OFIRS Online Credential Process

Your password credentials process has changed. Here are a few changes you should be aware of:

- The password is hashed no one can see your password.
- If you need your password reset you can use the reset password link on the login screen and it will send you a special email with a link. *Email will expire in 12 hours if not used.*
- If you call the SFM Prevention Office they will click a button and the system will send you a special email with a link for you to reset your password. *Email will expire in 12 hours if not used.*

Below are step by step instructions with screen shots. If you have any issues please call SFM Prevention for assistance at:

Fire Prevention
Phone 614-752-7115
Toll Free 888-243-0305

Email sfmfireprevention@com.state.oh.us

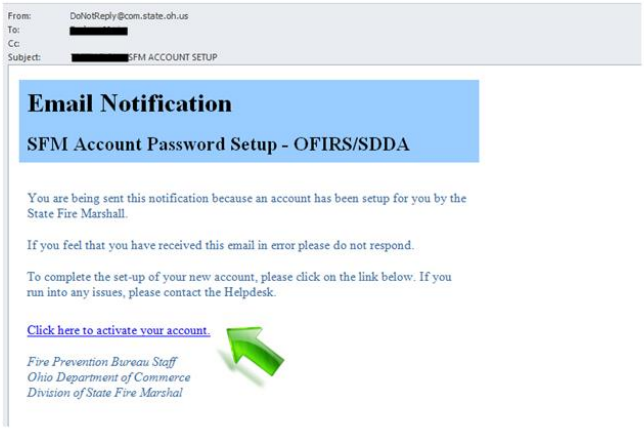
For Fire Department password maintenance

*****Please Note: Ctrl + Clink link below to navigate to section***

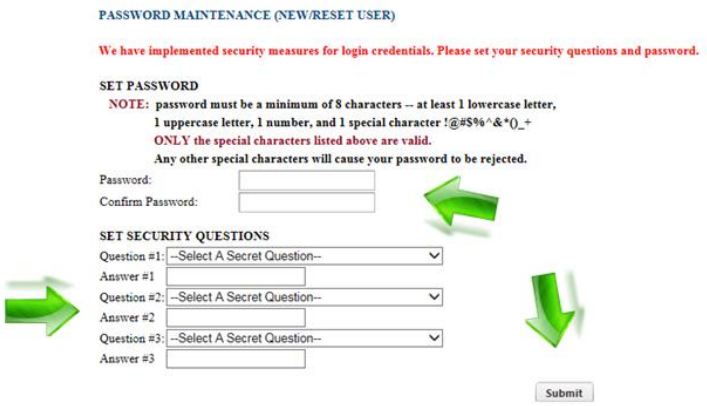
- Add New User Password and Security Questions
- Reset User Password and Security Questions
- Update Expired Password

Add New User

After the SFM Personnel adds a new user account the fire department will receive an email with a special GUID Link to click on. This GUID Link will expire within 12 hours. If the link expires the fire department will need to contact the SFM Personnel to have them reset the account and receive a new GUID Link email. If you do not receive the email, please look in your spam/clutter or junk email.



1. Click on GUID link within the email. It will direct you to a page to enter a password and security questions.
2. Enter a password. (The password must be a minimum of 8 characters. It must contain 1 lowercase letter, 1 uppercase letter, 1 number and 1 special character. Only the special characters are valid choices: !@#$%^&*()_+
3. Select your choice of 3 secret questions
4. Enter your answers
5. Click the Submit Button
6. You will be redirected to a selection of which application to go to.

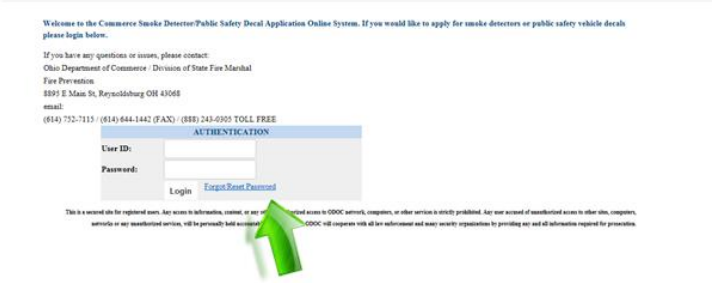


Reset User

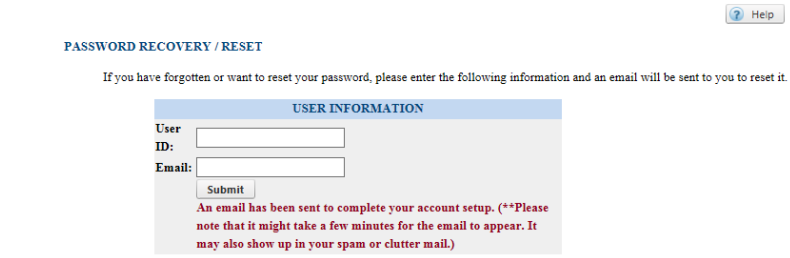
If you know your secret question, but just forgot your password. Click on the Forgot/Reset Password link on the login page for the application. If you don't remember your secret question or your password call the SFM Personnel to reset your account.

Self-Reset

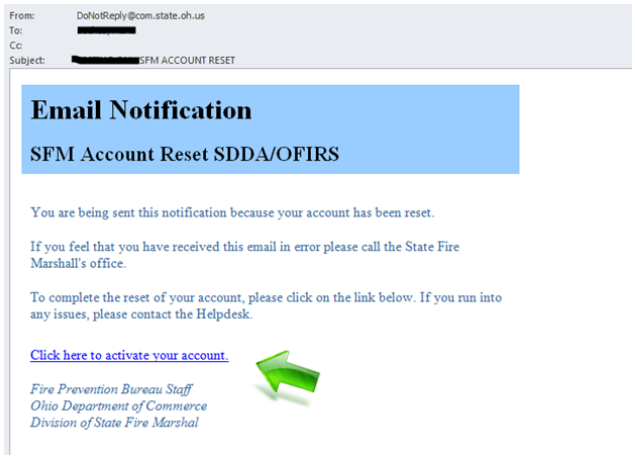
1. Click on the Forgot/Reset Password link on the login page for the application.



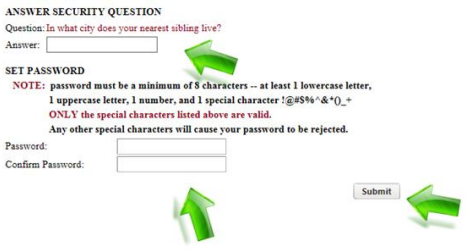
2. Enter your User ID
3. Enter your Email Address (This is the Primary Email Address)
4. Click the Submit Button. An email will be sent to you momentarily. The email will contain a special GUID Link to click on. This GUID Link will expire within 12 hours. If the link expires you will have to go back to step one. If you do not receive the email, please look in your spam/clutter or junk email.



5. Click on GUID link within the email. It will direct you to a page to enter the answer of one of your secrete questions and create password.



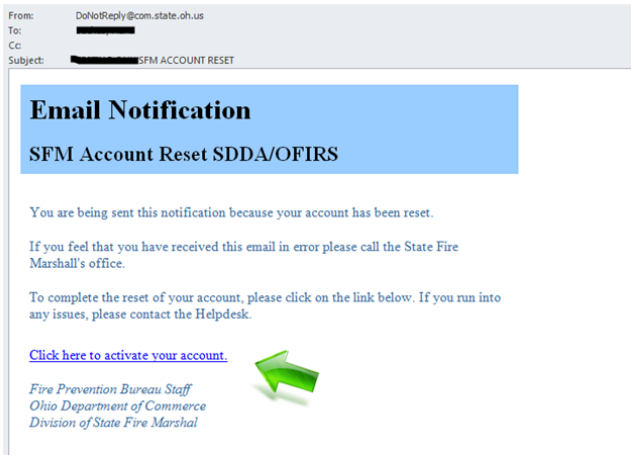
6. Enter the answer to your secret question.
7. Enter a new password. (The password must be a minimum of 8 characters. It must contain 1 lowercase letter, 1 uppercase letter, 1 number and 1 special character. Only the special characters are valid choices: !@#$%^&*()_+ . You can't reuse previous passwords.
8. Click the Submit Button



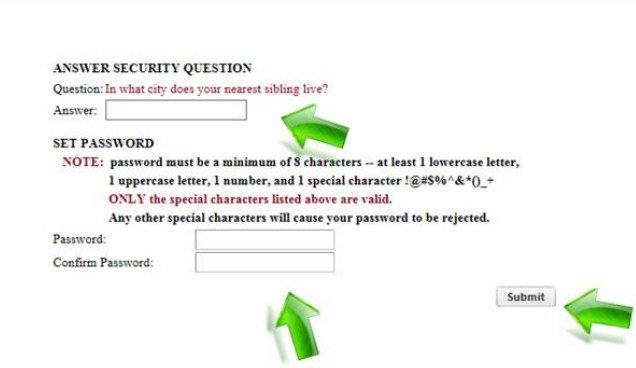
9. You will be redirected to a selection of which application to go to.

SFM Personnel Assist-Reset

1. Call the SFM Personnel and request them to reset your password.
2. The SFM Personnel will reset your account.
3. An email will be sent to you by the Web Application. The email will contain a special GUID Link to click on. This GUID Link will expire within 12 hours. If the link expires you will have to go back to step one. If you do not receive the email, please look in your spam/clutter or junk email.



4. Click on GUID link within the email. It will direct you to a page to enter the answer of one of your secret questions and create password.
5. Enter the answer to your secret question.
6. Enter a new password. (The password must be a minimum of 8 characters. It must contain 1 lowercase letter, 1 uppercase letter, 1 number and 1 special character. Only the special characters are valid choices: !@#$%^&*()_+ . You can't reuse previous passwords.
7. Click the Submit Button

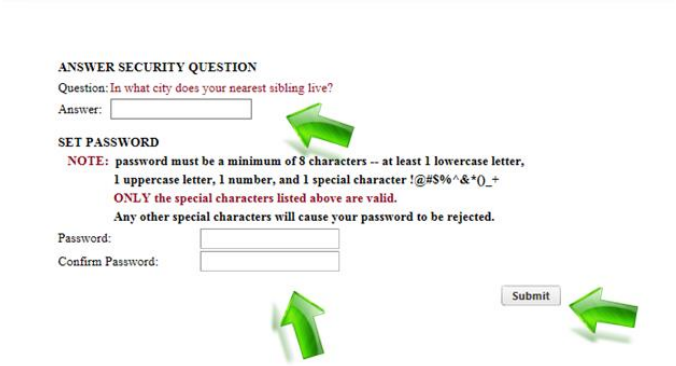


8. You will be redirected to a selection of which application to go to.

Update Expired Password

A user's password expires every 90 days. When your password expires and after you have logged in to the web application you will be redirected to a page to create a new password. You will be prompted to answer one of your secret questions. If you forgot your secret questions please contact the SFM Personnel to reset your account.

1. Enter the answer to your secret question.
2. Enter a new password. (The password must be a minimum of 8 characters. It must contain 1 lowercase letter, 1 uppercase letter, 1 number and 1 special character. Only the special characters are valid choices: !@#$%^&*()_+ . You can't reuse previous passwords.
3. Click the Submit Button



4. You will be redirected to a selection of which application to go to.