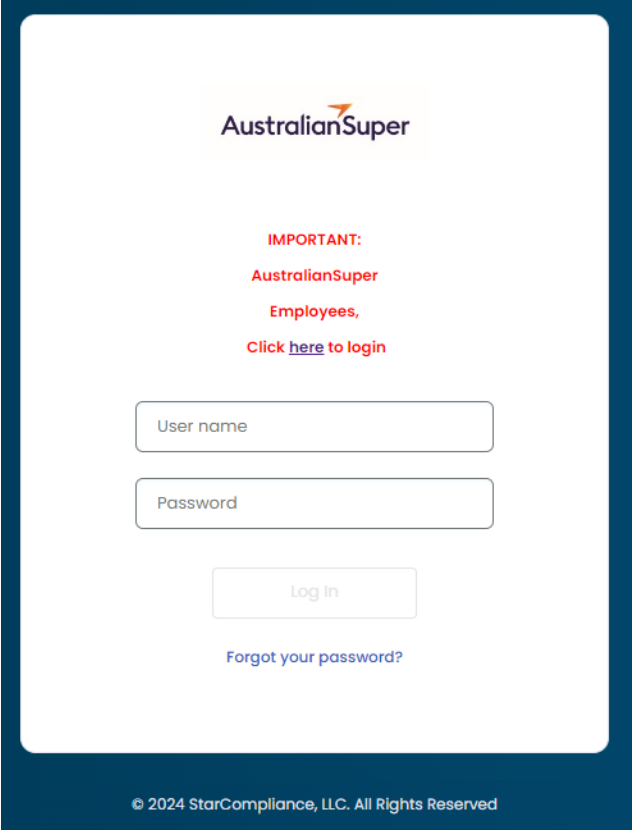


## StarCompliance – External Login

### Quick reference guide (QRG)

This guide outlines the initial steps for external login to StarCompliance.

Step	Action
1.	Click on the StarCompliance link <a href="https://australiansuper.starcompliance.com/Auth/login">https://australiansuper.starcompliance.com/Auth/login</a>
2.	Enter your username and temporarily password and click the 'Log In' button. 
3.	As your account is secured with multi-factor authentication, a one-time passcode will be sent to your email address.

Your account is secured with Multi-Factor Authentication. We need to make sure that it is you who is attempting to log in, so a One Time Passcode has been sent to your email address. Please enter the code below. This code will expire if not used quickly.



Australian SuperSandBox

**IMPORTANT:**

**AustralianSuper**

**Employees,**

Click [here](#) to login

One Time Passcode

[Return to Login](#) [Resend Code](#)

Log In

[Forgot your password?](#)

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4. Check your email inbox (or junk folder) for a message containing the passcode. This may take a few minutes to arrive.

## Security Verification



noreply@starcompliance.com  
To

This sender noreply@starcompliance.com is from outside your organization.

**This is an automated email. Please do not reply to this message.**

Hello

You submitted a request for authorization to access StarCompliance.

Please enter the attached authorization code to successfully complete the login process.

Authorization Code:

**241881**

Thank you.

5. Enter the passcode into the designated field and click the 'Log In' button.
- If you didn't receive a passcode, you can click on 'Resend Code.'

Australian Super

Australian SuperSandBox

**IMPORTANT:**  
Australian Super  
Employees,  
Click [here](#) to login

new\_testdirector

.....

One Time Passcode

459848

[Return to Login](#) [Resend Code](#)

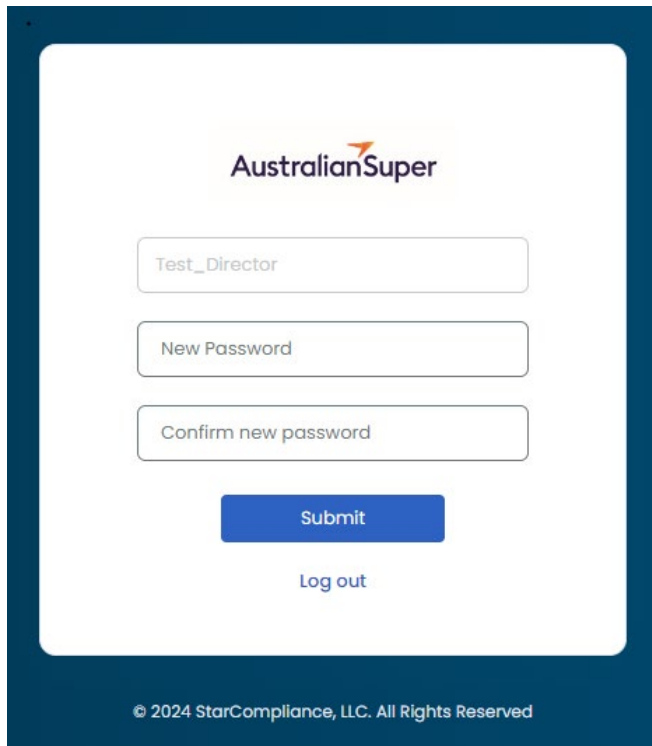
**Log In**

[Forgot your password?](#)

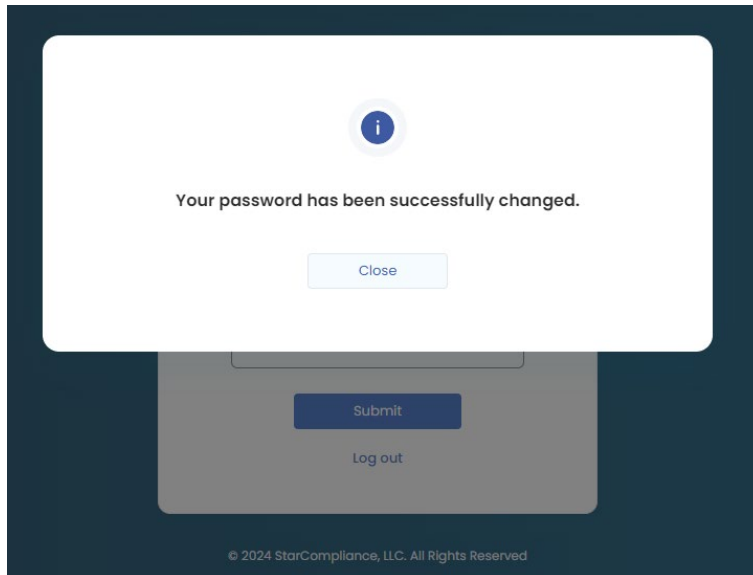
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6. Create a new password and click the 'Submit' button.

- The password must be 8 characters in length.
- The password must contain at least 1 upper case character.
- The password must contain at least 1 numeric character.
- The password must contain at least 1 special character.



A screenshot of the AustralianSuper password change form. The form is centered on a white background with a dark blue border. At the top, the AustralianSuper logo is displayed. Below the logo are three input fields: "Test\_Director", "New Password", and "Confirm new password". A blue "Submit" button is positioned below the input fields, and a "Log out" link is located below the button. At the bottom of the form, the copyright notice "© 2024 StarCompliance, LLC. All Rights Reserved" is visible.



## Troubleshooting Guide

### Access Denied Error

**Issue:** The StarCompliance link is displaying an error message "Forbidden. You are unable to access this page. Please check you have permission to do so and try again later".

**Resolution: Company Whitelist Request**

The link may be restricted by your company's network. In this case, you will need to request the company to whitelist the website.

\*To "whitelist the website" means to add it to a list of approved or allowed websites within a network. This process is typically managed by the company's IT Support team. When a website is whitelisted, it is marked as safe and is not blocked by security.

**Issue: Form Submission Error****Resolution:****Step 1: Identify the Error**

- Take note of any error messages that appear. They can provide clues on what went wrong.
- Check if all mandatory fields in the form are filled out correctly.

**Step 2: Use the Back Button**

- If an error occurs, press the back button on your browser to return to the previous page.
- Re-enter any data if necessary, ensuring all information is correct.

**Step 3: Alternative Solution**

- Try submitting the form using a different device.