Technical Assistance for ISTAR-KR: Navigating the Ticketing System

All technical questions related to ISTAR-KR must be initiated through the IDOE ticketing system.

Reasons to contact support:
- Cannot locate a student after the STN has been assigned
- Multiple STNs were created in error for a student
- A student's name was entered incorrectly during the STN creation
- Educator cannot complete registration process after the SPN has been assigned
- An educator's information was entered incorrectly during the SPN creation process
- Other quirks that prevent the use of ISTAR-KR

Special Note: Usernames and passwords can be recovered by the user on the ISTAR-KR login page as long as the user has access to the email address associated with their account.

Generating a Ticket for Technical Assistance

Step 1: Log in to ISTAR-KR.

Step 2: Locate the "contact support" link, near the bottom of the webpage.

Step 3: Complete all items marked with an asterisks on the ticket window.

- **Email/Phone**: Please enter contact information that you will have regular access to in order for the technical assistance team to contact you.
- **Category:** ISTAR-KR questions fall under the Learning Connections application.
- **Source:** ISTAR-KR Questions.
- **Type:** Select the type of question that best fits your need.
- **Corporation**: Community-Based Preschools are assigned to School Corporation 8801.
- **School**: Select your school.
- **Description**: Enter details of the issue you are experiencing.

Step 4: Coordinate with the IDOE technical assistance team for a resolution.

* Access a step-by-step walk through of the IDOE ticketing system here.