



IDENTITY MANAGER (IDM)

Instructions

For new users who have no previous access, they will be asked for the license number of the company they are requesting access to, their first, middle and last names. This will create a notification to the company that someone is awaiting approval to gain access to the system.

Companies are now able to approve or deny PISGS user access

If creating a new company is selected, they will be asked for their name and if they want to continue.
If they select yes, they will be taken to the new provider/QA application process.

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Creating a new user in Identity Manager

Click on: <https://services.dps.ohio.gov/IdentityManager>

Click on **Register**

ODPS Identity Manager

Single sign-on for the Ohio Department of Public Safety

Sign In

Sign in to continue to Private Investigator Security Guard System

Email

Password

Having trouble logging in? [Get Help!](#)
Don't have an account yet? [Register!](#)



Enter your email address two times and enter the Captcha correctly. Click on **Register** button

ODPS Identity Manager

Single sign-on for the Ohio Department of Public Safety

👤 Registration

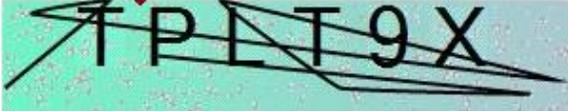
To get started, we will need to confirm your Email Address. You will be emailed instructions to complete your registration.

Email Address

- Your Email Address must not be shared with other employees/individuals.
- You are personally responsible for all actions taken by this account.

Confirm Email Address

Please enter the text from the image below



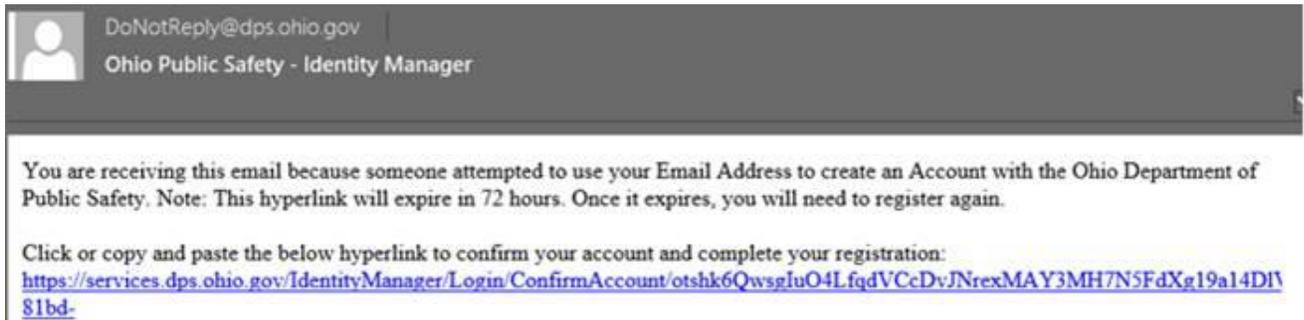
Not receiving an email? [Click here](#)



Here is the confirmation screen



Check your email and click on the link provided



The new account page should be opened with your email id displayed
Fill all the fields. Create a strong password by following all the rules.
Click on **Register** button

ODPS Identity Manager
Single sign-on for the Ohio Department of Public Safety

Confirm Account

Please complete the following form to register your account with the Ohio Department of Public Safety.

Email Address

- Your Email Address must not be shared with other employees/individuals.
- You are personally responsible for all actions taken by this account.

Password

Confirm Password

- Your password must be at least 8 characters.
- Your password must contain at least one number.
- Your password must contain at least one letter.
- Your password may contain only the following special characters: ! @ # \$ %

Please select three (3) different security questions and provide the respective answers. Should you need to reset your password, you will be asked one randomly selected question and you must provide the correct answer in order to verify your identity.

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3



You should be navigated back to PISGS application screen.

Requesting access to a current company

Select the option shown below and enter your name and the company license number.

Click on **Submit New User Request** button

**Private Investigator Security Guard Services**
New User Validation / New Company

New Identity Manager ID: YourEmail@domain.com

I want to log in as

- An existing PISGS User with current access to a company
- A new PISGS User requesting access to a company
- A new PISGS user requesting to create a new Company

Request access to a company as a new PISGS user

License number	2020 00365904
First Name	First Name
Last Name	Last Name

Company will be notified someone is requesting access.

Ohio Department Of Public Safety Private Investigator Security Guard Services 5:16:39 PM

**Private Investigator Security Guard Services**
New User Validation / New Company

General
[Home Page](#)
[View Announcements](#)
[Search Companies](#)
[Complaint Form](#)
[Log off](#)

User Access Request ✕

Access request has been created and an email has been sent to PISGS, the company and company contact.

First Name	FirstName
Last Name	LastName

PISGS Help: (614) 466-4130 Monday-Friday 8:00AM to 5:00PM or email: PISGLR@dps.ohio.gov

Granting access to new users

Click on **User Requesting Access**

Ohio Department Of Public Safety Private Investigator Security Guard Services

Hide Menu

Current Provider:
001234567

General

- Home Page
- View Announcements
- Search Companies
- Complaint Form
- Authorized Users
- User Requesting Access**
- User Guide
- General Photo Tips
- iPhone Photo Tips
- Android Photo Tips

Registrant

- Search
- Add Registrant
- Renew Registrant
- Update Registrant
- Replacement Card
- Terminate
- Transfer



My Company Inc
Company License: 001234567
License Status: Approved
Expiring 7/31/2020

Insurance expires on 6/1/2021

Here the company can approve or deny the user requesting access

Ohio Department Of Public Safety Private Investigator Security Guard Services

Login User: Owner@domain.com
(Owner Name)
5:40:21 PM
Timeout in: 20 Minutes

Current Provider:
001234567

General

- Home Page
- View Announcements
- Search Companies
- Complaint Form
- Authorized Users
- User Requesting Access

 **Private Investigator Security Guard Services**
New User Access Requests

Approve/Deny		First Name	Last Name	Identity Manager ID	License Number
<input type="button" value="Approve"/>	<input type="button" value="Deny"/>	FirstName	LastName	EmailID@Domain.com	001234567

Adding or deleting user's access

Clicking on **Authorized Users** will display all existing authorized users and give option to add user or delete user

Ohio Department Of Public Safety Private Investigator Security Guard Services

Login User:
EmailID@domain.com, FirstName
5:02:32 PM
Timeout In: 20 Minutes

Current Provider:
001234567

General
Home Page
View Announcements
Search Companies
Complaint Form
Authorized Users
User Requesting Access
User Guide
General Photo Tips
iPhone Photo Tips
Android Photo Tips

Registrant
Search
Add Registrant
Renew Registrant
Update Registrant
Replacement Card
Terminate
Transfer



My Company Inc
Company License: 001234567
License Status: Approved
Expiring 7/31/2020

Insurance expires on 6/1/2021

 **Private Investigator Security Guard Services**
Grant access to existing Identity Manager ID to license number 001234567

Existing Identity Manager ID

User ID	First Name	Last Name	
Owner@Domain.com	Owner First Name	Owner Last Name	Delete
AuthorizedUser@domain.com	Authorized User1 First Name	Authorized User1 Last Name	Delete

QA or any authorized user can add/delete authorized users from this screen

Requesting access to create a new company

Select the option shown below and enter your name.

Clicking on **Yes** will take you to the new license application

 Private Investigator Security Guard Services New User Validation / New Company	
New Identity Manager ID:	YourEmail@domain.com
I want to log in as	<input type="radio"/> An existing PISGS User with current access to a company <input type="radio"/> A new PISGS User requesting access to a company <input checked="" type="radio"/> A new PISGS user requesting to create a new Company
Create New Company	
First Name	<input type="text" value="First Name"/>
Last Name	<input type="text" value="Last Name"/>
To complete the license application a fee of \$375.00 is required, do you want to continue? <input type="radio"/> Yes <input type="radio"/> No	

New company license application

 Private Investigator Security Guard Services License Application			
Application ID #:			
Business Type			
<input checked="" type="radio"/> Corporation <input type="radio"/> Sole Proprietor <input type="radio"/> Limited Liability Co. <input type="radio"/> Partnership			
Class of License			
<input checked="" type="radio"/> Private Investigator & Security Guard (A) <input type="radio"/> Private Investigator (B) <input type="radio"/> Security Guard (C)			
Did you previously have a provider license in Ohio?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Did your license expire within the past six months?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Business Address			
Company Name *			
<input type="text"/>			
Trade Name (When Applicable)			
<input type="text"/>			
Company Address (No P.O. Box #) *	Suite/Apt. #		
<input type="text"/>	<input type="text"/>		
Company Address Line 2			
<input type="text"/>			
City (no abbreviations) *	State	Zip + 4 *	County *

Forgot password/Troubleshooting

Note: *The PISGS staff cannot help you with resetting passwords, as Identity Manger is a third party authentication platform. Please use Get Help link from the Login Page that you will always have access to if a password reset is necessary.*

From the Login Page click on “Get Help”. The following screen will show, just follow the instructions.



ODPS Identity Manager
Single sign-on for the Ohio Department of Public Safety

Help

What are you having trouble with?

- I don't have an Account
- I forgot my Password
- My account is locked out
- I am not receiving an email
- I want to change my email address

Cancel Next

