

Introducing the

All Star Healthcare Solutions Provider Portal

Welcome to Your Provider Portal

A Quick Start Guide | For Providers



Welcome

All Star Healthcare Solutions is excited to introduce the All Star Provider Portal — your new destination for submitting timesheets and expenses. The portal also includes new features that make it easy to complete your provider application, manage credentialing requirements, and view shift information — all through one secure online platform. This guide covers everything you need to get started.

Logging in

You will receive a welcome email from All Star Healthcare Solutions when your portal access is ready. The email contains a link to set your password. If you can't find the welcome email, please check your spam or junk folder.

First-Time Login:

1. Open the welcome email from All Star Healthcare Solutions and click the link to set your password.
2. After setting your password, you will be taken directly to the portal home page.
3. Bookmark the portal URL for future visits.

Returning Logins:

Go to the [portal URL](#) and log in with your email address and password. Use the Forgot Password link if you need to reset your password.



Note: The welcome email link expires within 7 days.

If it has expired, contact All Star Healthcare Solutions and they can send a new one.

Your Portal Home Page

After logging in you will see the portal home page with tiles for each of the following sections:

- My Time — enter and submit timesheets and expenses
- Credentialing — upload credentialing documents
- Application — complete your credentialing application and other required All Star forms
- Schedule — view shift information
- 1099 Forms — consent to electronic delivery and view your 1099 forms from previous years



Completing Your Application

Click the Application tile to open the provider application and additional required All Star forms. The left-hand navigation panel lists all sections.

- You can complete sections in any order — you do not need to follow the navigation sequence.
- Required sections include: Application, Release & Authorization, Background Check Release, Independent Provider Agreement, and Clinical Capabilities form. Completing the W9 upload and Direct Deposit sections will help speed up future placements if you fill them out ahead of time.
- When all sections are complete, submit your application.

Uploading Your Credentialing Documents

To upload a document:

1. **Select the document type** from the Document Type dropdown.
2. **Click Upload Files** or drag and drop your file into the upload area.
3. **Click Submit File** to complete the upload.

Your submitted documents appear in the **Provider Credentials section** below the upload area under the Uploaded Credentials tab.

 **Tip:** Upload documents through the portal rather than emailing them. It keeps everything in one place and speeds up your credentialing.

Entering and Submitting Your Timesheet

Navigate to My Time. You will see your timesheets organized by week.

1. **Find the timesheet for the week** you are entering and click to open it.
2. **Review any pre-populated slots** — scheduled hours will be pre-filled, verify they match what you actually worked.
3. **Select "Did Not Work"** for any scheduled shifts you did not work.
4. **Enter or edit your hours:** Start Time, End Time, Shift Type (if applicable), Unpaid Break (if applicable), and Notes.
5. **Check your total hours** to confirm they are correct.
6. **Add expenses** if applicable (travel, lodging, etc.).
7. **Click Submit** to complete your timesheet.

 **Note:** Once your timesheet is Approved, it cannot be edited from the portal. Contact PortalSupport@asrlocums.com if a correction is needed after approval.

 **Tip:** Submit your timesheet at the end of each work week. Delays can affect your payroll processing.

 **Note:** If a submitted timesheet or expense is rejected, you'll receive a notification prompting you to log in and make the necessary changes.

Viewing Your Schedule

Click the Schedule tile to view your upcoming confirmed and tentative shifts. This section is for viewing schedule information only. If you have questions or need to discuss a shift, contact your All Star consultant.

Need Help?

If you have questions or run into an issue, contact your All Star consultant or our portal support team at PortalSupport@asrlocums.com.

When reporting a problem, it helps to share:

- Your name and the facility you're working at
- The portal section where the issue occurred
- The relevant timesheet week or shift date, if applicable
- A brief description of what happened



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