

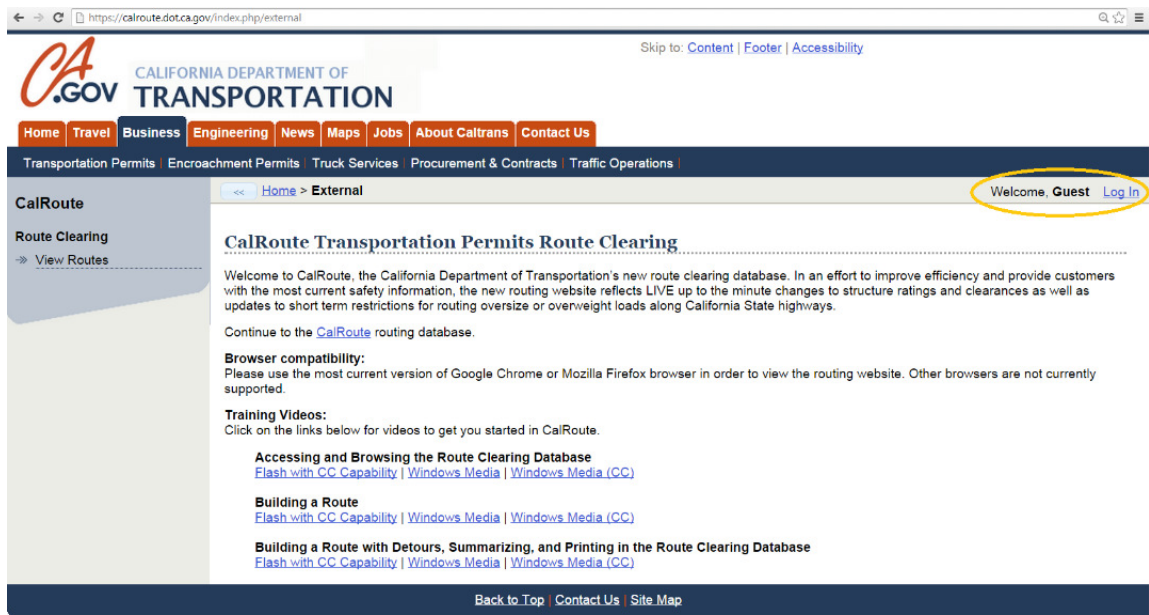
REGISTERING FOR A STARS2 ACCOUNT

To sign up for a STARS2 account, you must have a debtor account. You may use an existing debtor account to sign up for a STARS2 account. Directions for obtaining a debtor account can be found here:

STARS2 Information webpage - <http://dot.ca.gov/hq/traffops/permits/stars2.htm>

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 – <https://calroute.dot.ca.gov>
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.

Register for a STARS Account

Company Information

Debtor 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

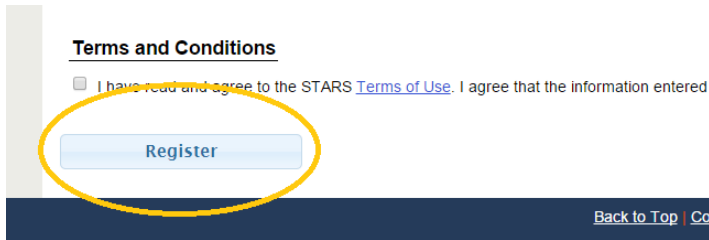
- a. Debtor Number: Your 6 digit debtor account number.
- b. Company Name: Your legal company name. (**Must** match the name in our files for the debtor account.)
- c. Contact Person First/Last Name: The Contact Person's First and Last Name. (This person will be a STARS2 account administrator).
- d. 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 debtor 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"

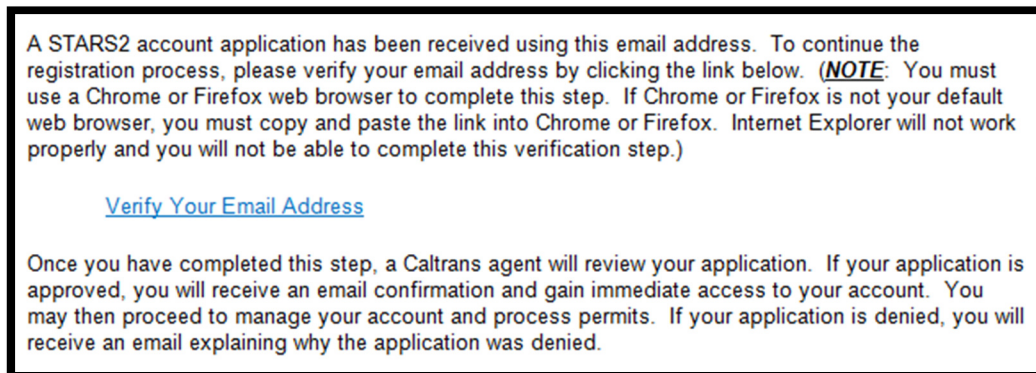


The screenshot shows a registration form with the following elements:

- Terms and Conditions** (underlined)
- I have read and agree to the STARS [Terms of Use](#). I agree that the information entered.
- Register** button (circled in yellow)
- [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.



The screenshot shows an email with the following content:

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 APPLICATION002E