# **STAR Troubleshooting and FAQs**

**\*\*\* Troubleshooting & FAQs**

[Troubleshooting student login or tech issues.](https://docs.google.com/document/d/1AUCYLK_l07K-1cdb9-j3qx6lTw3ROosT01LydNs4R6o/edit?usp=sharing)

[Video: Troubleshooting Tips](https://drive.google.com/file/d/1ex-Z3x63Oa7JDWyHPHK15rj7POx0Krst/view?usp=sharing)

[Video: Student Login Demo for Reading](https://drive.google.com/a/inspireschools.org/file/d/1DiNdr0UX78N4hgkztH0BYdSjDwjPYCWJ/view?usp=sharing) (8th grade - link sharing open for families)

[Video: Student Login Demo for Math](https://drive.google.com/a/inspireschools.org/file/d/10eZZlfjcK6RLOv1EgH-NA5y-t7vUvtla/view?usp=sharing) (8th grade - link sharing open for families)

[Video: Student Login Demo for Early Literacy](https://drive.google.com/a/inspireschools.org/file/d/1OHc4SI2JytirwJqtDesJcX4yCV-vPALR/view?usp=sharing) (link sharing open for families)

[Frequently Asked Questions for Teachers](https://docs.google.com/document/d/11kn6Ce86E1ZauqwAJhif1uBOBCOn7perGtcB7Xxv0UA/edit?usp=sharing): Error messages, Trouble logging in, Roster Issues, Adjusting Star grade level, Deactivating a test, Technical Difficulties

* If you have a family requesting to opt-out, please invite them to review the materials below, as well as the [Parent Testing Videos and Resources](https://drive.google.com/file/d/1wP9m6nbItOUOcgDHkzDZfLbvskbwyVlr/view?usp=sharing).
* A good resource to use to show parents the value in STAR assessments is this document of sample reports: [Renaissance Learning Sample Reports](https://doc.renlearn.com/KMNet/R62194.pdf) (click on the blue dots to pull up sample report pdfs, save, and send to parents)
* Opt-out requests should not be submitted until the Testing department officially rolls out the opt-out process in February.

**Additional questions or concerns? Please email northtesting@inspireschools.org with the following information:**

SUBJECT LINE: Star 360 question: (briefly state topic: ie: Reports)

* Student first initial, last name
* Grade
* School Name
* Name of Assessment