

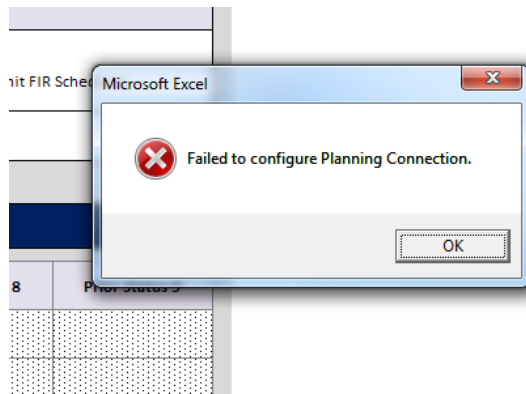
Smart FIR Support Memo

Topic

Go-Secure password has expired.

Identifying

When performing a Smart FIR action (e.g. backup or submission), the log in screen flashes after entering the credentials and the following error message appears.



Response

- 1) Open up Internet Explorer.
- 2) Go to the following site:
 - a. <https://efis.fma.csc.gov.on.ca/workspace/index.jsp>



Providing secure online resources for individuals within the Ontario Government and the Broader Public Sector.

GO Secure Profile

See your profile, change your password or security questions

GO Secure ID :

Password :

Or, if you have a PKI certificate:

Log in with PKI**Sign In**[Forgot your ID or password?](#)[Don't have a GO Secure account? Register Now.](#)

- b. Enter your credentials with the expired password and click **Sign In**.
- 3) Enter the new password and then click **Continue**.

Please change your password**Select a new password:**

Please select a new secure password.

GO Secure ID mfpbuser+01@gmail.com

Password Confirm **Password Policy**

- Must not match or contain first name.
- Must not match or contain last name.
- Must not match or contain user ID.
- Must be at least 8 characters and less than 17
- Must contain lower case letter(s)
- Must contain number(s)
- Must contain upper case letter(s)
- Must contain symbol(s) such as !, @, #, %
- Must start with a letter.
- Cannot repeat a letter 3 times or more.
- Passwords must match

Cancel

Continue

- 4) The new password can now be used to perform the Smart FIR related actions.

For further information please contact FIR.MAH@Ontario.ca