Overview:

Security settings in Firefox (versions 23 and above) sometimes cause Firefox to block websites, including STAR. If the links in STAR do not open when you click on them, check for a small shield symbol in the search bar.

How do I get the links to open?

1. Go to portal.wvu.edu.
2. If prompted, sign into the WVU Portal using your Login credentials.
3. Click on the STAR button.
4. If you see the shield in the address bar, then Firefox is blocking the website. For a workaround, view Mozilla’s support page for How does content that isn't secure affect my safety? **STAR is a secure website.**