



# 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

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


Log in

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](#)

Cancel

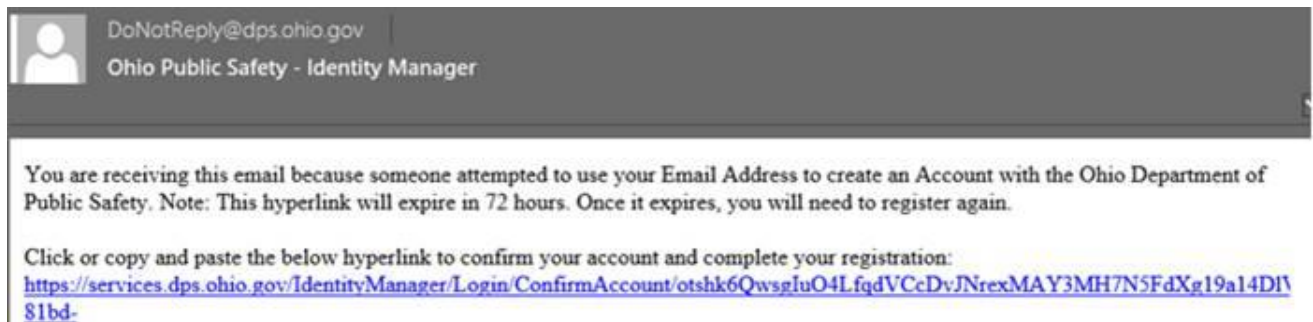
Register



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

Register

Cancel



- 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

**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

**Request access to a company as a new PISGS user**

License number

First Name

YourFirstName

Last Name


YourLastName

Submit New User Request

Company will be notified someone is requesting access.

Ohio Department Of Public Safety Private Investigator Security Guard Services5:16:39 PM

**General**  
Home Page  
View Announcements  
Search Companies  
Complaint Form  
Log off

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

User Access Request

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

Continue

First Name

FirstName

Last Name

LastName

Submit New User Request

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**

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Ohio Department Of Public Safety Private Investigator Security Guard Services

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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

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Authorized Users

User Requesting Access

User Guide



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"/>	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

Hide Menu

Current Provider:  
001234567

General

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Android Photo Tips

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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, this will take you to the new license application.

 <b>Private Investigator Security Guard Services</b> <b>New User Validation / New Company</b>	
New Identity Manager ID: YourEmail@Domain.com	
I want to log in as	<input type="radio"/> A new or existing PISGS User requesting access to a company <input checked="" type="radio"/> A new PISGS user requesting to create a new Company

New company license application

 <b>Private Investigator Security Guard Services</b> <b>License Application</b>			
Application ID #:			
<b>Business Type</b>			
<input checked="" type="radio"/> Corporation <input type="radio"/> Sole Proprietor <input type="radio"/> Limited Liability Co. <input type="radio"/> Partnership			
<b>Class of License</b>			
<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	
<b>Business Address</b>			
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.



The screenshot shows the 'ODPS Identity Manager' login page. At the top, it says 'Single sign-on for the Ohio Department of Public Safety'. Below this is a blue header bar with a question mark icon and the word 'Help'. The main content area is white and contains the question 'What are you having trouble with?'. Below this question are five radio button options: 'I don't have an Account', 'I forgot my Password', 'My account is locked out', 'I am not receiving an email', and 'I want to change my email address'. At the bottom of the form are two buttons: a grey 'Cancel' button and a blue 'Next' button. Below the form is the Ohio state flag logo.

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

