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 only then follow the prompts**
  Do not enter email or password at this point
Enter your email address two times and enter the Captcha correctly. Click on Register button.
Here is the confirmation screen

Check your email and click on the link provided

You are receiving this email because someone attempted to use your Email Address to create an Account with the Ohio Department of Public Safety. Note: This hyperlink will expire in 72 hours. Once it expires, you will need to register again.

Click or copy and paste the below hyperlink to confirm your account and complete your registration:
https://services.dps.ohio.gov/IdentityManager/Login/ConfirmAccount/otshkt6Qwsgiu04L.fqdVCcDvJNrexMAY3MH7N3F4Xg19a14DIv81bd:
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.

- You should be navigated back to PISGS application screen.
- If you live out of state, skip validation, then select Private Inv. Security guard Services from the list.
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

Company will be notified someone is requesting access.
Grantee access to new users

Click on *User Requesting Access*

Here the company can approve or deny the user requesting access
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

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, this will take you to the new license application.

New company 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
- A new or existing PISGS User requesting access to a company
- A new PISGS user requesting to create a new Company

| Business Type |
| Corporation | Sole Proprietor | Limited Liability Co | Partnership |

| Class of License |
| Private Investigator & Security Guard (A) | Private Investigator (B) | Security Guard (C) |

Did you previously have a provider license in Ohio?  
- Yes  
- No

Did your license expire within the past six months?  
- Yes  
- No

| Business Address |
| Company Name |

| Trade Name (When Applicable) |

| Company Address (No P.O. Box) |
| Suite/Apt. # |

| Company Address Line 2 |

<table>
<thead>
<tr>
<th>City (no abbreviations)</th>
<th>State</th>
<th>Zip + 4</th>
<th>County</th>
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Forgot password/Troubleshooting

**Note:** The PISGS staff cannot help you with resetting passwords, as Identity Manager 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.