STARS Employer Guide

How to Access and Reset Employer Account

STARS

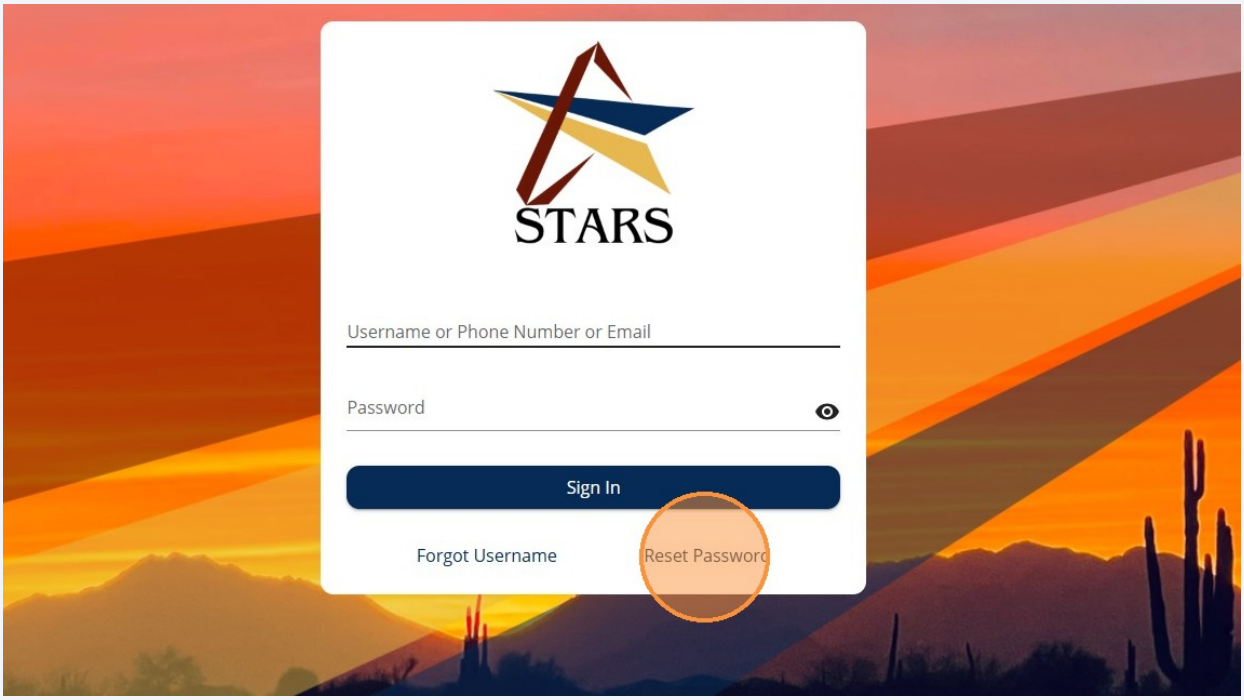
PSPRS

Serving Those Who Serve Others

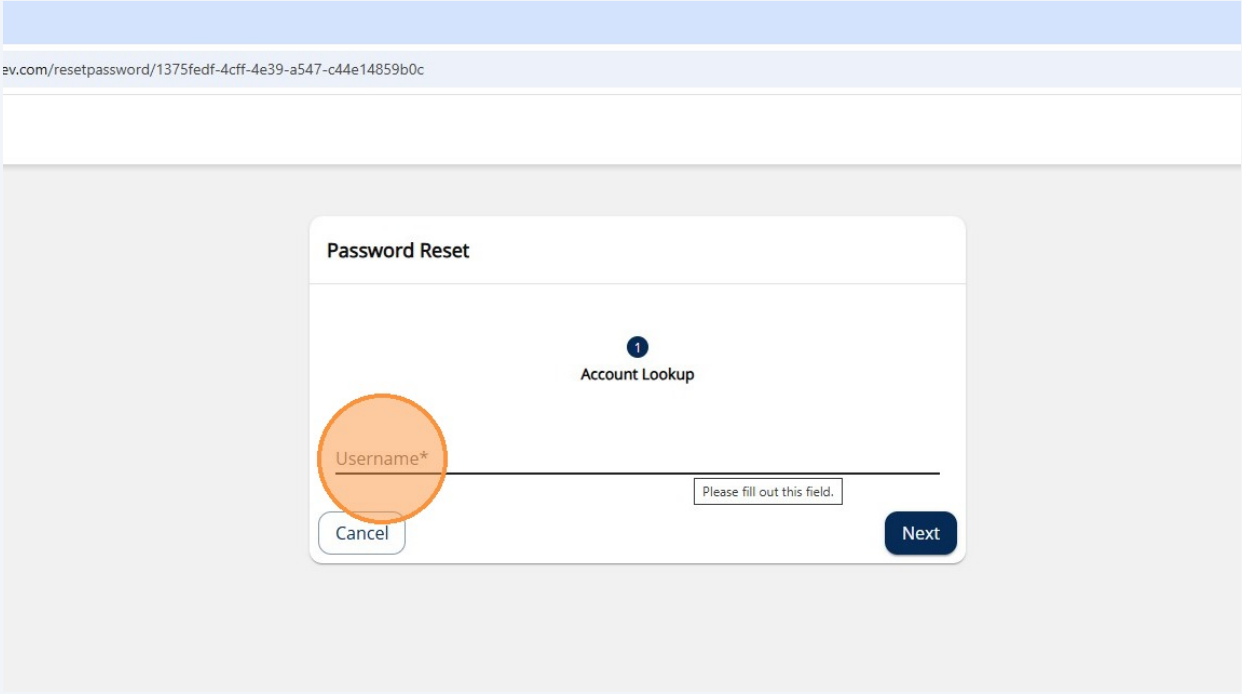
How to Reset Your Employer Account Password

This document will help employers gain access to their STARS employer accounts and with how to reset passwords. Through screenshots and step-by-step prompts, users are taken through the necessary fields and verification steps required to successfully reset credentials and log back in.

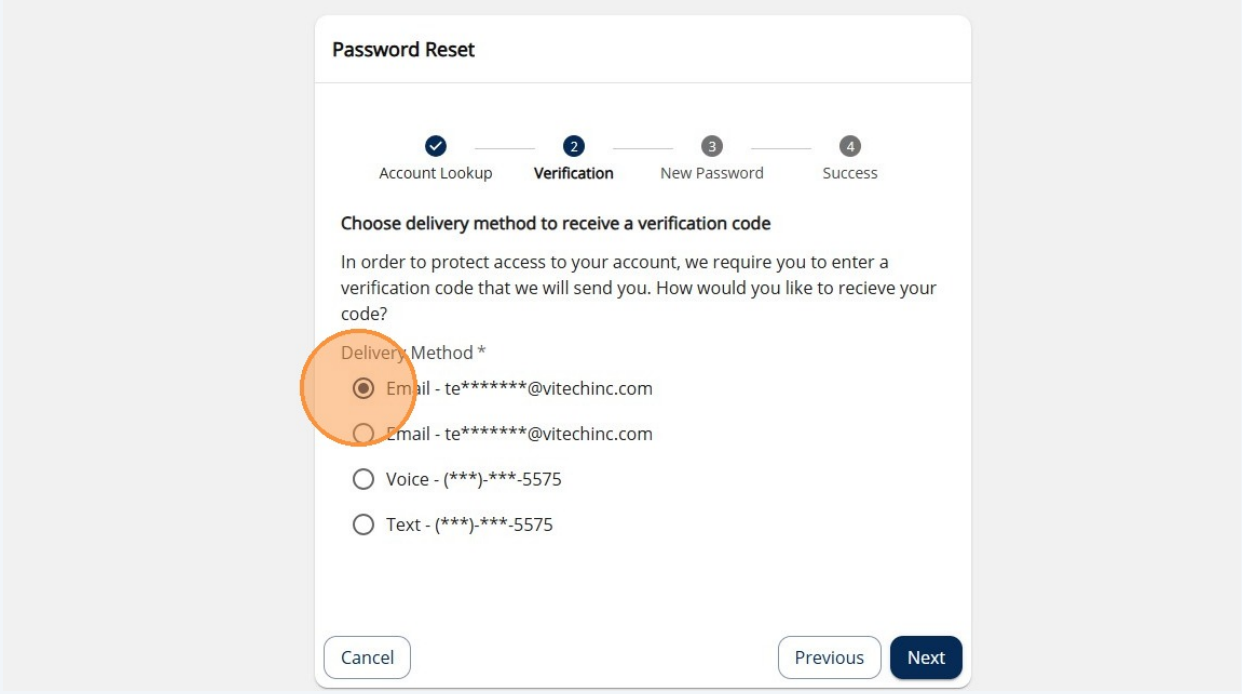
1 Go to employer.psprs.com. Enter your business email address as your **Username** and click on "**Reset Password**."



2 Reenter your **Username** (business email address) to begin the account lookup process. This will help ensure verified users only gain access to employer data.

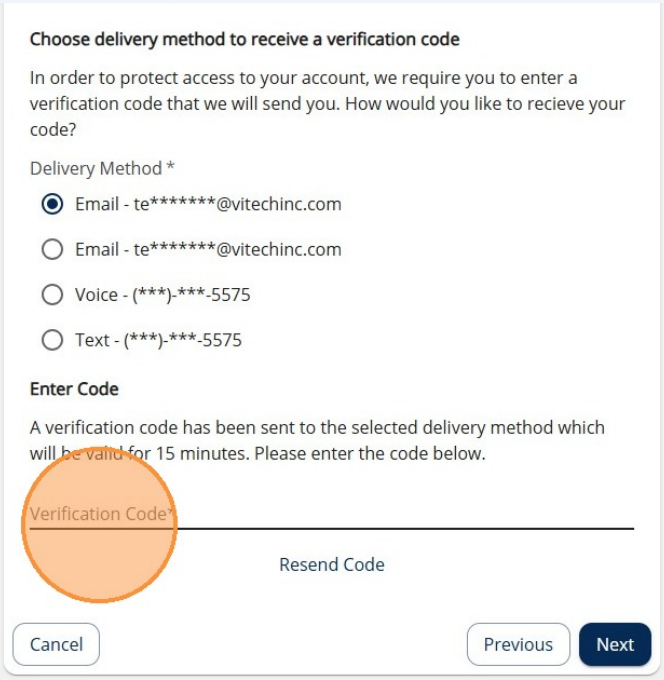


3 The password reset process begins with **Two-Factor Authentication**. Select the method you would prefer to receive a verification code and hit **next**.

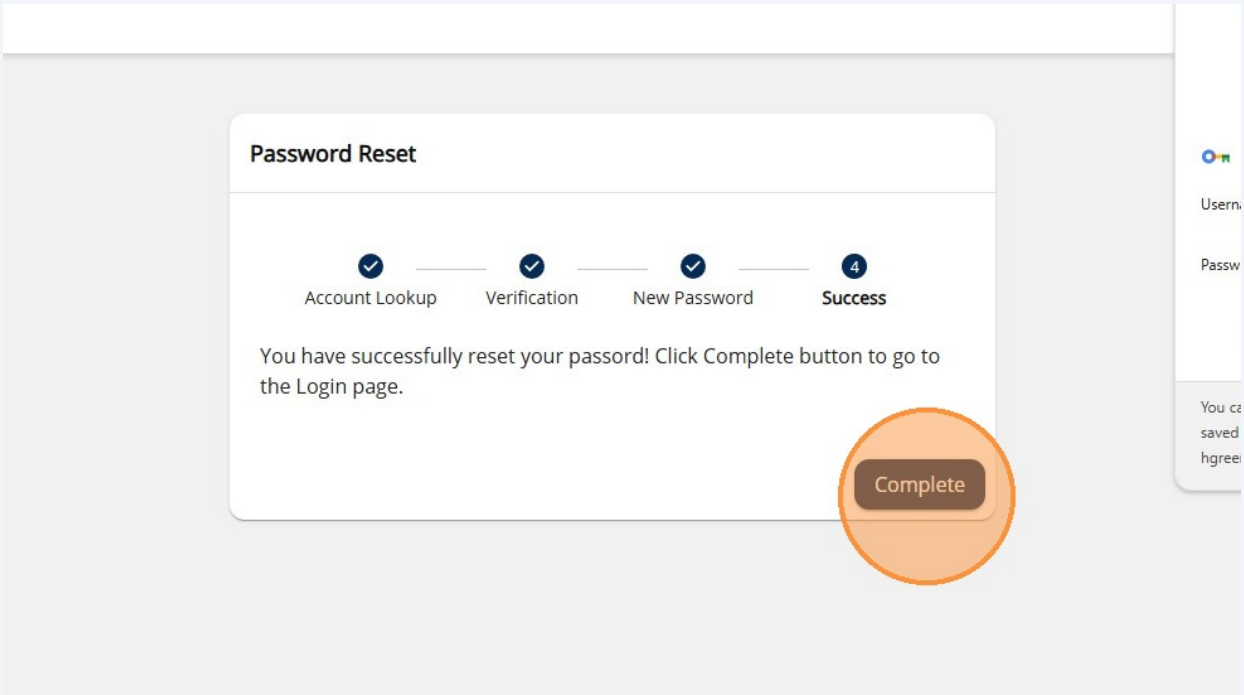


Tip! Depending on what choice is made, STARS will send you an email, voice, or text with the code. Check it's to your phone number or email address.

4 Enter the **Verification Code** you received and click **next.**



5 Click **Complete**. You can now return to employer.psprs.com to login.



Tip! If this still does not allow you access to your account, reach out to your account administrator to ensure you have been granted rights to access this account. Email help@psprs.com if you need further assistance.