

Setting up Self-Reset

To enable Self-Reset on your Star Net account you must enter your email address and a Personal Question/Answer.

1. Login to Star Net

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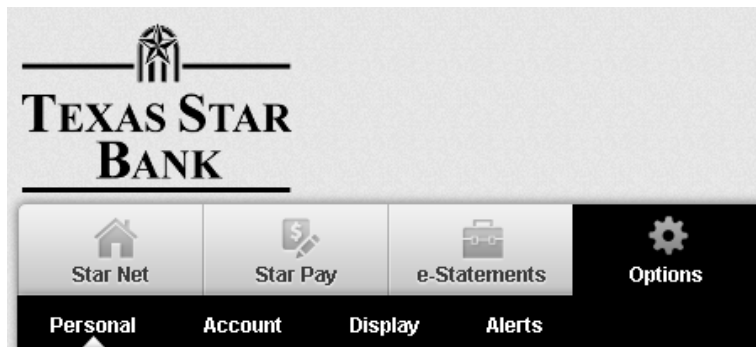
STAR NET ID USERNAME

STAR NET PIN  [Reset Password](#)



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2. Click on the Options Tab



3. Enter your email address, or change your email address
4. Enter a PIN Reset Question/Answer – This is a question that only you can answer. The system will ask this question when you need to reset your PIN.

**Modify Personal Settings** 

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**Current Email Address:** Email@Domain.com

**Change Email Address:**

**Reenter New Email Address:**

**PIN Reset Question:**

**PIN Reset Answer:**

**Personal Watermark:**  **NOTE:** Click on Watermark to change.

*Using Self-Reset*

If you forget your Star Net PIN and have previously entered a current email address and setup a Secret Question/Answer you can use the systems Self-Reset process.

1. Click Reset Password

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STAR NET ID USERNAME

STAR NET PIN  [Reset Password](#)

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2. Enter your Star Net ID, Email address, and a unique E-Mail Subject.

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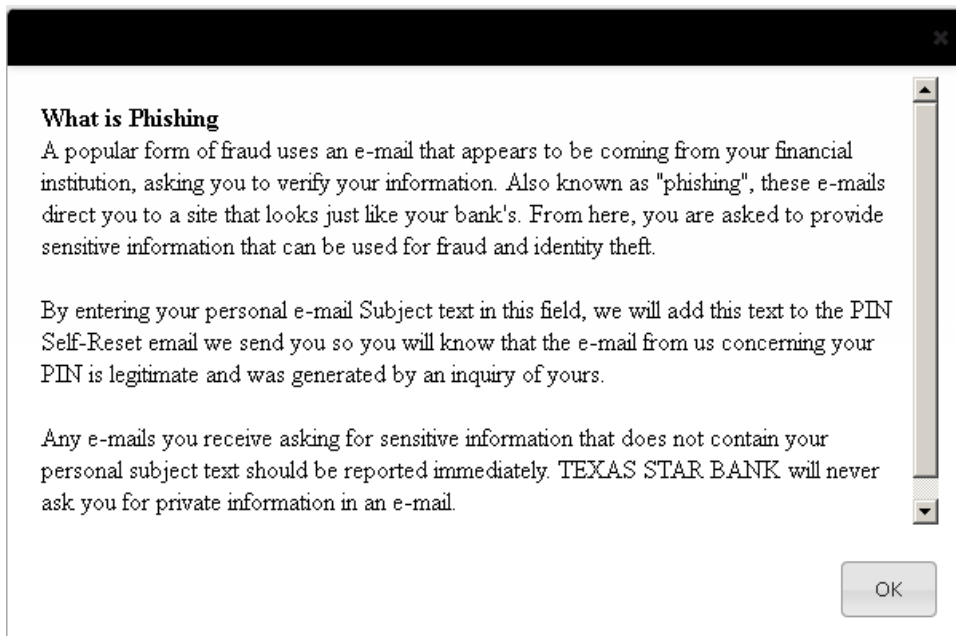
Please enter your STAR NET ID:

E-mail Address on file:

E-mail Subject:  [what's this?](#)

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\*Email subject - Detail



- 3. Click Continue. The system will send you an email with a link to answer your Secret Question.  
*\*For security this link can only be used once, and will only be active for 2 hours.*

Click the link and enter you Star Net ID and your Secret Answer.

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**STAR NET ID:**

**Where were you when you heard about 9/11 :**

*\*Please note that all fields are required.*

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- 4. Enter a NEW password and click Continue.

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**Please enter a new PIN**

**Reenter your PIN**

*\*Please note that all fields are required.*

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- 5. Now you may login to Star Net with your new password.

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**STAR NET ID** USERNAME

**STAR NET PIN**  [Reset Password](#)

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If you need help feel free to call us at 903.482.5234