

How to Reset Your STAR HCM / PTA Web Password

If you have forgotten your password or your account has been locked-out, you will need a password reset.

Please click on the link below and wait for a new email message to open. All the information should be automatically added to your email. Just click **Send**.

HelpDesk@dpi.wi.gov

If you click on the link and **GAFE Gmail** does not open, then:

1. Open Gmail
2. Create a new email
3. In the **TO:** field type **helpdesk@dpi.wi.gov**
4. In the **Subject** line type: **STAR HCM**
5. In the **body** of the email type:

I need my password reset. Thank you.

6. Then click the **Send** button.

DPI will reset your password and send **you** an email with your new password. This may take a couple of hours for the return email. You will be given a generic password that you can change once you have successfully logged in...