# **Smart FIR Support Memo**

OPS BPS Secure Registration Verification ("Failed to Configure Planning Connection")

## 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.



The typical cause of this error is either:

- a) The Smart FIR Registration process has not yet been completed; or
- b) The user's OPS BPS Secure password has expired.

#### **Smart FIR Registration**

For information on setting up Smart FIR access and installing necessary apps, go to "What's Required" at the following link:

Smart FIR Application Instructions - Financial Information Return (gov.on.ca)

#### Password Expiry

- 1) Open Microsoft Edge (strongly recommended as preferred browser).
- 2) Go to the following site: <u>https://www.login.security.gov.on.ca/opsbpssecure</u>

Ontario 🕅		Français
OPS BPS Secure		E Menu
	If you have a PKI certificate Sign in with PKI certificate OR	
	New User? Register Sign In	
	Email Address (Registered email Address)	
	Password	
	Sign In Forgot Password?	

Enter your credentials with the expired password and click Sign In.

3) You will receive notification of the expired password as follows:

Ontario 🕅	Français
OPS BPS Secure	E Menu
Error Your password has expired. Please set a new password. If you used PKI certificate, please contact helpdesk.	
Forgot Password	
r lease provide your registered email address, we will send you a one-nine rin to set a new password.	
Email Address	

Enter your registered email address and click **Submit**.

#### Password Expiry (cont'd)

4) You will receive an email containing a one-time PIN code allowing you to set a new password.

From: < <u>noreply@ontario.ca</u> >
Date: Wed, Aug 21, 2024 at 12:46 PM
Subject: BPS Secure – Password Reset / Accès sécurisé pour le secteur parapublic – Réinitialisation du mot de passe
To: < @gmail.com>
Dear ,
We received your request to reset your password. Please use the code to set a new password.
Thank You,
BPS Secure Team
Bonjour
Nous avons recu votre demande de réinitialisation de votre mot de passe. Veuillez utiliser le code pour définir un nouveau mot de passe.
Marci
L'équipe d'Accès securise pour le secteur parapublic

Once the email is received, follow the instructions for entering the new password and then click **Submit**.

OPS BPS Secure
Reset Password
We have sent an email to your registered email address with a One Time PIN for verification.
Enter One Time Pin (required)
New Password (required)
Confirm New Password
(required) Submit Cancel
If you don't see the email with One Time Pin in your inbox, please check your junk/spam folders.
Did not receive One Time Pin?
Re-Send

## Password Expiry (cont'd)

All passwords must comply with the requirements below:

- Error: The password must contain a Lowercase character
- Error: The password must contain a digit
- Error: The password must contain at least one of this special characters - !"#\$%&'()\*+,-./:;<=>?@[\]^\_`{|}~
- Error: The password must be between 8 and 17 characters long
- 5) The new password can now be used to perform **SmartFIR**-related actions.