HOW TO SETUP ONLINE ACCOUNT ACCESS

New Safety Engineering Online Portal

The Office of Commissioner of Insurance and Safety Fire will be moving to an all-digital platform for all, Safety Inspections, and services.

Requests for inspections, inspection reports, applications, operating permits, etc. will now be handled online only via our new CitizenServe portal.

ALL payments will be made online only. **We will no longer be accepting paper checks for payment.**

To set up a customer profile for your organization, or business visit this new portal:
https://www.citizenserve.com/Portal/OCI

❖ **If you have conducted business with our office in the past, go to page 1 for existing accounts.**
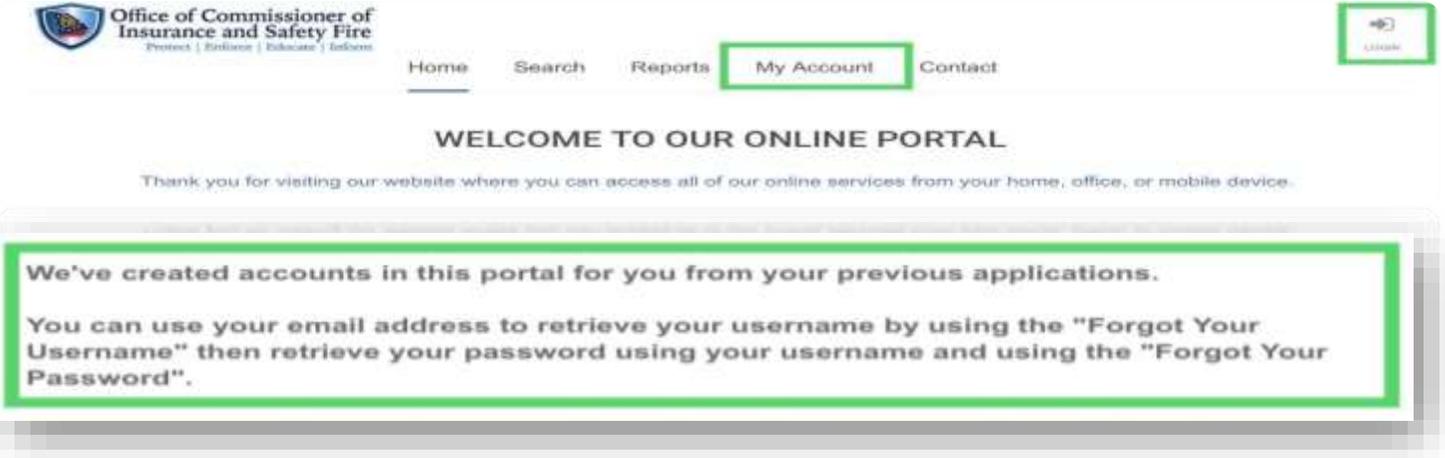❖ **If this is your first-time conducting business with our office go to page 2 for first time users.**

Note: CitizenServe Supports Google Chrome, Microsoft Edge, FireFox.

If you have questions, please call our office: (404) 656-2070 or (800) 656-2298.

HOW TO SETUP ONLINE ACCOUNT ACCESS

Step 1: Use link to access account https://www.citizenserve.com/portal/oci

Step 2: Select My Account or Login to begin.

❖ **If this is your first-time conducting business with our office go to page 2 for first time users.**

Step 3: Select Forgot Your Username if you have conducted business with our office before.

Step 4: Enter Email Address, then select Submit. Check your Email for Temporary Username.

Step 5: Retrieve Password using Temporary Username, Select Forgot Your Password.

Step 6: Enter Temporary Username, then Select Submit. Check your Email for Temporary Password.

Step 7: Enter Temporary Username and Temporary Password to access account.

MY ACCOUNT

❖ Select Update my information. Enter all required fields.
❖ Select Make a payment to pay online.
For Credit Card Payment, Select Credit Card for Payment Type.
○ Enter Payment Details.
For E-Check Payment, Select E-Check for Payment Type.
○ Enter Payment Details.

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FIRST TIME USERS ONLY, REGISTER FOR ONLINE ACCOUNT ACCESS

Step 1: Use link to access account https://www.citizenserve.com/portal/oci

Step 2: Select My Account or Login to begin.

Step 3: Select Register Now to begin.

Step 4: Select Registration Type using drop down menu.
Complete Registration to Create Username and Password.

***Note:** Business Owners select Elevator/Boiler Site Owner.*

Installation Companies select type of Equipment Installing.

MY ACCOUNT

❖ **Select Make a payment to pay online.**
For Credit Card Payment, Select Credit Card for Payment Type.
o **Enter Payment Details.**
For E-Check Payment, Select E-Check for Payment Type.
o **Enter Payment Details.**

If you have questions, please call our office: (404) 656-2070 or (800) 656-2298.

REPORT INCIDENTS/ACCIDENTS
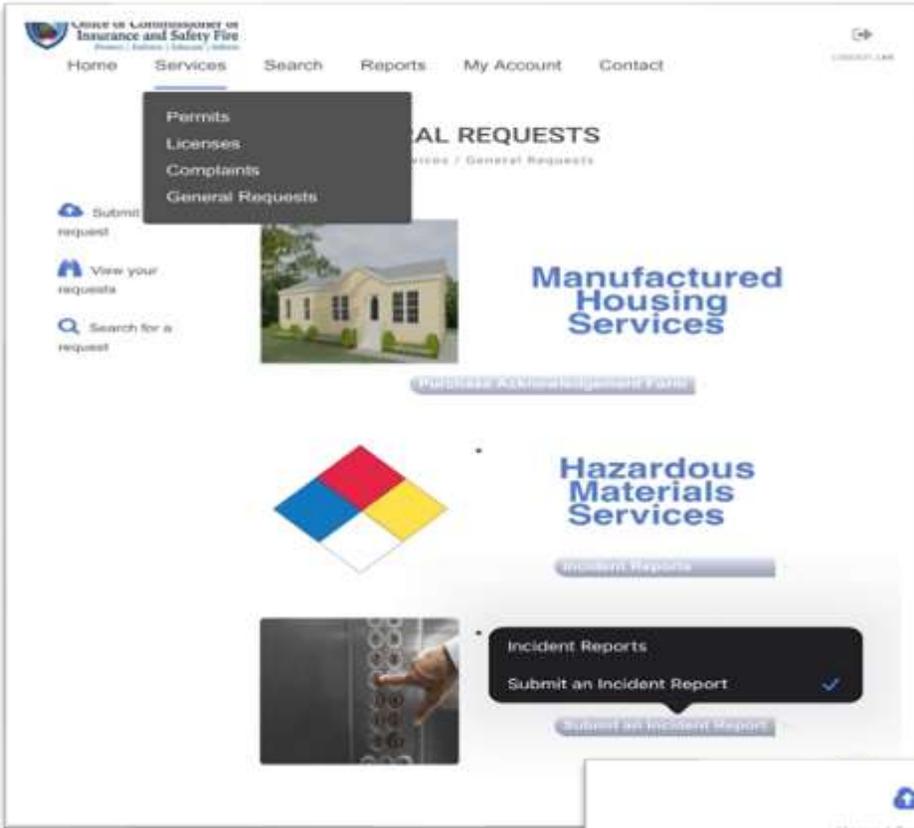
All Incidents/Accidents must be reported to Office of Commissioner and Safety Fire in accordance with the State of Georgia rules & laws:
O.C.G.A. Secs. 8-2-101, 8-2-106.
Page 4, GA Rules & Laws-Reporting Accidents.

➢ **Begin from the Home Screen, select the Services Tab, select General Requests from drop down menu.**

➢ **Safety Inspections Category select Submit an Incident Report.**

➢ **Complete all required fields an select Type of Equipment involved from drop down menu.**

➢ **Select File to Upload Photos, Documents, and Reports.**

➢ **Sign & Click Submit.**

Note: Click Chat Icon for OCI/Support.