CSTARS FAQ
(Frequently Asked Questions)

Q: **I would like to attach a Support Document or import a Word document into my Clause sections but cannot locate the document on my computer.**

A: *The issue here is that CSTARS is really running on another computer and not the computer on your desk. CITRIX is using the CSTARS application which is running on a computer at OCS. That computer's "C: drive" or "My Documents" folder is not the "C: drive" or "My Documents" folder on your computer. Confusing as it may sound, the "V: drive" actually points to your "C: drive." As an alternative, you may consider storing the documents in the Database.*

Q: **What is the difference between the three character User ID and the Login ID?**

A: *The three character User ID is assigned to each user and is a permanent "key" used to identify a user. This User ID is used to connect various documents to you within CSTARS. The Login ID is used specifically to log into CSTARS. The Login ID may be changed without effecting the connection of your name to documents in the CSTARS system.*

Q: **What is the Accounting Summary on each of the Requisition, Purchase Request and Award documents?**

A: *It is used for two functions:*

1) *It is a "rollup" of dollars used on a specific accounting code. For instance, if accounting code "ABC" is used on 10 of 21 line items in your document then there will be an "ABC" code in Accounting Summary that will show how many line items and the total dollars applied to the "ABC" code; and*
2) *You may also specify which accounting codes in the Accounting Summary will be automatically created on new Line Items. This is handy if you have to create a number of line items that have the same account distribution.*

Q: **Why doesn't CSTARS send vendor socio-economic data to FPDS-NG?**

A: *FPDS-NG requests that only the DUNS number be sent to create an FPDS-NG report. The FPDS-NG system will extract all socio-economic data from the CCR database for that particular vendor*

Q: **The screens always ask me that "Are you Sure?" question every time I cancel out of a screen or delete a record. Can I sop these annoying questions?**

A: *Yes. From the Desktop screen select Options-Preferences-My Profile and then go to the Preferences tab. There are many options that you may adjust to make CSTARS work according to your style.*