

# STARS XP

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## User Guide

August 2022 (Revised)

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## Overview

Dealer and Fleet employees can access their training on STARS XP. Optimized for use on a Smartphone or other mobile device, the new site is accessible using current STARS ID and password. All STARS user information that is available in STARS XP, including certification requirements and training history, will be the same as in STARS.

This STARS XP User Manual will provide an overview of the STARS XP platform and provide screen shots and information on the available sections including Dashboard, To Do List, Certifications, Enrollment Activity, Training History, the Course and Task Catalog, Class Schedule and Webinar Schedule.

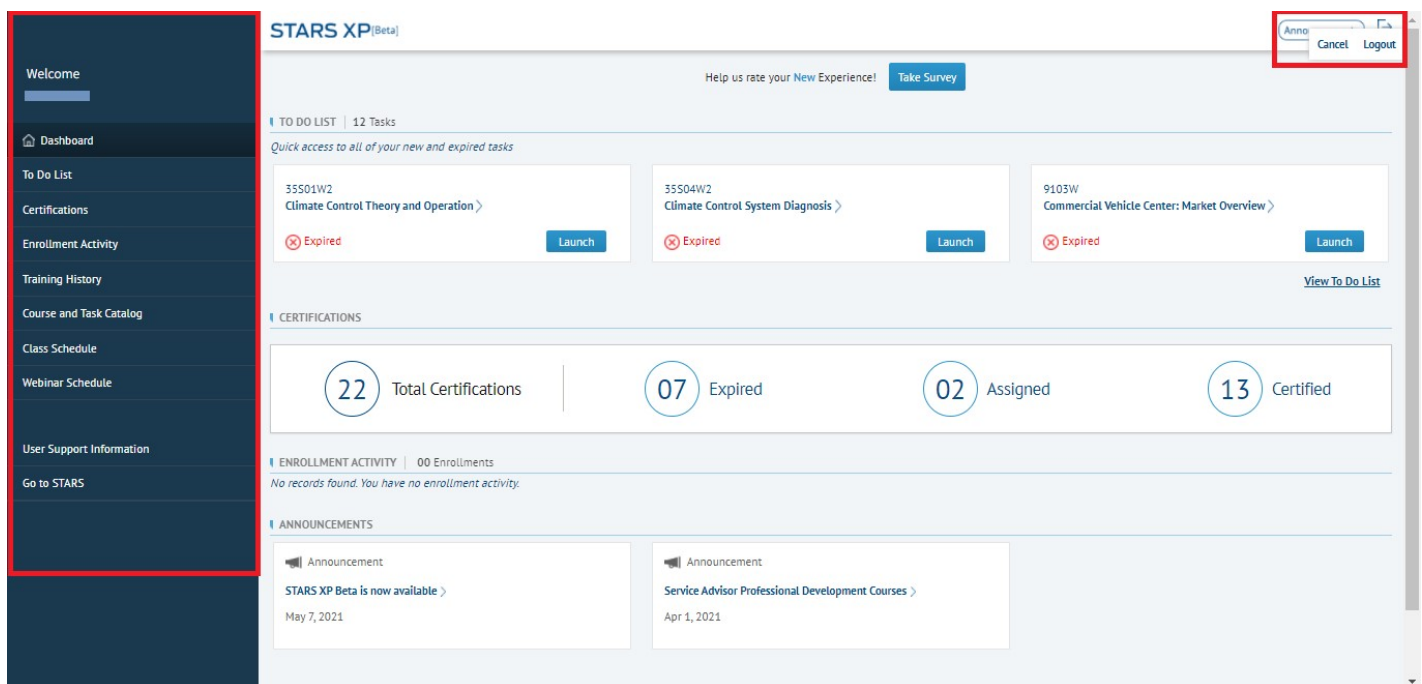
## STARS XP Navigation

### Navigation Pane

Active Navigation within STARS XP can be found on the left side of the screen in the dark blue Navigation Pane. Active navigation options include: Dashboard, To Do List, Certifications, Enrollment Activity, Training History, Course and Task Catalog, Class and Webinar Schedule. Go to STARS to access.

### Logout

To Logout of the site, user can click on the arrow icon in the upper right corner of the screen. Click Cancel to cancel Logging out of the session or click the arrow icon again



## Dashboard

After logging in, the employee will land on the Dashboard page. This page includes three main areas:

**To Do List (1)** – This area will display up to three new or expired tasks.

- a. Employee can click on any Launch buttons to access a course
- b. To see complete list of To Do items, click the View To Do List link or use left navigation.  
The full To Do list will also display any Certifications in Assigned status
- c. If there are no new or expired tasks, employee will see **You are UP TO DATE with your new requirements!**

**Certifications (2)** – This area shows a summary of: The Total number of Certifications, the number of Certification that are in Expired status, Assigned status and Certified Status.

- a. Employee can click on each category to go to see a complete list Certifications in each category including the Certification Title, Status and Status date.

**Enrollment Activity (3)** – This area shows up to three upcoming Classroom or Webinar sessions that the employee is enrolled in.

- b. If the employee is not enrolled in any session, they will see **No records found. You have no enrollment activity.**
- c. To see a complete list of Enrollment Activity, use the left navigation and click on Enrollment Activity.

**Announcements (4)** – This area shows the latest features and new courses added on to STARS XP.

- a. Employee can click on each announcement to know more about the newly added feature or course.

The screenshot displays the STARS XP Beta dashboard. On the left is a dark blue sidebar with navigation links: Welcome, Dashboard, To Do List (1), Certifications, Enrollment Activity, Training History, Course and Task Catalog, Class Schedule (2), Webinar Schedule, User Support Information (3), and Go to STARS (4). The main content area has a light blue header with 'STARS XP [Beta]' and a 'Take Survey' button. Below the header, the 'TO DO LIST' section (12 Tasks) shows three expired tasks: 'Climate Control Theory and Operation', 'Climate Control System Diagnosis', and 'Commercial Vehicle Center: Market Overview'. The 'CERTIFICATIONS' section (2) shows a summary: 22 Total Certifications, 07 Expired, 02 Assigned, and 13 Certified. The 'ENROLLMENT ACTIVITY' section (3) shows 'No records found. You have no enrollment activity.' The 'ANNOUNCEMENTS' section (4) shows two announcements: 'STARS XP Beta is now available' and 'Service Advisor Professional Development Courses'.

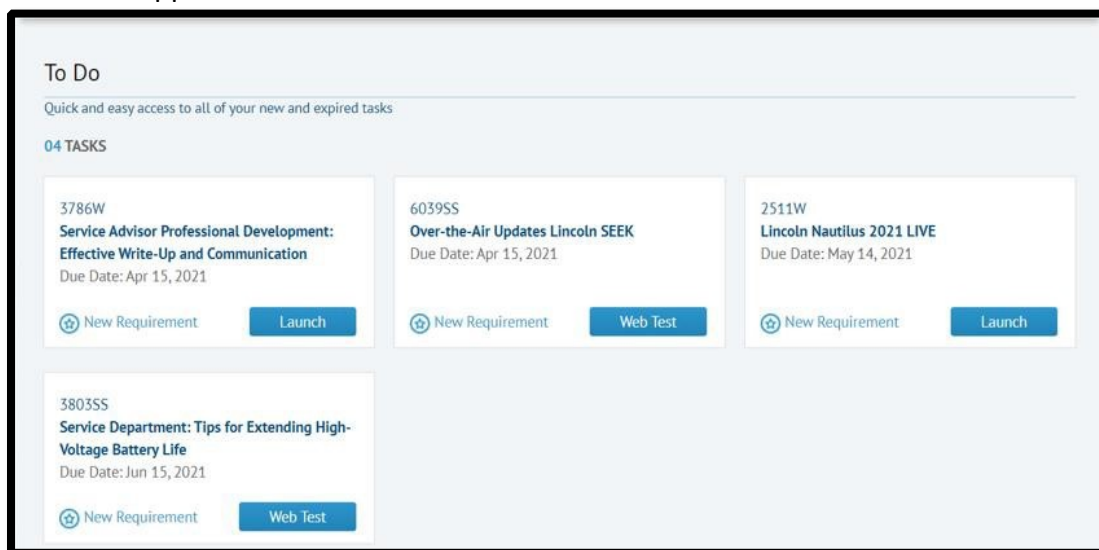
## To Do List

STARS XP includes a new feature designed to make accessing new and expired Training Certification requirements quick and easy. Access by clicking on the second option in the left navigation. To Do List is specific to each individual STARS employee and will display all the uncompleted tasks that are requirements across any Certification that is in Certified or Expired status.

Each task will include a button, Launch or Web Test, providing immediate access to the task activity. A Webinar task action button will not appear until the day of the scheduled session. Classroom tasks will not have a launch button.

The employee To Do List will contain one of the following:

**New Requirement** – To Do list includes only uncompleted tasks from Certifications in Certified status. Employee does not have any Certifications in Expired status. Any Certifications in Assigned status will appear at bottom



**Expired** – If a New course requirement was not completed by the due date and the Certification became expired, then the To Do list will display the work Expired for that task. Any Certifications in Certified status do not have new requirements. Any Certifications in Assigned status will appear at bottom.

## To Do List

Quick and easy access to all of your new and expired tasks

07 TASKS

<p>3793WBR</p> <p>Warranty Webinar 2020 No Longer Available - 2021 Webinar Course Now Required &gt;</p> <p>Expired</p>	<p>3793C</p> <p>Warranty Workshop 2020 No Longer Available - 2021 Webinar Course Now Required &gt;</p> <p>Expired</p>	<p>2020SSB</p> <p>Ford Mustang Mach-E 2021 SEEK 2 &gt;</p> <p>Expired</p> <p>Web Test</p>
<p>4136W1</p> <p>Digital U: Digital Advertising - Getting Started with Paid Search &gt;</p> <p>Expired</p> <p>Launch</p>	<p>4223SS</p> <p>Digital U: Facebook Simplified SEEK &gt;</p> <p>Expired</p> <p>Web Test</p>	<p>4122W1</p> <p>Digital U: Social Media - Enhance Your Status &gt;</p> <p>Expired</p> <p>Launch</p>

**New and Expired** – To Do list includes uncompleted tasks from at least one Certification in Expired status and at least one Certification in Certified status that has New requirements. Any Certifications in Assigned status will appear at bottom

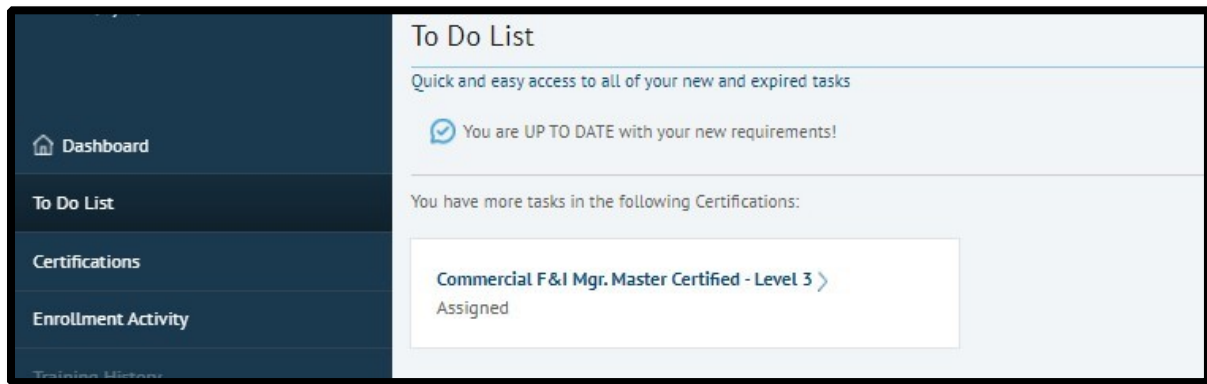
## To Do List

Quick and easy access to all of your new and expired tasks

13 TASKS

<p>38</p> <p>Brakes - 38 &gt;</p> <p>Expired</p> <p>View Planner</p>	<p>ILTEST</p> <p>ILTEST1 &gt;</p> <p>Expired</p> <p>Launch</p>	<p>2017W</p> <p>Ford Super Duty 2020 Take FIVE &gt;</p> <p>Expired</p> <p>Launch</p>
<p>2019W</p> <p>Ford Transit Cargo Van 2020 Take FIVE &gt;</p> <p>Expired</p> <p>Launch</p>	<p>2017SSB</p> <p>Ford Super Duty Pickups 2020 SEEK: Performance &amp; Capability &gt;</p> <p>Expired</p> <p>Web Test</p>	<p>2018W</p> <p>Ford Transit Passenger Van 2020 Take FIVE &gt;</p> <p>Expired</p> <p>Launch</p>
<p>30G14W1</p> <p>ON-LINE SERVICE PUBLICATION NAVIGATION &gt;</p> <p>Expired</p> <p>Materials</p>	<p>F100002003</p> <p>Ford Service Information Navigation for Collision &gt;</p> <p>Expired</p>	<p>2017SS</p> <p>Ford Super Duty Pickups 2020 SEEK: Configurations &amp; Technologies &gt;</p> <p>Expired</p> <p>Web Test</p>
<p>ILNEWCRS</p> <p>Informal Learning New Course &gt;</p> <p>Expired</p> <p>Launch</p>	<p>2019SS</p> <p>Ford Transit Cargo Van 2020 SEEK &gt;</p> <p>Expired</p> <p>Web Test</p>	<p>2018SS</p> <p>Ford Transit Passenger Van 2020 SEEK &gt;</p> <p>Expired</p> <p>Web Test</p>
<p>30N54W0</p> <p>2015 Mustang New Model Training &gt;</p> <p>Due Date: Apr 15, 2021</p> <p>New Requirement</p> <p>Launch</p>		

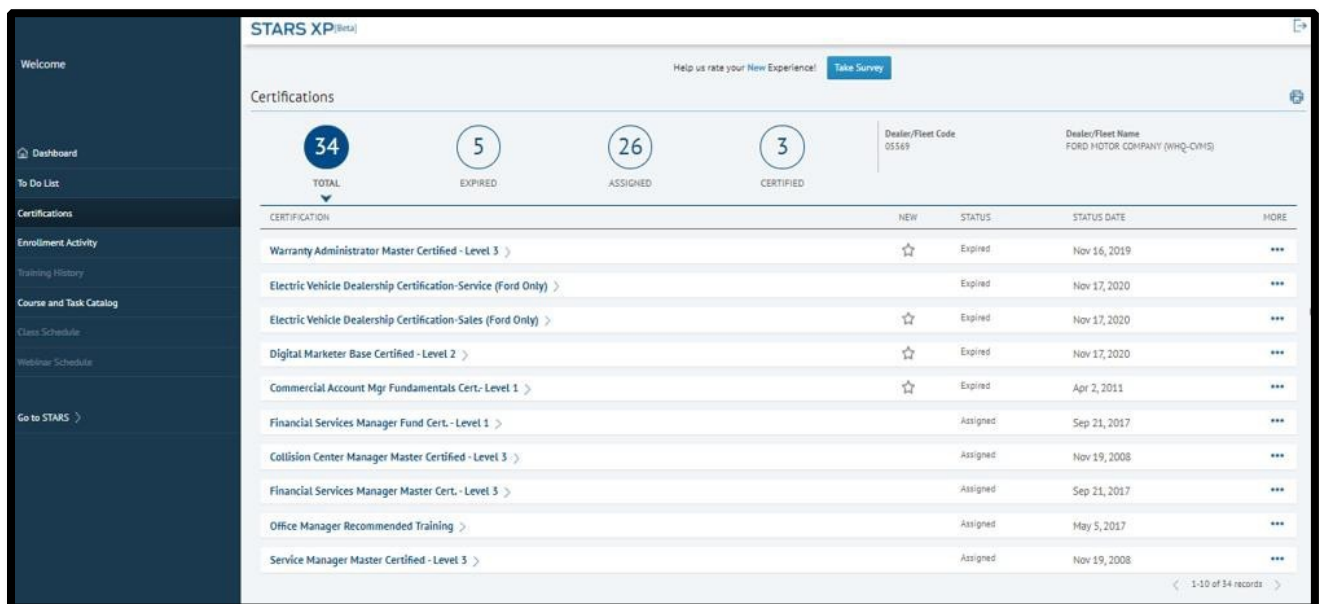
**Up To Date** – No New requirements or uncompleted tasks. An employee still may have Certifications in Assigned status and will see a message that says, “You have more tasks in the following Certifications”. Click on the Certification Title to go to the Certification Summary which will list all required tasks



**Note:** There may be duplicate tasks listed on a To Do List. This is because the same task may be included on multiple Certifications. Once the task is completed, credit will be applied to all affected Certifications and task will no longer appear on the To Do list.

## Certifications

A complete list of Certifications can be viewed by navigating to the Certification section of the site.

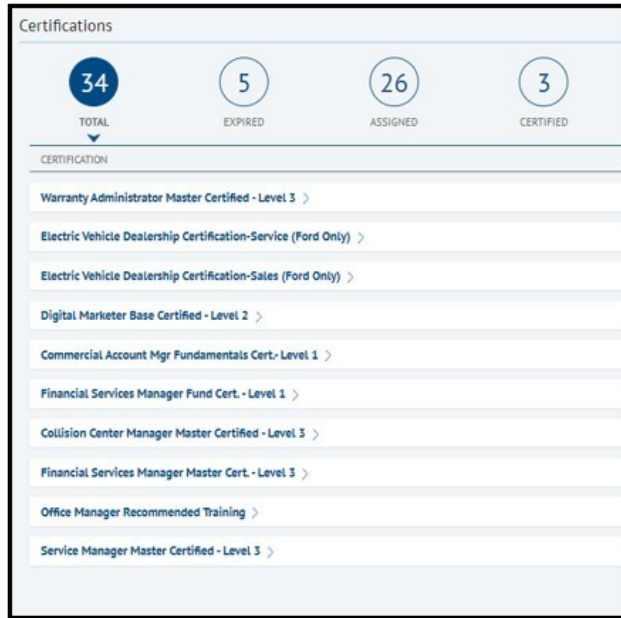


When landing on the homepage of the Certification section, the employee will see the following:

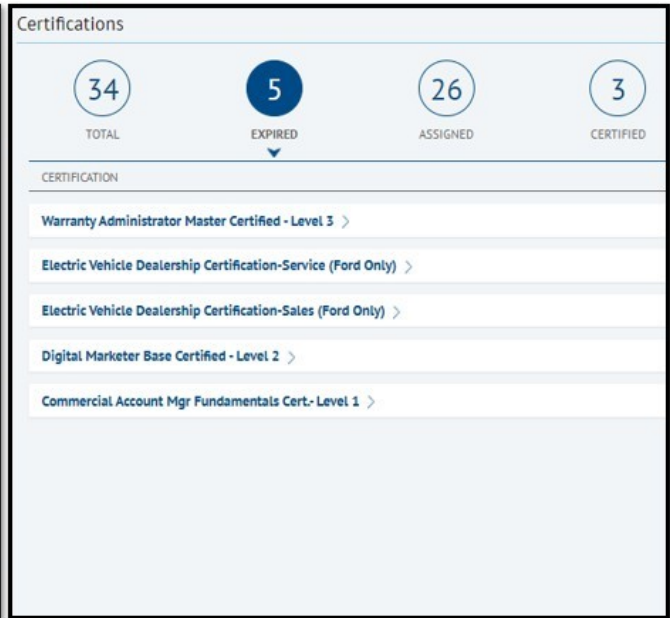
- Certification Totals – Four circles at top, provide the total number of Certifications as well as the total number of Certifications in each status (Expired, Assigned and Certified)
  - a. Circle and list defaults to Total and includes all Certifications
  - b. Clicking on each circle (status) will revise the list to display only the Certifications included in the status selected



Example a.



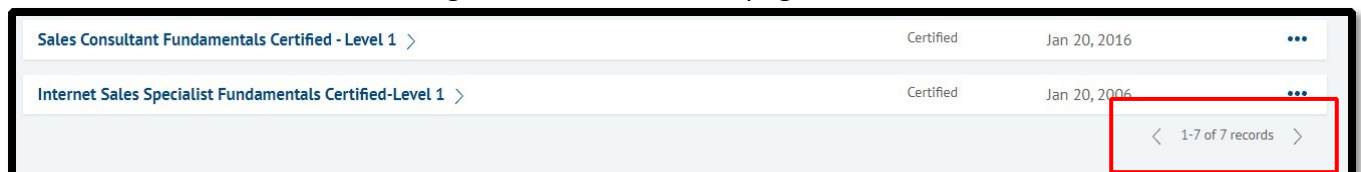
Example b.



- Dealer/Fleet Code and Dealer/Fleet Name



- The Certifications list –
  - Is sorted from top with Expired status first, then Assigned, and then Certified
  - If list extends beyond 1-page, additional pages can be navigated to by clicking on arrows at bottom right to advance to next page



- It will display a Star icon in the New column for a Certification with a New Requirement includes the Status Date of each Certification
- Includes a More column. Click on the three dots to view the Certification Description or Certification History
- Clicking on the Certification name will take you to list of required tasks

**Certifications**

34 TOTAL 5 EXPIRED 26 ASSIGNED 3 CERTIFIED

Dealer/Fleet Code: 05569 Dealer/Fleet Name: FORD MOTOR COMPANY (WHQ-CVMS)

CERTIFICATION	NEW	STATUS	STATUS DATE	MORE
Warranty Administrator Master Certified - Level 3 >	☆	Expired	Nov 16, 2019	...
Electric Vehicle Dealership Certification-Service (Ford Only) >		Expired		View Description View Certification History
Electric Vehicle Dealership Certification-Sales (Ford Only) >	☆	Expired	Nov 17, 2020	...
Digital Marketer Base Certified - Level 2 >	☆	Expired	Nov 17, 2020	...

## Manage Certifications

When landing on the homepage of the Certification section, the employee will see the Manage certification option on the left side of the screen.

**Certifications**

14 Total 02 Expired 12 Assigned 00 Certified

Manage Certifications

Certification	Requirements	Status	Status Date	More
Technician Fundamentals - 40		Expired	Jun 24, 2021	...
New Model Training Courses - 30		Expired	Oct 13, 2018	...
Field Service Actions - 10		Assigned	Apr 15, 2021	...
Diesel Engine Performance - 51		Assigned	Feb 22, 2018	...
Mobile Service Technician		Assigned	Oct 28, 2020	...
Diesel Engine Repair - 52		Assigned	Feb 22, 2018	...
Brakes - 38		Assigned	Feb 22, 2018	...
Automatic Transmission - 37		Assigned	Feb 22, 2018	...
Manual Transmission and Drivetrain - 36		Assigned	Feb 22, 2018	...

By clicking on the option, the employee will be taken to the manage certifications page which comprises of assigned and available certifications.

By default, assigned certifications of the employee will be displayed.

The screenshot shows the 'Manage Certifications' page in STARS XP. The left sidebar contains navigation links: Dashboard, To Do List, Certifications, Enrollment Activity, Training History, Course and Task Catalog, Class Schedule, Webinar Schedule, User Support Information, and Go to STARS. The main content area has two tabs: 'ASSIGNED CERTIFICATIONS' (highlighted with a red circle) and 'AVAILABLE CERTIFICATIONS'. Below the tabs, it indicates '12 assigned certifications'. A table lists these certifications with columns for Certification Title, Available Date, Status, and Assigned By.

Certification Title	Available Date	Status	Assigned By
<input type="checkbox"/> Automatic Transmission - 37	Aug 08, 2002	Assigned	System
<input type="checkbox"/> Brakes - 38	Aug 08, 2002	Assigned	System
<input type="checkbox"/> Climate Control - 35	Aug 08, 2002	Assigned	System
<input type="checkbox"/> Diesel Engine Performance - 51	Aug 09, 2002	Assigned	System
<input type="checkbox"/> Diesel Engine Repair - 52	Aug 09, 2002	Assigned	System
<input type="checkbox"/> Electrical Systems - 34	Aug 08, 2002	Assigned	System
<input type="checkbox"/> Field Service Actions - 10	Apr 14, 2021	Assigned	System
<input type="checkbox"/> Gasoline Engine Performance - 31	Aug 08, 2002	Assigned	System
<input type="checkbox"/> Gasoline Engine Repair - 32	Aug 08, 2002	Assigned	System
<input type="checkbox"/> Manual Transmission and Drivetrain - 36	Aug 08, 2002	Assigned	System
<input type="checkbox"/> Mobile Service Technician	Sep 09, 2019	Assigned	System

By clicking on the available certifications option, you will be shown the certifications available for the employee.

The available certifications include the ability to use filtering options when searching. Filtering options include Department and Role.

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed.

The screenshot shows the 'Manage Certifications' page with the 'AVAILABLE CERTIFICATIONS' tab highlighted (circled in red). Below the tabs, there is a search bar for 'Certification Title' and a 'HIDE' button. A filter section includes a 'Department' dropdown with buttons for Sales, Service, Body Shop, Parts, and Business Operations. Below this is a 'Role' dropdown set to 'ALL'. At the bottom of the filter section are 'Clear Filters' and 'Apply' buttons. The main content area shows '143 available certifications'. A table lists these certifications with columns for Certification Title, Available Date, and Discontinue Date.

Certification Title	Available Date	Discontinue Date
<input type="checkbox"/> 2021 Chassis Master	Jan 03, 2021	Jan 03, 2022
<input type="checkbox"/> 2021 Drivetrain Master	Jan 03, 2021	Jan 03, 2022
<input type="checkbox"/> 2021 Engine Master	Jan 03, 2021	Jan 03, 2022
<input type="checkbox"/> 2021 Senior Master Technician	Jan 03, 2021	Jan 03, 2022
<input type="checkbox"/> ASSET Certification	Oct 08, 2014	
<input type="checkbox"/> Brakes Specialist - FACT	Oct 13, 2014	

Once the employee selects the certifications required, he could go down to the bottom left corner of the screen and click on the "assign certifications" option or select the "clear all" option to clear the selections.

## Enrollment Activity

### View Webinar and Classroom Schedule

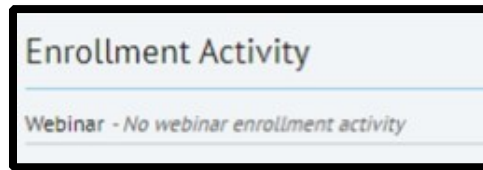
Once enrolled, employees can view their list of Webinar and Classroom enrollments in STARS XP by navigating to the Classroom and Webinar Schedule.

**Note: Some Classroom sessions are not scheduled in STARS. View course details for enrollment instructions.**

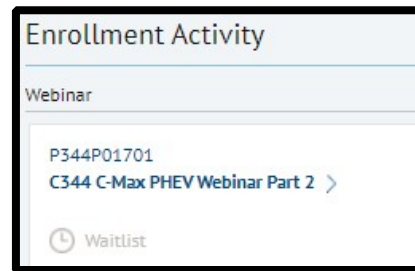
### View Webinar Enrollment

Landing on the homepage of the Enrollment Activity section, employee may see any of the following Webinar enrollment information:

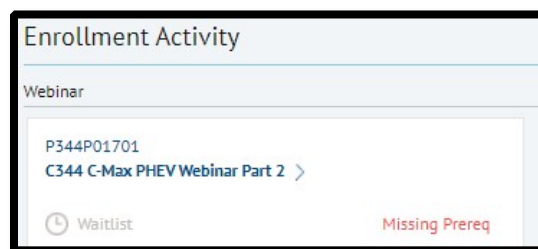
- If the employee is not enrolled in or on a Waitlist for a Webinar session, the Enrollment Activity section will display a note indicating no enrollment activity



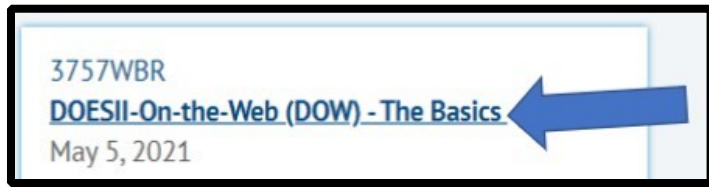
- A list of the Webinar sessions the employee is enrolled in. Webinar session enrollment information will contain:
  - Course Code, Course Title and session dates
  - Enrolled or Waitlist - Enrolled means employee has seat in that session. Waitlist indicates the employee is on the waitlist for that course.



If Missing Prereq. appears in lower right corner (in red), it means there is a course that needs to be completed prior to being enrolled in the course. Click on Course Title to view details including the Prereq. course information.



Employee can click on the Course Title to view all details including the session dates and times and the instructions on accessing the live session (Comments).



Webinar materials can be accessed by clicking on the Materials link in upper right corner of the screen.

Class Details

3757WBR DOESII-On-the-Web (DOW) - The Basics

**Dates and Times:**  
May 05, 2021 | 01:30 PM - 03:30 PM EDT

**Training Information:**  
Online Webinar Technical Requirements

**Enrollment CutOff:**  
May 05, 2021

**Cancel CutOff Date:**  
May 05, 2021

**DETAILS**

<b>Language:</b> English	<b>Instructor(s):</b> WOOLLEY SHERYLE A	<b>Materials:</b> Yes	<b>Training Cost:</b> 0	<b>Cancellation Cost:</b> 0	<b>No-Show Cost:</b> 0	<b>Dealer Able to Cancel Enrollment?</b> Yes
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**PREREQUISITES**  
This course has no prerequisite courses

**EQUIVALENCIES**

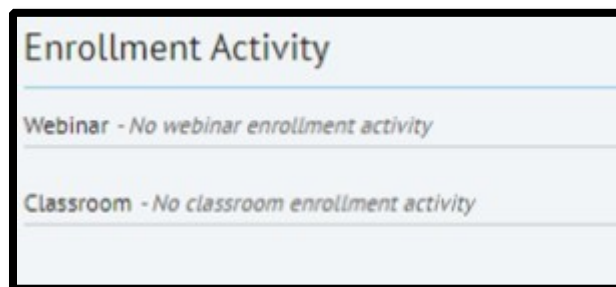
GROUP	TITLE
1	3757TEST - DOESII-On-the-Web (DOW) - The Basics

**COMMENTS**  
On the day of the class, click the link from your calendar notification or log on to STARS. Select Enrollment Activity from My Information, highlight the Actions link next to the Enrollment record and click "Launch Webinar Session".

## View Classroom Enrollment

Landing on the homepage of the Enrollment Activity section, employee may see any of the following Classroom enrollment information:

- If the employee is not enrolled in or on a Waitlist for a Classroom session, the Enrollment Activity section will display a note indicating no enrollment activity



- If the employee is enrolled, Enrollment Activity section will have a list of the Classroom sessions the employee is enrolled in. Classroom session enrollment information will contain:

- a. Course Code, Course Title, session dates and location
- b. Enrolled or Waitlist - Enrolled means employee has reserved seat in that session. Waitlist indicates the employee is on the waitlist for that course.

## Enrollment Activity

Webinar - No webinar enrollment activity


### Classroom

CC00727

**2016U502 New Model** >

Apr 5, 2021 - Apr 7, 2021


[Colorado Springs Service Center](#)

 Enrolled

ZM101

**BASIC AUTOMOTIVE I** >

[Dallas Service Training Center](#)

 Waitlist

Employee can click on the Course Title to view all details including the session dates and times, and location information and any additional instructions (Comments).

### Classroom

CC00727

**2016U502 New Model** >

Apr 5, 2021 - Apr 7, 2021

[Colorado Springs Service Center](#)

Click on the Training Location in the upper right corner of the screen to view all location details including address, phone and other information.

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Class Details

CC00727 2016U502 New Model

**Dates and Times:**  
Apr 05, 2021 | 08:00 AM - 06:00 PM EST  
Apr 06, 2021 | 08:00 AM - 06:00 PM EST  
Apr 07, 2021 | 08:00 AM - 06:00 PM EST

**Training Location:**  
COLORADO SPRINGS SERVICE CENTER  
  
**Room Name:**  
---

**Enrollment CutOff:**  
Apr 05, 2021  
  
**Cancel CutOff Date:**  
Apr 05, 2021

DETAILS

<b>Language:</b> English	<b>Instructor(s):</b> Laredo-Torres Michelle	<b>Materials:</b> No	<b>Training Cost:</b> 0	<b>Cancellation Cost:</b> 0	<b>No-Show Cost:</b> 0	<b>Dealer Able to Cancel Enrollment?</b> Yes
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PREREQUISITES

This course has no prerequisite courses

EQUIVALENCIES

This course has no equivalencies

COMMENTS

No Additional Comments

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Training Location

CC00727 2016U502 New Model

View Map

**Street Address:**  
9930 Federal Drive

**City:**  
Colorado Springs

**Location Information:**  
Colorado Springs Business Center9930 Federal DriveColorado Springs, CO 80921Attn: Bobby Padilla 719-278-0331

**State/Province:**  
Colorado

**Zip/Postal:**  
80921

DETAILS

<b>Location Code:</b> CSBC	<b>Location Name:</b> Colorado Springs Service Center	<b>Phone:</b> (719) 278-0331	<b>Sponsoring Activity:</b> USA FORD MOTOR CREDIT
<b>Status:</b> Active	<b>Region:</b> LOS ANGELES	<b>Country:</b> United States	

RECOMMENDED HOTELS

Click on the View Map link in the upper right corner of the screen to access a Google map of the Training location.

Back

Training Location

CC00727 2016U502 New Model

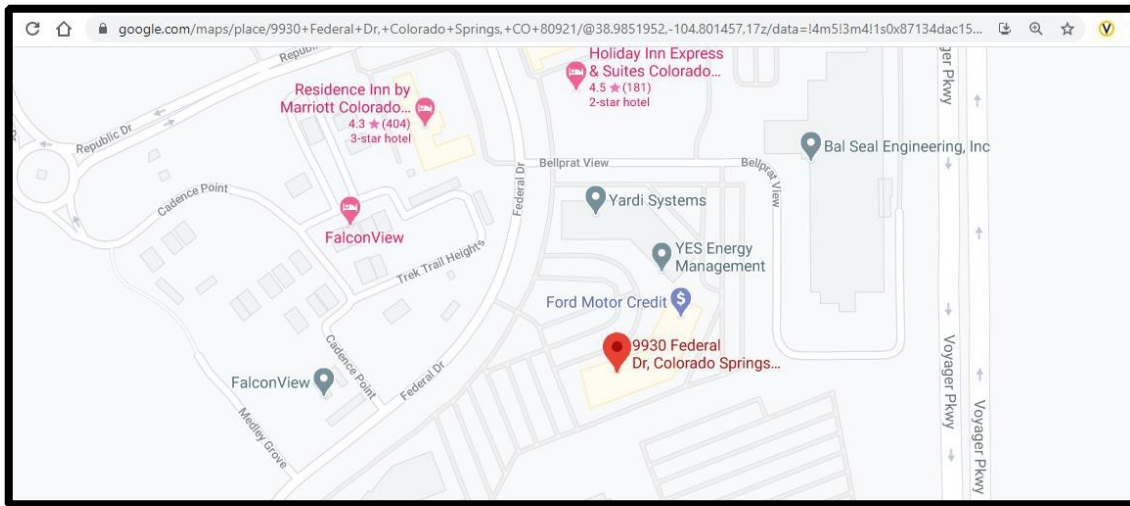
View Map

**Street Address:**  
9930 Federal Drive

**City:**  
Colorado Springs

**Location Information:**  
Colorado Springs Business Center9930 Federal DriveColorado Springs, CO 80921Attn: Bobby Padilla 719-278-0331





## Training History

This section is specific to each individual STAR'S employee and includes all completed courses and tasks. The Training History list:

- includes Course Code, Title, Course Date (date completed), Results, Test Scores and More
- is sorted by course date with courses most recently completed at the top (default)
- More column will display the date the Training History was updated, the Course Details and, if applicable, a Replay link (for Webinars)
- columns headers can be clicked to sort list. Arrows next to the column header allow user to choose ascending and descending order
- for multiple pages, use the arrow next to the page number to go to another page or click Next to advance to next page

421 record(s) found					
		Previous	Page : 1 of 9	Next	
Code	Title	Course Date	Results	Test Scores (Pre / Post)	More
3790W	Service Manager: Technician Pay Plans	Mar 11, 2020	Pass	100 / 100	History Updated Mar 11, 2020 Course Details
6030SS	SYNC 3 Essentials Lincoln SEEK	Dec 18, 2019	Pass	100 / 100	
35501W2	Climate Control Theory and Operation	Nov 24, 2019	Pass	100 / 100	
30N26W3	Hybrid Vehicle Components and Operation	Nov 24, 2019	Pass	-- / 84	

## Course and Task Catalog

The STARS XP course and task catalog has been redesigned to make finding the desired course quick and easy. Catalog includes all active learning tasks that are available in the employee's country.


### Title or Keyword Search



The Search Course by Title option is the default when landing on the page.



There will be no results displayed until the employee enters the title or keyword in the field and clicks on the Search icon (or use Enter key).

Help us rate your New Experience! [Take Survey](#)


Course and Task Catalog 



Search Course by: ☒ Title ☐ Code   

[FILTERS](#) | [View All Courses](#)

No results to display...





























Number of results found will appear at the top of the list. Results will display below.

Course and Task Catalog 

Search Course by: ☒ Title ☐ Code   


[FILTERS](#) | [View All Courses](#)



7 record(s) found

Code	Title	Status	Delivery Method	Optimized for	More
3573W	People Skills: Beyond Words - How You Look and Sound		 13m	 	
3575W	People Skills: I Can't See You - Effective Electronic Communication		 15m	 	
3574W	People Skills: I'm Right, You're Wrong! - Resolving Issues		 11m	 	
3576W1	People Skills: Nice People Finish First - Being Positive Works		 12m	 	
3571W	People Skills: One Size Does Not Fit All - Communication Styles		 13m	 	
3572W	People Skills: Pay Attention - Active Listening		 15m	 	
3570W	People Skills: Your People Skills are Showing		 8m	 	

## Course Code Search





The Search Course by Code option can be selected by clicking on the radio button. User must enter a course code and click on Search icon. Course code must match exactly to display results.

Course and Task Catalog 

Search Course by: ☐ Title ☒ Code   

[FILTERS](#) | [View All Courses](#)

1 record(s) found

Code	Title	Status	Delivery Method	Optimized for	More
2020W	Ford Mustang Mach-E 2021 Take FIVE		 30m	 	

## Search Using Filters

The STARS XP Course and Task Catalog includes the ability to use filtering options when searching. Filtering options include Department, Delivery Method, Optimized for, Language and New Courses

### Course and Task Catalog

Search Course by:
☒ Title
☐ Code

Department

Sales
Service
Body Shop
Parts
Business Operations

Delivery Method

Classroom
Web Test
Self Study
eLearning
Webinar
Evaluation
On-Demand Webinar
Informal Learning

Optimized for

Desktop
Tablet
Smartphone

Language

English

☐ Only New Courses

In the following example, the Keyword search is **Mustang** and the filtering options selected include: Sales, eLearning, Smartphone, and Only New Courses. Records found include 1 course.

### Course and Task Catalog

Search Course by:
☒ Title
☐ Code

Department

Sales
Service
Body Shop
Parts
Business Operations

Delivery Method

Classroom
Web Test
Self Study
eLearning
Webinar
Evaluation
On-Demand Webinar
Informal Learning

Optimized for

Desktop
Tablet
Smartphone

Language

English

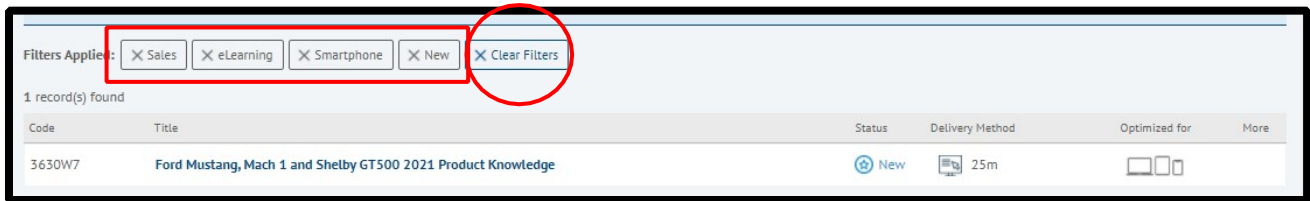
☒ Only New Courses

Filters Applied:

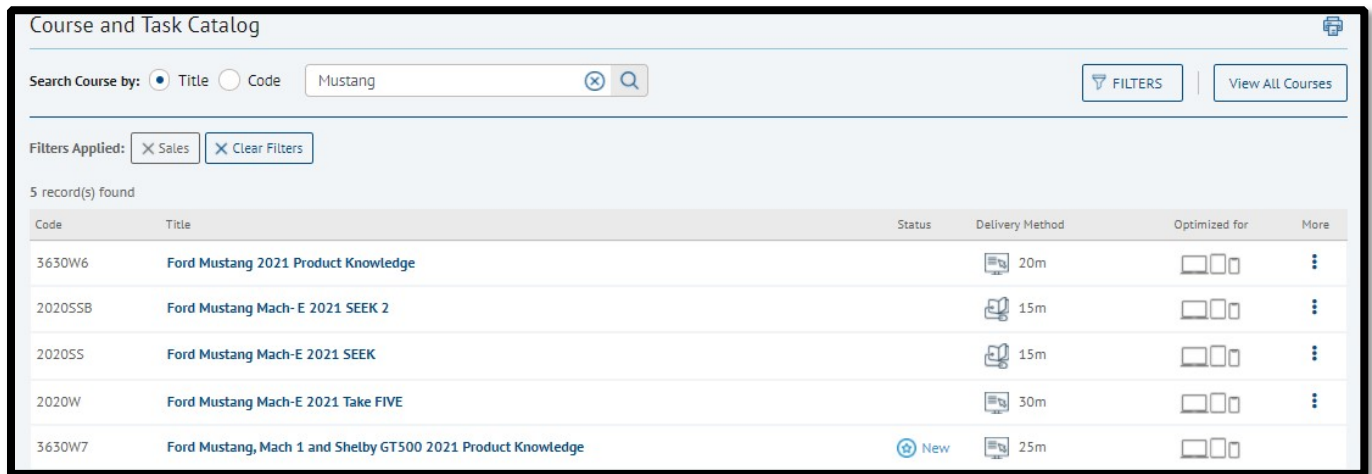
1 record(s) found

Code	Title	Status	Delivery Method	Optimized for	More
3630W7	Ford Mustang, Mach 1 and Shelby GT500 2021 Product Knowledge	New	25m	<div> <div></div> <div></div> <div></div> </div>	

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed.

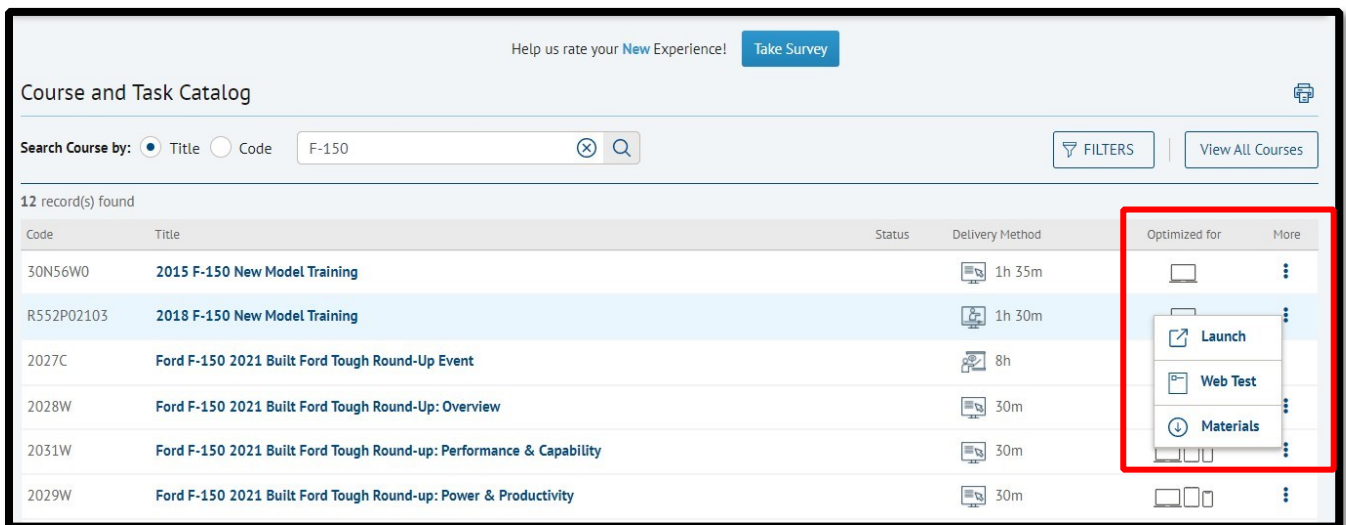


In this example, eLearning, Smartphone, and New filters were removed resulting in 5 Records found.



## Actions Available in Search Results

After searching the Course and Task catalog, a user can click on the 3 dots (if available) in the More column to either Launch the task activity, launch the Web Test, or download Materials.



A View All Courses option is available if user does not want to search by Title or Code using available filters.

Course and Task Catalog

Search Course by:
☒ Title
☐ Code

FILTERS
[View All Courses](#)

1118 total records found

Code	Title	Status	Delivery Method	Optimized for	More
S307304103	10R140 Theory and Operation		1h 12m		
37S26W0	10R80 Theory and Operation		3h		
37S26W1	10R80 Theory and Operation		2h		
30N40W0	2012 FOCUS NMT		46m		
30N41W0	2012 Focus Electric Components and Operation		1h 45m		
30N43W0	2013 Escape New Model Training		18m		
30N45W0	2013 Lincoln MKT Limo Livery NMT		42m		
30N44W0	2013 Sedan Utility Police Interceptor		1h		
30N50W0	2014 Transit Connect NMT		1h		

## Class Schedule

The STARS XP Class Schedule has been included to view their schedules.

### Title or Keyword Search

The Search Course by Title option is the default when landing on the page.

The employee who has enrolled already will have a list of the Classroom sessions displayed below

STARS XP (Beta)

Announcements

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Class Schedule

Search Course by:
☐ Title
☒ Code

FILTERS

3 record(s) found

Previous

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Code	Title	Openings	Training Location	Date	Time	More
01A07T0	Advantage Benefits Overview	11	ATLANTA SERVICE TRAINING CENTER	Aug 23, 2021	08:30am - 08:50am EDT	
34BLOCK	Electrical Block Training - 34S14T1 and 34S19T2	0	ORLANDO SERVICE TRAINING CENTER @ SEMINOLE STATE COLLEGE	Aug 09 - Aug 20, 2021	08:30am - 04:30pm EDT	
34S14T1QL	Electrical Diagnosis and Repair	11	DALLAS SERVICE TRAINING CENTER	Aug 09 - Aug 13, 2021	08:00am - 04:00pm EDT	

## Course Code Search

The Search Course by Code option can be selected by clicking on the radio button. User must enter a course code and click on Search icon. Course code must match exactly to display results.

The screenshot shows the STARS XP interface with the 'Class Schedule' section. The search criteria are set to 'Code' with the value '01a07t0'. A 'FILTERS' button is visible. Below the search bar, it indicates '1 record(s) found'. The results are displayed in a table with columns: Code, Title, Openings, Training Location, Date, Time, and More.

Code	Title	Openings	Training Location	Date	Time	More
01A07T0	Advantage Benefits Overview	11	ATLANTA SERVICE TRAINING CENTER	Aug 23, 2021	08:30am - 08:50am EDT	

## Search Using Filters

The STARS XP Class Schedule includes the ability to use filtering options when searching. Filtering options include Department, Region and Language.

The screenshot shows the STARS XP interface with the 'Class Schedule' section. The search criteria are set to 'Code' with the placeholder text 'Enter complete code'. Below the search bar, there are filter options for Department (Sales, Service, Body Shop, Parts, Business Operations), Region (ALL), and Language (ALL). There are 'Clear Filters' and 'Apply' buttons. A 'HIDE' button is also visible.

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed.

The screenshot shows the STARS XP interface with the 'Class Schedule' section. The search criteria are set to 'Title' with the placeholder text 'Enter title or keyword'. Below the search bar, there are filter options for Department (Sales, Service, Body Shop, Parts, Business Operations), Region (ALL), and Language (ALL). There are 'Clear Filters' and 'Apply' buttons. A 'FILTERS' button is also visible. The 'Filters Applied' section shows 'Sales', 'English', and 'Clear Filters' with an 'X' icon next to each.

Filters Applied: X Sales X English X Clear Filters

No Records Found.

Employee can click on the Course Title to view all details including the session dates and times, location information, prerequisites, equivalencies, and any additional instructions (Comments).

**STARS XP** (Beta) Announcements

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### Class Details

**01A07T0 Advantage Benefits Overview** Training Location

**Dates and Times:**  
 Aug 23, 2021 | 08:30AM - 08:50AM EDT

**Training Location:**  
 ATLANTA SERVICE TRAINING CENTER  
  
**Room Name:**  
 LIVE ONLINE DISTANCE LEARNING - ATLANTA TRAINING CENTER

**Enrollment CutOff:**  
 Aug 23, 2021  
  
**Cancel CutOff Date:**  
 Aug 23, 2021

**DETAILS**

<b>Language:</b> English	<b>Instructor(s):</b> Abrahamson Andrew	<b>Materials:</b> No	<b>Training Cost:</b> 0	<b>Cancellation Cost:</b> 0	<b>No-Show Cost:</b> 0	<b>Dealer Able to Cancel Enrollment?</b> Yes
-----------------------------	--	-------------------------	----------------------------	--------------------------------	---------------------------	---

**PREREQUISITES**

This course has no prerequisite courses

**EQUIVALENCIES**

This course has no equivalencies

**COMMENTS**

No Additional Comments

Click on the Training Location in the upper right corner of the screen to view all location details including address, phone, and other information

**STARS XP** (Beta) Announcements

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### Class Details

**34BLOCK Electrical Block Training - 34S14T1 and 34S19T2**  Training Location

**Dates and Times:**  
 Aug 09, 2021 | 08:30AM - 04:30PM EDT  
 Aug 10, 2021 | 08:30AM - 04:30PM EDT  
 Aug 11, 2021 | 08:30AM - 04:30PM EDT  
 Aug 12, 2021 | 08:30AM - 04:30PM EDT  
 Aug 13, 2021 | 08:30AM - 04:30PM EDT  
 Aug 17, 2021 | 08:30AM - 04:30PM EDT  
 Aug 18, 2021 | 08:30AM - 04:30PM EDT  
 Aug 19, 2021 | 08:30AM - 04:30PM EDT  
 Aug 20, 2021 | 08:30AM - 04:30PM EDT

**Training Location:**  
 ORLANDO SERVICE TRAINING CENTER @ SEMINOLE STATE COLLEGE  
  
**Room Name:**  
 Classroom 3 - AT114

**Enrollment CutOff:**  
 Aug 09, 2021  
  
**Cancel CutOff Date:**  
 Aug 04, 2021

**DETAILS**

<b>Language:</b> English	<b>Instructor(s):</b> Brouse Jim	<b>Materials:</b> No	<b>Training Cost:</b> 0	<b>Cancellation Cost:</b> 1000	<b>No-Show Cost:</b> 1000	<b>Dealer Able to Cancel Enrollment?</b> Yes
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**PREREQUISITES**

[34S11W0 - Basic Electrical Theory and Operation Equivalencies](#)  
[34S12W0 - Battery Starting & Charging System Theory & Op Equivalencies](#)  
[34S13W0 - Electrical Diagnosis Tools and Testing I Equivalencies](#)  
[34S14W0 - Electrical Diagnosis Tools and Testing II Equivalencies](#)  
[34S15W0 - Electronics Theory & Operation Equivalencies](#)  
[34S28W0 - IDS - O'scope, SGM, & PMI Equivalencies](#)  
[34S16W0 - Understanding Electronic Systems Equivalencies](#)



Click on the View Map link in the upper right corner of the screen to access a Google map of the Training location.

STARS XP (Beta)

Announcements

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< Back

Training Location

01A07T0 Advantage Benefits Overview

View Map

Street Address:

450 Franklin Gateway Se

City:

Marietta

State/Province:

Georgia

Zip/Postal:

30067-7706

Location Information:

TAKE I75 AND GET OFF AT EXIT 263 WEST. GO WEST TO THE NEXT TRAFFIC LIGHT AND MAKE A RIGHT TURN ON FRANKLIN GTWY. TURN LEFT INTO THE 2ND DRIVEWAY AT THE COBB CORPORATE CENTER AND DRIVE AROUND TO THE FRONT OF THE OFFICE BUILDING. WE ARE LOCATED IN SUITE 150. THE TRAINING CENTER IS LOCATED NW OF ATLANTA AND NORTH OF THE I285 BELTWAY WHICH CIRCLES ATLANTA.

## Webinar Schedule

The STARS XP Webinar Schedule has been included to view their webinar schedules.

### Title or Keyword Search

The Search Course by Title option is the default when landing on the page.

The employee who has enrolled already will have a list of the Webinar sessions displayed below

STARS XP (Beta)

Announcements

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Webinar Schedule

Search Course by: ☒ Title ☐ Code

Enter title or keyword

FILTERS

53 record(s) found

Previous Page: 1 of 2 Next

Code	Title	Openings	Date	Time	More
5016WBR	Arranging Customer Payment Options	41	Aug 10, 2021	02:30pm - 04:30pm EDT	
3757WBR	DOESII-On-the-Web (DOW) - The Basics	19	Aug 11, 2021	01:30pm - 03:30pm EDT	
3757WBR	DOESII-On-the-Web (DOW) - The Basics	20	Aug 18, 2021	01:30pm - 03:30pm EDT	
5000WBR	F&I Sales: Build Trust and Identify Needs	39	Aug 03 - Aug 04, 2021	02:00pm - 04:00pm EDT	
5000WBR	F&I Sales: Build Trust and Identify Needs	42	Oct 11 - Oct 12, 2021	08:00am - 10:00am EDT	
5000WBR	F&I Sales: Build Trust and Identify Needs	42	Oct 18 - Oct 19, 2021	08:00am - 10:00am EDT	
5001WBR	F&I Sales: Present and Gain Commitment	40	Aug 24 - Aug 25, 2021	01:00pm - 03:00pm EDT	
5038WBR	F&I: Advanced F&I Tools For Success	40	Aug 17, 2021	02:00pm - 03:00pm EDT	
5034WBR	F&I: Advanced Objection Handling Techniques	33	Aug 5, 2021	01:00pm - 02:30pm EDT	
5008WBR	F&I: Discover Ford Protect	40	Aug 11 - Aug 12, 2021	01:00pm - 03:00pm EDT	
5007WBR	F&I: Principles of Menu Selling	41	Aug 10 - Aug 11, 2021	11:00am - 01:00pm EDT	
5033WBR	F&I: The Consumer Finance Experience	34	Aug 19, 2021	11:00am - 12:00pm EDT	
5027WBR	F&I: Trade Cycle Management - Deliver and Retain More!	0	Aug 12, 2021	10:30am - 12:00pm EDT	

## Course Code Search

The Search Course by Code option can be selected by clicking on the radio button. User must enter a course code and click on Search icon. Course code must match exactly to display results.

The screenshot shows the STARS XP [Beta] interface. At the top, there's a header with the STARS XP logo and a 'Take Survey' button. Below the header, the 'Webinar Schedule' section is active. The search criteria are set to 'Code' with the value '5016wbr'. A 'FILTERS' button is visible on the right. The results show '1 record(s) found'. The table below lists the webinar details:

Code	Title	Openings	Date	Time	More
5016WBR	Arranging Customer Payment Options	41	Aug 10, 2021	02:30pm - 04:30pm EDT	

## Search Using Filters

The STARS XP Webinar Schedule includes the ability to use filtering options when searching. Filtering options include Department and Language.

The screenshot shows the STARS XP [Beta] interface. The 'Webinar Schedule' section is active. The search criteria are set to 'Code' with the placeholder 'Enter complete code'. Below the search bar, there are filter options for 'Department' (Sales, Service, Body Shop, Parts, Business Operations) and 'Language' (ALL). There are buttons for 'Clear Filters' and 'Apply'. A 'HIDE' button is also visible on the right.

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed

The screenshot shows the STARS XP [Beta] interface. The 'Webinar Schedule' section is active. The search criteria are set to 'Code' with the placeholder 'Enter complete code'. Below the search bar, there are filter options for 'Department' (Sales, Service, Body Shop, Parts, Business Operations) and 'Language' (ALL). There are buttons for 'Clear Filters' and 'Apply'. A 'FILTERS' button is visible on the right. The results show '14 record(s) found'. The table below lists the webinar details:

Code	Title	Openings	Date	Time	More
5016WBR	Arranging Customer Payment Options	41	Aug 10, 2021	02:30pm - 04:30pm EDT	



Employee can click on the Course Title to view all details including the session dates and times, location information, prerequisites, equivalencies, and any additional instructions (Comments).

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## Class Details

5000WBR F&I Sales: Build Trust and Identify Needs
Materials

**Dates and Times:**  
Aug 03, 2021 | 02:00PM - 04:00PM EDT  
Aug 04, 2021 | 02:00PM - 04:00PM EDT

**Training Information:**  
Online Webinar Technical Requirements

**Enrollment CutOff:**  
Aug 03, 2021

**Cancel CutOff Date:**  
Aug 03, 2021

### DETAILS

<b>Language:</b> English	<b>Instructor(s):</b> Lopez Andrea	<b>Materials:</b> Yes	<b>Training Cost:</b> 0	<b>Cancellation Cost:</b> 0	<b>No-Show Cost:</b> 0	<b>Dealer Able to Cancel Enrollment?</b> Yes
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### PREREQUISITES

This course has no prerequisite courses

### EQUIVALENCIES

GROUP	TITLE
1	5000FS - F&I Sales: Build Trust & Identify Needs
2	5000TEST - F&I Sales: Build Trust & Identify Needs Test
3	FSST - Financial Services Sales Training
4	TFISPMGQ - FISPMGQ TEST-OUT EXAM
5	FISPMGQ - F&I Sales: Build Trust And Identify Needs

### COMMENTS

On the day of the class, click the link from your calendar notification or log on to STARS. Select Enrollment Activity from My Information, highlight the Actions link next to the Enrollment record and click "Launch Webinar Session".

Webinar materials can be accessed by clicking on the Materials link in upper right corner of the screen

[Back](#)
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## Class Details

5000WBR F&I Sales: Build Trust and Identify Needs
Materials

**Dates and Times:**  
Aug 03, 2021 | 02:00PM - 04:00PM EDT  
Aug 04, 2021 | 02:00PM - 04:00PM EDT

**Training Information:**  
Online Webinar Technical Requirements

**Enrollment CutOff:**  
Aug 03, 2021

**Cancel CutOff Date:**  
Aug 03, 2021

### DETAILS

<b>Language:</b> English	<b>Instructor(s):</b> Lopez Andrea	<b>Materials:</b> Yes	<b>Training Cost:</b> 0	<b>Cancellation Cost:</b> 0	<b>No-Show Cost:</b> 0	<b>Dealer Able to Cancel Enrollment?</b> Yes
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### PREREQUISITES

This course has no prerequisite courses

### EQUIVALENCIES

GROUP	TITLE
1	5000FS - F&I Sales: Build Trust & Identify Needs
2	5000TEST - F&I Sales: Build Trust & Identify Needs Test
3	FSST - Financial Services Sales Training
4	TFISPMGQ - FISPMGQ TEST-OUT EXAM
5	FISPMGQ - F&I Sales: Build Trust And Identify Needs

### COMMENTS

On the day of the class, click the link from your calendar notification or log on to STARS. Select Enrollment Activity from My Information, highlight the Actions link next to the Enrollment record and click "Launch Webinar Session".

## User Support Information

It provides employee with latest features and courses added on to STARS XP

Also, it intimates them regarding software changes and browser compatibility.

Employee can click on each announcement to know more about the newly added feature or course.

STARS XP (Beta)

Announcements

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### User Support Information


Jul 21, 2021	<b>Test for Bullet Points - User support Information</b>	^
<p>Test content for Bullet Points. The exact due date will be unique for each individual, so please refer to your Base Level planner for the exact due date.</p> <ul style="list-style-type: none"> <li>Service Advisor Professional Development: Engage Customers by Taking Reservations (3785W)</li> <li>Service Advisor Professional Development: Effective Write-Up and Communication (3786W)</li> <li>Service Advisor Professional Development: Selling Additional Needed Service (3787W)</li> </ul> <p>Check your Training Planner for requirements and completion status. For other non-technical resources check out <a href="#">My Training</a> on FMC Dealer</p>		
Jul 08, 2021	<b>STARS XP User Guide</b>	^
For the STARS XP User Guide, please click <a href="#">HERE</a>		
May 18, 2021	<b>Webinar courses no longer support IE</b>	^
Internet Explorer (IE) is no longer supported for On-Demand Webinar, Live Webinar, and Webinar Replay. Please use Chrome or Edge for these delivery methods.		
Mar 03, 2021	<b>Technical Training Classroom Student Guide Access</b>	v
Feb 08, 2021	<b>Learn About STARS (North America)</b>	v
Feb 04, 2021	<b>How to Submit a Waitlist Request for a Test Out</b>	v
Feb 04, 2021	<b>Technical Performance Report Podcast</b>	v

## User Profile

User profile functionality enables the user to verify his information and update it when required. It also shows information about dealership in which the user works.

Click on user profile icon on the top right corner of the screen where the employee lands on the user profile page and they will be able to view their personal details as well as dealership details.

STARS XP<sup>Beta</sup>


Announcements 

Welcome

Help us rate your New Experience! [Take Survey](#)

**TO DO LIST** | 00 Tasks

Quick access to all of your new and expired tasks

 You are UP TO DATE with your new requirements!


**CERTIFICATIONS**

29 Total Certifications | 00 Expired | 01 Assigned | 28 Certified

**ENROLLMENT ACTIVITY** | 00 Enrollments

No records found. You have no enrollment activity.

**ANNOUNCEMENTS**


 Announcement

STARS XP Beta is now available >


May 7, 2021

Click on the edit option shown on the right corner of the screen if employee wants to change their personal information.

STARS XP<sup>Beta</sup>

Announcements 

**USER PROFILE**

 STARS ID: 000013657

First Name  
Jamest

Last Name  
Sears

Phone  
999-999-9999

Email  
TEST@TEST.COM

Education/Degree  
-

Birth Year  
1957

Country  
United States

Address  
TEST ADDRESS LINE  
TEST CITY  
Michigan  
99999

Middle Initial  
J

Gender  
Male

Cell Phone  
-

☐ Opt out of Training Related Marketing Communications


Language  
English


Military Veteran  
-

SSN/SIN  
XXX-XX-3017

[EDIT](#)

**DEALERSHIP/JOB INFORMATION**

 Dealer  
Nemer Ford  
03608

Employee's Manager 

Estimated Split of Work  
N/A

Hire Date

## Job History and Change Password

When the user scrolls down to the bottom of the user profile screen they will see two options

- a. Change New Password
- b. Job History

Employee can click on Change new password option which will take them to password change page where they would be asked to enter their old and new password and select submit option.

The screenshot displays the STARS XP (Beta) user profile interface. On the left is a dark blue sidebar with navigation links: Welcome, Dashboard, To Do List, Certifications, Enrollment Activity, Training History, Course and Task Catalog, Class Schedule, Webinar Schedule, User Support Information, and Go to STARS. The main content area is titled 'STARS XP (Beta)' and includes an 'Announcements' button. Below the title bar, there are two sections: 'USER PROFILE' with an 'EDIT' button, and 'DEALERSHIP/JOB INFORMATION'. The 'DEALERSHIP/JOB INFORMATION' section contains a table of user details:

	Dealer Nemer Ford 03608	Estimated Split of Work N/A
	Employee's Manager ⓘ -	Hire Date Nov 28, 1995
	Employee Type Dealer	Security Profile Dealer Administrator
	Status Active	Status Date Dec 21, 1995
	Title Sales Consultant	Job Start Date Aug 24, 2020
	Roles ⓘ D Plan Coordinator Digital Marketer <a href="#">View More</a>	

At the bottom of the page, there are two buttons: 'Change Your Password' (circled in red) with the text 'It's recommended to change your password every 90 days' below it, and 'Job History' with a right arrow and the text 'See your full employment history' below it.

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[Take Survey](#)[< Back](#)

## Change Your Password

\*Old Password

Enter Old Password

\*New Password

Enter New Password

\*Confirm New Password

Please re-enter New Password

[Cancel](#)[Submit](#)

## Requirements:

- Must contain 8 characters or more, up to 48 characters
- Must contain at least one number
- Must contain at least one special character (example: @ % \$)
- Must contain at least one lowercase letter
- Must contain at least one UPPERCASE letter
- Cannot contain the special characters < or >
- New Password and Old Password cannot match
- New Password and Confirm New Password must match

\*Mandatory

Employee can click on the Job History option in the user profile page, and they would be taken to the page where all their job records are displayed.

Welcome

Dashboard

To Do List

Certifications

Enrollment Activity

Training History

Course and Task Catalog

Class Schedule

Webinar Schedule

User Support Information


Go to STARS

STARS XP (Beta)

Announcements e →

USER PROFILE [EDIT](#)

DEALERSHIP/JOB INFORMATION



Dealer  
Nemer Ford  
03608

Employee's Manager ⓘ  
-

Employee Type  
Dealer

Status  
Active

Title  
Sales Consultant

Roles ⓘ  
D Plan Coordinator  
Digital Marketer  
[View More](#)

Estimated Split of Work  
N/A

Hire Date  
Nov 28, 1995

Security Profile  
Dealer Administrator

Status Date  
Dec 21, 1995

Job Start Date  
Aug 24, 2020

[Change Your Password](#) >  
It's recommended to change your password every 90 days

[Job History](#) >  
See your full employment history

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The employee can select the option on the right side of the screen to show job records related to Dealer/Job or Role .

STARS XP<sup>[Beta]</sup>
Announcements

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Back

### Employment Job History

☐ Dealer/Job
☐ Role

56 records found
Previous
Page: 1 of 2
Next

Start Date *	End Date	Employment Type	Record Type	Dealer/Fleet Code	Dealer/Fleet Name	Job Title	Role Title
Aug 24, 2020		Dealer	Dealer / Job	03608	Nemer Ford	Sales Consultant	
Aug 24, 2020	Aug 24, 2020	Dealer	Dealer / Job	03608	Nemer Ford	Sales Manager	
Sep 05, 2019	Aug 24, 2020	Dealer	Dealer / Job	03608	Nemer Ford	Sales Consultant	
Aug 30, 2019	Sep 05, 2019	Dealer	Dealer / Job	03608	Nemer Ford	Sales Manager	
Nov 28, 2018		Dealer	Role	03608	Nemer Ford		Digital Marketer
Apr 13, 2018		Dealer	Role	03608	Nemer Ford		General Manager
Apr 11, 2018	Sep 05, 2019	Dealer	Role	03608	Nemer Ford		Sales Manager
Jan 25, 2018	Jan 25, 2018	Dealer	Dealer / Job	03608	Nemer Ford	Sales Manager	
Jan 25, 2018	Aug 30, 2019	Dealer	Dealer / Job	03608	Nemer Ford	Sales Consultant	
Nov 17, 2017	Jan 25, 2018	Dealer	Dealer / Job	03608	Nemer Ford	Commercial Truck Sales Consultant	
Mar 14, 2016	Mar 14, 2016	Dealer	Dealer / Job	03608	Nemer Ford	Sales Manager	

## Forgot STARS ID or Forgot password

The employee can click on the **forget your stars ID** and **forget your password** option if they don't remember their login credentials and they will be taken to the respective pages where they would be required to enter their last name and email Id.

## A New STARS Experience

STARS ID

9 digits

[Forgot your STARS ID?](#)

Password

Password

[Forgot your password?](#)

Login

You are entering STARS XP [Beta]

STARS is available [here](#)

New to STARS XP [Beta]? [Contact your Manager](#)

[Customer Support](#)

[Privacy Statement](#)

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## Forgot Your STARS ID?

In order to find your STARS ID, you must have a valid email address on file in the system. If you currently do not have an email address on file, please see your manager or STARS coordinator to find your STARS ID.

\*Last Name

Surname or only name

\*Mandatory

\*Email

ex: jsmith@test.com

[Cancel](#)

Submit

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If the employee forgot his password, he should enter his Stars ID and Email ID by which he will be receiving a new password in the provided email ID.

Forgot Your Password?

In order to reset your password, you must have a valid email address on file in the system. If you currently do not have an email address on file, please see your manager or STARS coordinator to have your password reset.

\*STARS ID \*Mandatory

9 digits

\*Email

ex: jsmith@test.com

[Cancel](#) [Submit](#)

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## STARS XP Dealer administrator and Fleet administrator Functionalities.

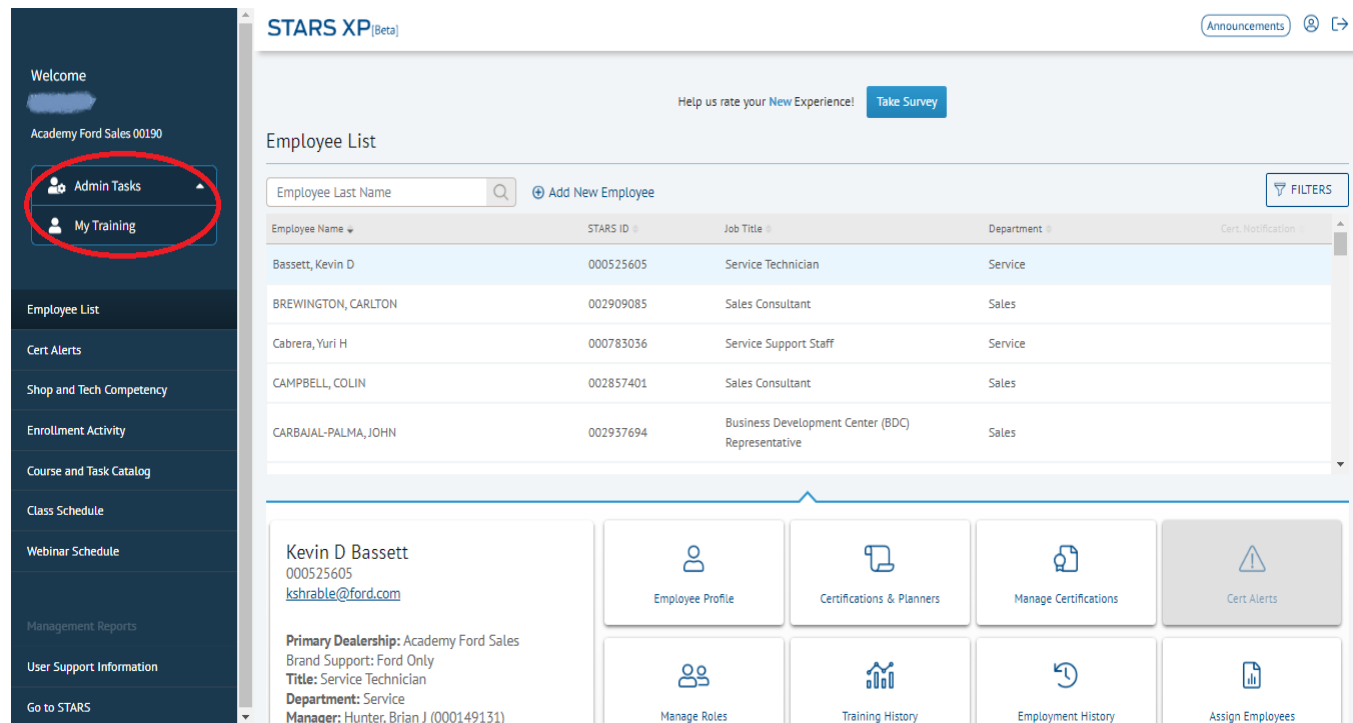
STARS XP includes dealer administrator features and it can be accessed by clicking on the “Admin tasks” on the left navigation bar. **Available only on desktop.**

Once admin tasks are selected by the Dealer administrator employee the nav bar options are as follows

- a. Employee List
- b. Cert Alerts
- c. Shop and Tech Competency
- d. Enrollment activity
- e. Course and Task Catalog
- f. Class schedule
- g. Webinar Schedule



They can toggle between their training and admin tasks by selecting either one of them from the drop down as shown below



The screenshot shows the STARS XP interface. On the left is a dark blue navigation bar with the following items: Welcome, Academy Ford Sales 00190, a dropdown menu (highlighted with a red circle) containing 'Admin Tasks' and 'My Training', Employee List, Cert Alerts, Shop and Tech Competency, Enrollment Activity, Course and Task Catalog, Class Schedule, Webinar Schedule, Management Reports, User Support Information, and Go to STARS. The main content area is titled 'Employee List' and includes a search bar for 'Employee Last Name', an 'Add New Employee' button, and a 'FILTERS' button. Below this is a table with columns: Employee Name, STARS ID, Job Title, Department, and Cert. Notification. The table lists five employees: Kevin D Bassett (Service Technician, Service), Carlton Brewington (Sales Consultant, Sales), Yuri H Cabrera (Service Support Staff, Service), Colin Campbell (Sales Consultant, Sales), and John Carbalal-Palma (Business Development Center (BDC) Representative, Sales). Below the table is a detailed view for Kevin D Bassett, showing his contact information, primary dealership (Academy Ford Sales), brand support (Ford Only), title (Service Technician), department (Service), and manager (Hunter, Brian J (000149131)). To the right of this view are eight icons representing different functions: Employee Profile, Certifications & Planners, Manage Certifications, Cert Alerts, Manage Roles, Training History, Employment History, and Assign Employees.

For the fleet administrator, they have the same drop down available on the left side navigation bar from which they could select the admin tasks.

Once admin tasks are selected by the Fleet administrator employee the nav bar options are as follows

- Employee list
- Enrollment activity
- Course and Task Catalog
- Class Schedule
- Webinar Schedule

They could toggle between their training and admin tasks as shown below.

The screenshot displays the STARS XP Beta interface. On the left sidebar, the 'Admin Tasks' and 'My Training' options are circled in red. The main content area is titled 'Employee List' and features a search bar for 'Employee Last Name' and an 'Add New Employee' button. Below the search bar is a table with the following data:

Employee Name	STARS ID	Job Title	Department	Cert. Notification
Adams, John	001874593	Service Support Staff	Service	
Brown, Bobby	001874587	Warranty Administrator	Service	
Carneal, Kent	002759410	Fleet Service Technician	Service	
Doe, John	002759050	Service Technician	Service	

Below the table, there is a section for 'John Adams' (001874593, test@test.com) with four buttons: 'Employee Profile', 'Certifications & Planners', 'Manage Certifications', and 'Cert Alerts'.

## Employee List

For both the fleet administrator and dealer administrator, the employee list functionality are same.

### Search by Employee Name

Once the employee clicks on the employee list option in the nav bar, “Search employee by last name” field will be displayed by default when landed on the page.

All the employees of the assigned dealerships are displayed comprising of their stars ID, employee name, job title and department.

The admin can search for the employee by entering the last name in the search option provided.

Welcome

Academy Ford Sales 00190

Admin Tasks

Employee List

Cert Alerts

Shop and Tech Competency

Enrollment Activity

Course and Task Catalog

Class Schedule

Webinar Schedule

Management Reports

User Support Information

Go to STARS

STARS XP [Beta]

Announcements

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Employee List

Employee Last Name

Employee Name	STARS ID	Job Title	Department	Certification
Cabrera, Yuri H	000783036	Service Support Staff	Service	
CAMPBELL, COLIN	002857401	Sales Consultant	Sales	
CARBAJAL-PALMA, JOHN	002937694	Business Development Center (BDC) Representative	Sales	
Cardenas, Jardhiel	002827628	Express Service Technician	Service	
Chavarria, Eduardo	002807562	Service Technician	Service	

Kevin D Bassett

000525605

[kshrabale@ford.com](mailto:kshrabale@ford.com)

Primary Dealership: Academy Ford Sales

Brand Support: Ford Only

Title: Service Technician

Department: Service

Manager: Hunter, Brian J (000149131)

Employee Profile

Certifications & Planners

Manage Certifications

Cert Alerts

Manage Roles

Training History

Employment History

Assign Employees

## Search using filters

The employee list includes the ability to use filtering options when searching the employees. Filtering options include Department and job title

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the "X" in the filter option.

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Employee List

Employee Last Name

Department

Sales Service Body Shop Parts Business Operations

Job Title

ALL

X Clear Filters

Apply

Kevin D Bassett

000525605

[kshrabale@ford.com](mailto:kshrabale@ford.com)

Primary Dealership: Academy Ford Sales

Brand Support: Ford Only

Title: Service Technician

Department: Service

Manager: Hunter, Brian J (000149131)

Employee Profile

Certifications & Planners

Manage Certifications

Cert Alerts

Manage Roles

Training History

Employment History

Assign Employees

## Add New Employee

The admin employee can add a new employee by clicking on “Add New Employee” option on the right side of the search bar

The screenshot shows the STARS XP interface. On the left is a dark sidebar with navigation links: Welcome, Academy Ford Sales 00190, Admin Tasks, Employee List, Cert Alerts, Shop and Tech Competency, Enrollment Activity, Course and Task Catalog, Class Schedule, Webinar Schedule, Management Reports, User Support Information, and Go to STARS. The main content area is titled 'Employee List' and includes a search bar with the text 'Employee Last Name' and a magnifying glass icon. To the right of the search bar is a blue button labeled 'Add New Employee', which is circled in red. Further right is a 'FILTERS' button. Below the search bar is a table with columns: Employee Name, STARS ID, Job Title, and Department. The table contains five rows of employee data. Below the table is a section for 'Kevin D Bassett' with his contact information and a list of management actions: Employee Profile, Certifications & Planners, Manage Certifications, Cert Alerts, Manage Roles, Training History, Employment History, and Assign Employees.

Upon clicking “Add New Employee” option, we will be landing on a page with three different options to add a new employee

If the employee to be added is in stars and you know his stars id then it should be entered in option 1 and click continue

The screenshot shows the 'Add New Employee' page. At the top, there is a large blue plus sign and the text 'Add New Employee'. Below this is an 'IMPORTANT NOTE' section. Underneath the note is a list of three conditions:
 

- Worked at another Ford, Lincoln or Mercury dealership (if the employee worked in another country, stop here and contact your support center)
- Worked at a fleet company who had Ford vehicles
- Participated in a vocational training program or apprenticeship program which partnered with Ford

 Below the list is a paragraph stating: 'This quick check will ensure that any training history and certifications stay with your employee, which may also benefit your dealership or fleet. Preventing the creation of duplicate profiles will save extra work later.' At the bottom, there is a section titled 'New Employee' with three radio button options:
 

- ☒ The employee is in STARS and has provided a STARS ID (Enter all nine digits): [9 digits] [Continue]
- ☐ The employee is in STARS, but I need to search for the employee by name
- ☐ The employee has never been in STARS

If the employee is in stars but you do not know his stars ID then you need to search by his name for that you should select option 2 by which you could search by his last name, first name and last 4 digits of SSN/SIN.

STARS XP [Beta]

Announcements ⓘ ↗

## Add New Employee

IMPORTANT NOTE: Before creating a new Employee Profile, ask your employee if they may already exist in STARS. The employee may already have a profile if they:

- Worked at another Ford, Lincoln or Mercury dealership (if the employee worked in another country, stop here and contact your support center)
- Worked at a fleet company who had Ford vehicles
- Participated in a vocational training program or apprenticeship program which partnered with Ford

This quick check will ensure that any training history and certifications stay with your employee, which may also benefit your dealership or fleet. Preventing the creation of duplicate profiles will save extra work later.

---

### New Employee

☐ The employee is in STARS and has provided a STARS ID (Enter all nine digits):
   
☒ The employee is in STARS, but I need to search for the employee by name
   
☐ The employee has never been in STARS

---

\*Last Name

First Name

\*Last 4 of SSN/SIN

Clear

Search

If the employee is not in stars then option 3 should be selected and user profile information and dealership/job information of the employee to be filled and click “save option” in order for the employee to be added to STARSXP.

☐ The employee has never been in STARS

To add a new employee to STARS XP, enter the following information and click "Save"

## USER PROFILE

\* Mandatory

\* First Name

\* Last Name

Phone

\* Email

Education/Degree

Birth Year

\* SSN/SIN

\* Address

Middle Initial

Gender

Cell Phone

☐ Opt out of Training Related Marketing Communications

Language

English

Military Veteran

\* Confirm SSN/SIN

Country

Cancel

Save

<p><b>* Address</b></p> <p>Primary Address</p> <p>Secondary Address (optional)</p> <p>City Alaska</p> <p>ZIP Code</p>		<p><b>Country</b></p> <p>United States</p>
---	--	--

---

**DEALERSHIP/JOB INFORMATION**

	<p><b>Dealer</b></p> <p>Academy Ford Sales 00190</p>	<p><b>Estimated Split of Work</b></p> <p>N/A</p>
	<p><b>Employee's Manager</b> ⓘ</p> <p></p>	<p><b>* Hire Date</b></p> <p>mm/dd/yyyy</p>
	<p><b>Employee Type</b></p> <p>Dealer</p>	<p><b>Security Profile</b></p> <p><input checked="" type="checkbox"/> Dealer General <input type="checkbox"/> Dealer Administrator</p>
	<p><b>Status</b></p> <p>-</p>	<p><b>Status Date</b></p> <p>-</p>
	<p><b>* Title</b></p> <p>Accountant/Bookkeeper</p>	<p><b>* Job Start Date</b></p> <p>mm/dd/yyyy</p>

Responsible for accounting practices of the business. Reports to the Office Manager or Dealer/Partner

**Roles** ⓘ

-

In employee list page, when you select an employee from the list you will get more details about the employee on the left side bottom of the screen and admin functionalities can be done for the employee on the right side bottom of the screen.

STARS XP (Beta) Announcements Help Logout

Employee Last Name  Filters Add New Employee

Employee Name	STARS ID	Job Title	Department	Cert. Notification
Bassett, Kevin D	000525605	Service Technician	Service	
BREWINGTON, CARLTON	002909085	Sales Consultant	Sales	
Cabrera, Yuri H	000783036	Service Support Staff	Service	
CAMPBELL, COLIN	002857401	Sales Consultant	Sales	
CARBAJAL-PALMA, JOHN	002937694	Business Development Center (BDC) Representative	Sales	
Cardenas, Jardhiel	002827628	Express Service Technician	Service	
Chavarria, Eduardo	002807562	Service Technician	Service	

**Carlton Brewington**  
002909085  
[test@test.com](mailto:test@test.com)

Primary Dealership: Academy Ford Sales  
Brand Support: Ford Only  
Title: Sales Consultant  
Department: Sales  
Manager: Bassett, Kevin D (000525605)

Employee Profile

Certifications & Planners

Manage Certifications

Cert Alerts

Manage Roles

Training History

Employment History

Assign Employees

Enrollment Activity

Reset Password

Inactivate Employee

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## Employee Profile

When clicking on the employee profile , it will navigate to a page which contains user profile information and dealership/Job information of the selected employee.

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Employee Profile Edit

STARS ID: 002909085

First Name  
CARLTON

Last Name  
BREWINGTON

Phone  
999-999-9999

Email  
[test@test.com](mailto:test@test.com)

Education/Degree  
-

Birth Year  
1952

SSN/SIN  
X00000-4243

Address  
TEST ADDRESS LINE  
TEST CITY  
Michigan  
99999

Middle Initial  
-

Gender  
Male

Cell Phone  
9999999999

☐ Opt out of Training Related Marketing Communications

Language  
English

Military Veteran  
-

Country  
United States

DEalership/JOB INFORMATION

Dealer  
Academy Ford Sales  
00190

Employee's Manager  
Bassett, Kevin D

Employee Type  
Dealer

Status  
Active

Title  
Sales Consultant

Roles  
-

Estimated Split of Work  
N/A

Hire Date  
Oct 06, 2021

Security Profile  
Dealer General

Status Date  
Nov 01, 2021

Job Start Date  
Nov 01, 2021

On the right-hand top corner “edit option” is available for dealer admin to make changes to the user profile information or dealership information if required.

**Employee Profile**

STARS ID: 002909085

First Name: CARLTON  
Last Name: BREWINGTON  
Middle Initial: -  
Gender: Male  
Phone: 999-999-9999  
Email: test@test.com  
Education/Degree: -  
Birth Year: 1992  
SSN: XXXXX-XX-XXXX  
Address: TEST ADDRESS LINE  
TEST CITY  
Michigan  
99999  
Country: United States

**DEalersHIP/JOB INFORMATION**

Dealer: Academy Ford Sales  
00000  
Employee's Manager: Bassett, Kevin D  
Employee Type: Dealer  
Status: Active  
Title: Sales Consultant  
Role: -  
Estimated Split of Work: N/A  
Hire Date: Oct 06, 2021  
Security Profile: Dealer General  
Status Date: Nov 01, 2021  
Job Start Date: Nov 01, 2021

**EDIT**

## Certifications and Planners

When landing on the homepage of the Certification section, the employee will see the following:  
Certification Totals – Four circles at top, provide the total number of Certifications as well as the total number of Certifications in each status (Expired, Assigned and Certified)

Circle and list defaults to Total and includes all Certifications

Clicking on each circle (status) will revise the list to display only the Certifications included in the status selected

•

**STARS XP (Beta)**

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**Certifications** Carlton Brewington 002909085

**03** Total **00** Expired **00** Assigned **03** Certified

[Manage Certifications](#)

Certification	Requirements	Status	Status Date	More
Sales Consultant Master Certified - Level 3		Certified	Nov 16, 2021	
Sales Consultant Base Certified - Level 2		Certified	Nov 16, 2021	
Sales Consultant Fundamentals Certified - Level 1		Certified	Nov 03, 2021	

< 1-3 of 3 records >



The Certifications list –

- Is sorted from top with Expired status first, then assigned, and then Certified
- If list extends beyond 1-page, additional pages can be navigated to by clicking on arrows at bottom right to advance to next page

Sales Consultant Fundamentals Certified - Level 1 >	Certified	Jan 20, 2016	...
Internet Sales Specialist Fundamentals Certified-Level 1 >	Certified	Jan 20, 2006	...
< 1-7 of 7 records >			

- It will display a Star icon in the new column for a Certification with a New Requirement includes the Status Date of each Certification
- Includes a More column. Click on the three dots to view the Certification Description or Certification History

STARS XP (Beta)

Announcements ⓘ ↗

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Carlton Brewington 002909085

Certifications

03 Total

00 Expired

00 Assigned

03 Certified

Manage Certifications

Certification	Requirements	Status	Status Date	More
Sales Consultant Master Certified - Level 3		Certified	Nov 16, 2021	⋮
Sales Consultant Base Certified - Level 2		Certified	Nov 16, 2021	⋮
Sales Consultant Fundamentals Certified - Level 1		Certified	Nov 03, 2021	⋮

Cert Description

Cert History

< 1-3 of 3 records >

Clicking on the Certification name will take you to list of required tasks.

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**Certification Planner** Carlton Brevington 002909085

**Sales Consultant Base Certified - Level 2**  
 Status: Certified  
 If multiple paths are present only one must be completed. If any task is a Certification, review Due Dates and Renew Dates.

78 Total Tasks | 78 Completed Tasks

**PATH 1: PATH: Sales Consultant Base Certified Requirements** [Hide](#)

Complete the Following Fundamentals Cert

Code	Title	Due Date	Status	Delivery Method/Timing	More
AUSASC	Sales Consultant Fundamentals Certified - Level 1	---	Completed Certification	Certification	

Complete the Following Selling U Courses

Code	Title	Due Date	Status	Delivery Method/Timing	More
701BW	Selling U: Follow the Customer on Their Journey	---	Complete	Web 30m	
7019W	Selling U: Guide the Customer	---	Complete	Web 40m	
7020W	Selling U: Building Your Book of Business and Beyond	---	Complete	Web 15m	

Complete the Following Courses

Code	Title	Due Date	Status	Delivery Method/Timing	More
411FW2	Digital U: Lead Management - Best Practices	---	Complete	Web 12m	
412BW1	Digital U: Engaging Customers on Social Media	---	Complete	Web 8m	
5050W	RCL for Ford/Lincoln: Introducing the Idea	---	Complete	Web 30m	
5029W	Sales: Effective Handling of Field Service Actions (FSAs)	---	Complete	Web 20m	
6019W	Connectivity: As Always, Like Never Before.	---	Complete	Web 10m	

Complete the Following Ford Requirements

## Manage Certifications

By clicking on the manage certifications option, the employee will be taken to the manage certifications page which comprises of assigned and available certifications.

By default, assigned certifications of the employee will be displayed.

**Manage Certifications** Carlton Brevington 002909085

**ASSIGNED CERTIFICATIONS** **AVAILABLE CERTIFICATIONS**

12 assigned certifications Previous Page: 1 of 1 Next

<input type="checkbox"/>	Certification Title	Available Date	Status	Assigned By
<input type="checkbox"/>	Business Development Center (BDC) Manager - Base Certified - Level 2	Nov 08, 2017	Assigned	Woods, Tom
<input type="checkbox"/>	Business Development Center (BDC) Representative - Base Certified - Level 2	Nov 08, 2017	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial F&I Mgr: Fundamentals Cert - Level 1	Jan 11, 2012	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial Parts Counterperson Master Certified - Level 3	Nov 02, 2016	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial Parts Manager Base Certified - Level 2	Nov 02, 2016	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial Parts Manager Fundamentals Certified - Level 1	Nov 02, 2016	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial Parts Manager Master Certified - Level 3	Nov 02, 2016	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial Parts Salesperson Base Certified - Level 2	Nov 02, 2016	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial Parts Salesperson Master Certified - Level 3	Nov 02, 2016	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial Service Adv: Fundamentals Cert-Level 1	Jul 08, 2009	Assigned	Woods, Tom
<input type="checkbox"/>	Commercial Service Mgr: Fundamentals Cert-Level 1	Jul 08, 2009	Assigned	Woods, Tom
<input type="checkbox"/>	Customer Relations Manager Fund. Cert. - Level 1	Aug 22, 2007	Assigned	Woods, Tom

Clear All: [Remove Certifications](#)

By clicking on the available certifications option, you will be shown the certifications available for the employee.

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Manage Certifications

Carlton Brevington 002909085

ASSIGNED CERTIFICATIONS AVAILABLE CERTIFICATIONS

Certification Title

FILTERS

136 available certifications

Previous Page: 1 of 3 Next

<input type="checkbox"/>	Certification Title	Available Date	Discontinue Date
<input type="checkbox"/>	2022 Chassis Master	Jan 07, 2022	Jan 03, 2023
<input type="checkbox"/>	2022 Drivetrain Master	Jan 07, 2022	Jan 03, 2023
<input type="checkbox"/>	2022 Engine Master	Jan 07, 2022	Jan 03, 2023
<input type="checkbox"/>	2022 Senior Master Technician	Jan 07, 2022	Jan 03, 2023
<input type="checkbox"/>	ACE Academy	Dec 09, 2021	
<input type="checkbox"/>	ASSET Certification	Oct 08, 2014	
<input type="checkbox"/>	Automatic Transmission - 37	Aug 08, 2002	
<input type="checkbox"/>	Brakes - 38	Aug 08, 2002	
<input type="checkbox"/>	Brakes Specialist - FACT	Oct 13, 2014	
<input type="checkbox"/>	Brakes Specialist - Fayetteville	Jan 27, 2016	
<input type="checkbox"/>	Brakes Specialist - MLR	Oct 13, 2014	
<input type="checkbox"/>	Climate Control - 35	Aug 08, 2002	
<input type="checkbox"/>	Climate Control Specialist - FACT	Oct 13, 2014	
<input type="checkbox"/>	Climate Control Specialist - Fayetteville	Jan 27, 2016	
<input type="checkbox"/>	Climate Control Specialist - MLR	Oct 13, 2014	
<input type="checkbox"/>	Collision Center - 42	Jul 09, 2019	
<input type="checkbox"/>	Collision Center Manager Base Certified - Level 2	Jun 26, 2007	
<input type="checkbox"/>	Collision Center Manager Fundamentals Certified - Level 1	Jun 26, 2007	

The available certifications include the ability to use filtering options when searching. Filtering options include Department and Role.

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Manage Certifications

Carlton Brevington 002909085

ASSIGNED CERTIFICATIONS AVAILABLE CERTIFICATIONS

Certification Title

HIDE

Department

Sales Service Body Shop Parts Business Operations

Role

ALL

Clear Filters Apply

136 available certifications

Previous Page: 1 of 3 Next



<input type="checkbox"/>	Certification Title	Available Date	Discontinue Date
<input type="checkbox"/>	2022 Chassis Master	Jan 07, 2022	Jan 03, 2023
<input type="checkbox"/>	2022 Drivetrain Master	Jan 07, 2022	Jan 03, 2023
<input type="checkbox"/>	2022 Engine Master	Jan 07, 2022	Jan 03, 2023
<input type="checkbox"/>	2022 Senior Master Technician	Jan 07, 2022	Jan 03, 2023
<input type="checkbox"/>	ACE Academy	Dec 09, 2021	
<input type="checkbox"/>	ASSET Certification	Oct 08, 2014	
<input type="checkbox"/>	Automatic Transmission - 37	Aug 08, 2002	
<input type="checkbox"/>	Brakes - 38	Aug 08, 2002	
<input type="checkbox"/>	Brakes Specialist - FACT	Oct 13, 2014	
<input type="checkbox"/>	Brakes Specialist - Fayetteville	Jan 27, 2016	
<input type="checkbox"/>	Brakes Specialist - MLR	Oct 13, 2014	
<input type="checkbox"/>	Climate Control - 35	Aug 08, 2002	
<input type="checkbox"/>	Climate Control Specialist - FACT	Oct 13, 2014	


A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X in the filter option to be removed.

## Manage Roles

By clicking on the manage roles option, the employee will be taken to the manage roles page which comprises of assigned and available roles.

By default, assigned roles of the employee will be displayed.

STARS XP (beta) Announcements  

Manage Roles 



Carlton Brewington 002909085


ASSIGNED ROLES AVAILABLE ROLES

9 record(s) found

<input type="checkbox"/>	Role Title +	Department
<input type="checkbox"/>	Aftermarket Sales Consultant	Sales
<input type="checkbox"/>	Commercial F&I Manager	Sales
<input type="checkbox"/>	Digital Advertising Specialist	Sales
<input type="checkbox"/>	Digital Marketer	Sales
<input type="checkbox"/>	Financial Services Manager	Sales
<input type="checkbox"/>	Ford Blue Advantage Sales Consultant	Sales
<input type="checkbox"/>	Ford Blue Advantage Sales Manager	Sales
<input checked="" type="checkbox"/>	Sales Consultant	Sales
<input type="checkbox"/>	Sales Manager	Sales


By clicking on the available roles option, you will be shown the roles available for the employees.

STARS XP (beta) Announcements  

Manage Roles 

Carlton Brewington 002909085

ASSIGNED ROLES AVAILABLE ROLES

Role Title  

128 record(s) found FILTERS

<input type="checkbox"/>	Role Title +	Department
<input type="checkbox"/>	Accountant/Bookkeeper	Business Operations
<input type="checkbox"/>	Administrative Assistant	Business Operations
<input type="checkbox"/>	Advertising and Marketing Specialist	Business Operations
<input type="checkbox"/>	Appointment Coordinator	Service
<input type="checkbox"/>	Apprentice Car Technician	Service
<input type="checkbox"/>	ASSET Technician	Service
<input type="checkbox"/>	Automatic Transmission Specialist	Service
<input type="checkbox"/>	Body Shop Technician	Body Shop
<input type="checkbox"/>	Body Specialist	Body Shop
<input type="checkbox"/>	Brakes Specialist	Service
<input type="checkbox"/>	Business Development Center (BDC) Manager	Sales

The available roles include the ability to use filtering options when searching. Filtering options include Department.

STARS XP (Beta) Announcements Help Logout

Manage Roles Carlton Brevington 002909085

ASSIGNED ROLES AVAILABLE ROLES

Role Title

Department: Sales Service Body Shop Parts Business Operations

X Clear Filters Apply HIDE FILTERS

128 record(s) found

<input type="checkbox"/>	Role Title +	Department +
<input type="checkbox"/>	Accountant/Bookkeeper	Business Operations
<input type="checkbox"/>	Administrative Assistant	Business Operations
<input type="checkbox"/>	Advertising and Marketing Specialist	Business Operations
<input type="checkbox"/>	Appointment Coordinator	Service
<input type="checkbox"/>	Apprentice Car Technician	Service
<input type="checkbox"/>	ASSET Technician	Service
<input type="checkbox"/>	Automatic Transmission Specialist	Service
<input type="checkbox"/>	Body Shop Technician	Body Shop
<input type="checkbox"/>	Body Specialist	Body Shop
<input type="checkbox"/>	Brakes Specialist	Service
<input type="checkbox"/>	Business Development Center (BDC) Manager	Sales

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed

## Training History

By clicking on the training history option, the employee will be taken to the selected employee's training history which comprises of all his training records with the course completion date and results.

STARS XP (Beta) Announcements Help Logout

Help us rate your New Experience! Tell Us

< Back **Training History** Carlton Brevington 002909085

107 record(s) found

Code	Title	Course Date	Results	Previous Test Scores (Pre / Post)	Page: 1 of 3	Next
2038SSB	Ford F-150 Lightning 2022 SEEK 2 - Learn More About 2022 F-150 Lightning	May 5, 2022	Pass	90 / --		
2033W	Ford Maverick 2022 Product Knowledge	May 5, 2022	Pass	-- / 100		
6055IL	Alena Built-In Ford	Mar 21, 2022	Pass	-- / --		
6907IL	Electric Vehicle University: Welcome	Mar 21, 2022	Pass	-- / --		
6908W	Electric Vehicle University: Why Buy A Ford EV?	Mar 21, 2022	Pass	-- / 100		
2045IL	Off-Road Vehicle (ORV) Terms: Spotlight on 2022 Ford Bronco & Bronco Sport	Mar 21, 2022	Pass	-- / --		
6906C	Ford EV Coaching	Mar 18, 2022	Pass	-- / 100		
2043W	Ford F-150 Lightning 2022 Roadshow 3: Advanced Technology	Mar 16, 2022	Pass	-- / 100		
2042W	Ford F-150 Lightning 2022 Roadshow 2: Walkaround	Feb 14, 2022	Pass	-- / 100		
2038SS	Ford F-150 Lightning 2022 SEEK - Meet The All-New F-150 Lightning	Jan 27, 2022	Pass	90 / --		
6047SS	Ford and Lincoln Co-Pilot360 Technology With Safety in Mind SEEK	Jan 10, 2022	Pass	-- / 80		
2037SSB	Ford E-Transit 2022 SEEK 2 - Getting To Know E-Transit	Jan 8, 2022	Pass	-- / 80		
2038W	Ford F-150 Lightning 2022 Roadshow 1: Overview	Jan 7, 2022	Pass	-- / 100		
7503SS	eCommerce SEEK Ford - Explore Customer Journey	Jan 6, 2022	Pass	-- / 80		
7505SS	eCommerce SEEK Ford - Explore eCommerce Marketplace Portal (EM-P) Demo	Jan 6, 2022	Pass	-- / 80		
7502SS	eCommerce SEEK Ford - Explore Customer Experiences	Jan 5, 2022	Pass	-- / 90		
7501SS	eCommerce SEEK Ford - Navigate the eCommerce Portal	Jan 3, 2022	Pass	-- / 80		
2023IL	Ford Bronco 2021 - Meet the New Family!	Dec 2, 2021	Pass	-- / --		
2037SS	Ford E-Transit 2022 SEEK - Meet The All-New E-Transit	Nov 17, 2021	Pass	90 / --		
2021SS2	Ford Escape Plug-in Hybrid 2022 SEEK	Nov 17, 2021	Pass	-- / 90		
2020SSB	Ford Mustang Mach-E 2021 SEEK 2	Nov 17, 2021	Pass	-- / 85		
2020SS	Ford Mustang Mach-E 2021 SEEK	Nov 17, 2021	Pass	-- / 100		

## Employment History

By clicking on the Employee history option, the employee will be taken to the selected employee's employment history which comprises of all his employment details like start date, end date, employment type, record type, Dealer/Fleet code, Dealer/Fleet name, Job title and Role title.

STARS XP (Beta)

Announcements

Employment History

Carlton Brewington 00290908

Filter by: ☐ Dealer/Job ☐ Role

12 records found

Start Date	End Date	Employment Type	Record Type	Dealer/Fleet Code	Dealer/Fleet Name	Job Title	Role Title
Jul 26, 2022		Dealer	Role	00190	Academy Ford Sales		Ford Blue Advantage Sales Consultant
Jul 26, 2022		Dealer	Role	00190	Academy Ford Sales		Financial Services Manager
Jul 26, 2022		Dealer	Role	00190	Academy Ford Sales		Digital Marketer
Jul 26, 2022		Dealer	Role	00190	Academy Ford Sales		Digital Advertising Specialist
Jul 26, 2022		Dealer	Role	00190	Academy Ford Sales		Commercial F&B Manager
Jul 26, 2022		Dealer	Role	00190	Academy Ford Sales		Aftermarket Sales Consultant
Jul 26, 2022		Dealer	Role	00190	Academy Ford Sales		Sales Manager
Jul 26, 2022		Dealer	Role	00190	Academy Ford Sales		Ford Blue Advantage Sales Manager
Jul 26, 2022	Jul 26, 2022	Dealer	Role	00190	Academy Ford Sales		Commercial Parts Salesperson
Jul 26, 2022	Jul 26, 2022	Dealer	Role	00190	Academy Ford Sales		Business Manager
Jul 26, 2022	Jul 26, 2022	Dealer	Role	00190	Academy Ford Sales		Advertising and Marketing Specialist
Nov 05, 2021		Dealer	Dealer / Job	00190	Academy Ford Sales	Sales Consultant	

## Assign Employees

By clicking on the assign employees option, the employee will be taken to the assign employees page which comprises of assigned and available employees.

By default, assigned employees will be displayed.

STARS XP

(Beta)

Announcements

Assign Employees

Carlton Brewington

002909085

ASSIGNED EMPLOYEES

AVAILABLE EMPLOYEES

Assigned Employees

9 record(s) found

<input type="checkbox"/>	Employee Name +	STARS ID	Job Title	Department
<input type="checkbox"/>	EDUN, WYNSTON T	000742333	Wholesale Parts Outside Salesperson	Parts
<input type="checkbox"/>	Epps, Galvary	002647228	Express Service Technician	Service
<input type="checkbox"/>	GARCIA, AINDA	002898831	Sales Consultant	Sales
<input type="checkbox"/>	George, Abdul	002546920	Service Technician	Service
<input type="checkbox"/>	Graneros, Aldo	002512560	Service Technician	Service
<input type="checkbox"/>	HAWTHORNE, RUSSELL	000157567	Sales Manager	Sales
<input type="checkbox"/>	Hunter, Brian J	000149131	Service Manager	Service
<input type="checkbox"/>	Jackson, Darrell	002106136	Service Technician	Service
<input type="checkbox"/>	Kallenbenz, Bryant	002298608	Service Support Staff	Service

By clicking on the available employees option, you will be shown the available employees to be selected to be assigned.

STARS XP (Beta) Announcements

Assign Employees Carlton Brevington 002909085

ASSIGNED EMPLOYEES		AVAILABLE EMPLOYEES		
51 record(s) found				
<input type="checkbox"/>	Employee Name	STARIS ID	Job Title	Employee's Manager
<input type="checkbox"/>	Bassett, Kevin D	000525605	Service Technician	Hunter, Brian J
<input type="checkbox"/>	Cabrera, Yuri H	000783036	Service Support Staff	Hunter, Brian J
<input type="checkbox"/>	CAMPBELL, COLIN	002857401	Sales Consultant	HAWTHORNE, RUSSELL
<input type="checkbox"/>	CARBALAL-PALMA, JOHN	002937694	Business Development Center (BOC) Representative	Bassett, Kevin D
<input type="checkbox"/>	Cardenas, Jandriel	002827628	Express Service Technician	
<input type="checkbox"/>	Chavarria, Eduardo	002807562	Service Technician	Hunter, Brian J
<input type="checkbox"/>	Covigill, Stephen	001072504	Parts Counterperson	Lee, Jean P
<input type="checkbox"/>	Cuervo, Jose	002686057	Service Technician	Hunter, Brian J
<input type="checkbox"/>	Curtis, Kathy	002953452	Warranty Administrator	Lee, Jean P
<input type="checkbox"/>	Donald, William	004707800	Service Technician	
<input type="checkbox"/>	EGGHARDT, JOHN	002940056	Financial Services Manager	Woods, Tom
<input type="checkbox"/>	FLORES, YENIFER E	002570454	Sales Consultant	Young, Malcolm E
<input type="checkbox"/>	Francisco, Michael D	002424867	Express Service Technician	Hunter, Brian J

## Enrollment activity

By clicking on the enrollment activity option, the employee will be taken to the selected employee's enrollment activity which consists of enrolled course name, status, date, training location, language, logged by and missed prerequisites.

STARS XP (Beta) Announcements

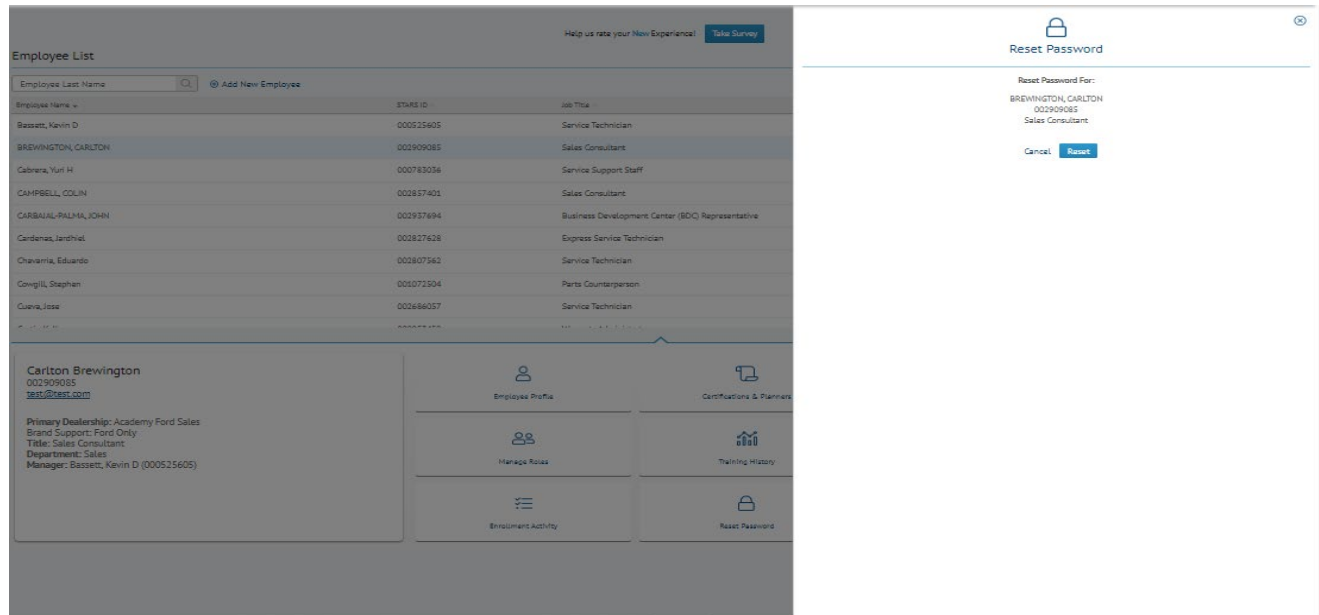
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< Back Enrollment Activity Carlton Brevington 002909085

Course	Status	Date	Training Location	Language	Logged By	Missing Prereq	More
3820WBR Warranty Webinar 2022	Jun 01, 2022 Enrolled	Sep 13, 2022	ONLINE WEBINAR	English	Woods, Tom		<a href="#">i</a>
GTSTUVEOS TEST Webinar Course 1	Jun 02, 2022 Cancelled	Jun 06 - Jun 11, 2022	ONLINE WEBINAR	English	Woods, Tom		<a href="#">Cancel</a>

## Reset Password

By clicking on the reset password option, the employee will see a pop out screen on the right side of the screen which gives the ability to reset the password of the selected employee.



## Inactivate Employee

By clicking on the inactivate employee option, the employee will see a pop out screen on the right side of the screen which gives the ability to inactivate the selected employee.

## Shop and Technician Competency

By clicking on the Shop and tech competency option, the employee will be taken to the shop and tech competency page which comprises of dealership summary and employee detail.

By default, dealership summary will be displayed.

It provides information on warranty code, certification title, minimum to be trained, actual to be trained, shop competency status, edit deferral begins and edit deferral expires.



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## Shop and Technician Competency Status

DEALERSHIP SUMMARY				EMPLOYEE DETAIL		
Warranty Code	Certification Title	Minimum # To Be Trained	Actual # Trained	Shop Competency Status	Edit Deferral Begins	Edit Deferral Expires
10	Field Service Actions - 10		8	N/A - Tech Competency Required	---	---
31	Gasoline Engine Performance - 31	3	3	Competent	---	---
32	Gasoline Engine Repair - 32	3	4	Competent	---	---
33	Steering and Suspension - 33	4	4	Competent	---	---
34	Electrical Systems - 34	5	6	Competent	---	---
35	Climate Control - 35	4	4	Competent	---	---
36	Manual Transmission and Drivetrain - 36	3	4	Competent	---	---
37	Automatic Transmission - 37	3	4	Competent	---	---
38	Brakes - 38	3	5	Competent	---	---
39	Electronic Systems - 39	2	4	Competent	---	---
43	High Voltage Systems - 43		4	N/A - Tech Competency Required	---	---
44	High Voltage Battery Repair - 44		3	N/A - Tech Competency Required	---	---
51	Diesel Engine Performance - 51	1	2	Competent	---	---
52	Diesel Engine Repair - 52	3	3	Competent	---	---
60	Lincoln Pre-Delivery Inspection - 60		1	N/A - Tech Competency Required	---	---

By clicking on the employee detail, you will be shown the shop and tech competency status of the employees with their stars IDs, warranty codes completed and date.

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## Shop and Technician Competency Status

DEALERSHIP SUMMARY

EMPLOYEE DETAIL

Displayed Certifications: All

Employee Name	STARS ID	Warranty Codes Completed	Completion Date
Bassett, Kevin D	000525605	10 34 35 38 39 43	--- <a href="#">View Cert Summary</a>
Cueva, Jose	002686057	10 60	--- <a href="#">View Cert Summary</a>
Duvall, William	001707800	32 34 36 37	--- <a href="#">View Cert Summary</a>
Graneros, Aldo	002512560	10	--- <a href="#">View Cert Summary</a>
McCarter, Jeff E	000154709	10 31 32 33 34 35 36 37 38 39 43 44 51 52	--- <a href="#">View Cert Summary</a>
Singh, Amamath	000010167	10 31 32 33 34 35 36 37 38 39 43 44 52	--- <a href="#">View Cert Summary</a>
Singh, Kamal	000048069	10	--- <a href="#">View Cert Summary</a>
Thompson, Joseph H	000159409	10 33 34 38	--- <a href="#">View Cert Summary</a>
Walker, Christopher L	000160425	10 31 32 33 34 35 36 37 38 39 43 44 51 52	--- <a href="#">View Cert Summary</a>

Click on the view cert summary which will take you to the certifications page of the selected employee.

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Shop and Technician Competency Status

DEALERSHIP SUMMARY **EMPLOYEE DETAIL**

Displayed Certifications: All

Employee Name *	STARS ID *	Warranty Codes Completed *	Completion Date	
Bassett, Kevin D	000525605	10 34 35 38 39 43	---	<a href="#">View Cert Summary</a>
Cueva, Jose	002686057	10 60	---	<a href="#">View Cert Summary</a>
Duval, William	001707800	32 34 36 37	---	<a href="#">View Cert Summary</a>
Graneros, Aldo	002512560	10	---	<a href="#">View Cert Summary</a>
McCarter, Jeff E	000154709	10 31 32 33 34 35 36 37 38 39 43 44 51 52	---	<a href="#">View Cert Summary</a>
Singh, Amamath	000010167	10 31 32 33 34 35 36 37 38 39 43 44 52	---	<a href="#">View Cert Summary</a>
Singh, Kamal	000048069	10	---	<a href="#">View Cert Summary</a>
Thompson, Joseph H	000159409	10 33 34 38	---	<a href="#">View Cert Summary</a>
Walker, Christopher L	000160425	10 31 32 33 34 35 36 37 38 39 43 44 51 52	---	<a href="#">View Cert Summary</a>

The employee can find a drop down on the top right hand side of the screen as displayed certifications from which the certifications can be shortlisted and all the employee details for the selected certification will be displayed.

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Shop and Technician Competency Status

DEALERSHIP SUMMARY **EMPLOYEE DETAIL**

Displayed Certifications: Field Service Actions - 10

Employee Name *	STARS ID *	Warranty Codes Completed	Completion Date *	
Bassett, Kevin D	000525605	10	Sep 24, 2021	<a href="#">View Cert Summary</a>
Walker, Christopher L	000160425	10	Sep 24, 2021	<a href="#">View Cert Summary</a>
Graneros, Aldo	002512560	10	Sep 27, 2021	<a href="#">View Cert Summary</a>
Thompson, Joseph H	000159409	10	Oct 16, 2021	<a href="#">View Cert Summary</a>
Singh, Amamath	000010167	10	Nov 01, 2021	<a href="#">View Cert Summary</a>
Singh, Kamal	000048069	10	Nov 03, 2021	<a href="#">View Cert Summary</a>
Cueva, Jose	002686057	10	Apr 17, 2022	<a href="#">View Cert Summary</a>
McCarter, Jeff E	000154709	10	Apr 24, 2022	<a href="#">View Cert Summary</a>

## Enrollment activity

By clicking on the enrollment activity option, the employee will be taken to the page which consist of all employees enrollment activity with their name, course, status, date, training location, language, logged by and missed prerequisites. Click on the three dots to cancel the waitlist or for the training location.

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### Enrollment Activity

14 record(s) found Previous Page: 1 of 1 Next FILTERS

Employee Name	Course	Status	Date	Training Location	Language	Logged By	Missing Prereq	More
BREWINGTON, CARLTON	3820WBR Warranty Webinar 2022	Jun 01, 2022 Enrolled	Sep 13, 2022	ONLINE WEBINAR	English	Woods, Tom		
Bassett, Kevin D	38508T1 Advanced Brake System Diagnosis and Service	Jun 02, 2022 Waitlist	---	CHARLOTTE SERVICE TRAINING CENTER	English	Bassett, Kevin D		
Bassett, Kevin D	35505T1 Advanced Climate Control Systems Diagnosis	Jun 02, 2022 Waitlist	---	DENVER SERVICE TRAINING CENTER	English	Bassett, Kevin D		
Bassett, Kevin D	38508T1 Advanced Brake System Diagnosis and Service	Jul 28, 2022 Waitlist	---	RICHMOND SERVICE TRAINING CENTER	English	Woods, Tom		
Martin, Mitzi	3820WBR Warranty Webinar 2022	May 24, 2022 Cancelled	Sep 07, 2022	ONLINE WEBINAR	English	Hunter, Brian J		
Allison, Gray	GTSTLIVE05 TEST Webinar Course 1	May 26, 2022 Cancelled	Jun 06 - Jun 11, 2022	ONLINE WEBINAR	English	Woods, Tom		
Allison, Gray	GTSTLIVE05 TEST Webinar Course 1	May 26, 2022 Cancelled	Jun 13 - Jun 18, 2022	ONLINE WEBINAR	English	Woods, Tom		
Cabrera, Yuri H	GTSTLIVE06 TEST Webinar Course 2	May 26, 2022 Cancelled	Jul 05 - Jul 14, 2022	ONLINE WEBINAR	English	Woods, Tom		
Bassett, Kevin D	GTSTLIVE06 TEST Webinar Course 2	May 26, 2022 Cancelled	Jul 05 - Jul 14, 2022	ONLINE WEBINAR	English	Woods, Tom		

Click on the three dots to cancel the waitlist or for accessing the training location.

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### Enrollment Activity

14 record(s) found Previous Page: 1 of 1 Next FILTERS

Employee Name	Course	Status	Date	Training Location	Language	Logged By	Missing Prereq	More
BREWINGTON, CARLTON	3820WBR Warranty Webinar 2022	Jun 01, 2022 Enrolled	Sep 13, 2022	ONLINE WEBINAR	English	Woods, Tom		
Bassett, Kevin D	38508T1 Advanced Brake System Diagnosis and Service	Jun 02, 2022 Waitlist	---	CHARLOTTE SERVICE TRAINING CENTER	English	Bassett, Kevin D		
Bassett, Kevin D	35505T1 Advanced Climate Control Systems Diagnosis	Jun 02, 2022 Waitlist	---	DENVER SERVICE TRAINING CENTER	English	Bassett, Kevin D		<div> Cancel Training Location </div>
Bassett, Kevin D	38508T1 Advanced Brake System Diagnosis and Service	Jul 28, 2022 Waitlist	---	RICHMOND SERVICE TRAINING CENTER	English	Woods, Tom		
Martin, Mitzi	3820WBR Warranty Webinar 2022	May 24, 2022 Cancelled	Sep 07, 2022	ONLINE WEBINAR	English	Hunter, Brian J		
Allison, Gray	GTSTLIVE05 TEST Webinar Course 1	May 26, 2022 Cancelled	Jun 06 - Jun 11, 2022	ONLINE WEBINAR	English	Woods, Tom		
Allison, Gray	GTSTLIVE05 TEST Webinar Course 1	May 26, 2022 Cancelled	Jun 13 - Jun 18, 2022	ONLINE WEBINAR	English	Woods, Tom		
Cabrera, Yuri H	GTSTLIVE06 TEST Webinar Course 2	May 26, 2022 Cancelled	Jul 05 - Jul 14, 2022	ONLINE WEBINAR	English	Woods, Tom		
Bassett, Kevin D	GTSTLIVE06 TEST Webinar Course 2	May 26, 2022 Cancelled	Jul 05 - Jul 14, 2022	ONLINE WEBINAR	English	Woods, Tom		

There is a filter option available on the top right hand side corner of the screen. Filtering options include Department and status.

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### Enrollment Activity

[HIDE FILTERS](#)

**Department**

[Sales](#) [Service](#) [Body Shop](#) [Parts](#) [Business Operations](#)

**Status**

[Enrolled](#) [Waitlist](#) [Cancelled](#) [Cancelled w/charge](#) [No Show](#)

[X Clear Filters](#) [Apply](#)

14 record(s) found Previous Page: 1 of 1 Next

Employee Name	Course	Status	Date	Training Location	Language	Logged By	Missing Prereq	More
BREWINGTON, CARLTON	3820WBR Warranty Webinar 2022	Jun 01, 2022 Enrolled	Sep 13, 2022	ONLINE WEBINAR	English	Woods, Tom		
Bassett, Kevin D	38508T1 Advanced Brake System Diagnosis and Service	Jun 02, 2022 Waitlist	---	CHARLOTTE SERVICE TRAINING CENTER	English	Bassett, Kevin D		
Bassett, Kevin D	35505T1 Advanced Climate Control Systems Diagnosis	Jun 02, 2022 Waitlist	---	DENVER SERVICE TRAINING CENTER	English	Bassett, Kevin D		
Bassett, Kevin D	38508T1 Advanced Brake System Diagnosis and Service	Jul 28, 2022 Waitlist	---	RICHMOND SERVICE TRAINING CENTER	English	Woods, Tom		
Martin, Mitzi	3820WBR Warranty Webinar 2022	May 24, 2022 Cancelled	Sep 07, 2022	ONLINE WEBINAR	English	Hunter, Brian J		
	CTST LIVE05	May 26, 2022						

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed.

## Course and Task Catalog

By clicking on the Course and Task Catalog option, the Search Course by Title option will be displayed by default when landing on the page.

There will be no results displayed until the employee provides the title or keyword in the field and clicks on the Search icon (or use Enter key).

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### Course and Task Catalog

[Search Course by:](#) ☒ Title ☐ Code  [X](#) [Q](#) [FILTERS](#) [View All Courses](#)

No results to display...

Number of results found will appear at the top of the list. Results will display below.

Course and Task Catalog

Search Course by:

☒ Title
 ☐ Code

✕

🔍

FILTERS

View All Courses

7 record(s) found

Code	Title	Status	Delivery Method	Optimized for	More
3573W	People Skills: Beyond Words - How You Look and Sound		13m		⋮
3575W	People Skills: I Can't See You - Effective Electronic Communication		15m		⋮
3574W	People Skills: I'm Right, You're Wrong! - Resolving Issues		11m		⋮
3576W1	People Skills: Nice People Finish First - Being Positive Works		12m		⋮
3571W	People Skills: One Size Does Not Fit All - Communication Styles		13m		⋮
3572W	People Skills: Pay Attention - Active Listening		15m		⋮
3570W	People Skills: Your People Skills are Showing		8m		⋮

The Search Course by Code option can be selected by clicking on the radio button. User must enter a course code and click on Search icon. Course code must match exactly to display results.

Course and Task Catalog

Search Course by:

☐ Title
 ☒ Code

✕

🔍

FILTERS

View All Courses

1 record(s) found

Code	Title	Status	Delivery Method	Optimized for	More
2020W	Ford Mustang Mach-E 2021 Take FIVE		30m		⋮

The STARS XP Course and Task Catalog includes the ability to use filtering options when searching. Filtering options include Department, Delivery Method, Optimized for, Language and New Courses

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### Course and Task Catalog

Search Course by: ☒ Title ☐ Code

^ Department

^ Delivery Method

^ Optimized for

Language

☐ Only New Courses

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed.

### STARS XP (Beta)

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Announcements

#### Class Schedule

Search Course by: ☒ Title ☐ Code

Filters Applied:

No Records Found.

Employee can click on the Course Title to view all details including the session dates and times, location information, prerequisites, equivalencies, and any additional instructions (Comments).

For classroom courses, the dealer admin has been enabled with submit waitlist action by clicking the 3 dots on the More action column.

STARS XP (Beta)				Announcements		GD		E	
S482C03102	2022.00 Kuga - C482 Model Year Update		1h	<input type="checkbox"/>	<input type="checkbox"/>				
S363V03102	2022.00 V363 Transit BEV		---	<input type="checkbox"/>	<input type="checkbox"/>				
S519C02102	2022.50 C519 Focus MCA		---	<input type="checkbox"/>	<input type="checkbox"/>				
S703P01102	2022.50 P703 Ranger		---	<input type="checkbox"/>	<input type="checkbox"/>				
S761V01102	2022.50 V761 Taurus Connect		1h	<input type="checkbox"/>	<input type="checkbox"/>				
E305202103	3.0L Diesel Engine		2h 6m	<input type="checkbox"/>	<input type="checkbox"/>				
E305201103	3.2L Diesel Engine		2h 18m	<input type="checkbox"/>	<input type="checkbox"/>				
37525W0	6F15 Unique Characteristics and Service		24m	<input type="checkbox"/>	<input type="checkbox"/>				
37522W0	6F35 Diagnosis & Service		1h 18m	<input type="checkbox"/>	<input type="checkbox"/>				
37524W0	6R80 Operation and Service		1h 6m	<input type="checkbox"/>	<input type="checkbox"/>				
S307303103	8F24 Theory and Operation		54m	<input type="checkbox"/>	<input type="checkbox"/>				
S307301103	8F35 Theory and Operation		1h 18m	<input type="checkbox"/>	<input type="checkbox"/>				
S307302103	8F57 Theory and Operation		54m	<input type="checkbox"/>	<input type="checkbox"/>				
ACEACAD1	ACE Academy - Classroom 1		1.20h	<input type="checkbox"/>	<input type="checkbox"/>				
ACEACAD2	ACE Academy - Classroom 2		1.20h	<input type="checkbox"/>	<input type="checkbox"/>				
F205101103	AWD with Dynamic Torque Vectoring Theory and Operation		54m	<input type="checkbox"/>	<input type="checkbox"/>				
3850BT1	Advanced Brake System Diagnosis and Service		1.6h	<input type="checkbox"/>	<input type="checkbox"/>				
C206102W03	Advanced Brake System Diagnosis and Service (CMT)		---	<input type="checkbox"/>	<input type="checkbox"/>				
38503W1	Advanced Brake System Theory and Operation		1h 16m	<input type="checkbox"/>	<input type="checkbox"/>				
3850BT1EQ	Advanced Brake System Theory and Operation Equivalency		1.6h	<input type="checkbox"/>	<input type="checkbox"/>				

By clicking on the same, he will be navigated to a page where he could select the employee from the drop down column and click on the submit option.

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< Back

Submit Waitlist Request

ACEACAD1 - ACE Academy - Classroom 1

Employee: 000525605 - Bassett, Kevin D

Cancel Submit

If the selected employee has not completed the prerequisites for the course they will be displayed as shown below-

STARS XP (Beta) Announcements

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Submit Waitlist Request Carlton Brewington 002909085

Employee is missing prerequisites for this course. They are displayed at the bottom of this page and must be completed before the waitlist request is allowed.

ACEACAD1 - ACE Academy - Classroom 1

MISSING PREREQUISITES

- F401005103 - Alternator Systems
- 34511W0 - Basic Electrical Theory and Operation
- 34513W0 - Electrical Diagnosis Tools and Testing I
- 34514W0 - Electrical Diagnosis Tools and Testing II
- 34515W0 - Electronics Theory & Operation
- F401102103 - Ford Diagnostic and Repair System (FDRS)
- F414101203 - High Voltage Systems Safety
- 30G11W1 - IDS - DTCs, PID's, DHM
- 34518W0 - IDS - Oscilloscope, SGH, & PHM
- 30G05W1 - Introduction to Noise, Vibration and Harshness
- F401001103 - Low Voltage Battery Systems
- 34527W0 - Network Communication
- 30G14W1 - ON-LINE SERVICE PUBLICATION NAVIGATION
- F401003103 - Starting Systems
- 30G09W3 - Technician Warranty Responsibilities
- 34516W0 - Understanding Electronic Systems
- 30G04W3 - Using the Ford Technical Assistance Center
- F401103103 - Vehicle Communication & Measurement Module (VCMH)

Cancel

Once the prerequisites courses are completed they will be allow for submitting waitlist request for the classroom course.

## Class Schedule

By clicking on the Class schedule option under admin view, the Search Course by Title option is the default when landing on the page. The employee who has enrolled already will have a list of the classroom sessions displayed below

STARS XP [Beta] Announcements

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### Class Schedule

Search Course by: ☐ Title ☒ Code

3 record(s) found Previous Page: 1 of 1 Next

Code	Title	Openings	Training Location	Date	Time	More
01A07T0	Advantage Benefits Overview	11	ATLANTA SERVICE TRAINING CENTER	Aug 23, 2021	08:30am - 08:50am EDT	
34BLOCK	Electrical Block Training - 34S14T1 and 34S19T2	0	ORLANDO SERVICE TRAINING CENTER @ SEMINOLE STATE COLLEGE	Aug 09 - Aug 20, 2021	08:30am - 04:30pm EDT	
34S14T1QL	Electrical Diagnosis and Repair	11	DALLAS SERVICE TRAINING CENTER	Aug 09 - Aug 13, 2021	08:00am - 04:00pm EDT	

The Search Course by Code option can be selected by clicking on the radio button. User must enter a course code and click on Search icon. Course code must match exactly to display results.

STARS XP [Beta] Announcements

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### Class Schedule

Search Course by: ☐ Title ☒ Code

1 record(s) found Previous Page: 1 of 1 Next

Code	Title	Openings	Training Location	Date	Time	More
01A07T0	Advantage Benefits Overview	11	ATLANTA SERVICE TRAINING CENTER	Aug 23, 2021	08:30am - 08:50am EDT	

The STARS XP Class Schedule includes the ability to use filtering options when searching. Filtering options include Department, Region and Language.

STARS XP [Beta] Announcements

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### Class Schedule

Search Course by: ☐ Title ☒ Code

Department

Region:

Language



A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed.

**STARS XP** [Beta] Announcements

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### Class Schedule

Search Course by: ☒ Title ☐ Code  [FILTERS](#)

Filters Applied: [X Sales](#) [X English](#) [X Clear Filters](#)

No Records Found.

Employee can click on the Course Title to view all details including the session dates and times, location information, prerequisites, equivalencies, and any additional instructions (Comments).

**STARS XP** [Beta] Announcements

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[< Back](#)

### Class Details

01A07T0 Advantage Benefits Overview Training Location

**Dates and Times:**  
 Aug 23, 2021 | 08:30AM - 08:50AM EDT

**Training Location:**  
 ATLANTA SERVICE TRAINING CENTER  
  
**Room Name:**  
 LIVE ONLINE DISTANCE LEARNING - ATLANTA TRAINING CENTER

**Enrollment CutOff:**  
 Aug 23, 2021  
  
**Cancel CutOff Date:**  
 Aug 23, 2021

DETAILS						
Language: English	Instructor(s): Abrahamson Andrew	Materials: No	Training Cost: 0	Cancellation Cost: 0	No-Show Cost: 0	Dealer Able to Cancel Enrollment? Yes

**PREREQUISITES**

This course has no prerequisite courses

**EQUIVALENCIES**

This course has no equivalencies

**COMMENTS**

No Additional Comments

Click on the Training Location in the upper right corner of the screen to view all location details including address, phone, and other information

**STARS XP** [Beta] Announcements

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< Back **Class Details**

34BLOCK Electrical Block Training - 34S14T1 and 34S19T2 Training Location

**Dates and Times:**  
Aug 09, 2021 | 08:30AM - 04:30PM EDT  
Aug 10, 2021 | 08:30AM - 04:30PM EDT  
Aug 11, 2021 | 08:30AM - 04:30PM EDT  
Aug 12, 2021 | 08:30AM - 04:30PM EDT  
Aug 13, 2021 | 08:30AM - 04:30PM EDT  
Aug 17, 2021 | 08:30AM - 04:30PM EDT  
Aug 18, 2021 | 08:30AM - 04:30PM EDT  
Aug 19, 2021 | 08:30AM - 04:30PM EDT  
Aug 20, 2021 | 08:30AM - 04:30PM EDT

**Training Location:**  
ORLANDO SERVICE TRAINING CENTER @ SEMINOLE STATE COLLEGE  
  
**Room Name:**  
Classroom 3 - AT114

**Enrollment CutOff:**  
Aug 09, 2021  
  
**Cancel CutOff Date:**  
Aug 04, 2021

**DETAILS**

Language: English	Instructor(s): Brouse Jim	Materials: No	Training Cost: 0	Cancellation Cost: 1000	No-Show Cost: 1000	Dealer Able to Cancel Enrollment? Yes
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**PREREQUISITES**

- 34S11W0 - Basic Electrical Theory and Operation [Equivalencies](#)
- 34S12W0 - Battery Starting & Charging System Theory & Op [Equivalencies](#)
- 34S13W0 - Electrical Diagnosis Tools and Testing I [Equivalencies](#)
- 34S14W0 - Electrical Diagnosis Tools and Testing II [Equivalencies](#)
- 34S15W0 - Electronics Theory & Operation [Equivalencies](#)
- 34S28W0 - IDS - O'scope, SGM, & PMI [Equivalencies](#)
- 34S16W0 - Understanding Electronic Systems [Equivalencies](#)

Click on the View Map link in the upper right corner of the screen to access a Google map of the Training location.

**STARS XP** [Beta] Announcements

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< Back **Training Location**

01A07T0 Advantage Benefits Overview View Map

**Street Address:**  
450 Franklin Gateway Se  
  
**State/Province:**  
Georgia

**City:**  
Marietta  
  
**Zip/Postal:**  
30067-7706

**Location Information:**  
TAKE I75 AND GET OFF AT EXIT 263 WEST. GO WEST TO THE NEXT TRAFFIC LIGHT AND MAKE A RIGHT TURN ON FRANKLIN GTWY. TURN LEFT INTO THE 2ND DRIVEWAY AT THE COBB CORPORATE CENTER AND DRIVE AROUND TO THE FRONT OF THE OFFICE BUILDING. WE ARE LOCATED IN SUITE 150. THE TRAINING CENTER IS LOCATED NW OF ATLANTA AND NORTH OF THE I285 BELTWAY WHICH CIRCLES ATLANTA.

## Webinar Schedule

By clicking on the Webinar Schedule option, the Search Course by Title option is selected by default when landing on the page.

The employee who has enrolled already will have a list of the Webinar sessions displayed as shown below

STARS XP [Beta] Announcements Help us rate your New Experience! [Take Survey](#)

### Webinar Schedule

Search Course by: ☒ Title ☐ Code  Q FILTERS

53 record(s) found Previous Page: 1 of 2 Next

Code	Title	Openings	Date	Time	More
5016WBR	Arranging Customer Payment Options	41	Aug 10, 2021	02:30pm - 04:30pm EDT	⋮
3757WBR	DOESII-On-the-Web (DOW) - The Basics	19	Aug 11, 2021	01:30pm - 03:30pm EDT	⋮
3757WBR	DOESII-On-the-Web (DOW) - The Basics	20	Aug 18, 2021	01:30pm - 03:30pm EDT	⋮
5000WBR	F&I Sales: Build Trust and Identify Needs	39	Aug 03 - Aug 04, 2021	02:00pm - 04:00pm EDT	⋮
5000WBR	F&I Sales: Build Trust and Identify Needs	42	Oct 11 - Oct 12, 2021	08:00am - 10:00am EDT	⋮
5000WBR	F&I Sales: Build Trust and Identify Needs	42	Oct 18 - Oct 19, 2021	08:00am - 10:00am EDT	⋮
5001WBR	F&I Sales: Present and Gain Commitment	40	Aug 24 - Aug 25, 2021	01:00pm - 03:00pm EDT	⋮
5038WBR	F&I: Advanced F&I Tools For Success	40	Aug 17, 2021	02:00pm - 03:00pm EDT	⋮
5034WBR	F&I: Advanced Objection Handling Techniques	33	Aug 5, 2021	01:00pm - 02:30pm EDT	⋮
5008WBR	F&I: Discover Ford Protect	40	Aug 11 - Aug 12, 2021	01:00pm - 03:00pm EDT	⋮
5007WBR	F&I: Principles of Menu Selling	41	Aug 10 - Aug 11, 2021	11:00am - 01:00pm EDT	⋮
5033WBR	F&I: The Consumer Finance Experience	34	Aug 19, 2021	11:00am - 12:00pm EDT	⋮
5027WBR	F&I: Trade Cycle Management - Deliver and Retain More!	0	Aug 12, 2021	10:30am - 12:00pm EDT	⋮

The Search Course by Code option can be selected by clicking on the radio button. User must enter a course code and click on Search icon. Course code must match exactly to display results.

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### Webinar Schedule

Search Course by: ☐ Title ☒ Code  Q FILTERS

1 record(s) found Previous Page: 1 of 1 Next

Code	Title	Openings	Date	Time	More
5016WBR	Arranging Customer Payment Options	41	Aug 10, 2021	02:30pm - 04:30pm EDT	⋮

The STARS XP Webinar Schedule includes the ability to use filtering options when searching. Filtering options include Department and Language.

STARS XP [Beta] Announcements Help us rate your New Experience! [Take Survey](#)

### Webinar Schedule

Search Course by: ☐ Title ☒ Code  Q HIDE

Department: Sales Service Body Shop Parts Business Operations

Language: ALL

Clear Filters Apply

A user can remove the filtering options by selecting the Clear Filter options or modify the filter options by clicking the X of the filter option to be removed

STARS XP (Beta)

Announcements

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## Webinar Schedule

Search Course by:
☐ Title
☒ Code

Filters Applied:

14 record(s) found

Previous
Page: 1 of 1
Next

Employee can click on the Course Title to view all details including the session dates and times, location information, prerequisites, equivalencies, and any additional instructions (Comments).

STARS XP (Beta)

Announcements

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## Class Details

382OWBR Warranty Webinar 2022

Enroll In Class

**Dates and Times:**  
Aug 15, 2022 | 10:00AM - 01:30PM EDT

**Training Information:**  
Online Webinar [Technical Requirements](#)

**Enrollment CutOff:**  
Aug 15, 2022

**Cancel CutOff Date:**  
Aug 08, 2022

**DETAILS**

<b>Language:</b> English	<b>Instructor(s):</b> Kay Nicole	<b>Materials:</b> No	<b>Training Cost:</b> 225	<b>Cancellation Cost:</b> 225	<b>No-Show Cost:</b> 225	<b>Dealer Able to Cancel Enrollment?</b> Yes
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**PREREQUISITES**

This course has no prerequisite courses

**EQUIVALENCIES**

This course has no equivalencies

**COMMENTS**

On the day of the class, click the link from your calendar notification or log into STARS. Master Warranty Webinar participants will receive a shipped hard copy participant guide unless a request for an email copy is sent to [wtwksbp@ford.com](mailto:wtwksbp@ford.com) at least 11 days prior to the enrolled session. If you have not received your hard copy one day prior to your Webinar, please email [wtwksbp@ford.com](mailto:wtwksbp@ford.com) and put "Missing Master Warranty PG" in the Subject Line. On the day of the class, click the link from your calendar notification or log into STARS. You will need a VoIP headset (one that connects to your computer) or utilize your computer's speakers in order to hear the Host during the webinar. The webinar room will be opened 30 minutes prior to the stated start time in STARS. Feel free to login and chat with others in attendance and/or confirm the operation of your computer for the webinar. Note, the class will start promptly at the time indicated in STARS. We encourage you to ask questions in

The dealer admin employee has an option on the top right hand-side corner of the screen. To enroll in class by click on the option “Enroll in Class”

STARS XP (Beta) Announcements Help Logout

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< Back  
Class Details

3820WBR - Warranty Webinar 2022 **Enroll in Class**

<b>Dates and Times:</b> Aug 15, 2022   10:00AM - 01:30PM EDT	<b>Training Information:</b> Online Webinar Technical Requirements	<b>Enrollment CutOff:</b> Aug 15, 2022	<b>Cancel CutOff Date:</b> Aug 08, 2022
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**DETAILS**

<b>Language:</b> English	<b>Instructor(s):</b> Kay Nicole	<b>Materials:</b> No	<b>Training Cost:</b> 225	<b>Cancellation Cost:</b> 225	<b>No-Show Cost:</b> 225	<b>Dealer Able to Cancel Enrollment?</b> Yes
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**PREREQUISITES**  
This course has no prerequisite courses

**EQUIVALENCIES**  
This course has no equivalencies

**COMMENTS**  
On the day of the class, click the link from your calendar notification or log into STARS. Master Warranty Webinar participants will receive a shipped hard copy participant guide unless a request for an email copy is sent to wtywkshp@ford.com at least 11 days prior to the enrolled session. If you have not received your hard copy one day prior to your Webinar, please email wtywkshp@ford.com and put "Missing Master Warranty PG" in the Subject Line. On the day of the class, click the link from your calendar notification or log into STARS. You will need a VoIP headset (one that connects to your computer) or utilize your computer's speakers in order to hear the Host during the webinar. The webinar room will be opened 30 minutes prior to the stated start time in STARS. Feel free to login and chat with others in attendance and/or confirm the operation of your computer for the webinar. Note, the class will start promptly at the time indicated in STARS. We encourage you to ask questions in

By clicking on that option “Enroll in Class”, a pop-up window appears with the class information and a drop down to select the required employee and then click on the enroll option.

Class Enrollment Close

**CLASS INFORMATION**

3820WBR - Warranty Webinar 2022

<b>Date:</b> Aug 15 - Aug 15, 2022	<b>Time:</b> 10:00am - 01:30pm EDT	<b>Language:</b> English	<b>Training Location:</b> ONLINE WEBINAR
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**Employee to Enroll:** 000525605 - Bassett, Kevin D ▼

**Enroll**

A new pop-up window with the class information and the selected employee information is shown along with the training cost, click on the confirm option to confirm the enrollment.

Class Enrollment Close

**Enrollment request ready to process. Please review and click Confirm.**

**CLASS INFORMATION**

3820WBR - Warranty Webinar 2022

<b>Date:</b> Aug 15 - Aug 15, 2022	<b>Time:</b> 10:00am - 01:30pm EDT	<b>Language:</b> English	<b>Training Location:</b> ONLINE WEBINAR
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**VERIFY DATA**

<b>STARS ID:</b> 000525605	<b>Employee Name:</b> Bassett, Kevin D	<b>Email:</b> kshrabie@ford.com	<b>Training Cost:</b> 225
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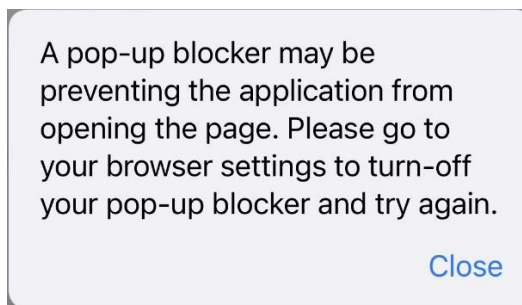
**Cancel** **Confirm**

## Troubleshooting

### 1. Launch Button or Materials Link Does Not Work - Try to disable Pop-up Blocker

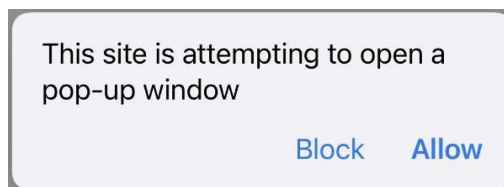
- **Pop-up Blockers on Mobile Devices**

If a course Launch button or Materials link does not work, it may be due to the Pop-up Blocker in your browser being set to On. If STARS XP detects that the browser is blocking the pop-up, it will display the message shown below. In this case, go to your Browser Settings (on the Chrome browser this will be under Content Settings) and make sure your browser is not set to 'Block Pop-ups' for STARS XP.



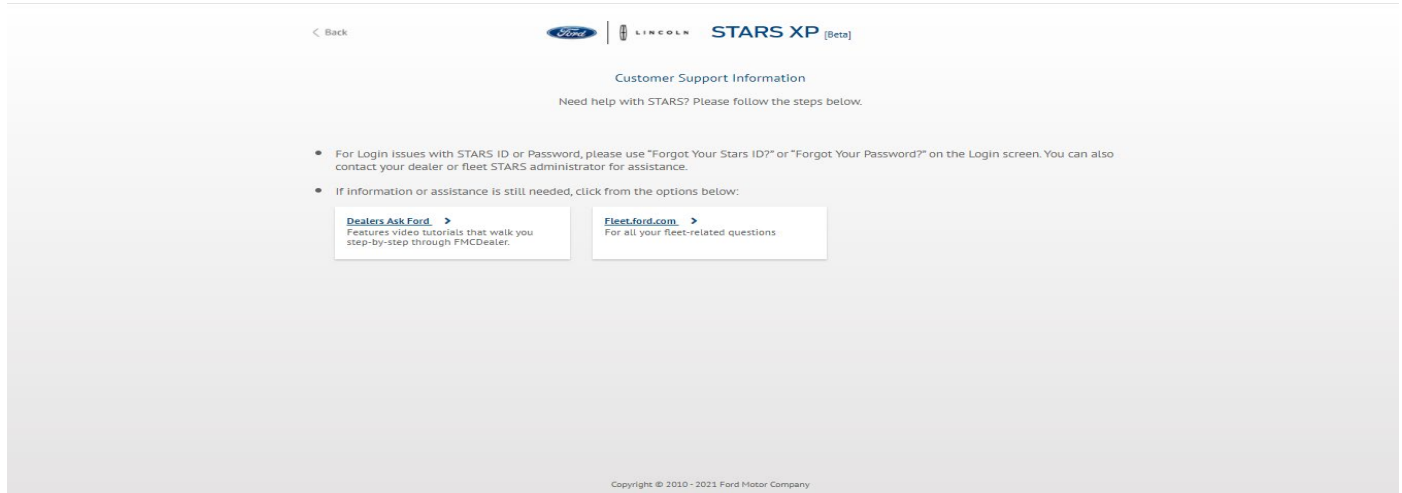
- **Apple Mobile Users**

Even with 'Block Pop-ups' set to Off, Safari browser users on an iPhone or iPad who tap the Launch button or Materials link may see a message indicating that the site is attempting to open a pop-up window (as shown below) and give the user the option to Block or Allow. In this case, you should tap Allow in order to Launch the course or download the Materials.



## Customer Support

The employee can click on the customer support option on the STARS XP login page which will take him to the customer support information where they could contact Dealer Ask Ford or Fleet Ask Ford respectively.



## Upcoming STARS XP Dealership Administrator Features

- **Certification Alerts** – This section will display a summary of details that are provided in Certification Alerts emails.
- **Export to Excel** – This functionality will be added to applicable screens.
- **Evaluations** – Until this feature is available later this year, [STARS](#) will need to be utilized by manager to sign off on 3541EVAL Service Advisor Road Test.