

Starcard Online Quick Reference

How to Reset your Password

User ID and Password are both case sensitive. The system will only allow 3 unsuccessful attempts. Click **Forgotten** your **Password** link, user will receive a temporary password via email.

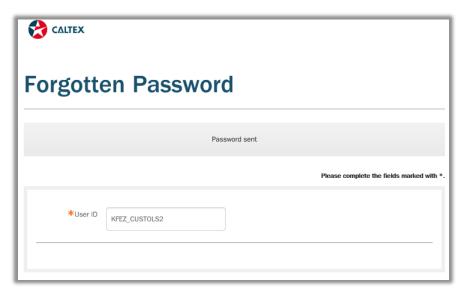
- 1. Go to **Starcard Online** website: https://StarCardOnline.caltex.com
- 2. Click 'Forgotten your Password' link in Starcard Online Login Page.
- 3. Another window will appear that will ask for the User ID. Enter "User ID" in the User ID field.
- 4. Click "Submit" Button. ("Password sent" notification will appear)
- 5. Go to Starcard Online Login Page. Enter "User ID" in the User ID field.
- 6. Enter "Temporary Password" which was received via email on the "Password" field.
- 7. Click "Login" button.
- 8. "Password Maintenance" screen will appear. Enter the "Temporary Password" in the "Password" field.
- 9. Enter the "New Password" in the "New Password" field.
- 10. Enter the "New Password "again in the "Confirm Password" field.
- 11. Click "Submit" Button.





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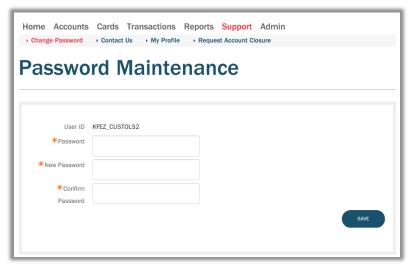






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Congratulations. Your password has been changed successfully.