

Password Reset Instructions

Please see the following instructions on how to reset your password on the Star Systems Solutions Website:

1. You are allowed three attempts to enter your password before your account will be locked. If your account is locked, contact customer service at customerservice@starsystemssolutions.com or 248.669.4000 to have it unlocked. Before your account gets locked, click the "Forgot Password?" link to reset your password. It will prompt you to enter your username and email associated with your account. You'll receive an email with a temporary password. Please be sure to check your spam folder if you don't receive it in your inbox.



Account Login

Welcome to Star Systems

Username:

Password:

Remember Username

Login

[Forgot Password?](#)



Please enter the username and the e-mail address associated with it, then click "Get Password".

Username:

E-mail Address:

Get Password

Cancel

2. Copy the password and paste it in your login. You will then be prompted to give an answer to one of your security questions. Please also contact customer service if you don't remember your security question answers.

The password of your account



● customersupport

Monday, January 27, 2020 at 4:09 PM

● Jacob Brenner

[Show Details](#)

The password of your user account (username: jacob.brenner) is reset to: 0^VpfIVG

You need to change your password at the first time of login.

Verify Your Identity

We do not recognize this computer as valid for this account. Please verify your identity by answering the following security question.

What was the name of your first pet?

Continue

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- You may be prompted to put an authentication code that will be sent to the same email associated with your account. Once you enter the authentication code, you will be taken to a screen to change your password.**

Authentication Code Delivery Method

Please select the method in which your authentication code will be sent to you.

Upon receiving this code you will be able to completely log into the site.

Send to Email: xxxxxxxxxxxx@starsystemssolutions.com

I already have a code

Send Code Now

Your Requested Authentication Code



● customersupport

Monday, January 27, 2020 at 4:10 PM

● Jacob Brenner

[Show Details](#)

Note: This is a service message regarding the Authentication Code you requested.

Dear Jacob Brenner,

Here is the Authentication Code you will need to help us recognize your computer.

Your Authentication Code is: **038724714**

This code will *expire soon* so please enter it in the appropriate field online as soon as possible.

Please follow the instructions below if you are unsure about where to enter your Authentication Code.

- If you are currently on the page where you can enter your Authentication Code, please enter it now.
- If you are *not* currently on our site, then please follow these steps to access your accounts:
 1. Go to our site as you normally do.
 2. Enter your current password in the Current Password field.
 3. Enter your User ID and Password into the fields on the page and click "Log On."
 4. Answer your random security questions
 5. On the "Verify Your Identity" page, please click the "I already have a code" button.
 6. Enter the Authentication Code you received in this e-mail in the Authentication Code field.
 7. Click "Continue."

4. **Paste the temporary password from step 2 in the Current Password and create your new password. Please note your new password cannot have been used before.**