

ALSTAR UPDATES

We are pleased to welcome you today as you use the ALSTAR program for your product label registration process! We would like to thank you for your continued support and feedback, which help us continually improve the program to fit the user community's needs.

We have been addressing your issues since the launch of the new system and, rest assured. We are currently working through them to resolve them quickly as possible. Many factors could contribute to the issue, and most are not simple fixes, and to compound matter, these issues consume much of our time to resolve. We appreciate your tolerance and patience and thank those who have provided specific examples. That has helped exponentially.

Our priority is the upload of specific pdf product labels that have encountered errors. PDFs are the most common and trusted document to use, but PDFs also come with specific unique parameters that have recently caused some related issues. We have experienced challenges with getting this corrected. You will see some changes in the upcoming weeks that will address this issue and eliminate this bottleneck. Thank you to all who have provided our team feedback and get this resolved.

We are also working through ABNs of products and untangling old effects to the correct product package in the new system. We have provided some solutions for organizations and states alike. Should you need additional help, please reach out to us, and we can guide you through it.

Please send us an email with your feedback at alstar@ceris.purdue.edu, and our staff will be in contact with you.

Reminder, the supported web browsers to use ALSTAR are Chrome, Edge, Firefox, Opera, and Safari. Microsoft replaced Internet Explorer with Edge as their primary web browser and will no longer support Internet Explorer as of August 17, 2021. As a result, we can no longer support Internet Explorer either. Please let us know if you need any assistance in transitioning from Internet Explorer to Microsoft Edge. We have provided links to all of the supported web browsers on the front welcome page for your convenience.

Have a great rest of your day!

Warmest Regards,

Martin Deubler

Assistant Director