

Instructions for Changing/Creating MetaStar Portal Password

Portal can be accessed here: <https://apps.metastar.com/Apps40/PM/Portal/Splash.aspx>

1. When changing your password or logging in for the first time, select the “I forgot my Password or I don’t have a Password” link.

Login

Portal Login/Password Change Guide

PORTAL TIPS:

- * The portal applications work with Microsoft Edge or a compatible browser -- they do not work with Internet Explorer.
- * Internet speed and bandwidth will impact your ability to upload/download large files.

[View the Portal Login/Password Change Guide](#)

Email address

Password Show password

Change my password after I log in

[I forgot my Password or I don't have a Password](#)

Please [contact MetaStar](#) for support.

2. Enter your email address and select “Get Password” to start the process.

Forgot Password

Portal Login/Password Change Guide

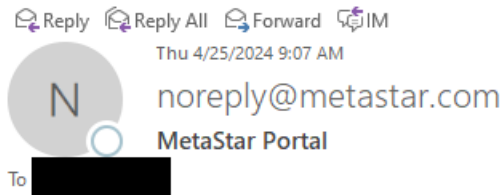
If the email address is in our database we'll email you a link to a page where you can receive a new, temporary password. It may take several minutes for the email to reach you.

Email address

[Return to the login screen](#)

Please [contact MetaStar](#) for support.

3. This is the email that you will receive from MetaStar. Select the “Reset MetaStar Password”.



Please don't respond to this email -- the mailbox isn't monitored.

Thank you for using MetaStar's Portal website.

Click the following link to reset your password : [Reset MetaStar Password](#)

Please note that this reset link will expire in 24 hours.

Once reset, it will become your current password.

If you do not make this request for a new password please [contact MetaStar immediately](#).

Thank you!

4. Enter a new password twice and choose “Change Password”
Password Reset

Portal Login/Password Change Guide

Please reset password from below.

MetaStar's website: [Log on to MetaStar's Portal website](#)

Email * [Redacted]

New Password *

Confirm Password *

[Change Password](#)

5. When the password reset is successful, the following message is displayed.
Password Reset

Portal Login/Password Change Guide

Password reset successful. Please use the below link to login with your new password.

MetaStar's website: [Log on to MetaStar's Portal website](#)