



P.O. Box 7177  
Dublin, Ohio 43017

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*An Investment Alternative Offered by State Treasurer Robert Sprague*

## **STAR Ohio Online Access - FAQ**

### **How can I get online access to my STAR Ohio account?**

To request online access or to have your STAR Ohio password reset, have your authorization code and STAR Ohio account number available and contact STAR Ohio Client Services at (800) 648-7827.

Online access can only be requested by an authorized signer for the account. The authorization code and STAR Ohio account number will need to be provided before set-up.

### **Who can have access to STAR Ohio Online Accounts?**

Multiple users can be set up for a STAR Ohio online account. Individuals designated as authorized signers on the account may be set up for full online access. This permission level allows the user to initiate purchases, redemptions, and transfers for the account online. A secondary permission level is available for users who are not designated as authorized signers on the account. This permission level allows access to the account balance and statements, but the user will not be able to initiate transactions online.

### **Can multiple STAR Ohio accounts be linked online?**

STAR Ohio participants that have multiple accounts with the same Tax ID can request that all accounts be linked online. This will allow users to log in once and view all their STAR Ohio accounts.

To request online access or to have your multiple STAR Ohio accounts linked, have your authorization code available and contact STAR Ohio Client Services at (800) 648-7827.

If you have a STAR Plus account, the STAR Plus account will have a separate username and cannot to be linked to your STAR Ohio account(s).