

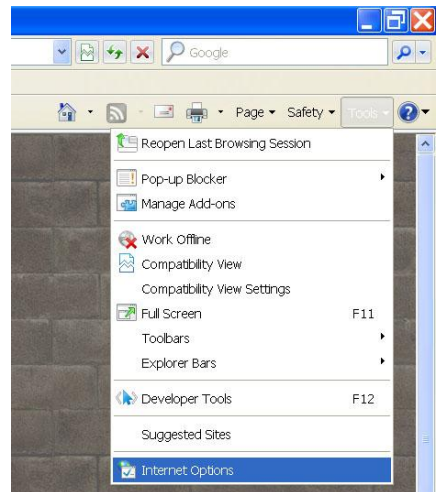
DIY: Star Student

Here are a few simple steps to troubleshoot problems with Star Student. Most often the problem is caused by a certificate error or a corrupted link. This document explains how to reinstall the required software, restore certificate files, and add/replace a desktop link to Star Student.

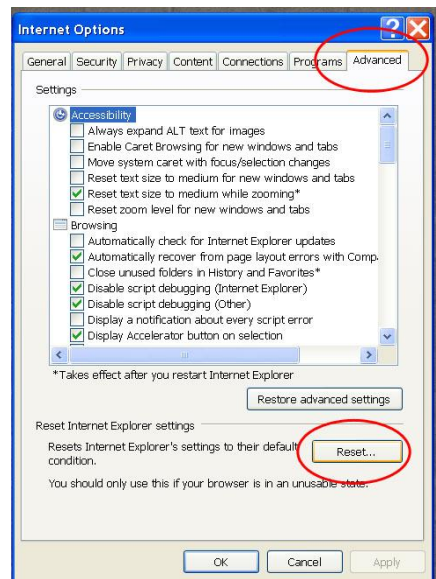
Repair Internet Explorer

(it is important to use Internet Explorer 7 or above to access Star Student. Other browsers such as Mozilla Firefox and Google Chrome do not work well with the plug-ins.)

Step 1: Open Internet Explorer and click on “Tools” in the upper-right hand corner. Select Internet Options from the drop-down menu.



Step 2: Click on the “Advanced” tab in the new Pop-up window. Next, click on the “Reset . . .” button to reset the Internet Explorer settings.



Resetting Internet Explorer will sometimes correct problems with Java and security settings that can affect Star Student. After completing the reset, close all Internet Explorer windows and retry Star Student.

If Star Student still will not open, continue to the next trouble-shooting option.

Reinstalling Star Student

Here is a step-by-step explanation for re-installing the required software for Star Student.

(don't be afraid . . . if you follow the steps you can't mess up)

Star Student uses [Jinitiator](#) within Internet Explorer.

[Click to download the installer.](#)

You need to save the file in a location that is easy to get to (i.e. My Desktop, or My Documents)

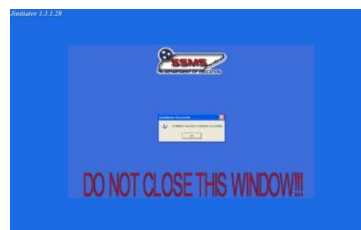
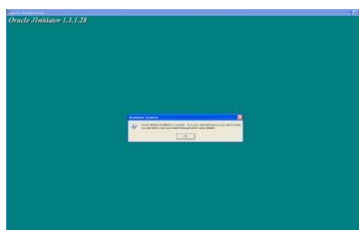
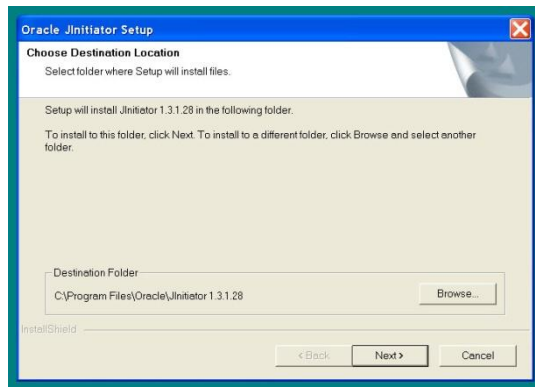
Step 1: Double click the file to open it.

You may see this pop-up before installing, just click "Run".



Step 2: The computer will open

a new Blue Screen, anytime you are prompted click "Ok" or "Next". The blue screen will change to a green one for the Oracle Jinitiator Setup, and then return to the blue screen to finish the install.



You have now installed the required software, (and the most difficult step).

Next need to install the Certificate that allows your computer to securely connect to the Star Student servers.

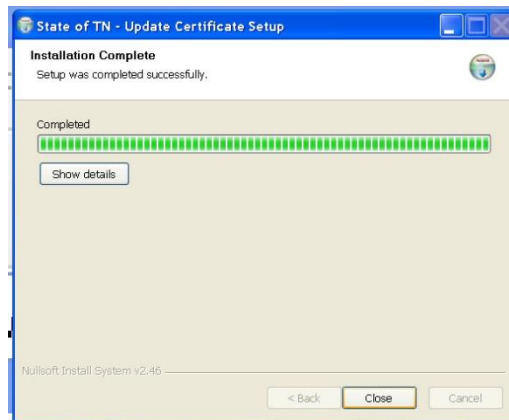
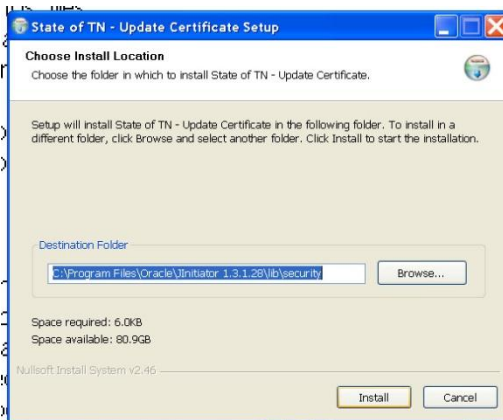
[Click here to download the certificate installer.](#)

It only takes a few seconds to install the security certificate.

Step 1: As when we installed Jinitiator, select “Run”, “Next”, or “Ok” Whenever prompted during this Install.



Step 2: Continue through the prompts.

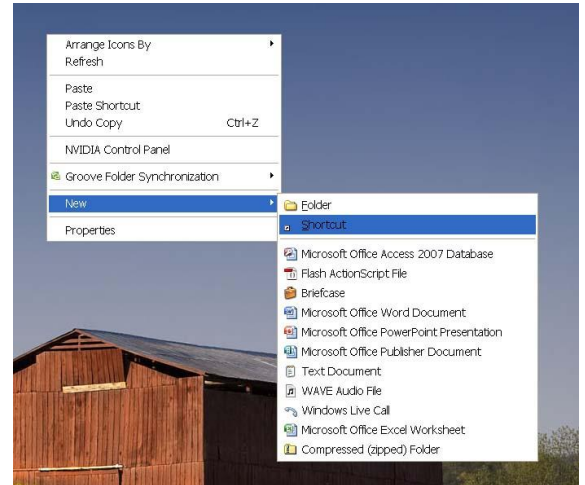


You are almost there. The only remaining step is to add the shortcut to your desktop.

Adding a shortcut to your desktop.

Step 1: Right-Click in any empty space on your desktop.

Step 2: From the new drop-down menu, select “New”
And then move the cursor to “Shortcut”.

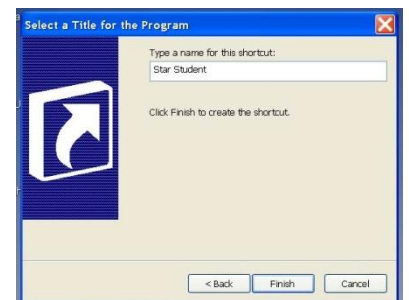
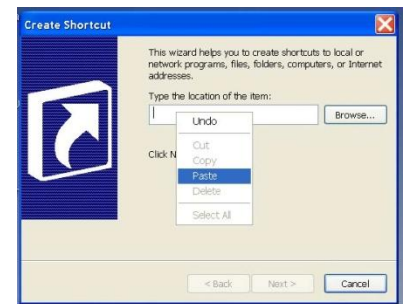


Step 3: The new window will ask you for the location.
Copy and paste the following link.

<https://east.star.tn.gov/forms/fmservlet?config=district340>

Step 4: After pasting the link, click “Next”. Now you have to name the Link. Type in “Star Student” for the name of the link.

Step 5: The final Step, after naming the link click “Finish”.
Clicking finish will add the link to your desktop. Now you
Only have to open the link from your desktop to
Access Star Student.



Note: *If the steps in this document do not repair Star Student, you need to submit a Work Order. Something other than the basic install is causing the software not to work.*

Additional security settings in Internet Explorer 8 and Windows 7 can prohibit Star Student from connecting to its servers.