

License Renewal User Guide



Private Investigator Security Guard Services
Ohio Department of Public Safety
www.pisgs.ohio.gov

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Create an Online Account

If you already have online access to the PISGS database, please skip to [page 7](#).

1. Follow this [link](#) to create an online account.
2. Select, "Register!" and follow the prompts provided.

The screenshot shows the 'Sign In' page of the ODPS Identity Manager. The page title is 'ODPS Identity Manager' with the subtitle 'Single sign-on for the Ohio Department of Public Safety'. Below the title is a blue header with a lock icon and the text 'Sign In'. The main content area is titled 'Sign in to continue to Private Investigator Security Guard System'. It contains two input fields: 'Email' and 'Password'. Below the 'Password' field is a blue 'Log in' button. To the right of the button, there is text: 'Having trouble logging in? [Get Help!](#)' and 'Don't have an account yet? [Register!](#)'. The 'Register!' link is highlighted with a black box. At the bottom center is the Ohio state logo.

3. Enter and confirm your email address as well as the text from the image, then select, "Register".

The screenshot shows the 'Registration' page of the ODPS Identity Manager. The page title is 'ODPS Identity Manager' with the subtitle 'Single sign-on for the Ohio Department of Public Safety'. Below the title is a blue header with a person icon and the text 'Registration'. The main content area is titled 'Registration' and contains the following text: 'To get started, we will need to confirm your Email Address. You will be emailed instructions to complete your registration.' Below this is the 'Email Address' section with an input field containing 'youremail@youremail.com'. Below the input field are two bullet points: '• Your Email Address must not be shared with other employees/individuals.' and '• You are personally responsible for all actions taken by this account.' Below this is the 'Confirm Email Address' section with an input field containing 'youremail@youremail.com'. Below this is the 'Please enter the text from the image below' section with an input field containing 'TPLT9X'. Below the input field is a CAPTCHA image showing the text 'T P L T 9 X' with a red arrow pointing to the first 'T'. Below the CAPTCHA image is the text 'Not receiving an email? [Click here](#)'. At the bottom are two buttons: 'Cancel' and 'Register'. The 'Register' button is highlighted with a green box. At the bottom center is the Ohio state logo.

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4. You will be redirected to the confirmation screen below.



5. A link to complete your registration will be sent to the email address provided. When you receive this, please follow the link.
6. You will be directed to the page below. Please fill in all fields and create a password. Once you have completed these steps, select, "Register".

The screenshot shows the 'Confirm Account' page. At the top, it says 'ODPS Identity Manager' and 'Single sign-on for the Ohio Department of Public Safety'. Below is a blue header with 'Confirm Account'. The main text reads: 'Please complete the following form to register your account with the Ohio Department of Public Safety.' The form has three sections: 1. 'Email Address' with a text box containing 'youremail@youremail.com' and two bullet points: 'Your Email Address must not be shared with other employees/individuals.' and 'You are personally responsible for all actions taken by this account.' 2. 'Password' and 'Confirm Password' sections, each with a text box. Below these are three bullet points: 'Your password must be at least 6 characters.', 'Your password must contain at least one number.', 'Your password must contain at least one letter.', and 'Your password may contain only the following special characters: ! @ # \$ %'. 3. A section for security questions: '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.' This section has three rows, each with a 'Question' dropdown menu and an 'Answer' text box. At the bottom are 'Register' and 'Cancel' buttons. The Ohio state flag logo is at the bottom center.

7. Once you select, "Register", you will be redirected to the PISGS application screen.
8. To request access to a currently licensed company, select the option shown below and enter your name and the company license number. Then select, "Submit New User Request".

 Private Investigator Security Guard Services New User Validation / New Company	
New Identity Manager ID: YourEmail@Domain.com	
I want to log in as	<input checked="" type="radio"/> A new or existing PISGS User requesting access to a company <input type="radio"/> A new PISGS user requesting to create a new Company
Request access to a company as a new PISGS user	
License number	<input type="text"/>
First Name	<input type="text" value="YourFirstName"/>
Last Name	<input type="text" value="YoutLastName"/>
<input type="button" value="Submit New User Request"/>	

9. The company contact will be notified someone is requesting access. They will be able to confirm or deny your request for access.

Reset a Password

PISGS staff are unable to reset passwords. Please select, "Get Help" if you are having issues resetting a password. If you do not need to reset a password, please skip to [page 7](#).

1. From the Login Page select "Get Help".
2. You will be redirected to the screen below.
3. Select your concern and follow the instructions provided.

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



Required Documents

Prior to renewing your license, please ensure the required documents are in electronic format (i.e., .doc, .docx, .PDF, .jpg, .jpeg, or .png format).

☐ Ohio Secretary of State Certificates

- Either a current Certificate of Good Standing or Full Force and Effect Certificate from the Ohio Secretary of State is required. These must be dated after December 1, 2024.
- To request a certificate, please contact the Ohio Secretary of State's Office by phone, (614) 466-3910 (option 2), or visit their [website](#).
 - Sole Proprietors do not require either certificate unless they are structured as a Corporation or registered with a trade name.
 - Corporations and Sole Proprietors whose business is structured as a Corporation must submit a Certificate of Good Standing.
 - Businesses structured as an LLC, LP or LLP must submit a Full Force and Effect Certificate.
 - Businesses, Corporations or Sole Proprietor's that registered Trade Name, must submit a Full Force and Effect Certificate.

☐ General Comprehensive Liability Insurance

- Proof of General Comprehensive Liability Insurance Coverage is required for all licensees.
- Please upload a copy of your current insurance acord with coverage expiring on or after April 1, 2025.
- The certificate holder must list:
 - Ohio Department of Public Safety
 - PO Box 182001
 - Columbus, OH 43218-2001
- 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>

☐ Worker's Compensation Documents

- The Ohio Bureau of Worker's Compension can be contacted by phone, 800-644-6292, or visit their [website](#).
- All licensees must upload one of the following:
 - Proof of Coverage
 - If you had employees during the previous license year, you must have a BWC certificate of premium payment.
 - If your worker's compensation coverage is included on your insurance acord, you should upload your insurance acord. This applies to out of state companies only.
 - Proof of Exemption
 - If you did not have 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, 2024, through March 1, 2025.

☐ Unemployment Compensation Documents

- The Ohio Department of Job and Family Services (ODJFS) can be contacted by phone, (614) 466-2319. You will then select "Option 3" and "Option 3" again. This will either place you in a call queue or allow you to schedule a return call from the agency (Eastern Time). You can also contact them online via a ConnectOhio request [here](#). Under "Your Inquiry", there is a field, "Please choose the category that best

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matches why you are contacting us.” In the dropdown menu, please select, “Private Investigative Letter Request”.

- All licensees must upload one of the following:
 - Proof of Coverage
 - If you had employees and obtained the proper unemployment compensation coverage for the previous license year through ODJFS, you must upload a current proof of unemployment insurance coverage letter from ODJFS.
 - Contribution reports will not be accepted.
 - Proof of Exemption
 - If you did not have employees during the previous license year, you must upload a current non-liable account letter provided by ODFJS.

Renew Main/Branch Licenses

1. Visit the [PISGS website](#).
2. Select, "Licensed Company Resources" in the left-hand menu.
3. When you are redirected, scroll down and select, "PISGS Online Services"
4. Enter your username and password and select "Login".
5. You will be redirected to the PISGS Database where you will see the company menu screen with various applications listed on the left-hand side.
6. Under the PISGS logo, you will see company name, license number, license status, license expiration and insurance expiration date.
7. During provider renewal, the provider renewal application status will be shown. If you haven't yet submitted your license renewal, a message in red will indicate the number of days remaining until your license expires.
8. Select, "Renew License", in the left navigation frame.

9. The system will display the PISGS Renew License screen showing your company name, trade name (if applicable), Main Office license information and any Branch Offices (if applicable).

Private Investigator Security Guard Services

Renew License

Company Name:

ABCD PISGS Company LLC

Business Type:

Corporation

Attention

*** The contact person will be notified if anything is missing or needs corrected. ***

*** Click here to view the License Renewal User Guide ***

Main Office (RENEW)	Expiration Date
20232100492316, 123 Main st, Columbus, OH 432350000	03/01/2024
Branch Office	Expiration Date
<input checked="" type="radio"/> Renew <input type="radio"/> Let Expire	03/01/2024
20232100492340, 1352 Second St, Anywhere City, OH 455020000	03/01/2024

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10. If renewing the **Main Office**, no action is necessary. The system automatically assumes you want to renew your Main Office license.
11. If you would like to also renew any **Branch Offices** (if applicable), the "Renew" button will automatically be selected. If you would like to let your Branch Office license expire, select, "Let Expire". 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.
12. You will then be asked to upload a series of documents. Please refer to [Page 7](#) to determine which document you will need for renewal.

Qualifying Agent(s)

PLEASE UPDATE ANY QA INFORMATION THAT MAY HAVE CHANGED

By submitting this application you are verifying that each Qualifying Agent listed below:

- Meets all of the prerequisites identified in statute and rule.
- Has not been convicted of a felony in the past 3 years.
- I authorize PISGS to enroll the individual(s) in the retained applicant fingerprint database (RAPBACK) and, as a result, I understand PISGS will continually monitor criminal history for any new arrest information.

- I attest that all of the information I have provided is true and accurate to the best of my knowledge. I understand that if I knowingly make a false statement on this application, I may be subject to criminal prosecution, and potential disciplinary action, including the denial, suspension, or revocation of my license.

Must Select **YES** or **NO** for each QA

Bruce Banner QA	RENEW?	<input checked="" type="radio"/> Yes <input type="radio"/> No	
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Personal Information

First Name Bruce	Initial Banner	Last Name Banner	Suffix SR	Social Security Nbr. XXX-XX-2345
Home Address (No PO Boxes) * 123 Marvel st	Suite/Apt. # 3333	City * New York	State * Ohio	Zip + 4 * 43233-0000
County * Hamilton	Primary Phone * (333)-333-3333	Secondary Phone 	Email Address * brucebanner@abcdpisgs.com	Birth Date 01/01/1979
Class A	Height 6 (ft) 6 (in)	Weight 200	Hair Color Brown	Eye Color Blue
Hire Date 07/18/2023	Original Issue Date 07/18/2023	Expiration Date 03/01/2024	Distinguishing scars, marks, tattoos 	


Are you or your spouse a veteran or active member of the United States Armed Forces?
If yes, please upload you or your spouse's DD214, current military ID, or current orders.

Self
 Spouse

Public Records Exemption

Are you currently a commissioned peace 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? Yes No

Documentation No file chosen

Photo is optional. Passport-compliant photo preferred (plain, light-colored background, applicant's full face visible, taken within the last year, 2"x2" digitized file in jpg/jpeg/png format). <input type="button" value="Choose File"/> No file chosen General Photo Tips iPhone Photo Tips Android Photo Tips	New Photo Last year's Photo 
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TRANSACTIONS ARE NOT COMPLETE UNTIL THE FEES ARE PAID VIA THE TRANSACTION CART.

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13. All companies must renew at least one qualifying agent. If you don't renew at least one qualifying agent, the system will not allow you to renew your license.
14. Each qualifying agent will be displayed. If you choose not to renew one, you must select the "No" button.
15. 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.
16. You may upload a passport style photo of the qualifying agent, not more than one year old, that conforms to the PISGS standards (see [Page 7](#)). The photo must be a .jpg, .jpeg, or .png format.
17. When you are finished with the renewal process, select, "Add to Cart".
18. Selecting, "Save", 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.
19. If you select, "Exit", without saving, you will have to re-start the renewal process from the beginning.

Transaction Cart

1. After selecting, "Add to Cart", the system will automatically take you to the transaction cart to pay the fees.
2. Select the check box and select "Pay Fees". If you do not complete payment, the application will disappear from cart after 14 days.


Private Investigator Security Guard Services
Transaction Cart

To remove a transaction from the Transaction Cart, click on the REMOVE button and click "Yes" on the confirmation box.
 Click on the Select box to the left of the transactions to be processed (transactions not selected will be removed on the Expiration Date)
 Click on the PAY FEES button to pay the transaction fees you have selected.

All transactions MUST be paid prior to the transaction expiration date; if not, they will be removed from the Cart.

Main Cart

<input type="checkbox"/> Select All	Added By / Selected For Payment By	Transaction Type	Status	Expire Date	Name	License/ Registration #	Fee	
<input type="checkbox"/>	tsfoster@dps.ohio.gov	Renew License	Unpaid	03/01/2024	ABCD PISGS Company LLC	20232100492316	\$280.00	Remove
Total							\$0.00	

A disabled or un-clickable or grayed out select checkbox indicates the following:
 That transaction has been selected by another user and is in the process of making a payment

3. To remove a transaction, select "Remove" and the application will be deleted.

Remove

Are you sure you want to remove the transaction and all associated fees?
 Removing a transaction will delete all the application information associated with it.

WARNING: VERY IMPORTANT MESSAGE

YOU ARE LEAVING THE PRIVATE INVESTIGATOR/SECURITY GUARD SERVICES WEBSITE TO MAKE A CREDIT CARD or ACH PAYMENT FOR APPLICATIONS.

YOU WILL BE RETURNED TO THIS SITE AFTER THE PAYMENT PROCESSING HAS COMPLETED.

5. Select your preferred payment type: card (credit or debit) or bank account (ACH).

Payment

Select a payment method [Privacy policy](#)



Credit Card or Debit Card

We accept the following cards.



Card number *

Expiration date *

Security code *

 ?

Name on card *

Billing address *

* Indicates a required field



Bank Account (e-check)



PayPal



Google Pay



Venmo

Confirmation Receipt

Your license renewal is not considered in renewing status until it is paid for.

1. Once you complete payment, you will be redirected to a confirmation page with receipt of payment.

Thank you for your payment.
An email confirmation will be sent to dfh@hotmail.com.

Confirmation number: 72802230438 Payment date: Jan 2, 2020 11:48 AM

Order Summary

PISGS		
Company Name	- App #345659 - Provider Renewal	\$ 275.00
Qualifying Agent	- App #345802 - QA Renewal	\$ 5.00
	Subtotal	\$ 280.00
	Service Fee	\$ 5.46
	Total	\$ 285.46

2. Do not exit until you are redirected back to the PISGS database (see below):

Private Investigator Security Guard Services Application Payment Confirmation

Name:	ABCD PISGS Company LLC
Address	123 Main st
City:	Columbus
State:	OH
Zip Code:	432350000
Phone #:	6141111111
Country:	
Email Address:	companyemail@abcdpisgs.com
Total Payment:	\$285.46 (Includes Service Fee Of \$5.46)
Receipt Number:	9967210085789

Name on Application	App Type	Status	App ID	Fee
ABCD PISGS Company LLC	Renew License	Paid	389621	275.00
ABCD PISGS Company LLC	Renew Branch	Paid	389622	0.00
Bruce Banner	Renew QA	Paid	389623	5.00

[View Receipt as PDF](#)

3. If you are not provided with a receipt, please contact PISGS for a copy.
4. When you are logged into PISGS, you can see the status of your license renewal on your home page as shown below:



ABCD PISGS Company LLC
 Company License: 20232100492316
 License Status: Renewing
 Expiring 03/01/2024

LICENSE RENEWAL APPLICATION SUBMITTED
 Insurance expires on 7/18/2025

- The screen below shows the application was returned for corrections. Select, "Select", to view the corrections needed, which will be highlighted in yellow.



ABCD PISGS Company LLC
 Company License: 20232100492316
 License Status: Renewing
 Expiring 3/1/2024

LICENSE RENEWAL APPLICATION RETURNED FOR CORRECTION
 Insurance expires on 7/18/2025

Applications Pending Submission							
	App ID	Lic#/Reg#	Name	App Type	Status	Last Change	Resubmit By
Select	00493929	20232100492316	ABCD PISGS Company LLC	Provider Renewal	Returned	01/10/2024	01/25/2024

Private Investigator Security Guard Services
Renew License

Reason Application was Returned

See Highlighted Area Below	Reason Returned
Unemployment Compensation	Please contact Ohio Job and Family Service for a current status letter

- Once corrections are made, select "Resubmit". PISGS will review the application approve or return for further corrections.

Contact PISGS

Mailing Address:

PISGS
PO Box 182001
Columbus, OH 43218-2001

Phone: (614) 466-4130

Email: pisglr@dps.ohio.gov

Website: www.pisgs.ohio.gov