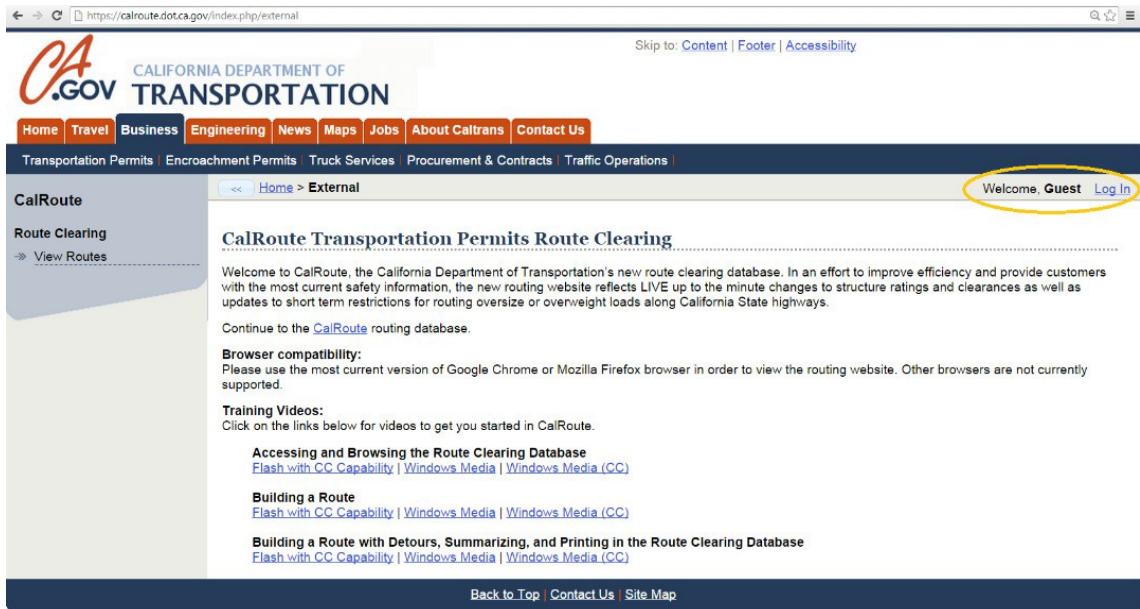


STARS2 REGISTRATION INSTRUCTIONS WITHOUT MONTHLY BILLING ACCOUNT

This instruction is for STARS2 registration without monthly billing account (also known as debtor 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.

Company Name *

Contact First Name *

Contact Last Name *

Phone # *

Fax # *

Mailing Address

Same as Physical Address.

Street Address *

City *

State *

ZIP Code *

Physical Address

Street Address *

City *

State *

ZIP Code *

Account Details

Email *

Re-enter Email *

Username *

Password

Confirm Password *

4. Fill out each field of the STARS2 account application

- a. Company Name: Your legal company name.
- b. Contact Person First/Last Name: The Contact Person’s First and Last Name.
- c. Phone #: A Company phone number the Contact Person can be reached at.
- d. Fax #: A Company fax number.
- e. Physical Address: Your Company’s legal business address.

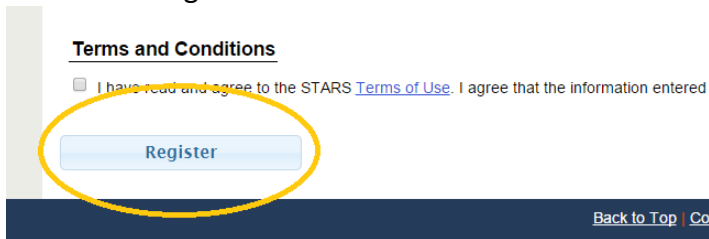
- f. Mailing Address: Your Company’s mailing address. (Check the box “Same as Physical Address” if both addresses are the same.)
 - g. Email: An email address for Contact Person listed above (the account administrator). This email address will be used to complete the registration process.
 - h. Re-Enter Email: Re-enter your email address to confirm accuracy.
 - i. Username: This will be the account administrator's username. (Additional users added to the account later will have unique usernames.)
 - j. 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 circle. At the bottom right of the form, there is a link "Back to Top | 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 (<http://www.dot.ca.gov/hq/traffops/permits/contact.htm>). 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 STARS2 account application has been received using this email address. To continue the registration process, please verify your email address by clicking the link below. **(NOTE: You must use a Chrome or Firefox web browser to complete this step. If Chrome or Firefox is not your default web browser, you must copy and paste the link into Chrome or Firefox. Internet Explorer will not work properly and you will not be able to complete this verification step.)**

[Verify Your Email Address](#)

Once you have completed this step, a Caltrans agent will review your application. 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. If your application is denied, you will receive an email explaining why the application was denied.

- 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.