



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>

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- ❖ **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.**

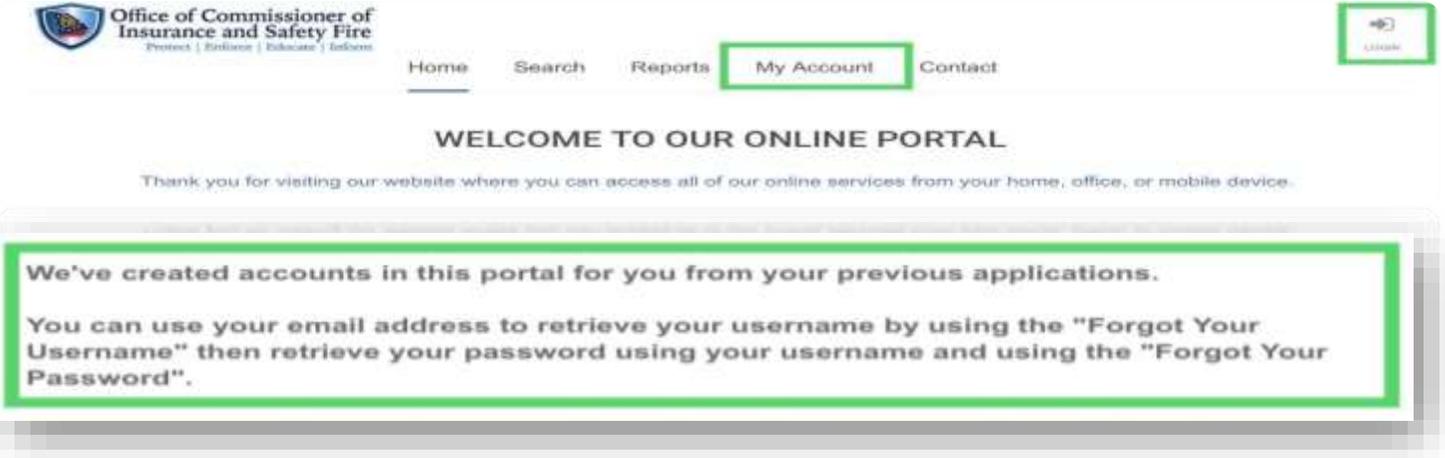
Note: CitizenServe Supports Google Chrome, Microsoft Edge, FireFox.

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.

i Enter your email address below to have your username sent to you.

Email:

i Enter your user name to reset your account and have a temporary password emailed to you.

User name:

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.

Already have an account?

User Name:

Password:

Remember my username and password

[FORGOT YOUR USERNAME →](#)

[FORGOT YOUR PASSWORD →](#)

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.

- View my requests
- Update my information
- Logout
- Make a payment

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.

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

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.



WELCOME TO OUR ONLINE PORTAL

Thank you for visiting our website where you can access all of our online services from your home, office, or mobile device.

Create a new registration if you have never conducted business with our office. If you are not able to retrieve your username or password, please [contact us](#) to update your account.

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.

New to our Portal?

If this is your first time using our portal you'll need to register first. Registering is quick, click the link below to get started.

REGISTER NOW →

REGISTER
Home / My Account / Register

Registration Type:

indicates a required field

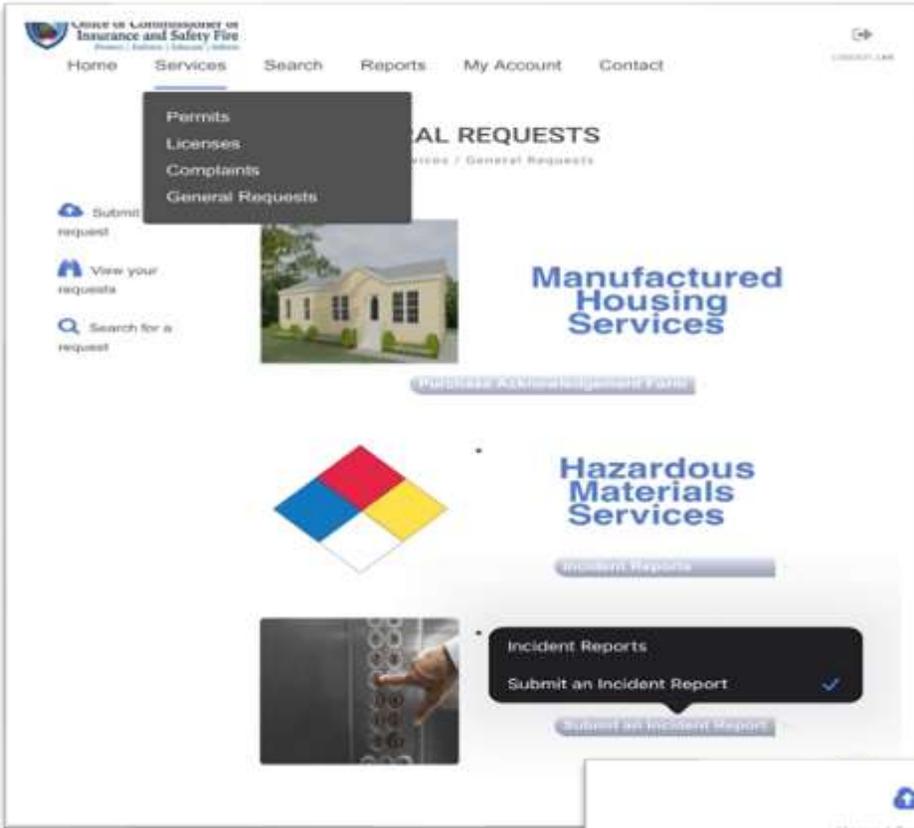
- View my requests
- Update my information
- Logout
- Make a payment

MY ACCOUNT

- ❖ 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.

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.

The 'SUBMIT A REQUEST' form includes fields for 'Please enter the general topic of your request' (filled with 'Accident Report'), 'Type' (dropdown menu), 'Address' (filled with '2 MLX Jr DRIVE'), 'City' (filled with 'Atlanta'), 'State' (filled with 'GA'), 'Zip' (filled with '30303'), 'Parcel #', 'Property Owner', and 'Property Name'. A dropdown menu is open for the 'Type' field, listing various incident types. 'Elevator Incident/Accident Report' is selected with a checkmark. Other options include Boiler, Carnival, Consumer Fireworks, Explosives Theft, LP Gas, Purchase Acknowledgement, Racetrack, and Service Station incidents.

This section shows the 'Incident Report:' field with a 'Select File' button. Below it are 'Copy of Guest Folio:' and 'Additional Documentation:' fields, each with a 'Select File' button. A signature line is present with a 'Sign Here' button. At the bottom, there are 'SUBMIT' and 'SAVE FOR LATER' buttons.

Note: Click Chat Icon for OCI/Support.

