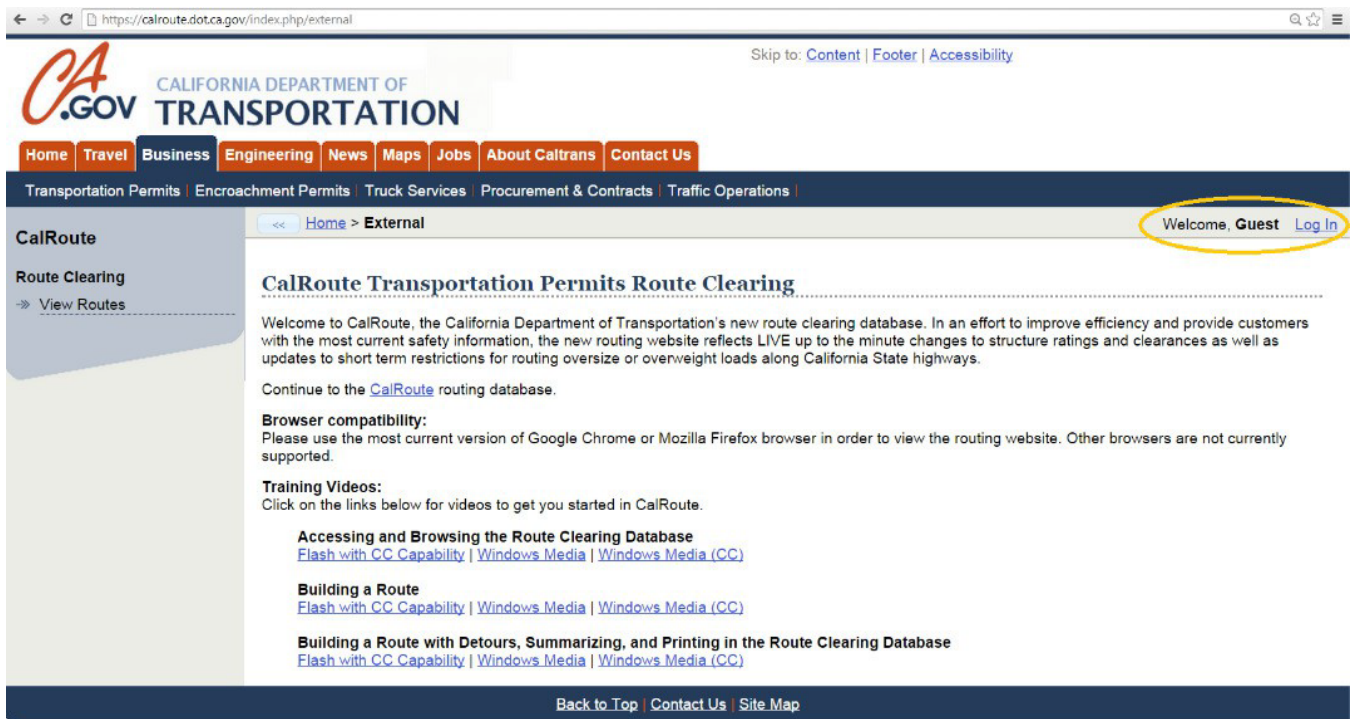


STARS2 REGISTRATION INSTRUCTIONS WITH MONTHLY BILLING ACCOUNT

This instruction is for STARS2 registration with monthly billing account (also known as debtor account). Pre-approval is required for obtaining a monthly billing account. You may use an existing monthly billing account to sign up for a STARS2 account. See the [Monthly Billing Account Setup Instructions \(PDF\)](#) for directions on obtaining a monthly billing account.

A company only needs a single STARS2 account. After the account is created, a Permit Service Administrator (“account administrator”) can manage account details including adding and deleting Permit Service Agents (“permit agents”) and creating additional account administrators.

1. Go to the [CalRoute/STARS2 homepage](#).
2. Click the “Log In” link in the upper right portion of the webpage.



3. Click on the "Register" link to load the STARS2 account application page.

Log In

Username:

Password:

[Forgot your password?](#)

[Register](#)

Notes

No notes to display.

Apply for a STARS2 Account

* Required Information

Company Information

(Optional) I have a Monthly Billing Account Number to provide. See [STARS2 Information](#) for more information.

Monthly Billing Account Number *

Company Name *

Contact First Name *

Contact Last Name *

Phone # *

Fax # *

Physical Address

Street Address *

City *

State *

California

ZIP Code *

Mailing Address

Same as Physical Address.

Street Address *

City *

State *

California

ZIP Code *

Account Details

Email *

Re-enter Email *

Username *

Password

Confirm Password *

4. Fill out each field of the STARS2 account application

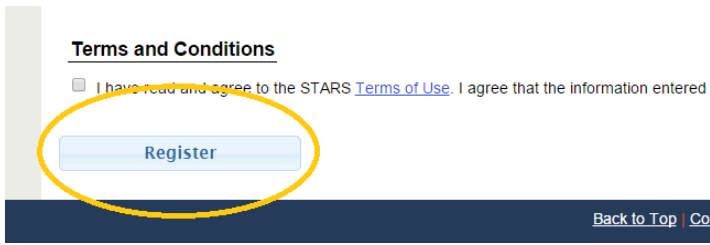
- a. Check the optional box to enter monthly billing account number: Your assigned 6 digit monthly billing account number.
- b. Company Name: Your legal company name. (Must match the name in our files for the monthly billing account).
- c. Contact Person First/Last Name: The Contact Person's First and Last Name. (This person will be a STARS2 account administrator).
- d. Phone #: A Company phone number the Contact Person can be reached at.
- e. Fax #: A Company fax number.
- f. Physical Address: Your Company's legal business address.
- g. Mailing Address: Your Company's mailing address. (Check the box "Same as Physical Address" if both addresses are the same.)
- h. Email: An email address for Contact Person listed above (the account administrator). This email address will be used to complete the registration process.
- i. Re-Enter Email: Re-enter your email address to confirm accuracy.
- j. Username: This will be the account administrator's username. We recommend you use your 6 digit monthly billing account number for this username. (Additional users added to the account later will have unique usernames.)
- k. Password: Create a secure, memorable password for your account login. It must:
 - i. be at least 12 characters
 - ii. contain at least one uppercase letter
 - iii. contain at least one number

5. Terms and Conditions: Please read and review the STARS Terms of Use, and check the box after you have read the document.

Terms and Conditions

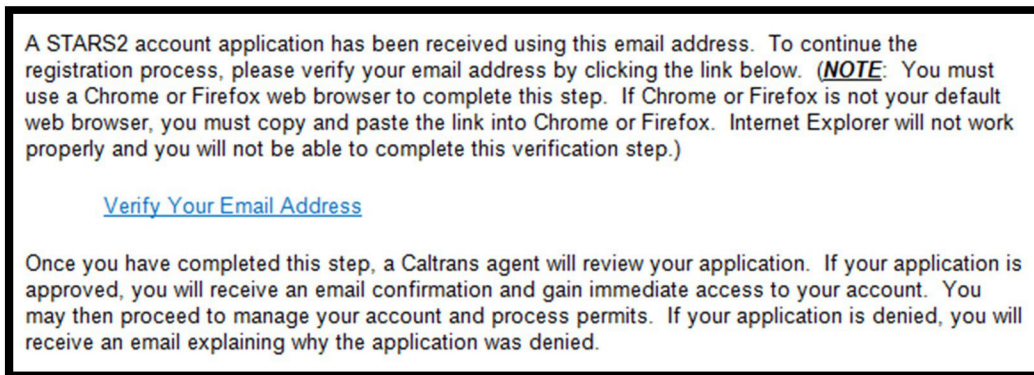
I have read and agree to the STARS [Terms of Use](#). I agree that the information entered above is true and correct to the best of my knowledge.

6. Click "Register"



The screenshot shows a registration form with a section titled "Terms and Conditions". Below this title is a checkbox with the text "I have read and agree to the STARS [Terms of Use](#). I agree that the information entered". The "Register" button is highlighted with a yellow oval. At the bottom right of the form, there are links for "Back to Top" and "Co".

- a. After you register, the system will send you an email to verify the email address is valid.
 - b. If you do not receive the verification email after a reasonable period of time, please contact the [Transportation Permits Issuance Branch](#). Be sure to look in your junk email folder in case the email was routed there. If you submitted an incorrect email address, contact the Transportation Permits Issuance Branch to delete the application and start over.
7. The verification email contains a link you must click to complete the registration process.



- a. Clicking the link alerts the Transportation Permits Issuance Branch that a STARS2 account application is ready for review.
- b. If your application is approved, you will receive an email confirmation and gain immediate access to your account. You may then proceed to manage your account and process permits.
- c. If your application is denied, you will receive an email explaining why the application was not approved.
- d. The review process for your application could take up to 1 business day. PLEASE ALLOW SUFFICIENT TIME BEFORE FOLLOWING UP WITH THE TRANSPORTATION PERMITS ISSUANCE BRANCH ON THE STATUS OF YOUR APPLICATION.