

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**

The screenshot shows the top navigation bar of the Robert Sprague Ohio Treasurer website. The navigation menu includes: WHO WE ARE, WHO WE SERVE, TRANSPARENCY, NEWSROOM, and RESOURCES. Below the navigation bar is a sidebar menu titled "Who We Serve" with the following items: Ohioans & Small Businesses, Government Partners (expanded), OPCS, ResultsOHIO, OMAP, STAR Ohio, Agency Collateral, Custody Services, Pay-in Balance Report, CPIM, and Financial Institutions & Investors. The main content area displays "STATE TREASURY ASSET RESERVE" with a banner image of the Ohio Statehouse and the STAR OHIO logo. At the bottom of the page, there are two buttons: "STAR OHIO LOGIN" (circled in black) and "Investor Data". A black arrow points from the "Investor Data" button to the "STAR OHIO LOGIN" button.

Enter your Online User Name and Password



The STAR Ohio username is typically the user's first initial and last name, Upon initial set-up, a temporary password will be provided to you via email or phone.

If you have online access already established but forget your password, contact Client Services at 800-648-7827 (STAR) or click the "Forgot your Password" link here to have it reset.

Account Login

User Name:

Password:

[Click here for Advisor/Rep Access](#)

Forgot your [User Name](#)

Forgot your [Password](#)

If you are having trouble logging in, click on Forgot your "Password" to reset your password using your existing Login ID.

After login, you will be prompted to verify your email address.



Multi Factor Authentication enhances the security of your account by using the secondary device to verify your identity. This will protect your account against possible compromise. Please select a preferred mode of authentication. These settings can be modified later.

Email

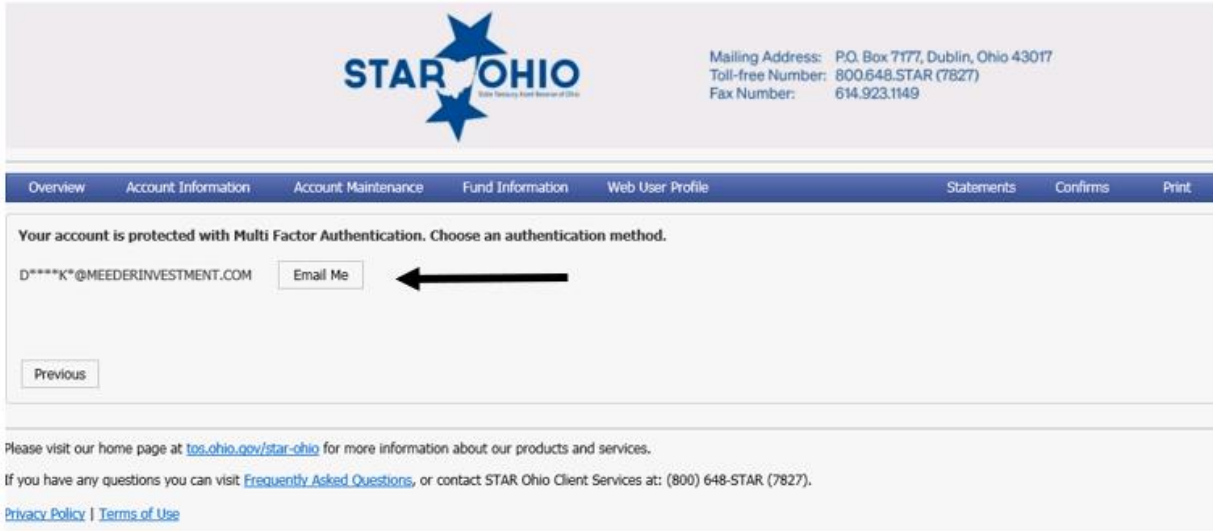
Please validate your registered email address.

Please visit our home page at tos.ohio.gov/star-ohio for more information about our products and services.

If you have any questions you can visit [Frequently Asked Questions](#), or contact STAR Ohio Client Services at: (800) 648-STAR (7827).

[Privacy Policy](#) | [Terms of Use](#)

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 screenshot shows the STAR OHIO website header with the logo and contact information. Below the header is a navigation menu with links: Overview, Account Information, Account Maintenance, Fund Information, Web User Profile, Statements, Confirms, and Print. The main content area displays a message: "Your account is protected with Multi Factor Authentication. Choose an authentication method." Below this message, there is a text input field containing "D****K*@MEEDERINVESTMENT.COM" and an "Email Me" button. A black arrow points to the "Email Me" button. There is also a "Previous" button below the input field. At the bottom of the page, there is a footer with links to the home page, frequently asked questions, and privacy policy/terms of use.

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.



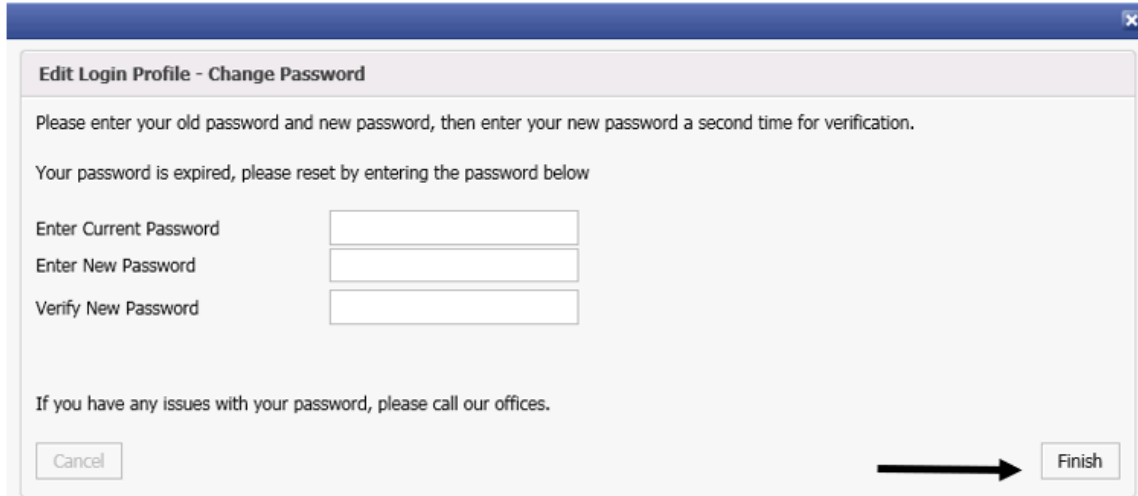
The screenshot shows the STAR OHIO verification page. The navigation menu is the same as in the previous screenshot. The main content area displays a message: "We have sent a verification code to D****K*@MEEDERINVESTMENT.COM. Enter the code to verify this device." Below this message, there is a text input field and a "Didn't receive a code?" link. A black arrow points to the "Didn't receive a code?" link. There are "Cancel" and "Log In" buttons at the bottom of the input area. A black arrow points to the "Log In" button. At the bottom of the page, there is a footer with links to the home page, frequently asked questions, and contact information.

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)



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.



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.



The screenshot shows the STAR Ohio website header with the logo and contact information. Below the header is a navigation menu with links: Overview, Account Information, Account Maintenance, Fund Information, Web User Profile, Statements, Confirms, and Print. The main content area displays a message: "Your account is protected with Multi Factor Authentication. Choose an authentication method." Below this message, the email address "D****K*@MEEDERINVESTMENT.COM" is shown next to an "Email Me" button. A black arrow points to the "Email Me" button. There is also a "Previous" button below the email address. At the bottom of the page, there is a footer with links to "Privacy Policy" and "Terms of Use", and contact information for STAR Ohio Client Services.

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



The screenshot shows the STAR Ohio website header and navigation menu. The main content area displays a message: "We have sent a verification code to D****K*@MEEDERINVESTMENT.COM. Enter the code to verify this device." Below this message, there is a text input field for the verification code. A black arrow points to the input field. To the right of the input field is a link that says "Didn't receive a code?". Below the input field is a "Cancel" button. To the right of the input field is a "Log In" button. A black arrow points to the "Log In" button. At the bottom of the page, there is a footer with links to "Privacy Policy" and "Terms of Use", and contact information for STAR Ohio Client Services.

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).