License Renewal
User Guide

Version: 01.01.2019

Ohio Department of Public Safety
Private Investigator Security Guard Services
1970 W. Broad Street
PO Box 182001
Columbus, OH 43218-2001

www.pisgs.ohio.gov
Introduction

The purpose of this user guide is to provide current PISGS license holders who have online access with instructions on how to renew main office licenses, branch office licenses, and qualifying agents using the Renew License online process. If you do not currently have online access, we strongly recommend that you create an online account as soon as possible.

Details on how to do this are contained on page 5. The link for the form is: www.publicsafety.ohio.gov/links/PSU0021.doc

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Documents and Information Required

To renew your license online, you must have a valid User Name and Password to access the PISGS online system. If you do not have online access, please go to page 5, Creating Your Account, for further instructions.

Prior to beginning the Renew License process, make sure all required documents are in electronic format (i.e., .doc, .docx, .PDF, .jpg, .jpeg, or .png format) so they can be uploaded with your license renewal application.

SOLE PROPRIETOR

Sole proprietors do not require an Ohio Secretary of State certificate of good standing unless they are structured as a corporation.

Sole proprietors that use a trade name are required to upload a Full Force & Effect/Letter of Good Standing Certificate from the Ohio Secretary of State.

ALL SECRETARY OF STATE CERTIFICATES MUST BE DATED AFTER DECEMBER 1, 2018. To request certificates, call (614) 466-3910 option 1 or request one online at https://cogs.sos.state.oh.us/(S(hgs3b2niyfcad55wukhua2ff))/index.aspx

Sole proprietors who have employees are required to upload worker’s compensation and unemployment compensation documentation (see below).

ALL COMPANIES

All companies require proof of insurance and are required to upload their General Comprehensive Liability Insurance Acord.

Corporations, LLC, Partnerships, and Sole Proprietors with employees require the following documents to be uploaded:

Worker’s Compensation – Questions regarding worker’s compensation are to be directed to the Ohio Bureau of Worker’s Compensation at 800-644-6292 or go to https://www.bwc.ohio.gov/

- **Proof of Coverage** – If you had employees during the previous license year, you must have a BWC certificate of premium payment. (If your workers comp coverage is on your insurance accord, you would upload your insurance acord).
- **Proof of Exemption** – If you had **no** employees and you were not required to obtain worker’s compensation coverage for the previous license year, you must provide a signed and dated letter on your company letterhead stating no employees were employed from March 1 of the past year through March 1 of the current year.

Unemployment Compensation – Please contact the Ohio Department of Job and Family Services (ODJFS) at 614-466-2319, Extension 22487 for the following:

- **Proof of Coverage** – If you had employees and obtained the proper unemployment compensation coverage for the previous license year through the ODJFS, you must upload a current proof of unemployment insurance coverage letter from ODJFS. **Contribution reports are not acceptable.**
- **Proof of Exemption** – If you had **no** employees during the previous license year, you must upload a current non-liable account letter from ODFJS.

Ohio Secretary of State – For information on how to request certificates, go to the Ohio Secretary of State website https://cogs.sos.state.oh.us/(S(hgs3b2niyfcad55wukhua2ff))/index.aspx or call (614) 466-3910 option 1. ALL CERTIFICATES MUST BE DATED AFTER DECEMBER 1, 2018.

Either a current certificate of good standing or full force and effect certificate from the Ohio Secretary of State is required. Corporations and sole proprietors whose business is structured as a corporation would submit a good standing certificate (otherwise sole proprietors do not submit one). Businesses structured as LLC, LP and LLP will submit a full force and effect certificate dated after December 1, 2018.
Trade Name
If you registered a trade name that is different from your company or sole provider name, a full force and effect certificate from the Ohio Secretary of State is required dated after December 1, 2018.

General Comprehensive Liability Insurance Coverage
☐ Insurance Acord – Please upload a copy of your current insurance acord with coverage expiring 4/1/18 or later. The insured must be a physical address (PO Boxes are not acceptable). The certificate holder must list the Ohio Department of Public Safety, PO Box 182001, Columbus OH 43218-2001. NOTE: All Branch offices being renewed must be included with their physical address on the acord. See example of Acord at this link: http://www.pisgs.ohio.gov/PISGS-InsuranceAcordSample.pdf

Qualifying Agent Photograph
☐ Each Qualifying Agent must include a color photograph taken within the last twelve months. The photograph should be 2” x 2” of the individual’s head and shoulders on a clear white background. The photo should not include head coverings, dark glasses, or blue tooth. The uploaded photo must be larger than 50 kb and less than 200 kb. For examples of photo tips see link below,
General Photo Tips
iPhone Photo Tips
Android Photo Tips
Creating Your Account

If you don't have online access you must 1) complete the Online Access Application form PSU0021. (For form click here [www.publicsafety.ohio.gov/links/PSU0021.doc](http://www.publicsafety.ohio.gov/links/PSU0021.doc)) E-mail completed form to pisglr@dps.ohio.gov or fax to PISGS at 614-466-0432 and, 2) create an account by clicking ‘Need an account? Click Here’ see example below, under the Login button. If you already have an online account, go to the Login section in this document on page 9.

1. Review the requirements for creating a new account, then select the CONTINUE button.
2. Fill in all fields for **Create New Account** and click the **SUBMIT** button. For security, type in the string of characters. If you are unable to read the characters, you can click **Request New Image**.

<table>
<thead>
<tr>
<th>USER NAME RULES</th>
<th>PASSWORD RULES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avoid using the following characters (:;</td>
<td>=,+?&lt;!&gt;!)</td>
</tr>
<tr>
<td>Limit Username to 20 characters</td>
<td>Contain at least one number</td>
</tr>
<tr>
<td>Cannot contain spaces</td>
<td>Contain at least one alphabet</td>
</tr>
<tr>
<td>Minimum length is 6 characters</td>
<td>Contain at least one special character</td>
</tr>
<tr>
<td></td>
<td>Contain both upper and lower case characters</td>
</tr>
</tbody>
</table>
3. Complete the **Application Security Questions** and click **Submit**. These questions will be used by ODPS to validate your request for access to the Private Investigator Security Guard Application and these security questions must match the security questions on PSU 0021 form.

   ![Application Security Questions](image)

4. Next you will receive an email asking you to verify your email address (see below).

   ![Create Account Completion](image)

5. When you receive the e-mail, click the link to confirm your email address and activate your account.
6. Now the account has been activated and your request for access to the Private Investigator Security Guard Services Application (PSU 0021) is being processed.

Account Verification

Your account has been activated. You will be notified when your individual application access has been approved.

7. When access to PISGS has been approved, you will receive an email notification (see below).

Password Reset for Existing Account Users

If you currently have an account, but have forgotten your password, when you go to log in, just click on “forgot password.” If you attempt to enter password three times, you will be locked out. Retry again after 15 minutes.
Login

After your account has been created, you will click the Existing Provider Company Log In selection on the PISGS Home Page (resource for licensed companies) and 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 a company menu screen with various applications listed on the left-hand side (as shown below).
5. Under the PISGS logo you will see company name, license number, license status, license expiration and insurance expiration date.
6. During provider renewal period the provider renewal application status will be shown. If you haven't yet submitted your license renewal, a message will be in red indicating the number of days remaining until your license expires.
1. Click on the **Renew License** selection in the left navigation frame (see above).
2. The system will display the PISGS **Renew License** screen showing your company name, trade name (if you use a trade name), main office license information and all branch offices (if you have branch offices) (example below).
Renew License and Branches

Main Office
- No action is necessary. The system assumes you want to renew your main office license.

Branch Office (will only display if your company has one or more branch offices)
- The Branch Office licenses Renew radio button is set to renew. If you want a branch office license to expire, click the "Let Expire" radio button and the system will not renew the branch office license. **Please note, any registrants registered to a branch that is selected for "let expire" will also expire, unless they are transferred to another branch before the provider renewal is processed.

Sole Proprietor

- If you are a sole proprietor and you do not use a trade name, the system recognizes that you do not use a trade name and automatically selects the first radio button.
- If you are a sole proprietor and you use a trade name, you will click the box to the left of the second statement and you will have to upload a Full Force and Effect Certificate from the Ohio Secretary of State dated after December 1, 2018. To request a certificate call (614) 466-3910 option 1 or go to [https://cogs.sos.state.oh.us/(S(hgs3b2niyfcad55wukhua2ff))/index.aspx](https://cogs.sos.state.oh.us/(S(hgs3b2niyfcad55wukhua2ff))/index.aspx)

Worker’s Compensation
- If you had employees during the previous license year, you will click the radio button to the left of the first statement. If you had no employees, you will click the radio button to the left of the second statement. Regardless of which choice you make, you must upload proof of coverage or exemption to support your choice.

### Unemployment Compensation

- If you had employees during the previous license year, you will click the radio button to the left of the first statement. If you had no employees, you will click the radio button to the left of the second statement. Regardless of which choice you make, you must upload proof of coverage or exemption to support your choice.
A corporation or sole proprietor whose business is structured as a corporation, please upload a certificate of good standing OR a full force & effect certificate for the company name (see Ohio Secretary of State under Required Documents Guidelines). Businesses structured as LLC, LP and LLP will submit a Full Force and Effect Certificate instead of the good standing certificate. Certificates must be current (dated after December 1, 2018). To request a certificate, call (614) 466-3910 or request one online at: https://cogs.sos.state.oh.us/(S(endis15n5pypc5hkn2y2fk1s))/index.aspx

Businesses using a trade name need to provide a Full Force and Effect Certificate from the Ohio Secretary of State dated after December 1, 2018. To request a certificate call (614) 466-3910 or go to https://cogs.sos.state.oh.us/(S(endis15n5pypc5hkn2y2fk1s))/index.aspx
General Comprehensive Liability Insurance Coverage

- All companies are required to upload a copy of their current insurance Acord with PISGS listed as the certificate holder. **All branch office addresses being renewed must appear on this insurance Acord in the description of operations box.** If the parent company address is listed as the insured and is different than the Ohio main office location, the Ohio address must be listed in the description of operations box on the acord. The Current Insurance Acord (insurance expiration must be dated after 4/1/19) with certificate holder listed as:

Ohio Department of Public Safety, PISGS, PO Box 182001, Columbus OH 43218.

**The insured must be a physical address; post office boxes are not acceptable.**
1. Licensed company name or trade name with business address (no P.O. boxes). If acord has a parent company address listed, then location of Ohio office address must be listed in section 7.

2. Insurance agent contact information. A phone number is required.

3. Type of insurance: must be general liability with an “X” by Commercial General Liability (professional insurance is not acceptable.)

4. Policy number – required (cannot be “to be determined”)

5. Effective date

6. Expiration date

7. All branches must be listed on the acord, or submit separate acord for each branch

8. Minimum requirement of Limits:
   - $100,000 each occurrence, minimum amount.
   - $300,000 Aggregate, minimum amount

9. Certificate Holder should be:
   PISGS
   PO Box 182001
   Columbus OH 43218-2001
All companies must renew at least one (1) qualifying agent. If you don’t renew at least one qualifying agent, the system will not allow you to renew your license.

Each qualifying agent will be displayed. If you choose not to renew one, you must select the “No” radio button. If you select “No” the qualifying agent will not be renewed.

You may change any information on this screen that is not disabled. For example, the QA’s name, social security number and birth date are disabled, but the address, phone numbers, email address, etc. are enabled.
- You must upload a passport style photo of the qualifying agent, not more than one year old, that conforms to the standards under the Required Documents Guidelines section. The format must be either a .jpg, .jpeg, or .png format.

- When you are finished with the renewal process, make sure you click the **Save** button. Hitting the **Save** button will save uploaded documents, in case you need to come back to the application later. After hitting the SAVE button, you will see the date the document was last uploaded. To change or replace a document, you must always hit the SAVE button again.

- If you click the **Exit** button without saving, you will have to re-start the renewal process from the beginning.
Transaction Cart

After hitting the “Add to Cart” button, the system will automatically take you to the transaction cart to pay the fees.

1. Click the box to the left of the Renew License transaction. A check (√) mark will be displayed in the box.
2. To remove a transaction, selecting the remove button will delete the application and all fees associated, so you will need to start all over.

3. Select either the Credit Card or Checking method of payment.
4. Click the Pay Fees/Re-Submit button to display the Enter Payment Information screen below.
5. If you do not pay, the application will disappear from cart after 14 days.
Once you do all this, it will look like image below:

If you selected “Credit Card” as your method of payment, the following screen will be displayed:
Pay by Personal Check

If you selected “Checking” as your method of 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.

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: ____________________________
Email: ____________________________

Continue  Cancel

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

WARNING: VERY IMPORTANT MESSAGE
DO NOT CLOSE YOUR BROWSER UNTIL AFTER YOU HAVE SEEN THE MESSAGE THAT YOUR APPLICATIONS HAVE BEEN SUBMITTED, AND YOU CAN VIEW THE RECEIPT.

THIS COULD POSSIBLY LEAD TO YOU MAKING A DUPLICATE PAYMENT FOR THE SAME APPLICATION(S).
IF YOU CLOSE YOUR BROWSER PRIOR TO SEEING THIS MESSAGE, PISGS WILL NOT RECEIVE CONFIRMATION THAT THE PAYMENT HAS BEEN MADE AND THE APPLICATIONS WILL NOT BE MARKED AS PAID AND PROCESSING THE APPLICATION(S) WILL BE DELAYED!

OK
**DO NOT CLOSE YOUR BROWSER OR LOG OFF UNTIL YOU RECEIVE THE BELOW CONFIRMATION MESSAGE LETTING YOU KNOW IF YOUR APPLICATION WAS SUBMITTED SUCCESSFULLY**

![Image of a message confirming application submission]

When you click the **OK** button, the system will display the **CBOSS Confirmation Information** screen. You may want to print this screen for your company records in lieu of or in addition to the e-mail attachment—your contact person may not be the same person making the transaction payment.

**NOTE:** If you have changed your contact person in the provider renewal application, it will not take effect until the renewal is approved.
CBOSS Confirmation Receipt

**YOUR LICENSE RENEWAL IS NOT CONSIDERED IN “RENEWING” STATUS UNTIL IT IS PAID FOR**

The system will display a Confirmation Information screen displaying the information used to make your payment.

CBOSS Confirmation Information

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Name</th>
<th>Status</th>
<th>License/Registration #</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renew License</td>
<td>YOUR COMPANY NAME HERE</td>
<td>Applied</td>
<td>00001620</td>
<td>$275.00</td>
</tr>
<tr>
<td>Renew QA</td>
<td>YOUR QUALIFYING AGENT NAME HERE</td>
<td>Applied</td>
<td>00001621</td>
<td>$5.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>$280.00</strong></td>
</tr>
</tbody>
</table>

If for some reason your screen does not contain all information, please contact PISGS for a copy.

When you are logged into PISGS, you can see the status of your license renewal on your home page. It’s important that you check your home page often during this time, in case we return the application for correction as shown below:
Click on select to view the application and to see why it was returned. The reason will be highlighted in yellow.

Once corrections are made, select the resubmit button at the bottom on the page. PISGS will review the application again.