

How to Reset Your Password In STARR

1. To access STARR load an internet browser on your machine and enter the following address:
https://starr.arlingtonva.us



Figure – Internet Explorer Address Bar

2. Once on the home page select **<Forgot Password?>**.

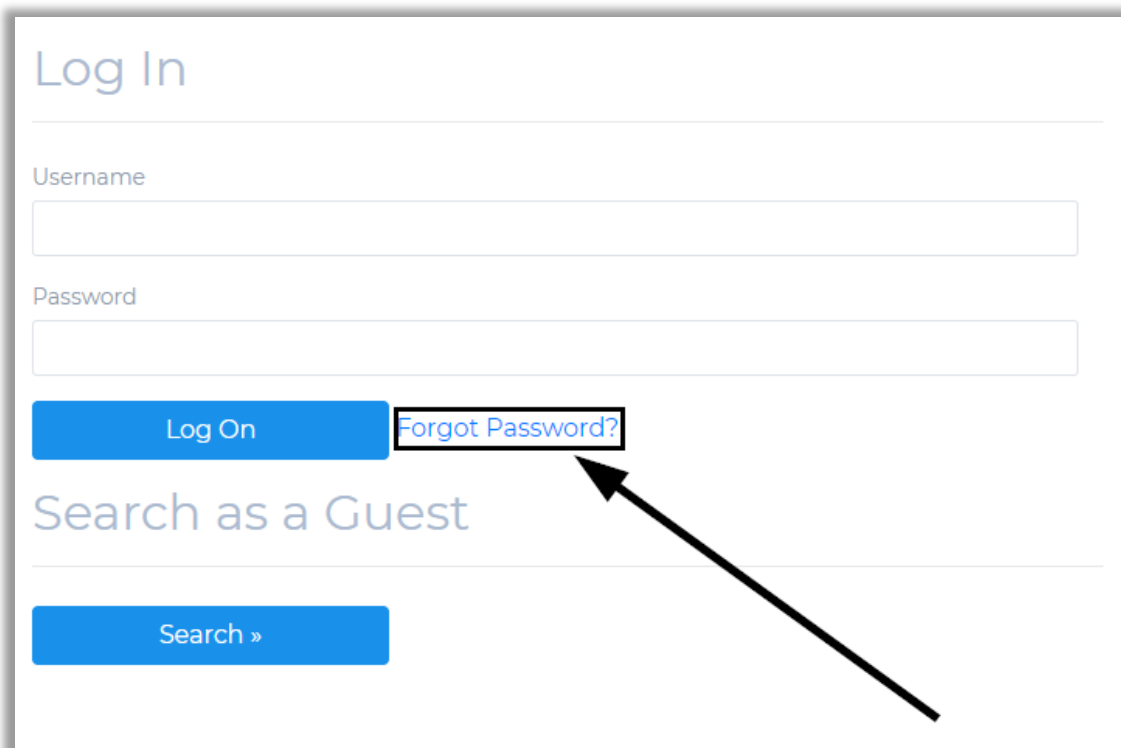
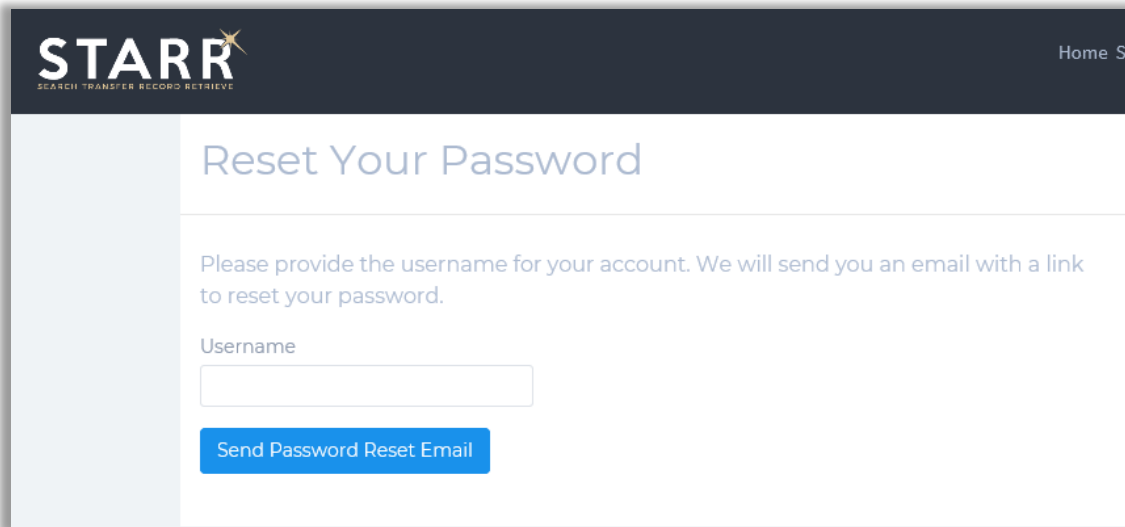


Figure – STARR Home Page

3. Enter your username into the field if you are an existing user of the system and select **<Send Password Reset Email>**. If you do not get a password reset email or you do not have an account with STARR please contact the County Probate Office for further assistance.



The screenshot shows the STARR website's password reset interface. At the top left is the STARR logo with the tagline 'SEARCH TRANSFER RECORD RETRIEVE'. At the top right is a 'Home S' link. The main heading is 'Reset Your Password'. Below this is a message: 'Please provide the username for your account. We will send you an email with a link to reset your password.' There is a text input field labeled 'Username' and a blue button labeled 'Send Password Reset Email'.

Figure – Reset Password Screen

4. Open email from STARR in your inbox then click and follow the email link.

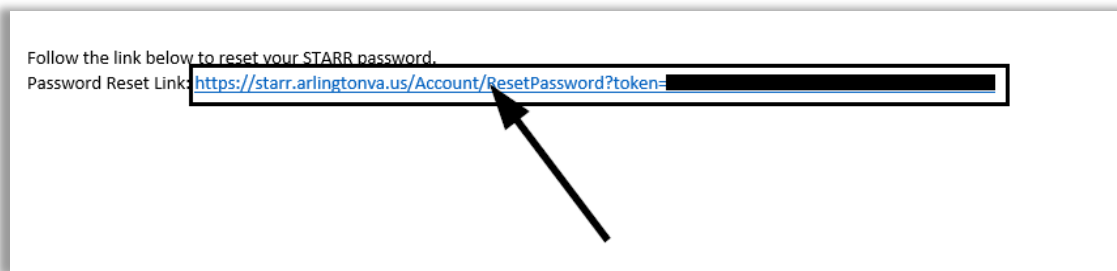


Figure – Reset Password Email

5. Enter a new password and confirm it in the following window. Select **<Change Password>**.

Reset Password

Use the form below to reset the password for your account.

New Password

Confirm Password

Change Password

Figure - Reset Password Screen

6. After changing your password, you should see a green message bar saying it was reset successfully.

Password reset successfully.

Log On

Please enter your user name and password. If you forgot your password, [click here to reset your password.](#)

Username

Password

[Forgot Password?](#)

Log On

Figure - Successful Reset Password Screen