

Smart FIR Support Memo

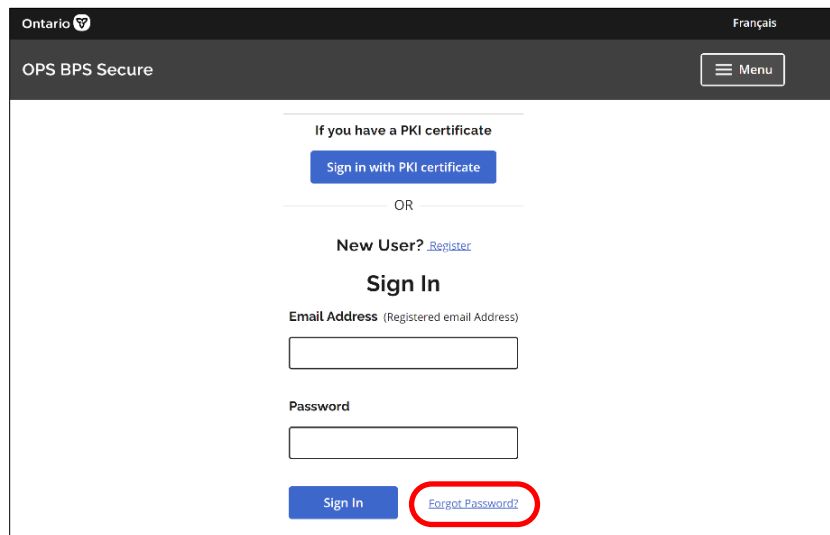
OPS BPS Secure Password Reset

1. Request Password Reset

If you are unable to reset your password using the following steps, please send an email to FIR.MAH@Ontario.ca requesting a new password.

To request a password reset, go to the following link:
<https://www.login.security.gov.on.ca/opsbpssecure>

Click on "[Forgot Password?](#)" underneath the sign-in fields.



Ontario Franglais

OPS BPS Secure Menu

If you have a PKI certificate

[Sign in with PKI certificate](#)

OR

New User? [Register](#)

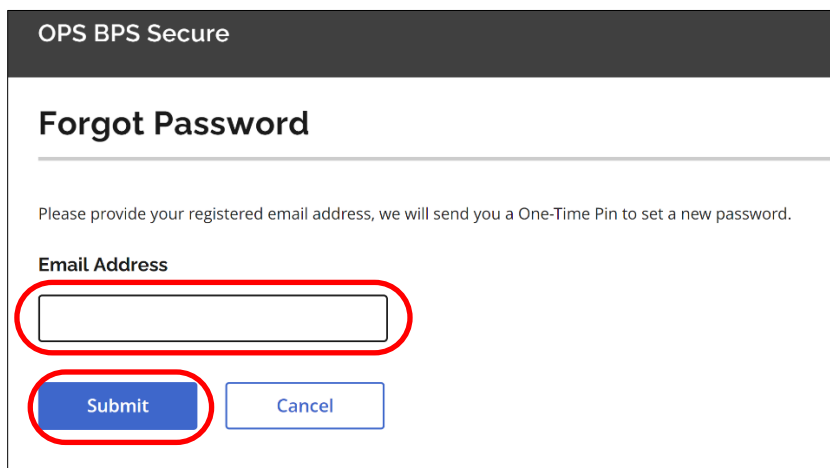
Sign In

Email Address (Registered email Address)

Password

[Sign In](#) [Forgot Password?](#)

Enter your registered e-mail address and click **Submit**:



OPS BPS Secure

Forgot Password

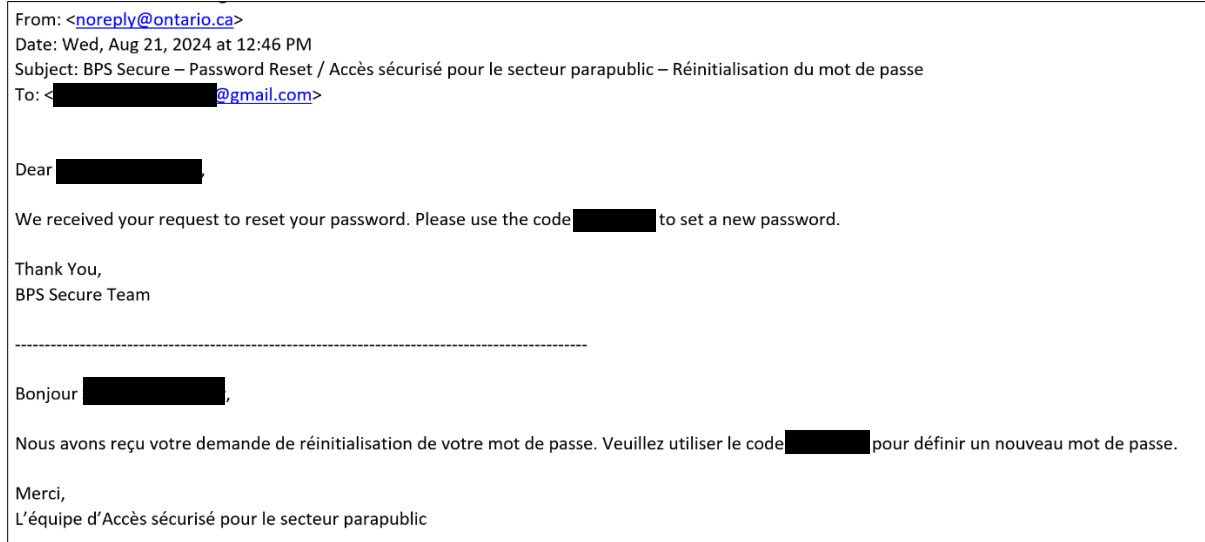
Please provide your registered email address, we will send you a One-Time Pin to set a new password.

Email Address

[Submit](#) [Cancel](#)

2. PIN Code Email

You will then receive an email containing a one-time PIN code which will be required on the password reset screen.



The password-reset screen will be brought up on your browser:

The image shows a web browser window with the following content:

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)

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?

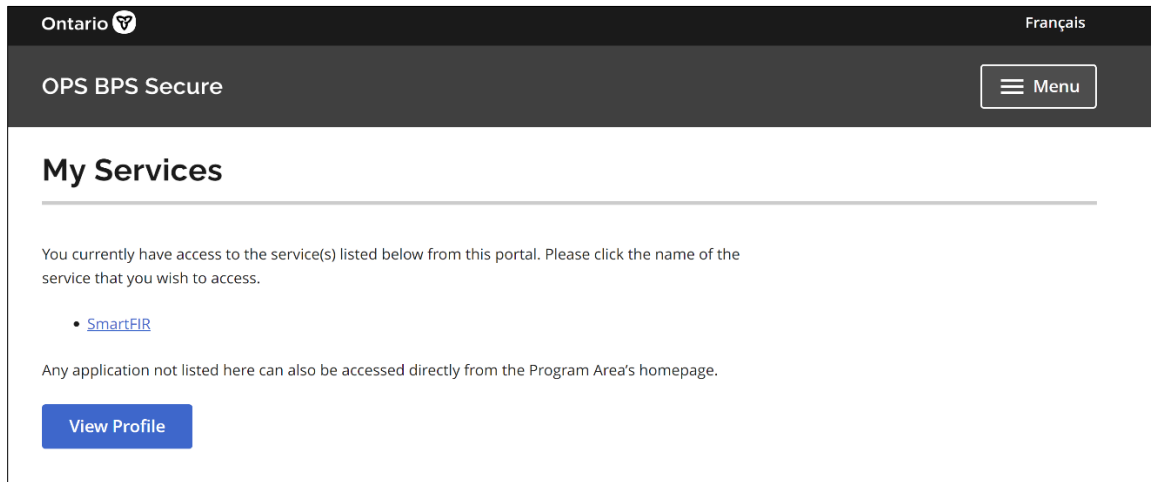
3. Enter PIN Code and New Password

Enter the one-time PIN, the new password, then enter the password a second time to confirm it. The password cannot be the same as a previously used password.

All OPS BPS Secure 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

Once entered, you will be signed in and taken to the start page for OPS BPS Secure functions:



The screenshot displays the OPS BPS Secure user interface. At the top left, the Ontario logo is visible. The top right corner shows the language 'Français'. Below the header, the text 'OPS BPS Secure' is displayed on the left, and a 'Menu' button is on the right. The main content area is titled 'My Services' and includes a horizontal line. Below the line, a message states: 'You currently have access to the service(s) listed below from this portal. Please click the name of the service that you wish to access.' A single service, 'SmartFIR', is listed with a blue link. A note below reads: 'Any application not listed here can also be accessed directly from the Program Area's homepage.' At the bottom left, there is a blue button labeled 'View Profile'.