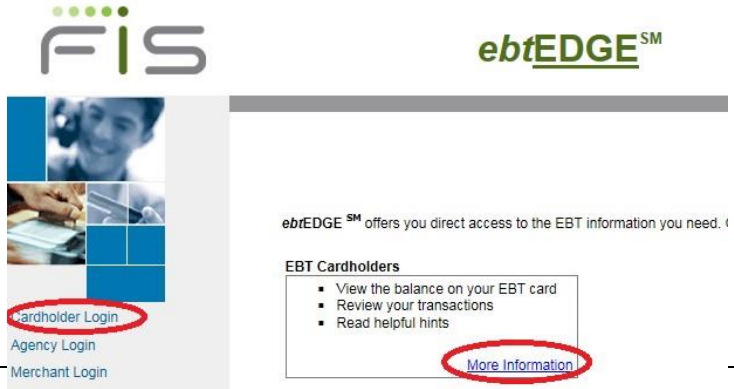
If your clinic has opted not use PIN pads, it is still best practice to have the client set their PIN before leaving the clinic. Clients could call the customer service number on the back of the card or set the PIN on ebtEDGE. The ebtEDGE website can also be used to check if the PIN has been set if an error message occurs.

1. To get to the ebtEDGE website, go to itcaonline.com/eWIC. This website is listed on the



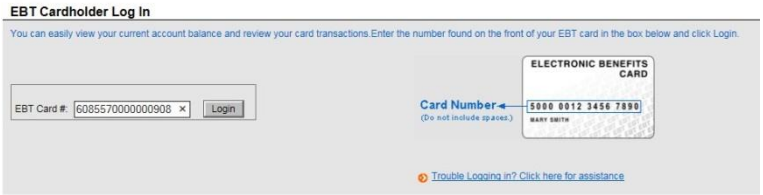
on the back of eWIC cards.

2. Click on www.ebtedge.com. You may want to bookmark this address or the one above.



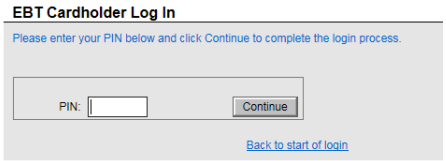
3. Click 'Cardholder Login' or the 'More Information' link in the 'EBT Cardholders' box.

4. Enter the card number.



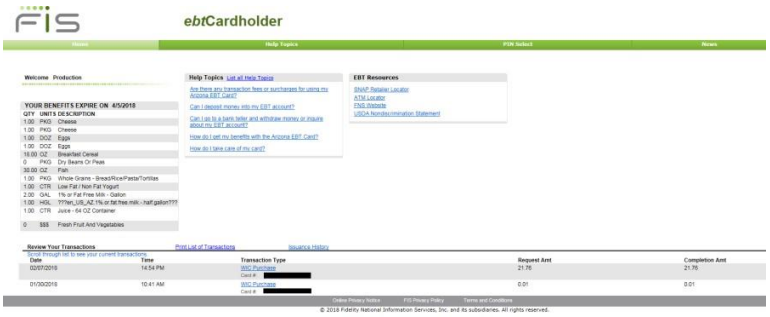
5. **CHECKING PINS:**

a. The PIN is likely set if you see the PIN screen.



b. You would also get this screen if the card was not issued properly to the client. Although chances of that are small, it's best to have the client enter their PIN to check.

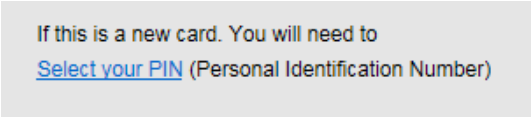
c. Clicking 'Continue' should take you to the client's home page that shows their benefit balance and transaction list.



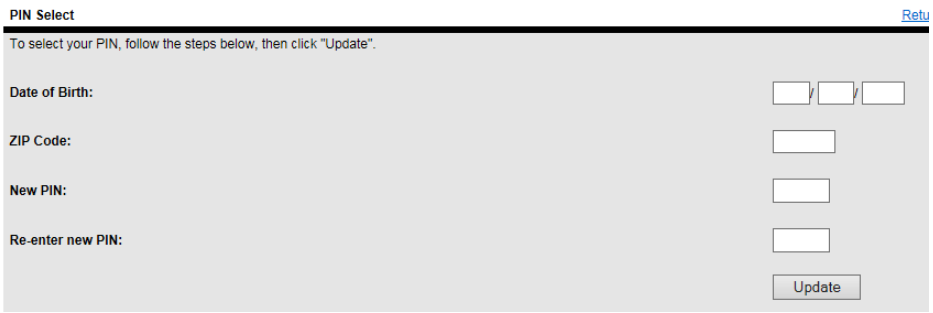
d. If you get an error message, double check that you saved the card management screen and try again. If it's still not working, call ITCA.

6. **SETTING PINS**

a. If the PIN is not set, you will get the PIN Select Cardholder Screen. Click the 'Select your PIN' link.



b. On the next screen, it's usually easiest for you to fill out DOB and zip code (use mailing zip code if client has different physical and mailing addresses).



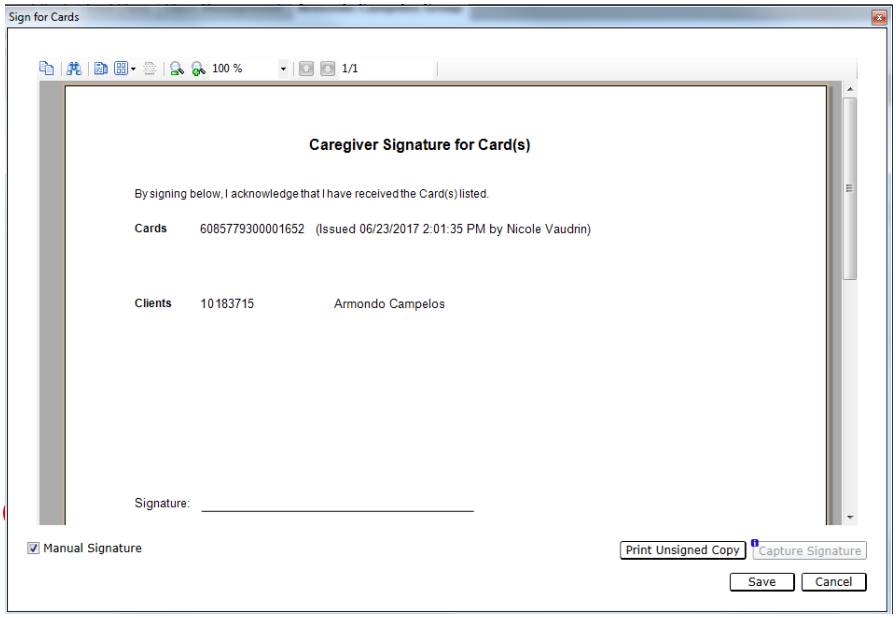
c. Click Update.

d. The PIN is set!

Document Receipt of Card when Signature Pad is not working or Available

There are situations in which a signature pad may not be available for the client to sign for the card because it is not working properly. The following procedure should be used in these instances:

1. After Issuing the Card and selecting Save, the Card Signature will pop up.



2. Select the Manual Signature checkbox and click SAVE.

3. The Caregiver Signature for Card Received Form will print.

4. Have the client sign the Caregiver Signature for Card Received Form.

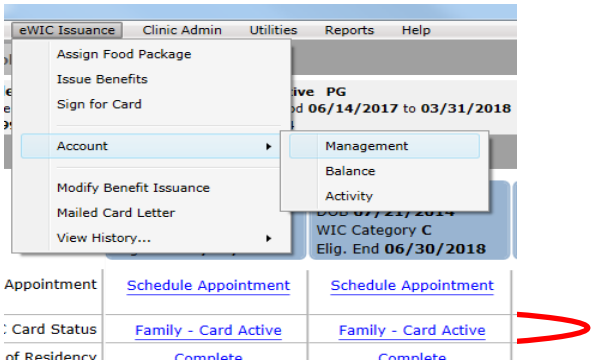
5. File the form in the daily, weekly or monthly file.

Unlock a PIN

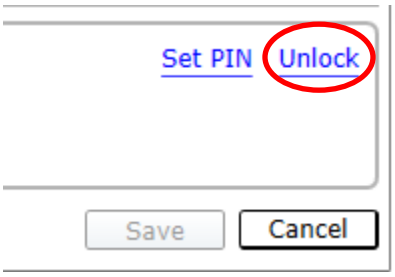
A client's PIN will be locked after they try to enter it incorrectly four times at the store. The client does not need to be physically present to unlock the PIN. Prior to unlocking the PIN, staff needs to verify the individual requesting to unlock the PIN is a caregiver on the account by verifying the name and date of birth of either the client or caregiver. PINs will automatically unlock at midnight.

To unlock a PIN:

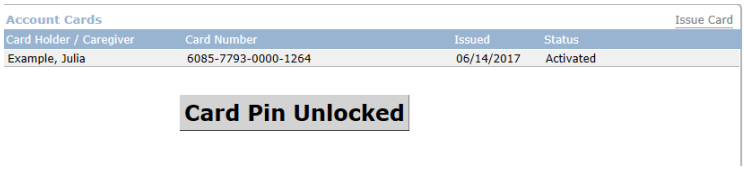
1. eWIC Issuance >Account >Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Active.



2. At the bottom of the screen, click the Unlock link.



3. The Card PIN Unlocked will appear and no further action is required.



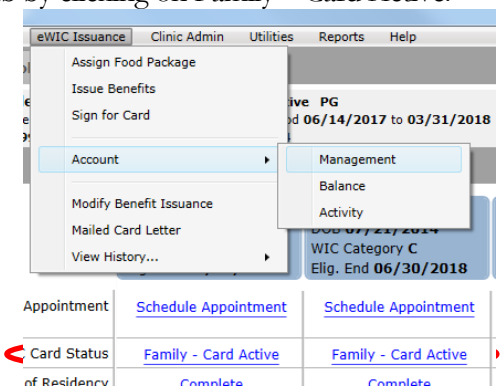
Change a PIN

A client can change their PIN for any reason, including if they forgot it or feel that it has been compromised. The client must be present to change the PIN. Staff should never enter a PIN for the client.

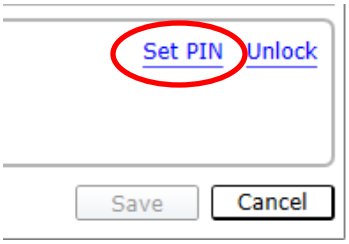
PRO TIP:

Clients may also change their pin by calling eWIC customer service or going to the eWIC web portal.

1. eWIC Issuance > Account > Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Active.



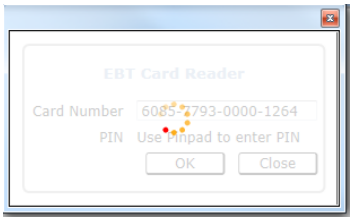
2. At the bottom of the screen, click the Set PIN link.

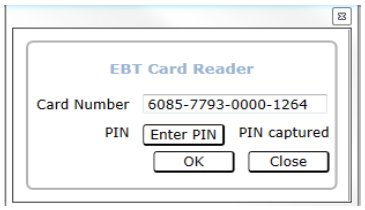


3. Click 'Enter PIN'. STARS will look like it is thinking as it awaits the PIN entry.

4. Using the PIN pad, have the client enter their PIN twice.

5. Message should change to PIN captured.





6. Click OK.

7. Click SAVE.

Inactivate an eWIC Card

The client/caregiver does not have to be present to inactivate the card but must come in for a new card to be assigned. If a card is inactivated by request of the client, staff must verify that the individual requesting to inactivate the card is an authorized caregiver.

You may need to deactivate an eWIC card if:

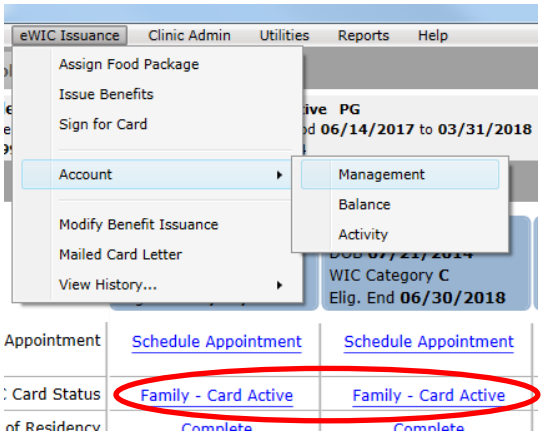
- It is reported lost or stolen
- It is returned to the clinic as lost
- A foster child is moved to new family
- Custody changes for child

PRO TIP:

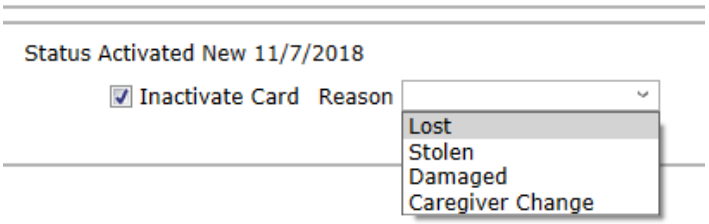
If you inactivate and reissue a lost card, the client will need to update their card number on the WIC Shopper app.

1. eWIC Issuance menu > Account > Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Active.

2. Click the Inactivate Card check box.

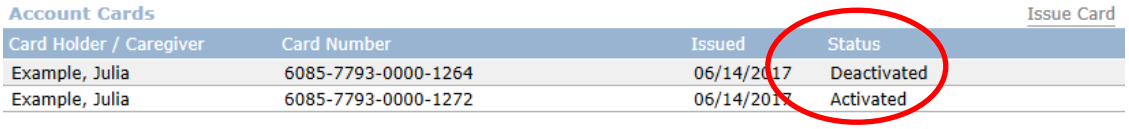


3. Enter the reason the card is being inactivated.



4. Click SAVE. The card status will be updated to Deactivated.

5. If the client is in the clinic, issue a new card following the procedure in Issue an eWIC Card and PIN. Both the new and old cards will be listed on the account management screen.



Account Cards — Issue Card

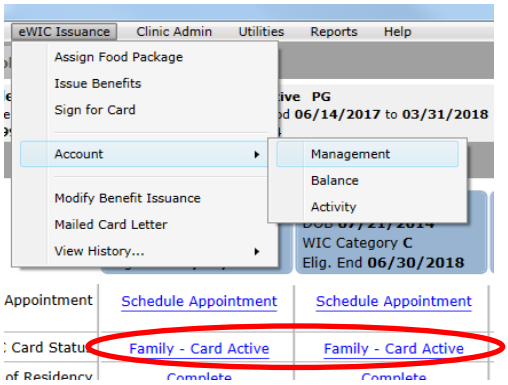
Card Holder / Caregiver	Card Number	Issued	Status
Example, Julia	6085-7793-0000-1264	06/14/2017	Deactivated
Example, Julia	6085-7793-0000-1272	06/14/2017	Activated

Card Returned to the Clinic

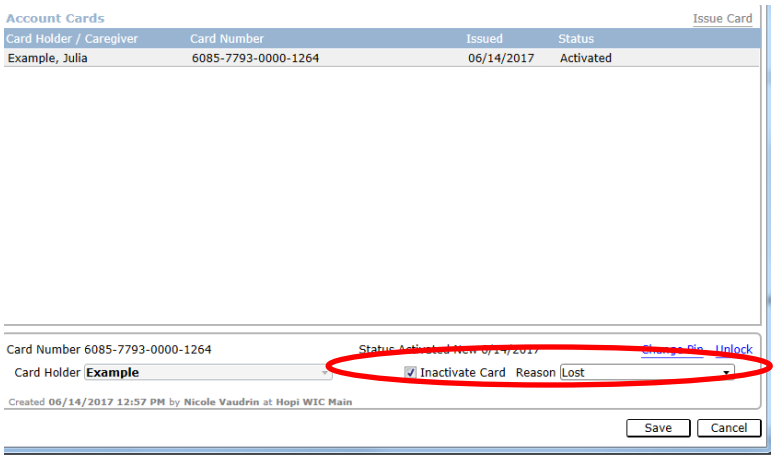
You may need to inactivate an eWIC card if it is returned to the clinic and you are unable to contact the client or the client does not retrieve the card. The client does not have to be present to inactivate the card but must come in for a new card to be assigned.

PRO TIP:

If you inactivate and reissue a lost card, the client will need to update their card number on the WIC Shopper app.



1. eWIC Issuance > Account > Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Active.



2. Click the Inactivate Card check box.

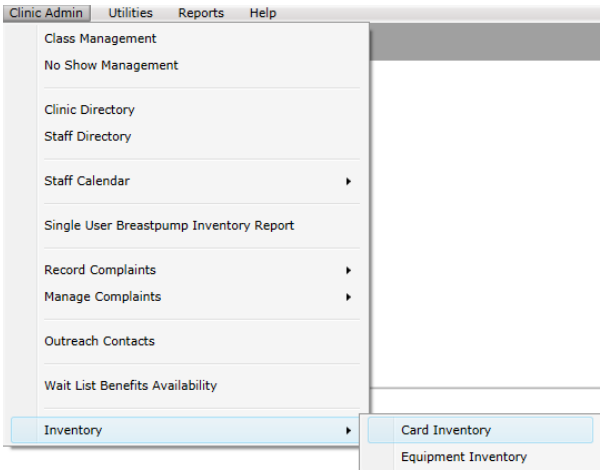
3. Enter the reason the card is being inactivated as lost.

4. Click SAVE.

Mark Cards Received in Card Inventory

ITCA will notify you when cards have been shipped to your agency. Once they are received, you may begin to issue the cards. However, you must mark them as received in order for them to be reported on your inventory report.

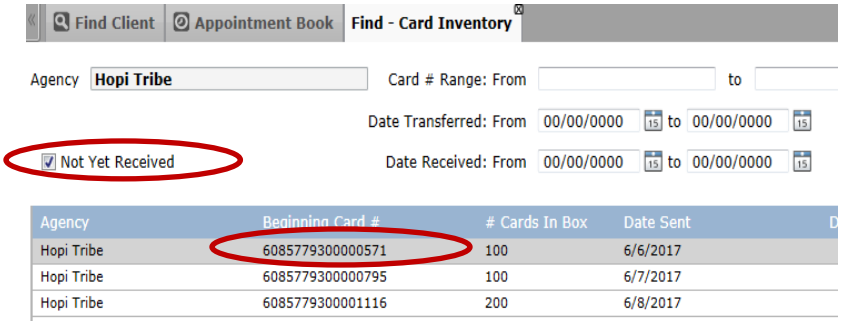
1. Clinic Admin > Inventory > Card Inventory



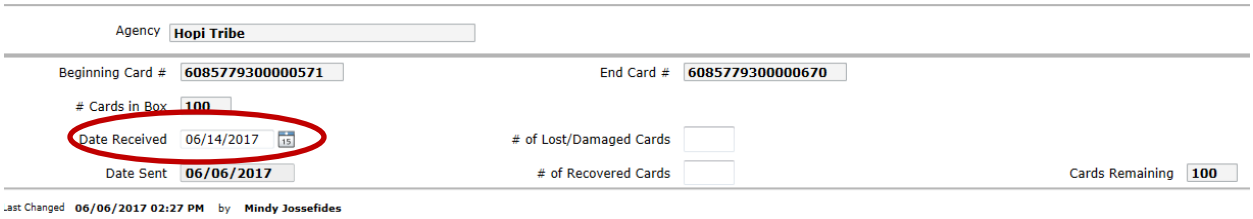
2. Ensure the "Not Yet Received" box is marked.

3. Click FIND.

4. Double click on the card range that you would like to mark as received.



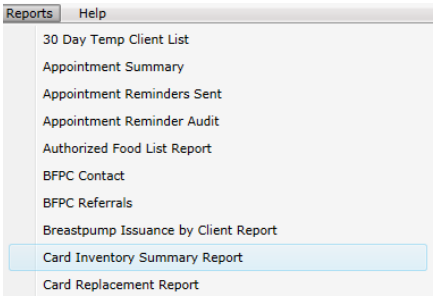
5. Update the date received if needed.



6. Click SAVE.

Monthly Card Inventory Report

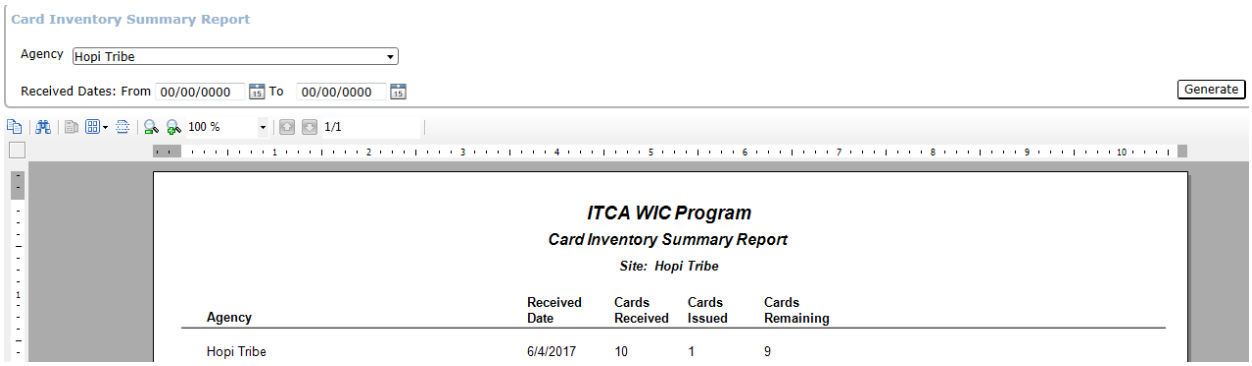
At the end of each month, you will need to reconcile the card inventory. To reconcile the inventory, complete the steps below.



PRO TIP:

You should only have one box open at a time unless you operate more than one full time clinic.

1. Reports > Card Inventory Summary Report.
2. Select your agency.
3. You may select received dates as long as you are sure that the dates entered include all active boxes of cards, otherwise you may leave this blank.
4. Click Generate.



5. **Box Descriptions:**
   - Full boxes contain 250 cards.
   - Ensure the number of full boxes (250 cards) matches the number of unopened/full boxes in your inventory.
   - Opened boxes will display with a number of cards remaining between 1 and 249. There is no need to count the cards, but the amount in the box should visually approximate what's on the report. Ex. if 130 cards are listed on the report, the box should look about half full.
   - Boxes with 250 cards issued or reconciled will display with zero under the cards remaining header.

6. If boxes all cards are accounted for, print the Card Inventory Summary Report and two staff should initial and date the report. Preferably, the two staff would be individuals who do not typically issue cards. The report should be maintained on file.

7. If the number of cards on the inventory report does not match the number in inventory, you may need to adjust the inventory. See the steps below on how to adjust the inventory. Once the inventory is adjusted, reprint the report. Two staff should then initial and date report.

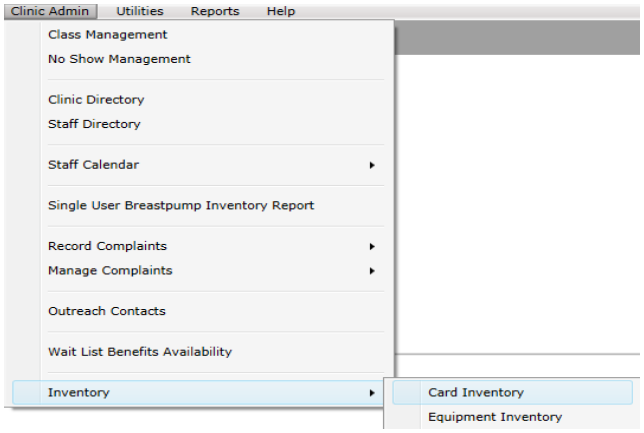
Reconcile Card Inventory: Lost/Found or Damaged Cards

When completing your card inventory, you may find that cards have been lost, a card may be damaged or you may have located cards that you previously thought were lost. The Card Inventory screen may be used to adjust the inventory to account for these cards.

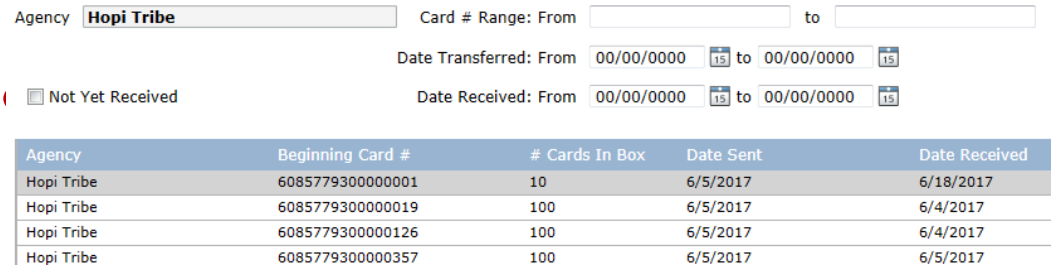
1. Clinic Admin > Inventory > Card Inventory

2. Ensure the "Not Yet Received" box is unchecked.

3. Click FIND.



4. Double click on the card range that you need to adjust.



Agency	Beginning Card #	# Cards In Box	Date Sent	Date Received
Hopi Tribe	6085779300000001	10	6/5/2017	6/18/2017
Hopi Tribe	6085779300000019	100	6/5/2017	6/4/2017
Hopi Tribe	6085779300000126	100	6/5/2017	6/4/2017
Hopi Tribe	6085779300000357	100	6/5/2017	6/5/2017

5. If cards are lost or damaged, enter the number that are lost or damaged in the # of lost/damaged cards box. Click Save.

6. If cards previously reported as lost/damaged are recovered, enter the number that was recovered in the # of recovered cards box.

7. Click SAVE.

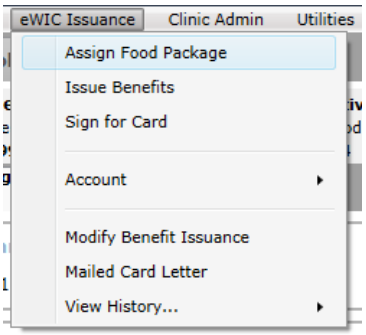
ASSIGNING BENEFITS

Assign Benefits

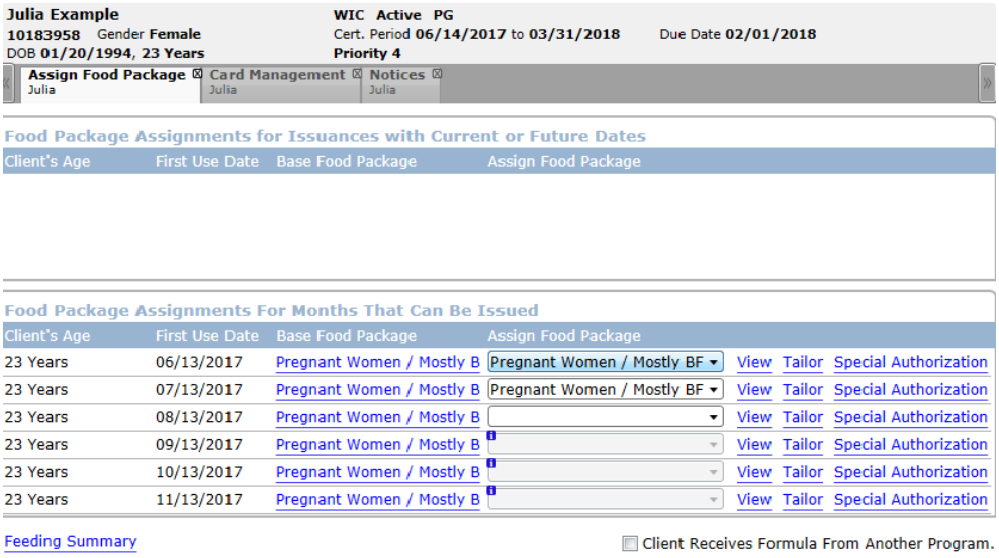
Base food packages are assigned according to client category. As long as the client category is correct, the correct base food package will available in STARS. To make adjustments to the base for package to account for client preference or need, see Tailor a Food Package, Tailor for Fruit & Vegetable Benefits: 9-11 month olds, Assign a Special Formula or Special Food Item or Assign Extra Formula to an Infant > 6 months.

Benefits must be issued after being assigned to appear in the client's account. See Issue Benefits.

1. eWIC Issuance > Assign Food Package.



2. Click on the drop down for the month you would like to assign. Select the food package with the name of the client's category.

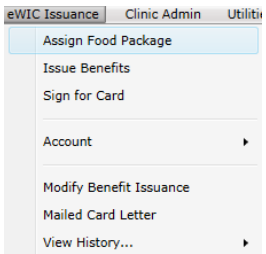


3. Click SAVE.

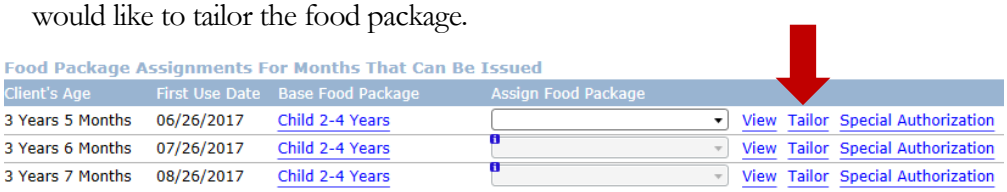
Tailor a Food Package

Clients must be provided with options for their authorized foods when available. For example, clients should be allowed to choose dry beans, canned beans and/or peanut butter as appropriate. The steps below outline how to tailor standard items, the Special Formula or Special Food Item section describes how to provide clients with special foods that require additional documentation.

1. eWIC Issuance > Assign Food Package.



2. Select the Tailor Link to the right of Assign Food Package box for the month for which you would like to tailor the food package.



3. On the tailor screen, change the amounts of each food item in the Current column to reflect the items and amounts you need to issue. The system will not let you issue more than the limit for a food item or group of foods.

4. For example, if I am working with a child, the default food package contains 1 pound of dry beans. If the client would like some peanut butter and some canned beans, I would delete the "1" in the dry beans row and add 4 to the canned beans.

C 2-4 Yrs - Child 2-4 Years	Current	Limit
Beans and Peanut Butter	**1**	**1 - 1 pounds**
Canned beans	4	0 - 4 cans
Dry beans or peas		0 - 1 packages
Peanut butter		0 - 1 containers

5. When finished tailoring the food package, click NEXT. It is not necessary to enter a note.

6. Click SAVE.

7. You will now have the standard and tailored option of food packages to select.

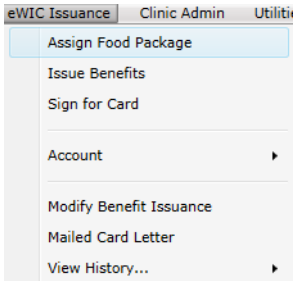
Food Package Assignments For Months That Can Be Issued

Client's Age	First Use Date	Base Food Package	Assign Food Package			
3 Years 5 Months	06/26/2017	Child 2-4 Years	1T - C 2-4 Yrs	View	Tailor	Special Authorization
3 Years 6 Months	07/26/2017	Child 2-4 Years		View	Tailor	Special Authorization
3 Years 7 Months	08/26/2017	Child 2-4 Years	Child 2-4 Years 1T - C 2-4 Yrs	View	Tailor	Special Authorization

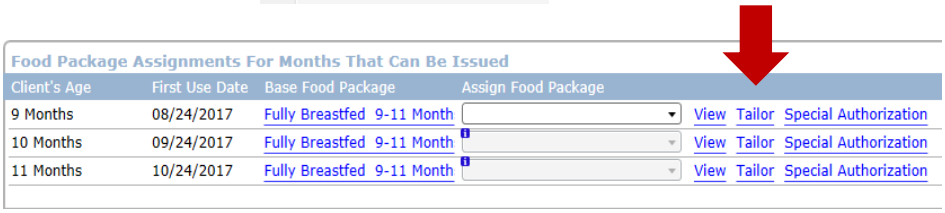
Tailor for Fruit & Vegetable Benefits: 9-11 month olds

Infant foods are now issued in ounces instead of by number of jars. Remember when issuing fruit and vegetable benefits to infants 9-11 months old to tailor the infant foods in ounces. If you enter it as number of jars, you will be issuing less than the client is eligible to receive.

1. eWIC Issuance > Assign Food Package.



2. Select the Tailor Link to the right of Assign Food Package box for the month for which you would like to tailor the food package.



3. Enter '4' or '8' into the box for Fresh Fruits and Vegetables, depending on whether the infant is formula fed or breastfed. Breastfed infants receive more fruits and vegetables.

4. For Infant Fruit and Vegetables, enter either '64' or '128', again depending on whether the infant is formula fed or breastfed. Again, breastfed infants receive the higher amount.

Formula or Partially Breast fed Fed Infant:

Infant Fruit and Vegetables	**128**	**0 - 128 ounces**
Fresh Fruit and Vegetables	4	0 - 4 dollars
Infant Fruit and Vegetables	64	0 - 128 ounces

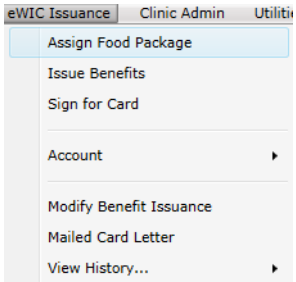
Fully Breastfed Infant

Infant Fruit and Vegetables	**256**	**256 - 256 ounces**
Fresh Fruit and Vegetables	8	0 - 8 dollars
Infant Fruit and Vegetables	128	0 - 256 ounces

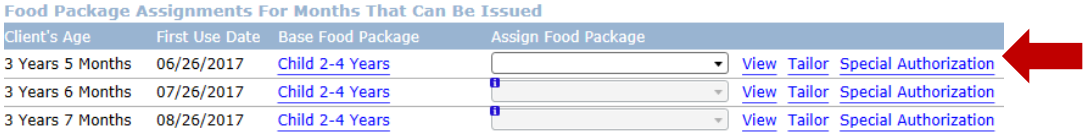
Special Formula or Special Food Item

Some clients require special formula and/or foods due to medical or environmental needs. Issuance of all special formulas requires a Special Authorization Form. Other foods require differing levels of documentation which are outlined in the Required Documentation for Food Substitutions. This table is on the gold laminated sheet on your key ring with the Nutrition Assessment questions. Ensure you have the appropriate documentation in place for each food item that is being issued that requires special authorization.

1. eWIC Issuance > Assign Food Package.



2. Select the Special Authorization link to the right of Assign Food Package box for the month for which you would like to authorize the food package.

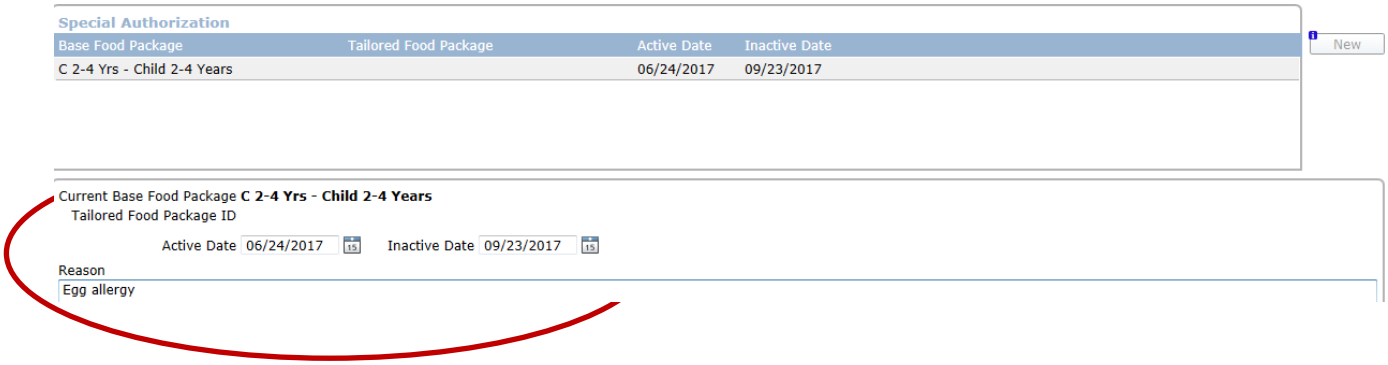


3. On the Special Authorization screen, Click NEW.

4. Enter the active date and inactive dates for the authorization.

5. Enter the reason for issuance of the special formula or food. If this is a special formula, enter the reason exactly as it appears on the Special Formula Authorization Form.

6. Click OK.



7. On the tailor screen, change the amounts of each food item in the Current column to reflect the items and amounts you need to issue. The system will not let you issue more than the limit for a food item or group of foods. Be sure to uncheck the issue box in the Special Authorization for the original food and check it for the new food.

8. For example, if I am working with client that needs peanut butter instead of eggs, I would delete the number in the eggs row and add the appropriate amount to the peanut butter row.

C 2-4 Yrs - Child 2-4 Years	Current	Limit	Special Authorization
Eggs	**1**	**1 - 1 dozen**	
Canned beans		0 - 4 cans	☐ Issue
Eggs		0 - 1 dozen	☐ Issue
Peanut butter	1	0 - 1 containers	☑ Issue

9. When finished tailoring the food package, click NEXT.

10. Enter note if applicable and Click SAVE.

11. You will now have the standard and tailored option of food packages to select.

Food Package Assignments For Months That Can Be Issued

Client's Age	First Use Date	Base Food Package	Assign Food Package			
3 Years 5 Months	06/26/2017	Child 2-4 Years	1T - C 2-4 Yrs	View	Tailor	Special Authorization
3 Years 6 Months	07/26/2017	Child 2-4 Years		View	Tailor	Special Authorization
3 Years 7 Months	08/26/2017	Child 2-4 Years	Child 2-4 Years 1T - C 2-4 Yrs	View	Tailor	Special Authorization

PRO TIP:

Note that a food package must be reassigned and/or reauthorized when the base food package changes such as when an infant or child's age

Assign Extra Formula to an Infant > 6 months

Federal regulations allow for infants over six months old who are on a formula and do not receive baby foods or cereal from WIC to receive additional formula. These infants must have documentation from the health care provider on the Special Formula Authorization Form that they cannot eat the solid foods.

1. Authorize the Special Formula following the steps 1-6 in the Special Formula or Special Food Item section.

2. After you complete step 6, the tailor food package window will open. Delete all quantities of authorized foods and formula and uncheck the Issue box.

3. Check the Issue box for the formula that you are going to issue.

4. Enter any amount in the current column for the formula you are going to issue.

Similac Advance PWD	9	0 - 7 containers	☑ Issue
Similac Advance RTF QT		0 - 20 containers	☐ Issue
Similac Alimentum PWD		0 - 8 containers	☐ Issue
Similac Alimentum RTF		0 - 20 containers	☐ Issue
Similac NeoSure PWD		0 - 8 containers	☐ Issue
Similac NeoSure RTF		0 - 20 containers	☐ Issue
Similac PM 64/40 PWD		0 - 6 containers	☐ Issue
Similac Sensitive PWD		0 - 7 containers	☐ Issue
Similac Sensitive Spit Up PWD		0 - 7 containers	☐ Issue
Similac Sensitive Spit Up RTF		0 - 20 containers	☐ Issue
Similac Special Care 24		0 - 40 packs	☐ Issue
Similac Total Comfort PWD		0 - 7 containers	☐ Issue
Infant Cereal		**0 - 24 ounces**	
Infant Cereal		0 - 24 ounces	☐ Issue
Infant Fruit and Vegetables		**128 - 128 ounces**	
Infant Fruit and Vegetables		0 - 128 ounces	☐ Issue

5. Once you do this, a message should appear in the heading of the formula section that says No Food Exempt Formula Limits in effect and the limits will be increased.

Formula	**810**	**612 - 970 ounces**	**No-Food Exempt Formula Limits in effect**

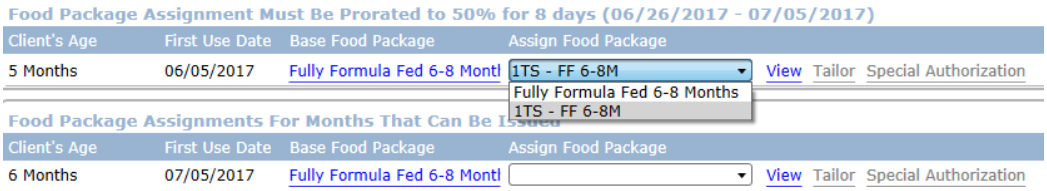
6. Go back to the formula line for the formula that you are authorizing. In the current column enter amounts until you get to an amount that is as close to the top end of the limit as possible without exceeding it. The amount that the client is issued in this situation is the same amount that client would have been receiving in the 4-5 month food package.

FF 6-8M - Fully Formula Fed 6-8 Months	Current	Limit	Special Authorization
Formula	**900**	**612 - 970 ounces**	**No-Food Exempt Formula Limits in effect**
EleCare for Infants Unflavored PWD		0 - 7 containers	☐ Issue
Enfamil EnfaCare PWD		0 - 8 containers	☐ Issue
Enfamil EnfaCare RTF		0 - 14 packs	☐ Issue
Enfamil Premature 24 RTF		0 - 53 packs	☐ Issue
Gerber Good Start Soy CONC		0 - 27 containers	☐ Issue
Gerber Good Start Soy PWD		0 - 7 containers	☐ Issue
Gerber Good Start Soy RTF		0 - 20 packs	☐ Issue
Neocate Infant PWD		0 - 7 containers	☐ Issue
Nestle Alfamino PWD		0 - 7 containers	☐ Issue
Nutramigen CONC		0 - 24 containers	☐ Issue
Nutramigen Enflora LLG PWD		0 - 8 containers	☐ Issue
Nutramigen RTF		0 - 20 containers	☐ Issue
Pregestimil PWD		0 - 6 containers	☐ Issue
PurAmino PWD		0 - 7 containers	☐ Issue
Simiac Sensitive RTF QT		0 - 20 containers	☐ Issue
Similac Advance CONC		0 - 24 containers	☐ Issue
Similac Advance PWD	10	0 - 7 containers	☑ Issue

7. When finished tailoring the food package, click NEXT.

8. Enter Note if applicable and Click SAVE.

9. You will now have the standard and tailored option of food packages to select.



BENEFIT ISSUANCE

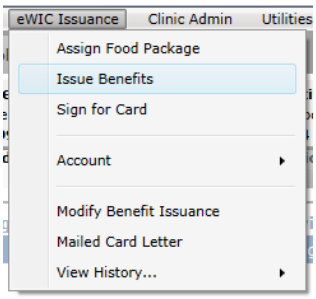
Issue Benefits

Benefits must be assigned before they can be issued, see Assign Benefits. One to three months of benefits may be issued at a time based on program requirements and client needs.

Distance Issuance: Benefits are typically issued at appointments but can be issued without the caregiver visiting the clinic in the following circumstances:

- Client/caregiver completed online education
- STARS cannot be accessed or a database could not be checked out
- Missed appointment (only 1 month at a time, taking into account quarterly nutrition education needs)
- Other issues as approved by ITCA

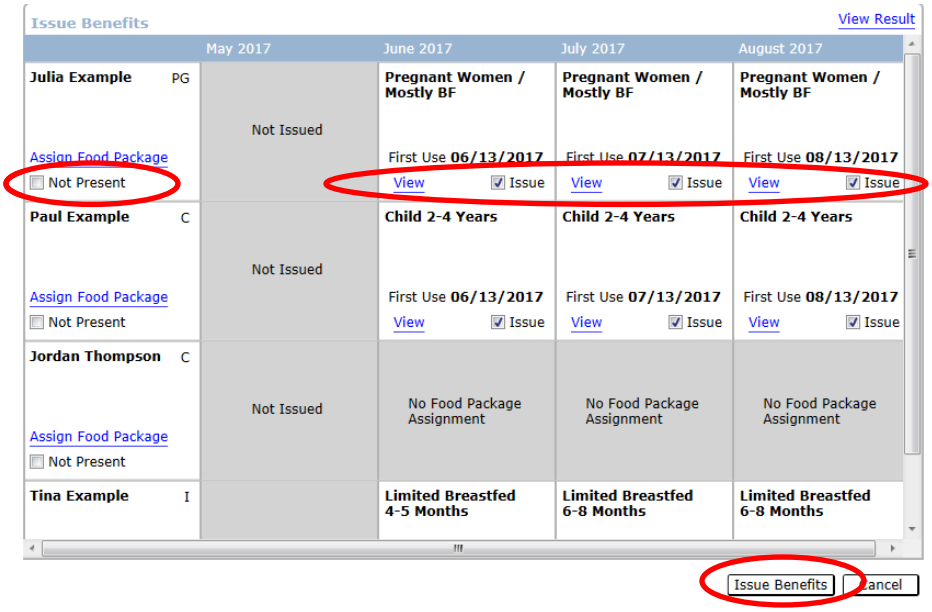
1. eWIC Issuance > Issue Benefits.



2. If a food package has not been assigned yet, click the Assign Food Package link (see Assign Benefits for procedures).

3. Check the Issue check box for the appropriate month(s) and client.
   For Distance Issuance: Mark the Not Present check box.

4. Click the Issue Benefits box at the bottom of the screen.



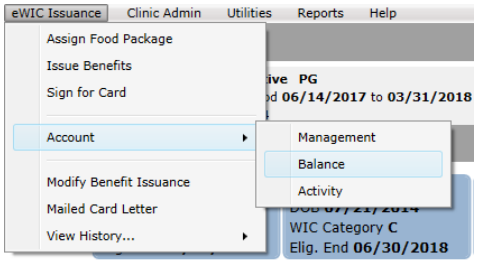
PRO TIP:
Under certain circumstances, eWIC benefits can be issued without the client present. No signature or PIN is required to issue benefits. ***Be sure to mark the 'not present box' on the issue benefits tab.***

Print or View Benefit Balance

Staff prints a benefit balance for the client/caregiver whenever benefits are issued. The benefit balance lists benefits issued by benefit period for the household. You may need to check or print the benefit balance when a client has a question about their benefits.

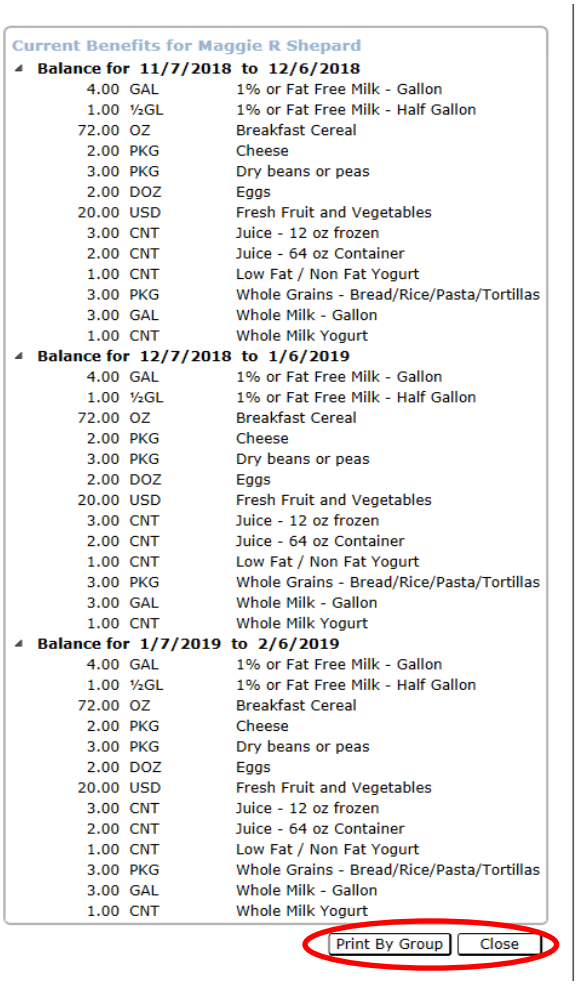
1. After benefits are issued, the Benefit Balance will appear on the screen. Click Print by Group.

2. You can also access and print the balance by going to eWIC Issuance > Account > Balance.



3. Click Print by Group.

4. Close when finished.



Current Benefits for Maggie R Shepard

Balance for 11/7/2018 to 12/6/2018

4.00	GAL	1% or Fat Free Milk - Gallon
1.00	½GL	1% or Fat Free Milk - Half Gallon
72.00	OZ	Breakfast Cereal
2.00	PKG	Cheese
3.00	PKG	Dry beans or peas
2.00	DOZ	Eggs
20.00	USD	Fresh Fruit and Vegetables
3.00	CNT	Juice - 12 oz frozen
2.00	CNT	Juice - 64 oz Container
1.00	CNT	Low Fat / Non Fat Yogurt
3.00	PKG	Whole Grains - Bread/Rice/Pasta/Tortillas
3.00	GAL	Whole Milk - Gallon
1.00	CNT	Whole Milk Yogurt

Balance for 12/7/2018 to 1/6/2019

4.00	GAL	1% or Fat Free Milk - Gallon
1.00	½GL	1% or Fat Free Milk - Half Gallon
72.00	OZ	Breakfast Cereal
2.00	PKG	Cheese
3.00	PKG	Dry beans or peas
2.00	DOZ	Eggs
20.00	USD	Fresh Fruit and Vegetables
3.00	CNT	Juice - 12 oz frozen
2.00	CNT	Juice - 64 oz Container
1.00	CNT	Low Fat / Non Fat Yogurt
3.00	PKG	Whole Grains - Bread/Rice/Pasta/Tortillas
3.00	GAL	Whole Milk - Gallon
1.00	CNT	Whole Milk Yogurt

Balance for 1/7/2019 to 2/6/2019

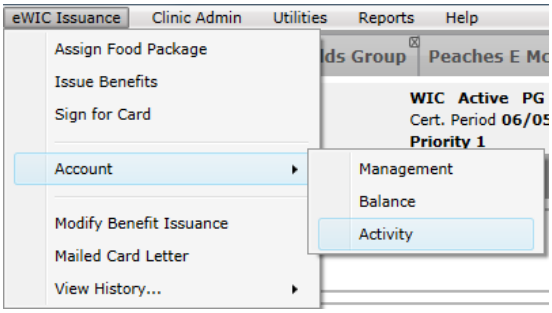
4.00	GAL	1% or Fat Free Milk - Gallon
1.00	½GL	1% or Fat Free Milk - Half Gallon
72.00	OZ	Breakfast Cereal
2.00	PKG	Cheese
3.00	PKG	Dry beans or peas
2.00	DOZ	Eggs
20.00	USD	Fresh Fruit and Vegetables
3.00	CNT	Juice - 12 oz frozen
2.00	CNT	Juice - 64 oz Container
1.00	CNT	Low Fat / Non Fat Yogurt
3.00	PKG	Whole Grains - Bread/Rice/Pasta/Tortillas
3.00	GAL	Whole Milk - Gallon
1.00	CNT	Whole Milk Yogurt

Print By Group Close

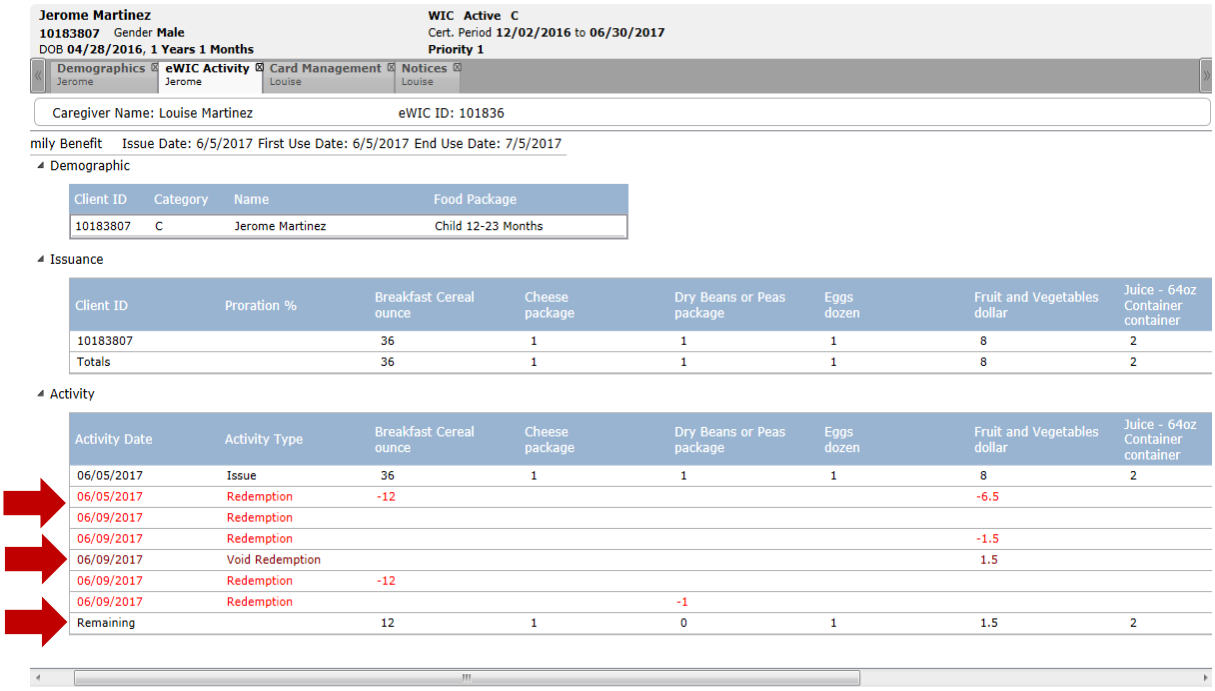
View Activity/Transactions

On occasion, you may need to view a client's transaction activity to help resolve an issue with redemptions. For example, a client may think that an item was not redeemed that is no longer available in her benefit.

1. eWIC Issuance > Account > Activity.



2. Under the Activity list, you can see the items in **black** were issued; those in **red** have been subtracted from the account due to redemptions or voids. You may occasionally see voided redemptions in **maroon** that are added back to the account.



Jerome Martinez
10183807 Gender **Male**
DOB **04/28/2016, 1 Years 1 Months**

WIC Active C
Cert. Period **12/02/2016** to **06/30/2017**
Priority 1

Demographics (Jerome) | eWIC Activity (Jerome) | Card Management (Louise) | Notices (Louise)

Caregiver Name: Louise Martinez eWIC ID: 101836

mily Benefit Issue Date: 6/5/2017 First Use Date: 6/5/2017 End Use Date: 7/5/2017

Demographic

Client ID	Category	Name	Food Package
10183807	C	Jerome Martinez	Child 12-23 Months

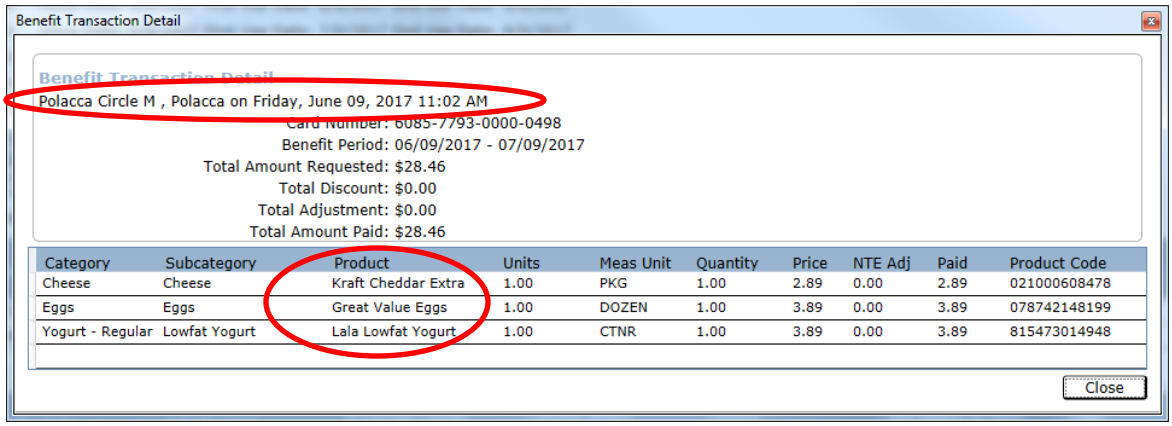
Issuance

Client ID	Proration %	Breakfast Cereal ounce	Cheese package	Dry Beans or Peas package	Eggs dozen	Fruit and Vegetables dollar	Juice - 64oz Container container
10183807		36	1	1	1	8	2
Totals		36	1	1	1	8	2

Activity

Activity Date	Activity Type	Breakfast Cereal ounce	Cheese package	Dry Beans or Peas package	Eggs dozen	Fruit and Vegetables dollar	Juice - 64oz Container container
06/05/2017	Issue	36	1	1	1	8	2
06/05/2017	Redemption	-12				-6.5	
06/09/2017	Redemption						
06/09/2017	Redemption					-1.5	
06/09/2017	Void Redemption					1.5	
06/09/2017	Redemption	-12					
06/09/2017	Redemption			-1			
Remaining		12	1	0	1	1.5	2

3. Click on a Redemption row to obtain more details about the transaction.



Category	Subcategory	Product	Units	Meas Unit	Quantity	Price	NTE Adj	Paid	Product Code
Cheese	Cheese	Kraft Cheddar Extra	1.00	PKG	1.00	2.89	0.00	2.89	021000608478
Eggs	Eggs	Great Value Eggs	1.00	DOZEN	1.00	3.89	0.00	3.89	078742148199
Yogurt - Regular	Lowfat Yogurt	Lala Lowfat Yogurt	1.00	CTNR	1.00	3.89	0.00	3.89	815473014948

4. Contact ITCA or refer the client to customer service for additional redemption information if the client has further questions.

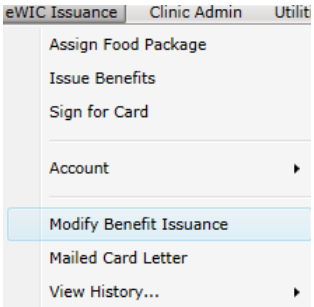
Remove/Void Unredeemed Benefits

Also known as Modify Benefit Issuance: Benefits can only be voided for future months or for the current month if no purchases were made by the household. Formula can be voided and reissued at any time.

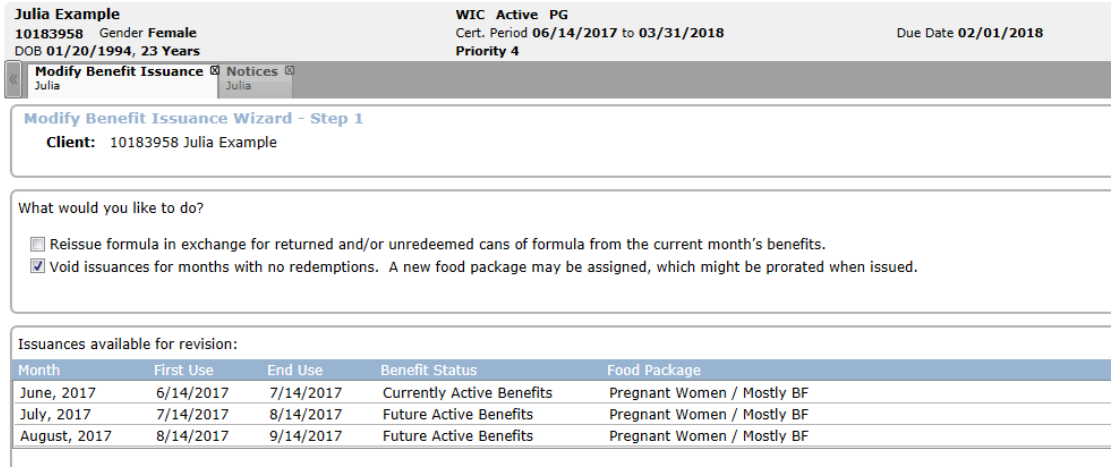
Benefits may need to be removed from an account when:

- Client transfers out of state
- Voluntary verbal or written request to be withdrawal from program
- Error such as benefits issued to wrong client/household or wrong foods issued
- Household or Economic Change
- Program Fraud or Abuse

1. eWIC Issuance menu > Modify Benefit Issuance.



2. Check the "void issuances for months with no redemptions" check box.



PRO TIP:

It is possible to click both boxes (reissue formula and void issuance) and NEXT. If this occurs and you do not want to reissue formula, close and re-open the Modify Benefit Issuance tab.

3. Click NEXT.

4. Select the reason you are voiding benefits.

5. Select the month(s) that you would like to void. **Note** that all future months are voided when a prior month is voided.

6. Check the box indicating that you'd like to assign a new food package if you will be reissuing different benefits.

Void Benefits

Why are you voiding Benefits?

Select the month(s) you want to void:

Void	Month	First Use	End Use	Benefit Status	Food Package
	June, 2017	6/19/2017	7/19/2017	Currently Active Benefits	Pregnant Women / Mostly BF
	July, 2017	7/19/2017	8/19/2017	Future Active Benefits	Pregnant Women / Mostly BF
	August, 2017	8/19/2017	9/19/2017	Future Active Benefits	Pregnant Women / Mostly BF

Would you like to go to the Assign Food Package window to assign a new food package? Yes No

7. Click SAVE.

8. *If reissuing benefits* –Follow procedure in Issue Benefits. You will automatically be taken to the Assign Food Package screen (see Assign Benefits).

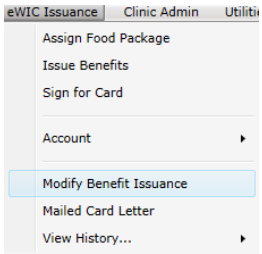
Reissue Benefits/Formula

Formula benefits may be reissued when there is a change in the client's formula or the incorrect formula was issued. Formula that is unredeemed and unopened cans of formula may be reissued.

FOR NOW:

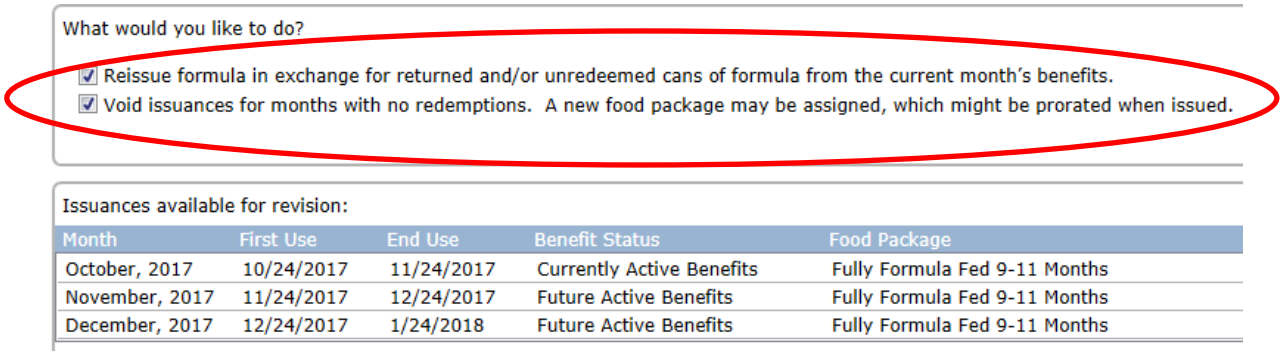
- Any benefits can be voided and replaced for the current month if no purchases have been made for *anyone in the household.*
- Only formula can be voided and reissued once a purchase has been made for *anyone in the household.*
- Remember- Foster children are their own household.

1. eWIC Issuance> Modify Benefit Issuance



2. You can void and replace as usual if no benefits have been redeemed for anyone in the household and no cans of formula are being returned. See Remove/Void Unredeemed Benefits.

3. If cans of formula have been redeemed or are being returned, click 'Reissue Formula'. If future months need to be voided and replaced, also click the 'Void Issuances' box. Click Next.



4. Click the 'Assign Food Package' link.

Enter the number of cans to be voided (removed from the EBT account). Assign Food Package

Formula to Void

First Use	End Use	Formula	Client Issued	Family Issued	Family Redeemed or Voided	Family Remaining	Qty to Void
10/24/2017	11/24/2017	Similac Advance PWD	7.00	7.00	0	7.00	

5. Assign the formula that you would like to reissue. See the sections on Tailoring Standard Foods and Special Authorization Tailoring for details. Months with issued benefits are at the top in the Food Package Assignments for Issuances with Current or Future Dates section. **Remember –** always select the total amount of formula that they would receive in a full month. Do not enter a smaller amount to account for cans redeemed.

Show: Available Foods Selected Foods

FF 9-11M - Fully Formula Fed 9-11 Months	Current	Limit
Formula	**637**	**612 - 696 ounces**
Gerber Good Start Soy PWD	7	0 - 7 containers
Similac Advance PWD		0 - 7 containers
Infant Cereal	**24**	**0 - 24 ounces**
Infant Cereal	24	0 - 24 ounces
Infant Fruit and Vegetables	**128**	**0 - 128 ounces**
Fruit and Vegetables		0 - 4 dollars
Infant Fruit and Vegetables	128	0 - 128 ounces

6. Click SAVE on the 'Assign Food Package' page and you will be redirected back to the 'Modify Benefit Issuance' page.

7. The 'Formula to Void' box lists the number of cans issued to the client and to the family (if there are twins or two infants) and the number of cans redeemed by the family and how many are left in the family account (Family Remaining). In most cases, there will only be 1 infant, and you will enter the number of cans listed under 'Family Remaining' in the 'Qty to Void' box.

Enter the number of cans to be voided (removed from the EBT account). Assign Food Package

Formula to Void

First Use	End Use	Formula	Client Issued	Family Issued	Family Redeemed or Voided	Family Remaining	Qty to Void
10/24/2017	11/24/2017	Similac Advance PWD	7.00	7.00	3.00	4.00	4

**If there are 2 or more infants in the family, you cannot void more cans than was issued to the client, even if there are more cans issued to the family. For example, if twins both switch to the same formula, you will need to go through this process twice.

8. In the 'Formula Returned' box, enter the number of cans that the client returned to you. In the 'Notes' box, you can write in if and how many cans were returned or any other pertinent information.

Enter the number of cans returned next to the formula below, and enter a note.

Formula Returned		Notes
Formula	Qty	Mom returned 2 cans of advance
Similac Advance PWD	2	

9. In the 'Replace Formula' box, click the box next to the formula you would like to issue to the client.

Replace Formula

Assigned Food Package

Select Formula to Reissue ☑ Gerber Good Start Soy PWD

10. STARS will auto-calculate the number of cans that will be reissued based on the number of cans remaining in the account that will be voided and the number of cans returned.

Units to be voided/removed	4		
Units returned by the client	2		
Total equivalent containers to reissue	6	of	7.00
Containers to reissue	6		

11. Click NEXT. This will be your final step if no future benefits need to be voided and replaced.

12. If you clicked both the 'Reissue Formula' and 'Void Issuances' box, you will be taken to the void benefits screen. Follow the procedures in See Remove/Void Unredeemed Benefits

Understanding Proration of Benefits

Benefits may be automatically adjusted in STARS in order to align first use dates in a family when moving a new member is added or transferred to the group. For example, the benefit for an infant that is added to a family mid-cycle may be pro-rated from 8 cans to 4 cans since the benefit period is shortened. The infant would receive the full month benefit with the next issuance cycle.

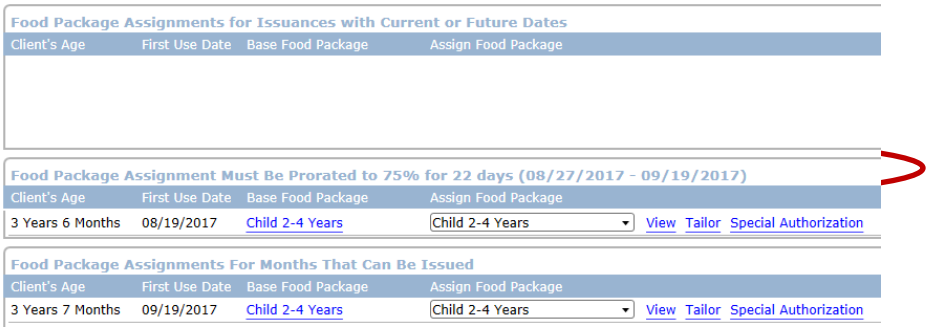
Benefits are prorated based on the number of days left in the benefit cycle for the family using the table below:

Number of Days Remaining	Percent of Benefits Issued
0-5 days	25%
6-17 days	50%
18-23 days	75%
24-31 days	100% (full package provided)

Several tabs in STARS will show the percent of benefits issued during the prorated month.

1. **Assign Food Package:** The prorated food package will be in a table above the other months issued on the 'Assign Food Package' tab.

   If you click 'View', you can see what the client will receive in their prorated package. The percent of benefits issued is also listed on the bottom of the pop-up box.



2. **Issue Benefits:** The box for the month that will be prorated shows the percent of benefits issued. You can click 'View' here as well to see exactly what the client will be receiving.

Raphael Drake C	Child 2-4 Years	5TP - C 2-4 Yrs - Child 2-4 Years Prorated: 75 %	Child 2-4 Years
	Issued **06/09/2017**		
Assign Food Package	First Use **07/06/2017**	First Use **08/19/2017**	First Use **09/19/2017**
Not Present	View	View Issue	View Issue

3. **eWIC Activity:** The percent of benefits issued and amounts in food package are listed in the 'Issuance' table on the eWIC Activity tab. Remember – All family members' benefits will be combined on this page.

Caregiver Name: Basil Bass eWIC ID: 101870

Client ID	Category	Name	Food Package
10183327	C	Raphael Drake	5TP - C 2-4 Yrs - Child 2-4 Years
10183982	I	George Bass	Fully Formula Fed 6-8 Months
10183897	I	Julia Batan	[No Food Package Issued]

Issuance

Client ID	Proration %	1%/Fat Free Milk - Any gallon	Breakfast Cereal ounce	Cheese package
10183897				
10183982				
10183327	75%	2	27	1
Totals		2	27	1

Activity

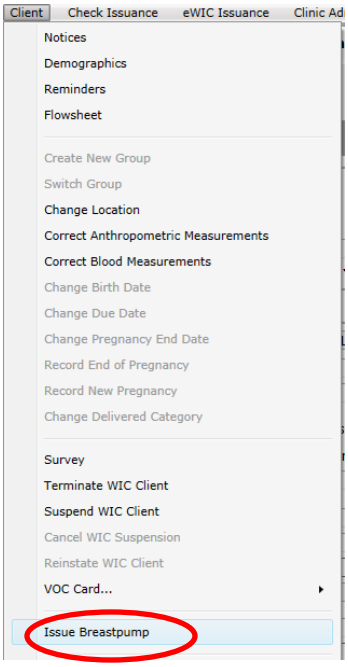
Activity Date	Activity Type	1%/Fat Free Milk - Any gallon	Breakfast Cereal ounce	Cheese package
06/19/2017	Issue			
08/28/2017	Issue			
08/28/2017	Issue	2	27	1
08/28/2017	Issue	2	27	1

BREASTPUMPS

Issue a Breastpump

The Issue Breastpump menu item is available for all women; however a pump can only be issued to a breastfeeding woman. You are allowed to issue more than one pump to a client. For example, you may enter a multi-user pump and then once it is returned you may enter a single user pump.

PRO TIP:
Prior to issuing a breastpump, staff should ensure that the appropriate type of pump is issued and that the client is provided appropriate education as required by policies and procedures.



1. Open the breastfeeding woman's file

2. Client > Issue Breastpump link.

3. Click on the Add button to the right of the screen.

4. Select the type of pump that you are issuing. Be sure to issue the appropriate type of pump for the situation.

5. If you are issuing a Single User or Manual Breastpump, skip to #8. If you are issuing a Multi-User pump, select the pump number from the drop down list in the Select Breastpump field.

6. Select the Return by date.

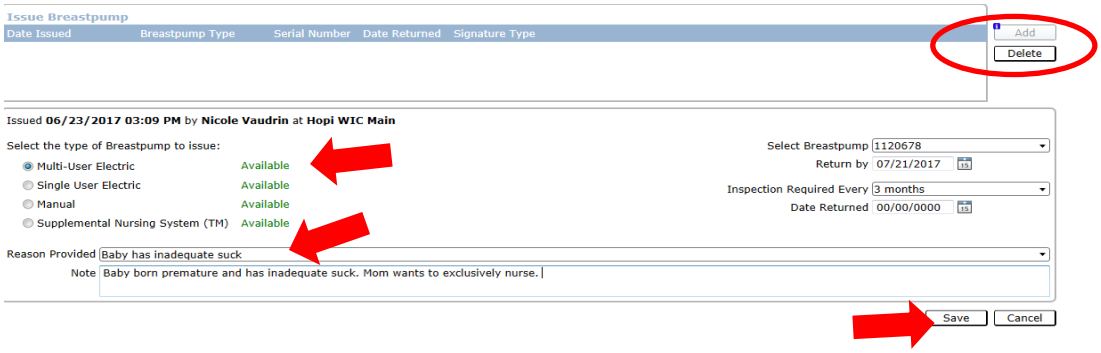
7. Enter the frequency with which inspection should be required from the drop down in the Inspection Required Every box.

8. Leave the Date Returned blank at this point.

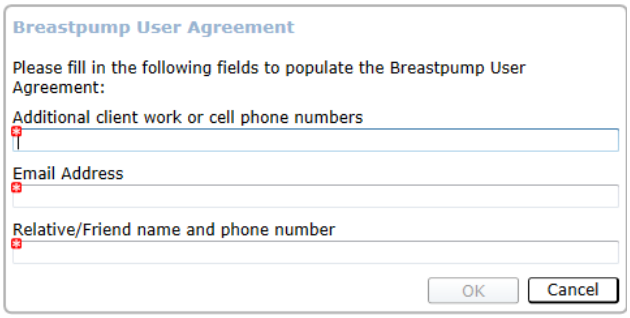
9. Enter the Reason Provided.

10. Enter a Note providing more detail on why you are issuing the pump.

11. Click SAVE.



12. In the pop-up, add the additional contact information. You can enter any type of data in these fields; you are not required to enter email addresses or phone numbers in these spaces.

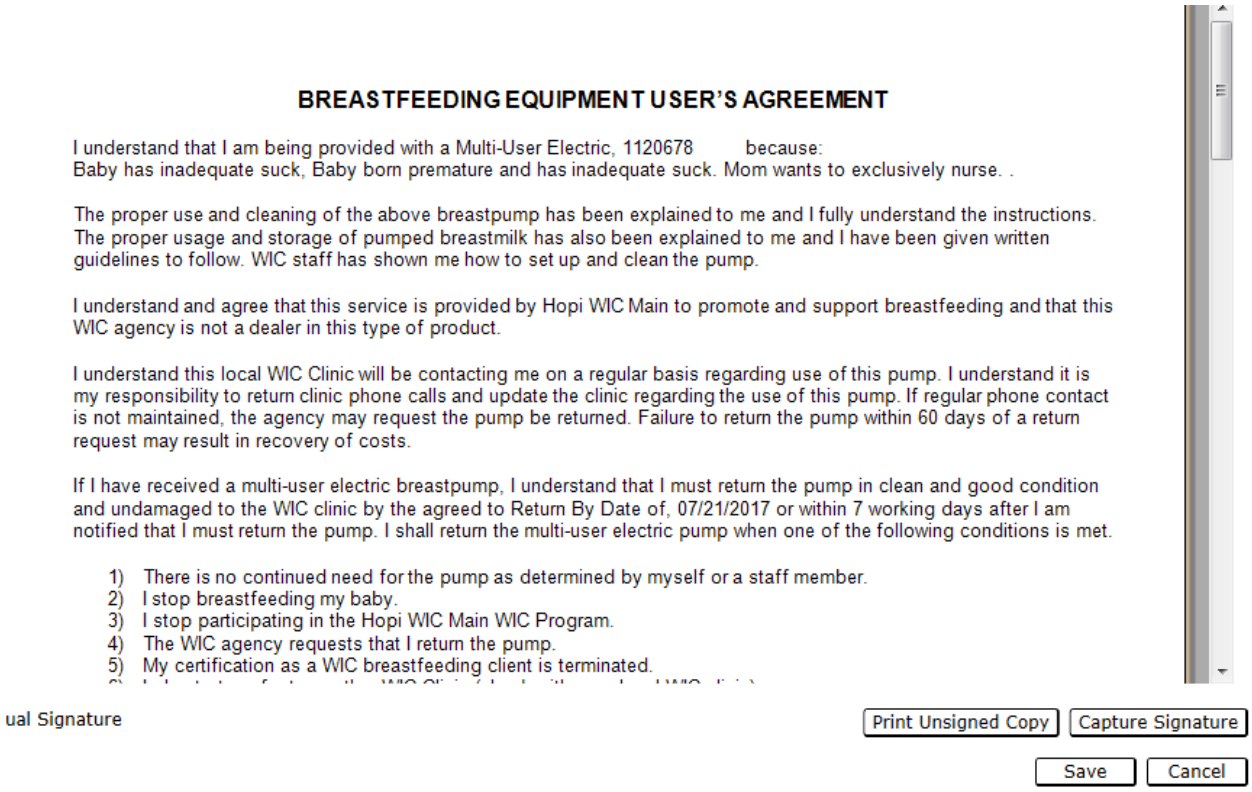


13. Click OK.

14. Once the Agreement opens for the electronic signature, click Capture Signature.

15. Have the client sign the signature pad.

16. Click SAVE.

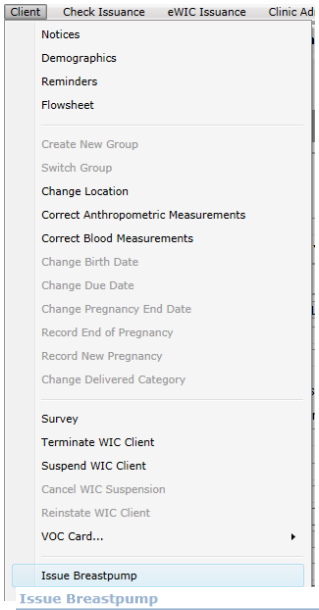


17. The system will print the signed Agreement. The printed Agreement should be provided to the client.

Document Follow-up on a Breastpump

Once a pump is issued, staff should follow-up with the client on the pump to ensure that the client is not having any problems and to answer any questions that the client should be asked.

1. Open the breastfeeding woman's file.



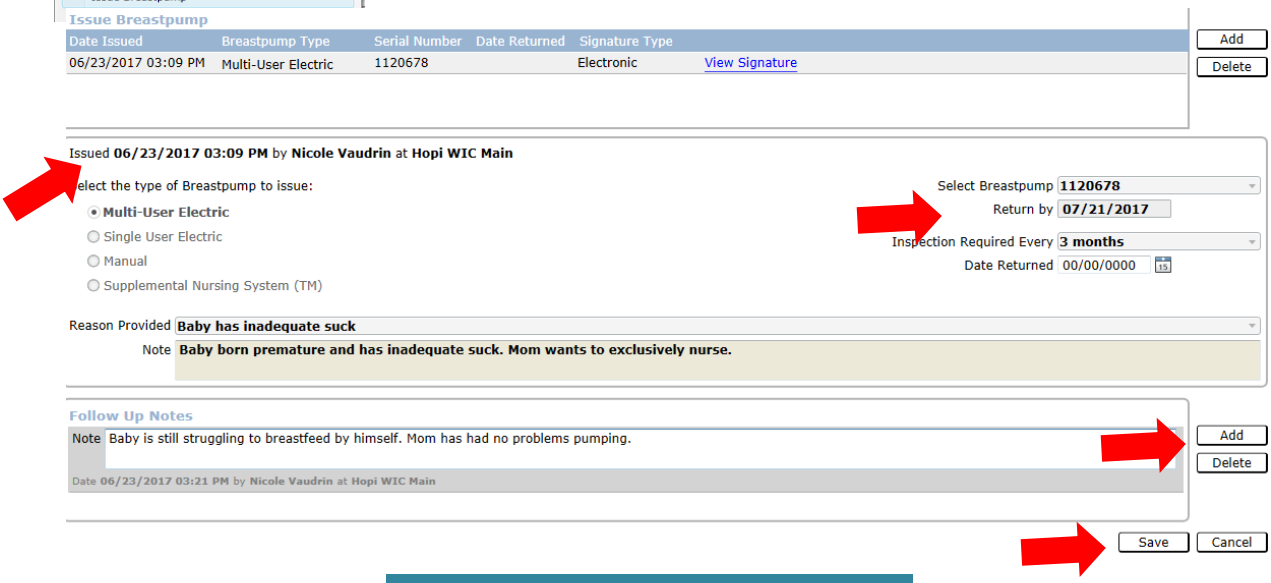
2. Client > Issue Breastpump link.

3. Click on the pump that you are following up on.

4. Click the Add button in the lower right side of the screen.

5. Add a note describing the follow-up you provided to the client.

6. Click SAVE.

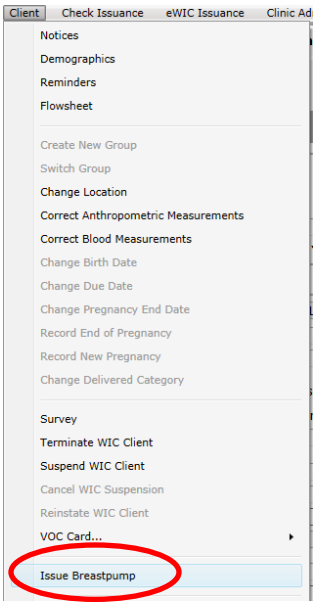


PRO TIP:
You may add multiple follow-up events for the same pump.

Return of a Multi-User Breastpump

When a client returns a Multi-User Breastpump, it must be documented in the system so the system can make it available for issuance to another client.

1. Open the breastfeeding woman's file.



2. Client > Issue Breastpump link.

3. Click on the pump that is being returned.

4. Enter the Date Returned on the right side of the screen.

5. Select SAVE.

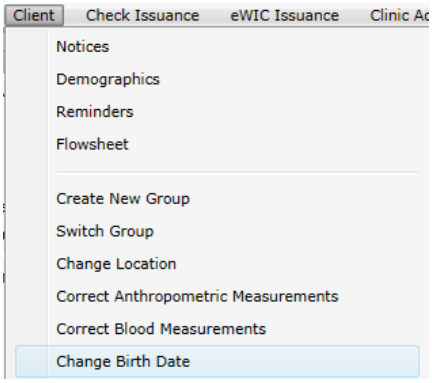
6. The pump should now be returned to your inventory. (Clinic Admin > Inventory > Equipment Inventory)

CHANGE CLIENT INFORMATION

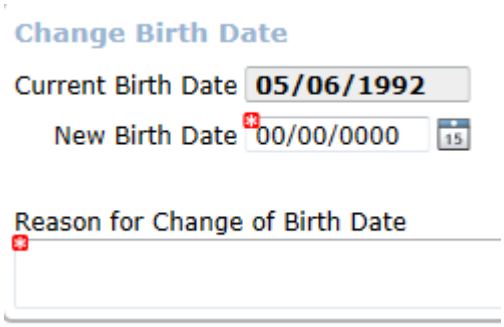
Change Date of Birth

Occasionally you may make a mistake or notice a mistake in the client's date of birth. This can be corrected easily.

1. Close all tabs for the client except the Notices tab.
2. Client Menu < Change Birthdate.



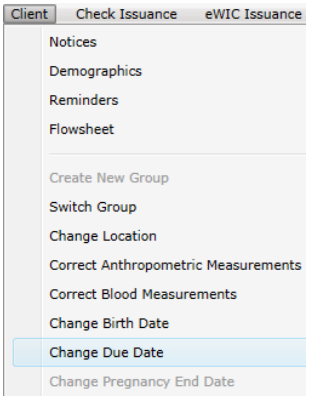
3. Enter the new birthdate.
4. Enter the reason the birthdate is being changed.



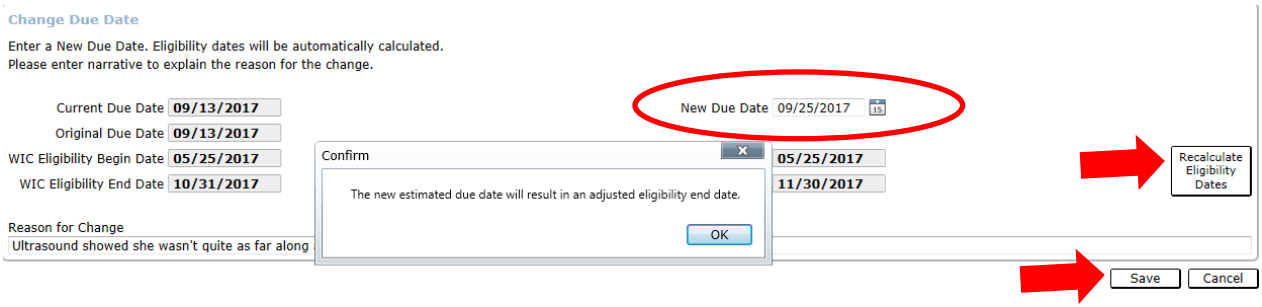
5. Select SAVE.

Change the Pregnancy End Date or Due Date

Occasionally you may make a mistake entering the client's due date or pregnancy end date or the due date may be changed due to an ultrasound or examination by the health care provider. This can be changed easily.

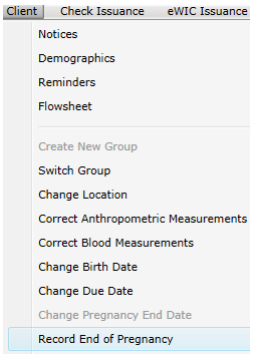


1. Close all tabs for the client except the Notices tab.
2. Client Menu < Change Due Date or Change Pregnancy End Date as applicable.
3. Enter the new due date or pregnancy end date.
4. Enter the reason the due date or pregnancy end date is being changed.
5. Click Recalculate Eligibility Dates.
6. Select SAVE.

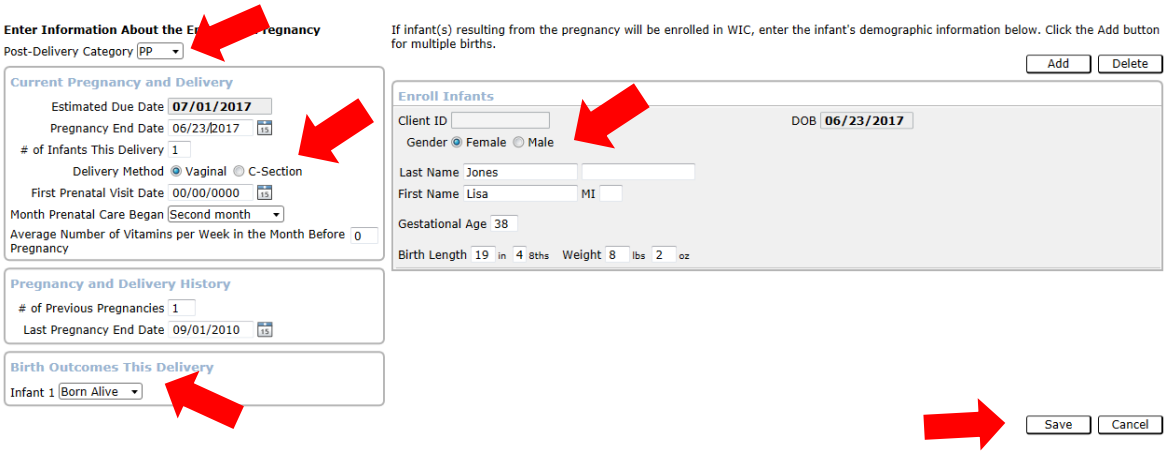


Change a Client from PG to BF or PP

Once a client delivers her baby, she must be changed from pregnant to breastfeeding or postpartum. To do this you need to record the end of her pregnancy.



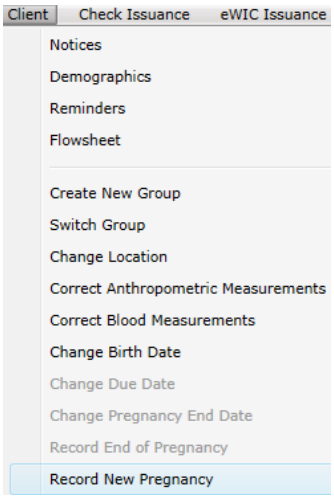
1. Close all tabs for the client except the Notices tab.
2. Client Menu > Record End of Pregnancy.
3. Select the appropriate category (BF or PP) and complete the information regarding the pregnancy.
4. If you have already entered the infant into the system (created a record for the client and you can see it under group members) do not add the information here or you will create a duplicate record. You click the Delete button to delete this section.
5. If you have not entered the infant into the system, you can enter the infant's information on the right side of the screen.
6. Click SAVE.



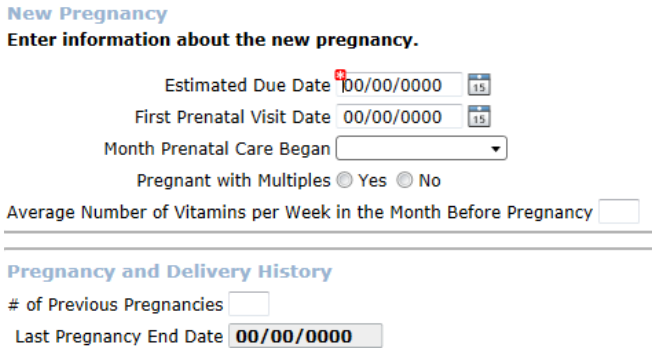
7. You are now ready to certify the client using the WIC Certification Guide.

Change a Client from BF or PP to PG

Occasionally a client who is still breastfeeding or postpartum becomes pregnant. You can change the client to the category of PG by completing the following procedure:



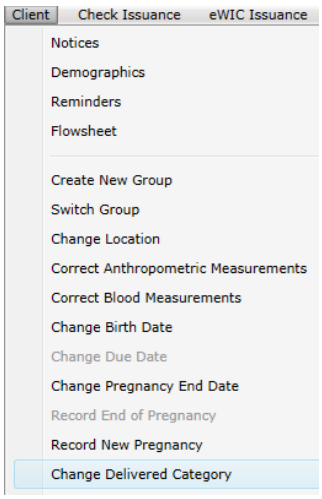
1. Close all tabs for the client except the Notices tab.
2. Client > Record New Pregnancy.
3. Enter the pregnancy information.
4. Select SAVE.



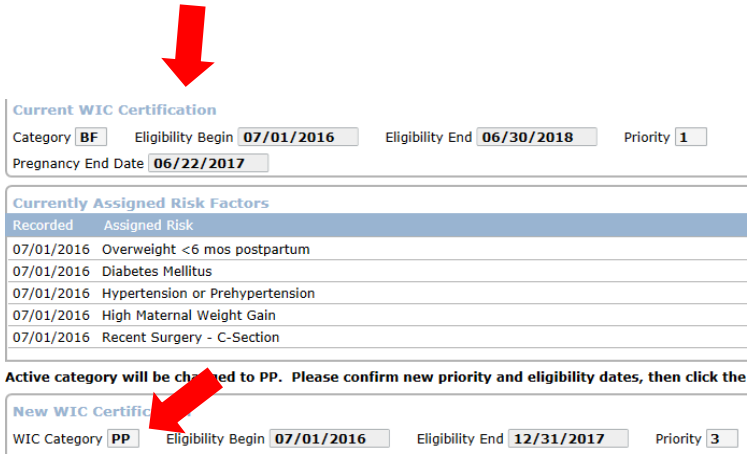
5. You are now ready to certify the client using the WIC Certification Guide.

Change a Client from BF to PP or PP to BF

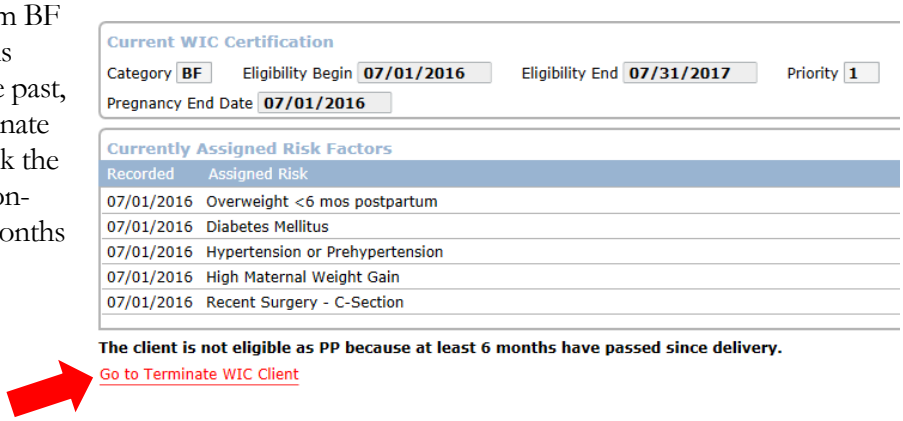
Clients will need to have their category changed from breastfeeding to postpartum if they stop breastfeeding. Sometimes a client has a category of PP and then needs to be changed to breastfeeding. This often happens when the baby is in his/her second month and is partially breastfeeding.



1. Close all tabs for the client except the Notices tab.
2. Client > Change Delivered Category.



3. On the bottom of the screen, the new certification box will be automatically entered as either BF or PP, depending on their previous status.
4. Click SAVE. The category will now be updated.
5. If the client is switching from BF to PP and the delivery date is more than six months in the past, a link that says Go to Terminate WIC Client will appear. Click the link and select the reason non-breastfeeding mother, six months or more after delivery.
6. Click SAVE.



COMPLAINTS

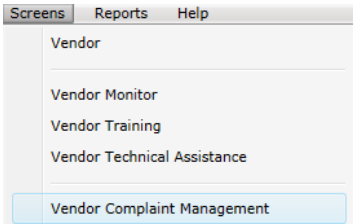
Record a Complaint against a Vendor

All complaints that clients have against vendors must be recorded in STARS. Include as much information as possible in the complaint documentation to assist the store in identifying and correcting the problem.

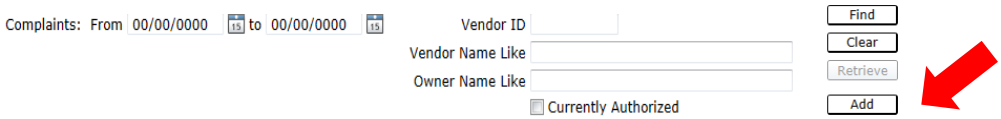
PRO TIP:
Although complaints can be logged in Client Services, it is best to log vendor complaints in the Local Vendor application of STARS as more information can be entered.

1. Log in to Local Vendor Management from the Dashboard.

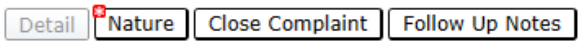
2. Screens menu > Vendor Complaint Management.



3. Click Add to add a new complaint.

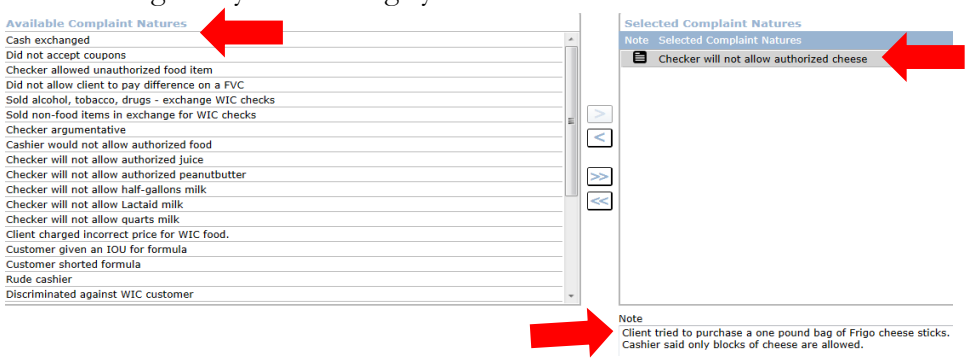


4. On the Detail tab, enter the information requested on the screen including the incident date and time, who reported the incident, the name of the vendor and the cashier description.



5. On the Nature tab, select the problem that occurred at the store (complaint nature) and then the right arrow or double click to move to the box on the right.

6. Click on the complaint nature you have entered and a Note box will open at the bottom of the screen. Enter a note describing clearly and thoroughly what occurred. Provide needed details regarding specific food items and what the client was told.

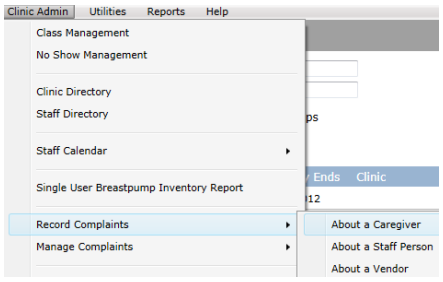


7. If you need to enter additional information, you may enter it in the Notes box on the Detail tab.

8. Click SAVE.

Record a Complaint against a Client

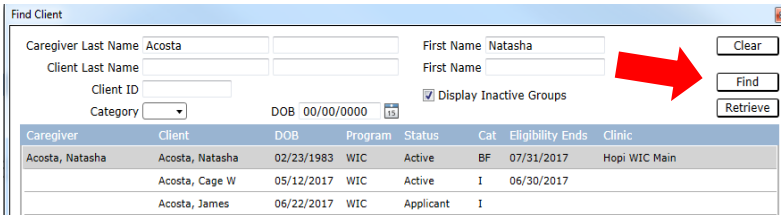
All complaints made against clients must be recorded in STARS. Include as much information as possible in the complaint documentation to fully describe the incident.



1. Clinic Admin > Record Complaints > About a Caregiver.

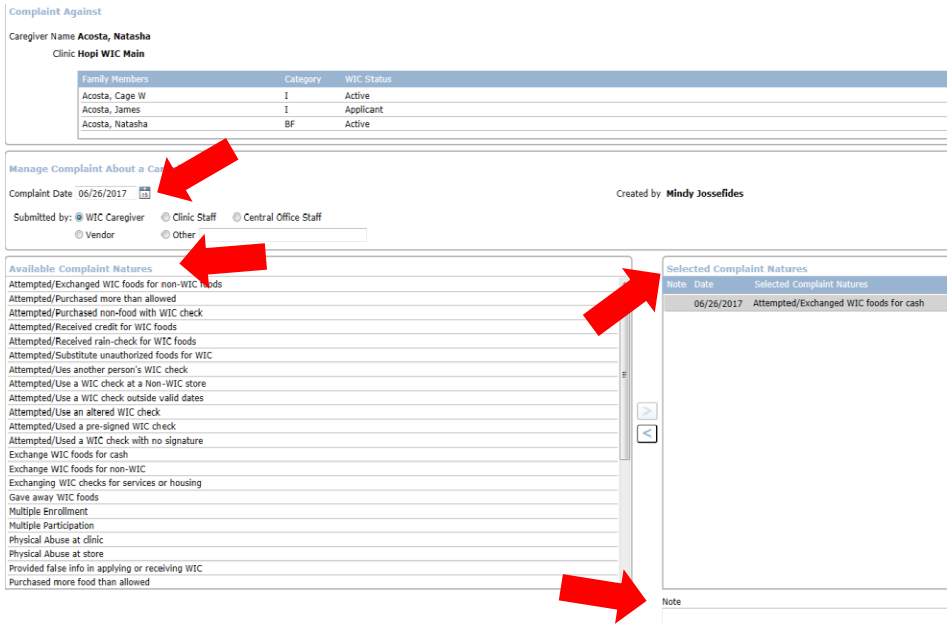
2. On the top right side of the screen, click the Select Caregiver link.

3. Find the client as you normally would on the Find screen. Double click on the caregiver's name or click Retrieve.



4. Select the correct complaint date and who reported the complaint.

5. Select the appropriate complaint nature from the left side and move it to the right using the arrows or double click it to move to the box on the right.



6. Click on the complaint nature you have entered and a Note box will open at the bottom of the screen. Enter a note describing clearly and thoroughly what occurred. Provide needed details regarding specific food items and what the client was told.

7. Click SAVE.

MOBILE CLINICS

How to Check STARS out to a Laptop

In order to serve clients from a laptop in a remote clinic not connected to your main server, you must check out the database to the laptop server. Only the laptop server provided by ITCA can be checked out.

1. Right click on the MobileSync icon on the taskbar.
2. Select Check Out Database from the pop-up menu.
3. In the MobileSync login window, enter your Client Services user name and password.
4. To begin the Check Out process, select the Check Out button.
5. When the Check Out process is complete, the Status Bar will display the message, "Done!"
6. Select the Close button.

How to Log in to Client Services at Mobile Clinics

Logging into Client Services on the mobile laptop server or a mobile laptop workstation is slightly different than logging into the main database. Use the procedure below to log in from a laptop:

1. Select the regular Client Services icon.

2. The system will first try to connect to the main Clinic DB, and will display a pop-up message when it is unable to connect that says: "Failed to connect to primary clinic. If you are at the primary clinic, check your network connections. If you are at a mobile clinic, select the mobile server from the list or choose 'Discover…' to look for one. Please contact the help desk if you need further assistance."

3. Click the drop down field.

4. If the computer has previously logged into the Mobile Server, the mobile server should already be in the list. If the Mobile Server is available in the list, select the Mobile Server from the list. Otherwise, if the Mobile Server is not already in the drop down list, select Discover… from the drop down list and click the Start button.

5. If the system is unable to discover a mobile server, the system displays the message: "Failed to find a mobile server. Check your network connections and verify that the service is running on the mobile server. Please contact the help desk if you need further assistance." Otherwise, if the system discovers a mobile server, the system displays the message: "Mobile server(s) discovered. Select a mobile server from the list."

6. Select the mobile server from the drop down list, and click the Connect button.

7. If the system is unable to connect to the mobile server, the system displays the message: "Failed to connect to mobile clinic. If you are at the primary clinic, check your network connections. Please contact the help desk if you need further assistance." Otherwise, if the system is able to connect to the mobile server, the Client Services login window appears.

8. Enter your Client Services user name and password to login to Client Services on the Mobile Server.

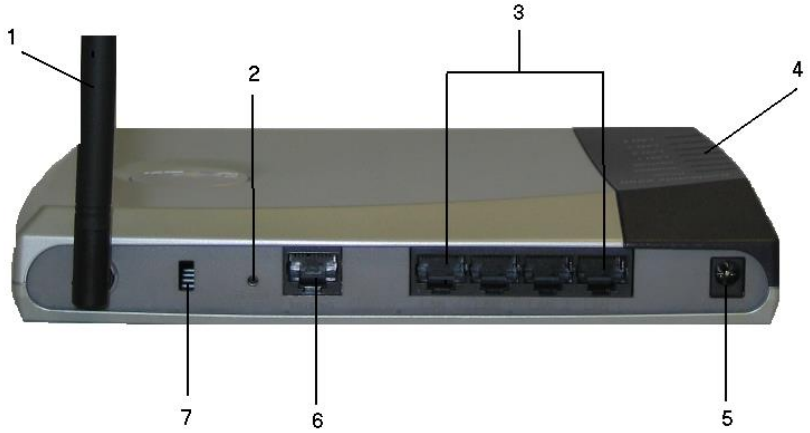
How to Check STARS in from a Laptop

1. Right click on the MobileSync icon on the taskbar.
2. Select Check In Database from the pop-up menu.
3. In the MobileSync login window, enter your Client Services user name and password.
4. To begin the Check In process, select the Check In button.
5. When the Check In process is complete, the Status Bar will display the message, "Done!"
6. Select the Close button.

How to Setup a Mobile Clinic using a Wireless Access Point

1. Attach the Wireless Access Point power cable to the power strip or extension cord. Plug the power strip or extension cord into the wall outlet. (Wireless Access Point – a stand-alone device that plugs into a server to create a wireless network, somewhat like a cellular phone system.)

2. Connect the printer to the Wireless Access Point (WAP) with a network cable. The cable jack is on the left back of the ST9410 printer. Make sure to plug the network cable into one of the LAN ports and not an Internet port on the back of the WAP.



1.	1. Antennae	2.	5. Power jack
3.	2. Reset Button	4.	6. Internet port
5.	3. LAN ports	6.	7. Air Vent
7.	4. Indicator lights	8.	

3. Attach the printer electrical cord to the power strip or extension cord and plug into the power source. Turn on the printer.

4. Set up the laptop server, plug in to power source, connect the laptop server to the Wireless Access Point with a network cable, and turn on.

5. Log on to the Laptop Server. You should see a series of messages scroll across the screen as the mobile database starts up.

6. Once the Laptop Server and printer are successfully started, set up the laptop workstations. Plug into power source, and turn on.

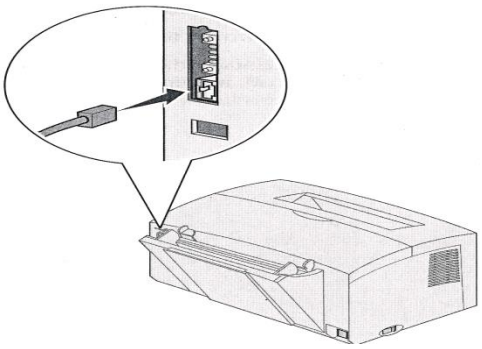
7. Change the default printer on every laptop if you are using a different printer model at the mobile clinic than you do in the main clinic.
    - Change the default printer by clicking the Start button, choose Settings, Printers and Faxes, then right click on the letter printer and choose "Set as Default Printer."

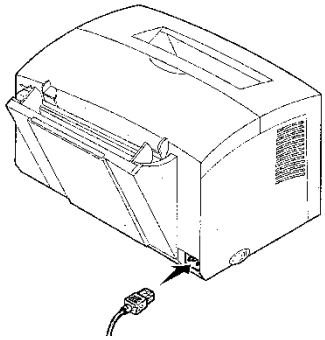
8. Load paper in the printer.

Printer Set Up

1. Make sure the printer is turned off.

2. Attach the network cable to the printer from the access point.





3. Plug one end of the power cord into the power cord connector and the other end onto a properly grounded outlet.

4. Turn on the Printer.

Each indicator light turns on and off, starting with Press Button and ending with the Ready light.

7. Remember you must change the default printer on every laptop if you are using a different printer model than the one you use at the main clinic, or you may not be able to print properly.

To Set Up the Laptop

1. Plug the power cord into the laptop in the AC adapter connector on the back of the laptop (#8 in the picture below.)

2. Plug the power cord into the power strip or extension cord. Plug into the wall outlet.

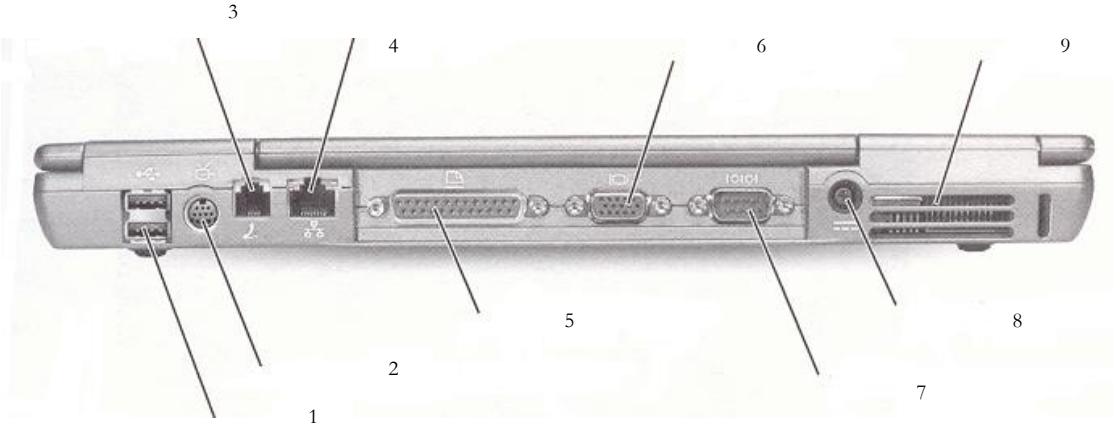
3. Plug the mouse into the USB connector on the back of the laptop (#6 in the picture below.)

4. Open the laptop using the latch in the center front. The latch is marked as #11 in the front view picture of the laptop.

5. Push the power button (#7 in the picture of the front view of the lap top) to turn on.

6. Change the default printer on every laptop if using a different printer model at the mobile clinic before starting Mobile Client Services (See step #7 above).

7. Some Laptop workstations require that you install a wireless card in the side of the laptop.



1. USB Connectors
2. video out connectors
3. Modem connector
4. Network Connector
5. Parallel Connector
6. Video connector
7. Serial Connector
8. AC Adaptor
9. Air Vents

How to Startup and Shutdown the Network/Server

When starting the network at the main clinic you will need to make sure the **SERVER** is up and running before you start any of the other computers on the network. You may need to contact your local information technology staff to verify that the server is on. Contact the ITCA Helpdesk if you are not sure where the server is in your agency.

Proper Start Up:

1. To confirm the power is **on** look for the light on the power button, if it is green, the power is on. This will allow the other computers to see the server and automatically make the necessary connections to run STARS. The power to the server should NOT be turned off during the normal course of business.

2. If the server is **off** it may be turned on by pressing the power button and looking for the green light as mentioned above. However, if the power has been turned off to the server, then other circumstances may exist and you may want to call the ITCA Helpdesk for assistance. 1.866.776.3578

Steps to starting computers for the main clinic:

1. Make sure the serve is on. See above.
2. Turn on the printers you will be printing from during your clinic.
3. Turn on the computers you will need for clinic as you need them. (To minimize security risk, computers should not be left on and unattended.)
4. Any error messages that pop up during start up should be reported to the STARS Helpdesk.
5. With your computer turned on you are ready to log into windows. Enter your windows username and password (This is different from your STARS username).
6. After you have successfully logged into windows you are ready to log into STARS using your STARS username and password.

Steps to shutting down computers for the main clinic:

1. Exit from STARS. You may click on **File** then **Exit**, or click on the **X** at the upper right hand corner of the STARS application to close. *Note: You should be exiting from STARS every time you leave your workstation for security purposes.*
2. Exit from Windows. Left click on the **Start** icon on the lower left corner of the window screen. Next, click on **Shut Down**. Select **Shut down** from the windows dropdown and click **OK**.