STAR Ohio Online Account Set-up and Log-on Instructions

STAR Ohio participants can access statements and transaction confirmations online. There is no action required to enable online statements; they are automatically loaded.

You must request online access prior to logging in for the first time. All requests to establish online access must come from an authorized signer on the account. To request online access or to have your password reset, please contact Client Services at 800-648-7827 (STAR). A temporary password will be e-mailed to you from STAROhio@pfadm.com.

Visit **www.starohio.com** and select **STAR Ohio Login**

Enter your Online User Name and Password

After login, you will be prompted to verify your email address.
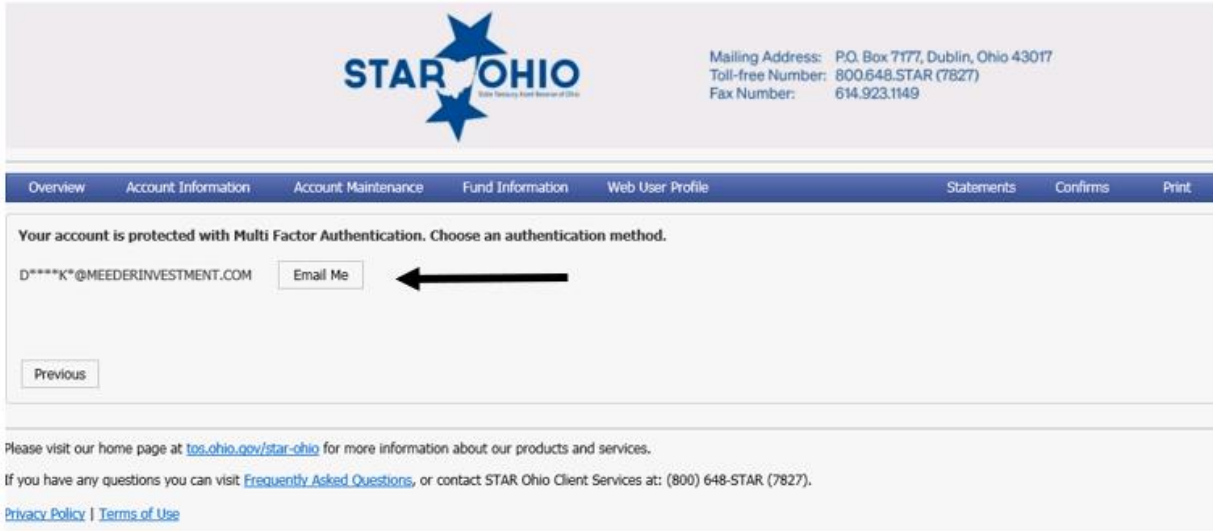
For security purposes, your account is protected with Multi Factor Authentication. Select the user's email address and click "Email Me". A security code will be sent to the email address selected for user verification.

The verification code email will be sent from STAROhio@pfadm.com.
Please be sure this email is listed as an allowed sender to ensure delivery.

Once you receive the security code via email, enter the code on the verification page.

Click the "Log In" button to continue.

Logging in for the First Time

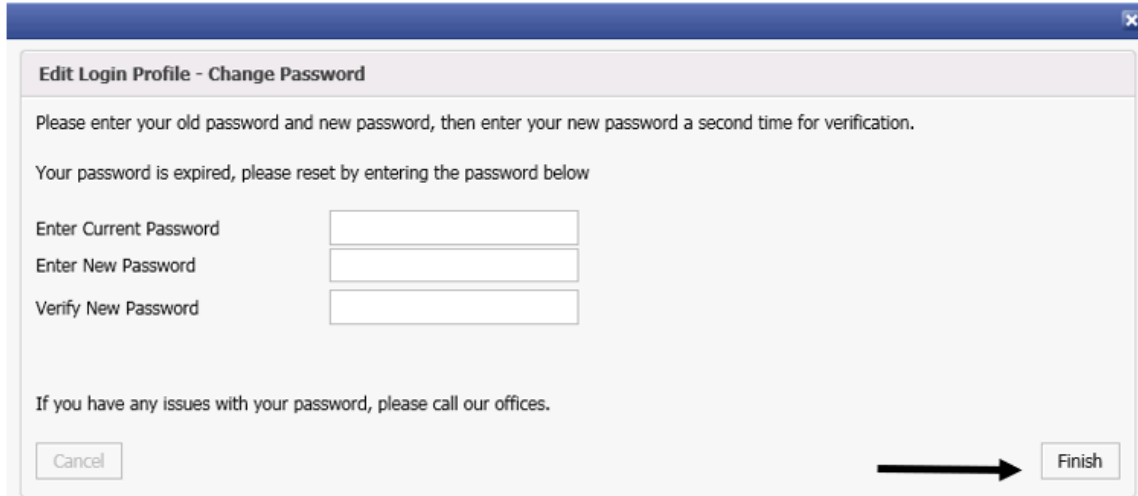When logging in for the first time, after entering the verification code, you will receive a pop-up similar to the one below to enter in your current password and create a new password for your account.

(This step only occurs when logging in for the first time. For future access, you will go straight to your account overview after entering in the authentication code)

Edit Login Profile - Change Password

Please enter your old password and new password, then enter your new password a second time for verification.

Your password is expired, please reset by entering the password below

Enter Current Password

Enter New Password

Verify New Password

If you have any issues with your password, please call our offices.

Cancel

Finish

Click Finish.

If successful, you will then be prompted to log back in with your new password.
You will need to go through the Multi Factor Authentication process steps again in to access the account.

Mailing Address: P.O. Box 7177, Dublin, Ohio 43017
Toll-free Number: 800.648.STAR (7827)
Fax Number: 614.923.1149

| Overview | Account Information | Account Maintenance | Fund Information | Web User Profile | Statements | Confirms | Print | Logout |

Welcome to your **STAR Ohio Participant** account access website. It is recommended to use Google Chrome for optimal performance.

An update on this website has been made effective 5:00 p.m. EST on September 10, 2021.

Your username and password will remain the same as the previous site, unless you have been contacted otherwise.
If you have bookmarked this site or marked as a favorite, you will need to update this with the newly revised login page.

We have added multi-factor authentication as part of this web update where, upon login, you will be prompted to enter a code that will be sent to your web user email address.
If you have any questions regarding this you can contact STAR Ohio Client Services at: (800) 648-STAR (7827).

Account Login

User Name

Password

Log in

Broker Dealer or Investment Professional login here

Forgot your User Name
Forgot your Password

You will be asked again to have the authentication code sent to your email on file. Click "Email Me" to get your authentication sent to access your account.

Enter the code you received in your email and click "Log In".

You have successfully logged in to your STAR Ohio online account.

Please Note:
- The Multi Factor Authentication process will require a code each time you log in to your STAR Ohio Online Account.
- The automatic prompt to change your password and log in again with the new password will only occur when you log in for the first time

- If you would like to change your password after your initial log in, you may do so by clicking **Web User Profile**.

If you need additional assistance or have any questions, please contact STAR Ohio Client Services at 800-648-7827 (STAR).