License & Qualifying Agent Applications User Guide

Revised: June 1, 2017

Ohio Department of Public Safety
Private Investigator Security Guard Services
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Columbus, OH 43218-2001

ohiopublicsafety.com
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Prior to beginning the online license and qualifying agent application process you should have all of your documents in electronic format so they can be uploaded with your applications. Following are the documents you should have ready for uploading:

**LICENSE APPLICATION**
- Ohio Secretary of State Company Name Certificate (required) – Your company name must be registered with the Ohio Secretary of State. You can obtain this document by going to [http://www.sos.state.oh.us/](http://www.sos.state.oh.us/) and search for your company name.
- Ohio Secretary of State Trade Name Certificate – This certificate is required if you will be doing business using a trade name. Your trade name must be registered with the Ohio Secretary of State. You can obtain this document by going to [http://www.sos.state.oh.us/](http://www.sos.state.oh.us/) and search for your trade name.

**QUALIFYING AGENT APPLICATION**
- BCI Criminal Background Check (required) – All qualifying agents must have a criminal background check completed by the Ohio Bureau of Criminal Investigations (BCI) and forwarded to the Private Investigator Security Guard Services (PISGS) unit prior to a qualifying agent application being approved. Fingerprint cards can be taken at any WebCheck facility throughout Ohio. A WebCheck location can be found by going to [http://www.ohioattorneygeneral.gov/Services/Business/WebCheck/ Webcheck -Community-Listing](http://www.ohioattorneygeneral.gov/Services/Business/WebCheck/ Webcheck -Community-Listing). It is important that you inform WebCheck that you are applying for a Private Investigator Security Guard License (4749.06) and you would like a “Direct Copy” sent to “PISGS-Ohio Department of Public Safety.” If you do not inform WebCheck that you would like a “Direct Copy” sent to “PISGS-Ohio Department of Public Safety, Reason Code ORC 4749”, the processing of your application will be delayed.
- Ohio Revised Code section 5122.301 – If you were adjudicated incompetent under Ohio Revised Code section 5122.301 and you have been restored to legal capacity; you must submit documentation indicating you have been restored to legal capacity.
- College degree – If you have a college degree in law enforcement, criminal justice, or a related field and you would like this education to be considered as part of your qualifying experience, you must submit a copy of your degree certificate.
- Military Police – If you have military police work experience and you would like this experience to be considered as part of your qualifying experience, you must submit a copy of your DD214 military separation document.
- Prior experience – If you have private investigator or security guard experience within the past two (2) years you wish to be considered as part of your qualifying experience, you must submit a copy of the license, certification, or registration from where you gained this experience.
- Attorney – If you have been a practicing attorney for the past two (2) years and you would like this experience to be considered as part of your qualifying experience, you must submit a letter of good standing from the supreme court of your state.

The color photograph must be of the individual alone, sufficiently recent to be a good likeness (taken within the last twelve months), and 2x2 inches in size. The image size measured from the bottom of the chin to the top of the head (including hair) should not be less than 1 inch and not more than 1 3/8 inches. The photograph must be color, clear, with a full front view of the face, and a plain light (white or off-white) background. The photograph must be taken without a hat, head covering, or dark glasses. Headphones, "Bluetooth", or similar devices must not be worn in photographs. Any photographs retouched so that the appearance is changed will not be accepted. Snapshots, most vending machine prints, and magazine or full-length photographs will not be accepted. Digitized photos must meet the previously stated qualifications and will be accepted at the discretion of PISGS. The uploaded photo must be less than 200kb and larger than 50kb.

- Letters of reference (required) – Five (5) letters of reference may be uploaded one at a time or all five letters may be combined into one document and uploaded.
FIREARM BEARER ENDORSEMENT (optional)
If you will be carrying a firearm in the performance of your duties, the following is required:

- FBI Criminal Background Check – A Federal Bureau of Investigation (FBI) fingerprint criminal background check is required. This can be accomplished by completing the FBI section during the WebCheck process (see BCI Criminal Background Check above).
- Ohio Peace Officer Training Academy (OPOTA) Certificate.
- Score Sheet – If you are an Ohio Peace Officer, please upload a copy of your most recent score sheet.

Creating Your Account
If you don’t have an account, go to the PISGS home page and click on New Company License Application under “Quick Links.” Create your account by clicking “Need an account? Click Here” under the Login button and follow the instructions.

Login
After your account has been created, do the following:

1. Enter your User Name (the one you created when you created your account).
2. Enter your Password (the one you created when you created your account).
3. Click the Login button.
4. The system will display the following screen.
If you do not have a PISGS license to operate as a private investigator and/or security guard company in Ohio, you should answer No to this question and the system will display the following question:

If you want to complete the PISGS license application and pay the associated fees, you should answer Yes to this question and the system will display the License Application form for you to complete.

License Application

There are a few things you should know before you begin your application:

1. All of the documents mentioned in the Before You Start section should be in electronic format (i.e., Word, PDF, jpg, etc.) ready to be uploaded with your license, qualifying agent, and optional FAB applications.
2. Entry fields that have an asterisk (*) to the right of their name are required fields. Placing your cursor over the asterisk will display the required format of the field.
3. Entry fields that have a question (?) mark to the right of their name will display additional information you may need to complete the entry. Placing your cursor over the “?” will display the additional information.
4. If you have to leave the applications before completing them, make sure to save what you have completed by clicking the Save button or the Save and Exit button at the bottom of the screen.
5. If you want correspondence to be sent to your business address click the **Same As Above** check box to the right of the **Mailing Address** section header. Your business address will be automatically displayed in the Mailing Address fields in this section. If you want your correspondence sent to a different address than your business address, you must enter a mailing address. For example, you may want your correspondence to go to a P.O. Box.

6. The public can search our PISGS database to find a private investigator and/or security guard service organization. You have the ability to tell us which address to display to the public by clicking on the **Business Address** or **Mailing Address** radio button.
7. PISGS communicates with you via e-mail. It is important that you complete the **Contact Information** section. Please make sure that your **Contact Person E-mail Address** is accurate since PISGS uses this address to send information electronically.

8. The above question pertains to existing private investigator and/or security guard companies outside Ohio who are applying for a license to operate in Ohio.

9. The name of your company and trade name (if you use a trade name) must be registered with the Ohio Secretary of State. You can get a copy of your company name and trade name registration certificate by clicking on the **Ohio Secretary of State** hyperlink and then downloading these certificates to your computer. Once downloaded you can attach them to your application by clicking the **Browse** button to locate the certificate on your computer. To attach them to your application simply click the **Open** button; the system will automatically attach the certificate to your application. These certificates must be uploaded with your license application. NOTE: If your company has been registered with the Secretary of State longer than six months prior to submitting your license application to PISGS, you will need to obtain a letter of good standing and submit it with your application.

10. At the bottom of the License Application screen you will see the following buttons:

11. Clicking the **Save** button will save all of your key entered and uploaded documents so that you will not have to reenter them when you return to this application. It is recommended that you click this button often during the application process.
12. Clicking the **Save and Exit** button will save all of your key entered and uploaded documents and then will exit this application.

13. Clicking the **Exit** button will display the following message:

   ![Exit Message]

   Click one of the above buttons to continue.

14. Clicking the **Continue QA** button will display the Qualifying Agent Application.

15. Clicking the **Continue Review** button will display the Review Application and Submissions page.

---

**Qualifying Agent Application**

**Private Investigator Security Guard Services**

**Qualifying Agent Application**

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>YOUR COMPANY NAME</th>
<th>201021001525</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Name:</td>
<td>YOUR COMPANY TRADE NAME</td>
<td></td>
</tr>
</tbody>
</table>

Are you filling out this application for somebody else?  
[ ] Yes  [ ] No

**Applicant's Personal Information**

- **First Name**: JOHN  
- **Initial**: Q  
- **Last Name**: CITIZEN  
- **Suffix**: None

- **SSN**: ***.**.1234

- **Birth Date**: 

<table>
<thead>
<tr>
<th>Primary Phone #</th>
<th>Secondary Phone #</th>
<th>Email Address</th>
</tr>
</thead>
</table>

- **Height**: 
- **Weight**: 
- **Hair Color**: 
- **Eye Color**: 
- **Class**: A

Distinguishing scars, marks, tattoos

**Ohio BCI Fingerprint Authentication #**

Please list your residences for the past 10 years, starting with your current residence

[ ] Add New Address

Please list your employment for at least the past 7 years, starting with your current employer

[ ] Add New Employer
1. Your company name and trade name (if you use a trade name) will automatically be displayed in the **Company Name** and **Trade Name** fields.

2. If you are completing this application for an individual you want for your qualifying agent, you will select the **Yes** radio button and the following section will be displayed:

   **Are you filling out this application for somebody else?**
   - **Yes**
   - **No**

   If you are filling out this information for somebody else, please enter the following:
   - **Preparer's Full Name**: 
   - **Preparer's Title**: 
   - **Preparer's Phone #**: 

3. Complete the **Applicant's Personal Information** section. Note: The **Class** field refers to the class of license and is the same as the class of license you chose on your license application.

4. If you know the date that your fingerprints were submitted, enter the date and Authentication number in these fields. If you don’t know the date or the Authentication number, leave these fields blank.

5. Click the **button** to enter your residence information for the past ten (10) years. You can enter up to 10 addresses. The following will be displayed when you click this button:

   **Please list your residences for the past 10 years, starting with your current residence**

<table>
<thead>
<tr>
<th>Home Address *</th>
<th>Suite/Apt #</th>
<th>From *</th>
<th>To *</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City (no abbreviations) *</td>
<td>State *</td>
<td>Zip 4 *</td>
<td>County *</td>
</tr>
<tr>
<td></td>
<td>Ohio</td>
<td></td>
<td>Select...</td>
</tr>
</tbody>
</table>

6. For each new address entered, click the **Add Address** button to add it to your application.
   - If you made a mistake, click the **Cancel** button and start over.

7. Click the **Add New Employer** button to enter your employer information for the past seven (7) years. You can enter up to 10 employers. The following will be displayed when you click this button:
8. For each new company address entered, click the button to add it to your application.
   
a. If you made a mistake, click the button and start over.

9. Complete the Experience section.

10. If you select the “Yes” radio button on any of these questions, you will be asked to upload supporting documents. For example, if you selected Yes to the first question, the following will be displayed:

11. Complete the Background Information section.

12. If you select the “Yes” radio button on any of these questions, you will be asked to enter an explanation and to upload supporting documents. For example, if you selected Yes to the second question, the following will be displayed:
13. Responding to the following Veteran Information question is optional. Complete the Veteran Information only if the applicant or the applicant’s spouse is a veteran or active member of the U.S. Armed Forces and only if you want to divulge this information to PISGS. If you choose this, you will be required to upload a document.

<table>
<thead>
<tr>
<th>Veteran Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you or your spouse a veteran or active member of the United States Armed Forces?</td>
</tr>
<tr>
<td>If yes, please upload you or your spouse’s DD214, current military ID, or current orders. (Optional)</td>
</tr>
<tr>
<td>☐ Self</td>
</tr>
<tr>
<td>☐ Spouse</td>
</tr>
</tbody>
</table>

Note: If you answered “Yes” to the Experience section question #3 regarding military police work and uploaded a DD214, you can ignore this question for Self; the system has this information. If the applicant’s spouse is a veteran or currently on active duty and you want to divulge this information to PISGS, then click the box to the left of the Spouse selection and upload the spouse’s DD104. For example, if you click the Spouse box, the following will be displayed.

<table>
<thead>
<tr>
<th>Veteran Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you or your spouse a veteran or active member of the United States Armed Forces?</td>
</tr>
<tr>
<td>If yes, please upload you or your spouse’s DD214, current military ID, or current orders. (Optional)</td>
</tr>
<tr>
<td>☐ Self</td>
</tr>
<tr>
<td>☐ Spouse</td>
</tr>
<tr>
<td>This upload is optional</td>
</tr>
</tbody>
</table>

14. Complete the Public Record Availability section only if it applies to the applicant.

<table>
<thead>
<tr>
<th>Public Record Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you currently a commissioned police officer, parole officer, prosecuting or assistant prosecuting attorney, correctional employee, youth services employee, firefighter, EMT, probation officer, bailiff, or an investigator of the bureau of criminal investigation?</td>
</tr>
<tr>
<td>☐ Yes ☐ No</td>
</tr>
</tbody>
</table>

15. Complete the Firearm Bearer (FAB) Notation section only if the applicant is to carry a firearm in the performance of their duties.

<table>
<thead>
<tr>
<th>Firearm Bearer (FAB) Notation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you want to add a firearm bearer (FAB) notation?</td>
</tr>
<tr>
<td>☐ Yes ☐ No</td>
</tr>
</tbody>
</table>

16. If you answer “Yes” to the firearm bearer question, the following will be displayed for completion:
a. Upload the applicant’s Ohio Peace Officer Training Commission (OPOTC) program certificate.
b. Enter the date the applicant’s FBI fingerprints were taken, if available.
c. Enter the Authentication #, if available.
d. Select the FAB Type (i.e. Revolver, Semi-Automatic, Shotgun).
e. Enter the date the applicant must requalify their firearm. This date is located on the OPOTC program certificate.

17. Upload a Photo of the applicant making certain that the photo adheres to the instructions described in the Before You Start section above.

18. Complete the Character References section.

19. Click one of the following buttons:

   a. If you click the button, the system will save the entered data and all of the uploaded documents.
   b. If you click the button, the system will display the following screen and you will be required to select one of the actions to take:
c. If you click the **Clear** button, the system will clear the entered data and all of the uploaded documents.

d. If you click the **Go to Provider** button, the system will take you back to the **License Application** screen.

e. If you click the **Continue Review** button, the system will take you to the **Review Applications and Submissions** screen below.
On the **Review Applications and Submissions** screen you can upload documents that you overlooked or view the documents you have submitted. If all of the documents have been uploaded to your satisfaction, you can pay your fees by clicking the **Make Payment** button. We recommend paying your fees by credit card since this is the quickest and most convenient way of paying. When you click the **Make Payment** button the system will check to see if all of the required documents are present. If any of the documents or required data is missing, an Error screen will be displayed informing you of what needs to be corrected before paying your fees. For example, the following screen may be displayed:
If this screen is displayed, you will have to make corrections before continuing to the payment process.

If the following screen is displayed, all of the required data and documents are ready to be submitted. If you click the **Cancel** button, you will end processing and be returned to the Review Applications and Submissions screen where you can EXIT the system. All of the data entered and the documents that are ready to be submitted will be saved. You can return at a later time and complete the payment process.

If you click the **OK** button you will be taken to the Payment Processing screen.
Pay by Credit Card

If you selected “Credit Card” as your method for making payment, the following screen will be displayed:

Enter Payment Information

Please enter your credit card payment and billing information below. All of the fields marked with an asterisk are required. The following link provides information regarding the card security code.

### ODPS - ALRS (BETA) Payment Summary

Total: $405.00

<table>
<thead>
<tr>
<th>Payment Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>* Credit Card Number:</td>
<td></td>
</tr>
<tr>
<td>* Expiration Month:</td>
<td></td>
</tr>
<tr>
<td>* Credit Card Type:</td>
<td></td>
</tr>
<tr>
<td>* Expiration Year:</td>
<td></td>
</tr>
<tr>
<td>* Card Security Code:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td></td>
</tr>
<tr>
<td>* Last/Business Name:</td>
<td></td>
</tr>
<tr>
<td>* Address Line 1:</td>
<td></td>
</tr>
<tr>
<td>* City:</td>
<td></td>
</tr>
<tr>
<td>* Zip/Postal Code:</td>
<td></td>
</tr>
<tr>
<td>* Phone:</td>
<td></td>
</tr>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>* State/Province/Region:</td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td></td>
</tr>
</tbody>
</table>

**Continue**  **Cancel**

Technical Support

If you need technical support for this online payment processing application, please send an email to cppsupport@cboss.com.
Pay by Personal Check

If you selected “Checking” as your method for making payment, the following screen will be displayed:

Enter Payment Information

Please enter your electronic check payment and billing information below. All of the fields marked with an asterisk are required.

Your checking account number SHOULD NOT include the 4-digit check number that usually appears on your check either before or after the checking account number.

<table>
<thead>
<tr>
<th>John Doe</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234 Main Street</td>
</tr>
<tr>
<td>Anytown, US 42346-1234</td>
</tr>
<tr>
<td>Date: ____________</td>
</tr>
</tbody>
</table>

Pay to the Order of _________________________ $ ____________ Dollars

For: ____________________________

*123456789* 1234567893210* 0123

ODPS - ALRS (BETA) Payment Summary

Total: $405.00

Payment Information

* Bank Routing Number: ____________________________  * Confirm Routing Number: ____________________________

* Bank Account Number: ____________________________  * Confirm Account Number: ____________________________

Billing Information

First Name: ____________________________  Middle Name: ____________________________

* Last/Business Name: ____________________________  * Phone: ____________________________

* Address Line 1: ____________________________  Address Line 2: ____________________________

* City: ____________________________  * State/Province/Region: ____________________________

* Zip/Postal Code: ____________________________  Country: ____________________________  

Continue  Cancel

Technical Support
If you need technical support for this online payment processing application, please send an email to cppsupport@cboss.com

The system will display a message letting you know if the submission of your applications and payment is completed successfully.