Introduction
Welcome to OSU’s STAR System, a program by GradesFirst, which allows you to connect with your advisors, tutors, and professors.

The scope of this document is to provide you, the student, with a source of information that will help you understand and use the system. It is a very flexible application, and this document will instruct you on the basics of using the system at Oklahoma State.

Accessing the System
To log into the STAR System, visit http://star.okstate.edu/ and click the link to log in. On the subsequent page, enter your O-Key username (email) and password.

Help
For assistance with resetting your O-Key username and password, visit the O-Key Account Services website or contact the OSU Helpdesk at 744-HELP. For assistance using the application itself, you can log a support ticket by emailing support@gradesfirst.com. This will create a support ticket, viewable by the GradesFirst staff. If you have a question concerning OSU’s implementation, please email starsystem@okstate.edu.

Home Tab
When you log into the system, you will be immediately taken to your Home page. This is where you will spend the majority of your time. Below is a sample screenshot of what a typical Home page looks like.

![Home Tab Screenshot]

Some areas of interest on your Home page are:

Send Message to Professor button. This button allows you to send an email to one or more of your current professors. Be sure to check the box(es) by the course(s) taught by the professor(s) you would like to contact. Any message you send through the system will be recorded in the system, and any replies will be sent to your OSU email along with being captured by the system as well.

Schedule an Advisor Appt. link. This link allows you to schedule an appointment with your current academic advisor(s). If you are considering changing advisors and would like to make an appointment with an advisor other than your current advisor, please contact the new advisor’s office via phone to schedule an appointment. If you also have an Honors or Sport Counselor, this link will also allow you to make an appointment with that counselor.

Class Information tab/Classes This Term section. Your current class schedule will appear here (recent changes will take up to 24 hours to be reflected here). Additionally, midterm and final grades will also appear here as they are reported in SIS.

Reports tab. This tab will allow you to view any reports, files, or notes shared with you by your academic advisor(s) and/or counselor(s).

Calendar tab (white) and My Calendar tab (orange). View your class schedule, assignments and all appointments that have been scheduled by or for you.

My Conversations link. This link allows you to view all email conversations you have had with your professors, academic advisors, and counselors (so long as the initiating message began in the system).

School Information link. This link will display any relevant STAR System information, updates, etc. put out by OSU.

Assignments This Term section. Currently, this section will remain blank.

User Settings: Update my Password link. DO NOT use this link to reset your password for the STAR System, should it be active as any changes here will not carry over to the O-Key System. ONLY RESET your password by logging onto the O-Key System and changing your password there.

Online Support link and support email link. These links will connect you with GradesFirst support staff should you have specific questions with operating within the system. If you need OSU-specific assistance, please contact the OSU Helpdesk at 744-HELP or helpdesk@okstate.edu. OSU STAR System questions can be sent to starsystem@okstate.edu.

Scheduling an Advisor Appointment

Use this option if you wish to create an advisor/counselor appointment. Using this option will actually create and schedule your appointment. After the appointment has been saved, the system will send emails to attendees as well as update everyone’s calendars. Clicking the “Schedule an Advisor Appt.” link on your home page will display a screen similar to the one below.
If there is a conflict, you can click on the ‘Conflicts’ link and you will see who has a scheduled appointment conflict. If it is an event on your calendar, you will see what is occurring at that time.

After you have selected a date, advisor, and time for the appointment, click “Save Appointment.” Doing so will then create the appointment, update calendars, and send emails notifying users of the appointment. Email reminders, if checked, will be sent the day of the appointment (at 6:30 CST). Text message reminders are not currently available (even if the box is checked).

The section that lists the “Advisor for this Appointment” will display a list of advisors or counselors. Next to each person will be their available meeting days and times.
Once the appointment has been scheduled, you will receive a confirmation email verifying the appointment, as well as a reminder email the day of the appointment. Those emails will look similar to the following:

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**An Appointment has been Scheduled.**

You have been sent this email because you have been scheduled as the advisor for this appointment. Details are included below.

**Appointment Attendees:**
Elmer Fudd  
James Advisor

**Type:** Advising Appointment

**Topic:** Meeting

**Location:** Student Success Center

**Date of Appointment:** Jun 12 2012

**Time:** 9:30a-10:00a

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Thanks for using GradesFirst.com!  
GradesFirst.com | (800) 746-5180

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**Calendar**

Forget your class schedule or upcoming appointments? Click the Calendar tab to see what’s on your schedule!
Reports
This tab is where all notes created by professors, advisors, and/or counselors are stored and displayed. This is also the location where an advisor can share a file with a student.

Responding to an Appointment Campaign (Student Perspective)
Your advisor(s) has the ability to request that you sign up for an advising appointment to discuss enrollment for the upcoming semester. This process mainly works via email. At a certain time during the semester, you will receive an email (see screenshot below) where you will click the link to select an appointment time. Failure to schedule an appointment during the requested campaign time could result in you not being able to enroll in the upcoming semester or delaying your enrollment.

If the “Schedule an Advisor Appointment” link in the email does not work, copy and paste the URL in the email into your web browser. Either way, the Schedule an Advising Appointment screen below should then appear, allowing you to schedule an appointment with your advisor. If you need to make an appointment with another advisor instead of your current advisor,
you will need to contact that other advisor directly to request an appointment.

Click “Create This Appointment” to confirm your time selection with your advisor. Upon clicking Save, an email will be sent to you and your advisor. The system will also update your calendar as well.