

## Texas STAR Self Troubleshoot Guide (Version 2022)

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### Introduction

Texas STAR report is an online resource resides on Microsoft Cloud, specifically, Microsoft Power BI. To access, you will need a Microsoft (Office 365) account and permission granted by UTSW. For most of the medical schools and health institutions, your email is set up as Microsoft account by your institution. Keep in mind each institution has its own configuration and might use different email alias as Microsoft account, if you do have multiple email alias, make sure you know which one you can use as Microsoft account (search “Microsoft Office 365” and your institution, you might find web page with more details).

The report itself is stable, we only experienced downtime once for about 8 hours in past 4 years due to Microsoft Azure AD failure, all other access issues were on user side.

### Technical Support

**Please follow the guide to trouble shot your issue first. If you do need to contact UTSW about your issue:**

Please provide:

- 1) Date you received Microsoft invitation email, copy/image if you still have it.
- 2) Exactly what you did, step by step.

For example:

- Clicked “Open this Report” from invitation email.
- Signed on as [xyz@utsouthwestern.edu](mailto:xyz@utsouthwestern.edu) with institution password.
- Run into “report doesn’t exist” error.

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- 3) Your system info: PC/Mac, IE/Safari/Chrome/Firefox, Network, exact date/time etc.
- 4) Which email address you were using to sign on.
- 5) If you had email/ID change with your institution, graduated, on leave or anything might cause different account set up other than your classmates.
- 6) Have you ever registered your school email with other Microsoft service such as Xbox, Teams, OneDrive etc.  
**NOT that you used your school email to sign on to above services**, but you literally manually register your school email with Microsoft, get verification code/create password etc.
- 7) Error message you run into and which step (screen shot).

All the information might be crucial for us to trouble shot your issue, please provide as much detail as you can; "I have trouble access Texas STAR" gets us nowhere and only take more time to email back and forth asking for the same information.

Email To: [TexasSTAR@UTSouthwestern.edu](mailto:TexasSTAR@UTSouthwestern.edu)

### Proper way to access Texas STAR

- Your student office requests access for you by sending your email (or alias) to UTSW.  
No individual personal request please – we do not have resource to handle/verify personal request.
- UTSW then grant you access.
- Microsoft then will send you an invitation to your email address.
  - Keep the email for future reference.
  - Bookmark the report after you open it for future reference.
  - The email is the only way to activate/set up your initial access.  
Do NOT use mobile device to activate your access, it only complicates things and might not work.
  - Check the email in your junk/spam box.  
Your email system might delete it in short period.  
It might not forward it if you have email forwarding set up.
- It is annual report, even if you accessed previous version, you would still need invite for current version.

### Sample Invitation email

From: Microsoft Power BI <no-reply-powerbi@microsoft.com>  
Title: Bo Wen has shared Power BI Report 'Texas STAR Dashboard 2022' with you  
Recipient: Your Microsoft Office 365 account (your email address or alias)

Bo Wen has shared Power BI Report 'Texas STAR Dashboard 2022' with you

MP Microsoft Power BI <no-reply-powerbi@microsoft.com>  
To [redacted]  
Retention Policy No Auto Deletion (50 years) Expires 3/17/2072  
Wed 3/30/2022 10:47 AM  
If there are problems with how this message is displayed, click here to view it in a web browser.

EXTERNAL MAIL



Power BI

Bo Wen shared this Power BI Report with you

Texas STAR Dashboard 2022

I'd like to share this Power BI report with you:

Open this report >

## Important Access information

- **Activate your access ASAP even if you are not using it right away.**

The invitation link will expire in 29 days if no action is taken.

Do NOT to use mobile device to activate invitation, there might be security issues between Microsoft/Your School/Mobile device, due to the complexity, we do not have ability to troubleshoot these.

We can send in the 2<sup>nd</sup> invitation after expiration, but it might not work for you due to a Microsoft bug/feature, please activate ASAP.

Once activated, you have access for the whole year until next Apr.

- Bookmark the report once you open it for future reference.  
You may try public/direct link below, it only works for activated users.

[https://app.powerbi.com/groups/bca2e794-d7ca-442e-9d9e-028b1f873264/reports/39757742-bed5-43b1-be13-4a22cca1a314?ctid=9d418695-71ac-4c31-b5b2-c196c8ec3c8a&pbi\\_source=linkShare](https://app.powerbi.com/groups/bca2e794-d7ca-442e-9d9e-028b1f873264/reports/39757742-bed5-43b1-be13-4a22cca1a314?ctid=9d418695-71ac-4c31-b5b2-c196c8ec3c8a&pbi_source=linkShare)

If you accessed and lost the way to reach it, request a new invitation email from

<https://ais.swmed.edu/texastar/> by "Request Access" with your email.

- For institution have different email alias, remember which one you should use as Microsoft account, you will need it to access the report.
- Access is on individual basis, authentication mostly is on your institution's IT infrastructure with very few exceptions, UTSW do not have your credential, nor can we reset it.
- The IT infrastructure in your institution might change each year and it might affect the way you access Texas STAR.
  - UTSW will test access with your institution first to make sure everything will work for you.
  - Check with your Office of Student Affair and fellow students to see how it works before checking with your IT or UTSW.

## Most Common Issues

### 1) **Missing invitation email**

Make sure your student office request access for you using your correct email address.  
Check your Spam/Junk/Quarantine for it.  
Do NOT wait for too long, your email system might remove junk/spam email periodically.  
Make sure you do NOT have email forwarding set up.  
If you had name/ID change with your school, it might be the cause of missing email, See 6).  
Request through your student office.

### 2) **Invitation expired without activate in 29 days**

You might run into all kinds of error in this case, most of them do not make any sense to you and the root cause is the invitation link is no longer valid after 29 days.

Please go to <https://ais.swmed.edu/texastar>

You can request a new invitation through “Request Access” with your email address.

**Known Issue: for below institutions, 2<sup>nd</sup> invite will not work, we will need to go with your personal email;**

**EVMS, NYMC, Hawaii, Oakland, UND, WVU, SIUMED, URMIC, TTUHSC**

### 3) **Issue with Mac and private email account.**

Received many complaints about not be able to access from Mac using private emails (Gmail/yahoo etc.) in 2021, tried on different browsers.

Microsoft explains Power BI doesn't support private email, so it will not investigate.

Possible solution is to avoid using personal account on MacOS, use it on a PC.

### 4) **Invitation activated on time but no longer valid**

Please go to <https://ais.swmed.edu/texastar>

You can request a new invitation through “Request Access” with your email address.

Keep the invitation email for future reference.

Bookmark the report after you open it for future reference.

### 5) **Use invitation sent to others or public link directly**

It won't work for you, access has to be activated through invitation link sent to your email;

If you see “No permission”, do NOT request there, no one is monitoring the request.

Request through your student office.

Request additional invitation through <https://ais.swmed.edu/texastar>;

### 6) **School Email/ID changed due to name change or any other situation like graduated, on leave which cause your account was set up differently than your classmates.**

You might have issue access Texas STAR, depends on how your IT manages your ID change in your system.

We can either check with your IT about proper ID we can use for your access, or we can go with your private email such as Gmail/yahoo for access.

### 7) **Try sign up/register with Microsoft Power BI.**

Do NOT – unless you are told to.

Over 90% SOM, your school email has been registered as Microsoft Office 365 account at system level. If set up properly, they should disable self-sign-up and you will run into “your IT department has turned self-registration off ....”, **NO need to contact them.**

If they did not disable self-sign-up, you will end up with two exactly same accounts with Microsoft, one school and one personal, Texas STAR will not work for you in this case, and we will have to use your private email.

**8) Multiple Microsoft Office 365 accounts.**

With or without your knowledge, you might have multiple Microsoft accounts and signed in with browser with one of them (Multiple school accounts and/or mixed with personal account). Make sure you signed in with the account granted access by UTSW.

If you could not sign out your incorrect account properly from your browser (it happens), try download a brand-new browser, so it doesn't have any memory of your account and then follow the proper access procedure with correct account.

**9) Reset password**

Do NOT, unless you know what you are doing. Password for Microsoft Office 365 account is most likely linked to your school's single-sign-on password, if you reset, it will affect all other access you have with your school.

## Do NOT

- 1) Do NOT register (sign up) your email with Microsoft unless you are told to.

**Exceptions: EVMS, NYMC, Hawaii, UND, WVU, Oakland, SIUMED and URMIC need to register.**

Other institutions have set up Microsoft account for you, either self-registration is disabled or you will create duplicate accounts and cause many other issues.

When you register your school email with Microsoft and you already have one, Texas STAR will not work on your account due to the duplicates.

- 2) Do NOT reset your password unless you are told to.

The password usually is the password to sign on to your institution, Microsoft does not allow you to reset it there. If you do need to reset it, reset inside your institution's system.

- 3) Do NOT use invitation email sent to others.

It will not work for you, the invitation link is encrypted and for intended recipient only.

- 4) Do NOT request access to UTSW directly.

UTSW could not handle/verify your request and will not grant you access individually.

Request access through your student office.

Request additional invitation through <https://ais.swmed.edu/texastar>

- 5) Avoid using email forwarding service.

Per our experience, some system will modify the invitation link and it will be invalid or it won't forward the invitation email due to SPAM concern.

To resolve it, disable email forwarding, request access again, check for the invitation email in original inbox.

- 6) Do NOT try to out-smart the system: follow the proper procedure. Most of you are not hacker and you will not be able to out-smart the system.

## Trouble Shot Your Access Issue

To access Texas STAR, you will need:

- Microsoft Office 365 account (email address, either your school email or your private email)

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Private email means email not under institution/organization management, such as Gmail, yahoo, Hotmail, aol, outlook, icloud. Set up one if you do not have any of it.

Any email ends with .edu or .org is NOT private email for this purpose.

@live.com will not work with Texas STAR/Power BI.

- Access granted by UTSW (in the format of invitation email Microsoft send to you)
- ID Authentication (By your school if your account is set up by your IT or by yourself if you register your account by yourself)

### 1) Make sure your Microsoft Office 365 account works.

➤ If you are using school email, try below:

Go to <http://powerbi.com/>;

Sign in with your email and password with your school.

➤ If you are using private email, try below:

Go to <https://account.microsoft.com/>.

Sign in with your private email and your password.

If system signed you in without ask you password, make sure it is your account.

Possible issue you might run into

“We couldn't sign you in. Please try again”:

Switch to a browser to you never used with Power BI to try sign in again.

“This user name maybe incorrect ... contact your Admin”

Microsoft could not recognize your account, your account was not set up by your institution.

“...Federated account ...”

Try other email alias you have.

“Incorrect password ...”

UTSW does NOT have your password, nor could we reset it. Your IT should be able to reset it (school email) or you can reset it on your own (private email).

You may want to try other your school email alias to make sure you are using correct Microsoft Office 365 account.

If you cannot sign in with your Microsoft account, you will not be able to access Texas STAR.

If your school is using DUO authentication for off-campus, you might run into an error “could not finish sign-up ...” and it can only be addressed by your IT or you may use VPN to access your school’s network to avoid DUO.

If there is no way you can sign on with your school email to Power BI, we might go with your private email but will need your student office to request.

### 2) Make sure UTSW granted you access.

➤ Make sure you received the email sent by Microsoft, titled “xxx has shared Power BI Report ...”.

If you never see the email, you do not have access, have your student office request access for you, provide your correct Microsoft account.

The email might be in your spam/junk folder.

Your email system might have deleted it over some time.

Avoid using email forwarding, it might cause losing the email or deformed email.

- If you activated your access via the Microsoft email and lost the email, you can go with the public URL.
- If you did not activate your access and it is still within 29 days, follow “Open this Report” to activate your access.
- If your invitation expired, you can request a new invitation at:  
<https://ais.swmed.edu/texastar>

3) Authentication

Your password, either is linked to your school, or created by yourself, UTSW does not have it nor could we reset it.

If you have ID change, graduated or on leave, some permission of your account might be revoked by your institution and might cause authentication failure, we will need to go with your private email.

4) “No Permission”/”Report not exists”;

- Make sure you are accessing the correct report: Texas STAR is annual report, each year we take previous report offline, along with all access granted.
  - Current year report is always online, if you run into above:
    - Your access was not granted.
    - You did not activate your access on time.
    - Your Microsoft account is not set up properly by your IT.
    - You have duplicate accounts.
    - You missed the 1<sup>st</sup> invitation and request the 2<sup>nd</sup> one and you belong to one of below institutions:  
**EVMS, NYMC, Hawaii, UND, WVU, Oakland, SIUMED, URM**C
- 2<sup>nd</sup> invitation will not work for you, we will need to go with your private email.

5) Duplicate accounts

If you registered your school email with Microsoft manually and your school also set up your account, your account will NOT work with Texas STAR, most likely you will run into “...  
**Redemption failure ...**”.

We will have to go with your private email for access, have your student office send us your private email.

Registration/Access instruction for private email is at the end of the document.

6) Browser Issue

Some issues are related to certain version of your browser, especially Safari is known to have issue with Microsoft.

Try use a different browser, Chrome/Edge/Firefox.

- 7) Mobile App  
Mobile App might not work with your accounts, depends on how your school set it up.  
You may try it after your access via browser activated.
- 8) **“Something went wrong, please try again later or contact technical support”**  
Try it at different time/different network/different device.  
If the problem persists, your Microsoft Office 365 account has some issue, most likely it was not set up properly, especially when you have name/ID/status change with your institution.  
We will need to go with your private email for access.
- 9) **“We do not recognize you. Did you enter your credentials correctly?”**  
Make sure you use correct password.  
If the problem persists, your Microsoft Office 365 account has some issue, most likely it was not set up properly, especially when you have name/ID/status change with your institution.  
We will need to go with your private email for access.
- 10) All other error messages  
The report itself is very stable and almost never had down time, so the error is most likely on your side.  
Suggestions:  
Check if there is any reason might cause your account is set up differently than your classmates, possible reasons include name/ID change, graduated, on leave, transfer between different colleges.  
Completely sign out from Microsoft/Power BI from any account you used.  
If you are not sure how to do it, download a brand new browser has no memory of you sign on to Microsoft;  
If you activated your account before, go with public URL.  
If not, go with the invitation link sent to you with your account.  
If nothing works, you may borrow other’s computer known for working with Texas STAR, sign out from his/her account and try yours there.

## Registration and Access Instructions (Private email)

Private email means email not under institution/organization management, such as Gmail, yahoo, Hotmail, aol, outlook, icloud etc., any email ends with .edu or .org is NOT private email for this purpose, and it **does NOT work with @live.com**.

Limitations on using private email access Power BI resource:

- Power BI does not support private email account officially; service might be disrupted without notification.
- You might not be able to use private email account on MacOS and any Mobile devices.

Use a PC and follow below:



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- Go to <https://account.microsoft.com/>
- Click “Sign in” on upper right corner.
- Follow the “Create One!” to register your private email and create a password for it.  
If you registered before, Microsoft knows and you can skip registration.
- It might take 1-2 minutes for verification.  
This will register your email as Microsoft Office 365 account.  
You may use it to access other Microsoft services.
- Follow the invitation email send to your private email, use private email as user account.
- Use the password you created for Microsoft.  
If you forget your password, reset it yourself.
- Then you should see the report.
- You can bookmark the report for future access.

### Registration and Access instructions (School email)

As of Apr. 2022, students from following institutions will need to register with Microsoft manually, either by student of by IT department: **EVMS, Hawaii, NYMC, Oakland, SIUMED, UND, URM, WVU**

Please do **NOT** register if you are not with above schools, check with your student office for this if you are not clear.

Limitations with these accounts:

- 2<sup>nd</sup> invitation will not work for these accounts, if, for whatever reason you did not activate 1<sup>st</sup> invitation, even if you did not see the invitation email, you will not be able to use your account to access Texas STAR.

If it is possible, use a PC and follow below, you may try it on your Mac or download Mobile App later:

- Go to <https://powerbi.microsoft.com/en-us/get-started/>
- Click “Start Free” yellow box.
- Then “Try Free” with your school email; **(do NOT download/purchase any software/license, NOT even free trial license, you do NOT need it)**  
If you registered with Microsoft previously for other purpose, Microsoft will let you know;
- Follow the invitation email send to your school email, use school email as user account.
- Use the password you created for Microsoft.  
If you forget your password, reset it yourself.
- Then you should see the report.
- You can bookmark the public URL for future access.

### Last Resort

If you have problem we could not resolve and you still want to access, review below article to see if you want to go with it:

<https://docs.microsoft.com/en-us/power-bi/admin/service-admin-signing-up-for-power-bi-with-a-new-office-365-trial>

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If you want to go with it, remember we still need your student office to request access for your account.