License Renewal
User Guide



Private Investigator Security Guard Services
Ohio Department of Public Safety
www.pisgs.ohio.gov

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Create an Online Account

If you already have online access to the PISGS database, please skip to page 7.

1. Follow this link to create on online account.
2. Select, “Register!” and follow the prompts provided.



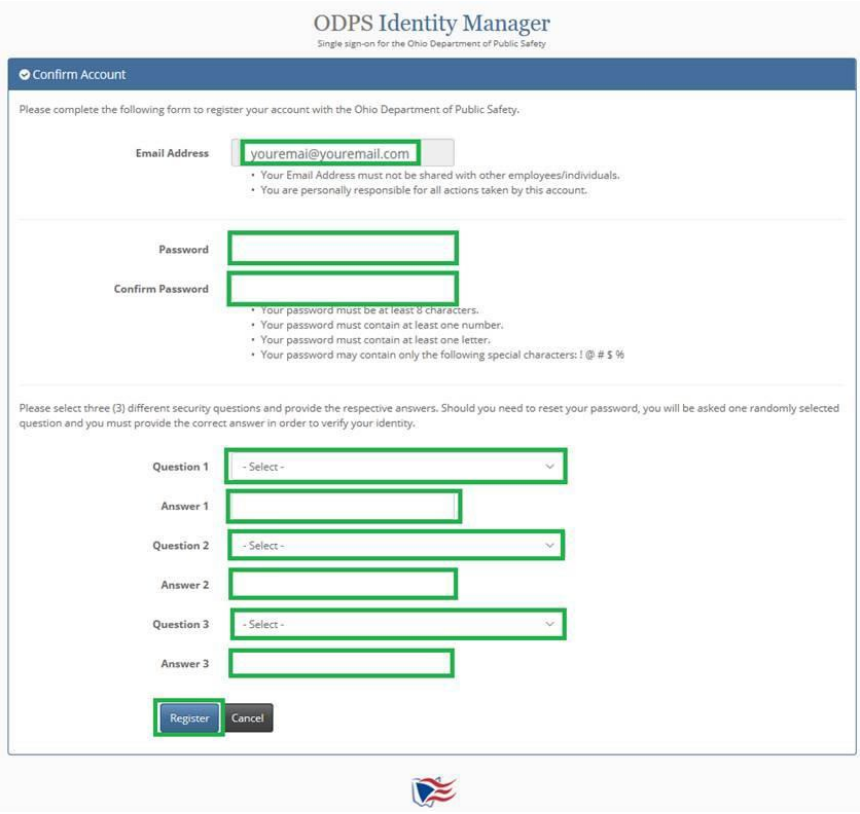
3. Enter and confirm your email address as well as the text from the image, then select, “Register”.



4. You will be redirected to the confirmation screen below.



5. A link to complete your registration will be sent to the email address provided. When you receive this, please follow the link.
6. You will be directed to the page below. Please fill in all fields and create a password. Once you have completed these steps, select, “Register”.



7. Once you select, “Register”, you will be redirected to the PISGS application screen.
8. To request access to a currently licensed company, select the option shown below and enter your name and the company license number. Then select, “Submit New User Request”**.**



9. The company contact will be notified someone is requesting access. They will be able to confirm or deny your request for access.

Reset a Password

PISGS staff are unable to reset passwords. Please select, "Get Help" if you are having issues resetting a password. If you do not need to reset a password, please skip to page 7.

1. From the Login Page select "Get Help".
2. You will be redirected to the screen below.
3. Select your concern and follow the instructions provided.



Required Documents

Prior to renewing your license, please ensure the required documents are in electronic format (i.e., .doc, .docx, .PDF, .jpg, .jpeg, or .png format).

- ☐ **Ohio Secretary of State Certificates**
  - Either a current Certificate of Good Standing or Full Force and Effect Certificate from the Ohio Secretary of State is required. These must be dated after December 1, 2025.
  - To request a certificate, please contact the Ohio Secretary of State's Office by phone, (614) 466-3910 (option 2), or visit their website.
    - Sole Proprieters do not require either certificate unless they are structured as a Corporation or registered with a trade name.
    - Corporations and Sole Proprietors whose business is structured as a Corporation must submit a Certificate of Good Standing.
    - Businesses structured as an LLC, LP or LLP must submit a Full Force and Effect Certificate.
    - Businesses, Corportaions or Sole Proprietor's that registered Trade Name, must submit a Full Force and Effect Certificate.

- ☐ **General Comprehensive Liability Insurance**
  - Proof of General Comprehensive Liability Insurance Coverage is required for all licensees.
  - Please upload a copy of your current insurance acord with coverage expiring on or after April 1, 2026.
  - The certificate holder must list:
    Ohio Department of Public Safety
    PO Box 182001
    Columbus, OH 43218-2001
  - All Branch offices being renewed must be included with their physical address on the acord.
  - See example of Acord at this link: http://www.pisgs.ohio.gov/PISGS-InsuranceAcordSample.pdf

- ☐ **Worker's Compensation Documents**
  - The Ohio Bureau of Worker's Compenstion can be contacted by phone, 800-644-6292, or visit their website.
  - All licensees must upload one of the following:
    - Proof of Coverage
      - If you had employees during the previous license year, you must have a BWC certificate of premium payment.
      - If your worker's compensation coverage is included on your insurance acord, you should upload your insurance acord. This applies to out of state companies only.
    - Proof of Exemption
      - If you did not have employees and you were not required to obtain worker's compensation coverage for the previous license year, you must provide a signed and dated letter on your company letterhead stating no employees were employed from March 1, 2025, through March 1, 2026.

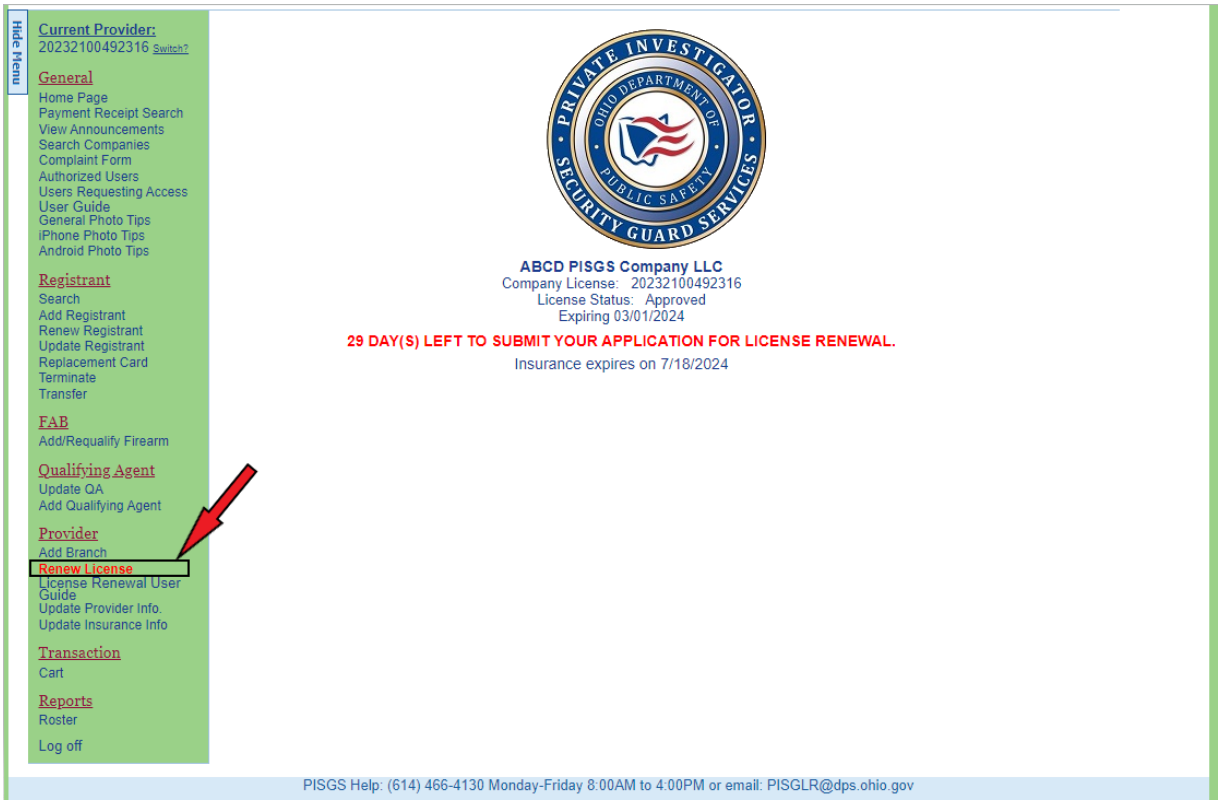
- ☐ **Unemployment Compensation Documents**
  - The Ohio Department of Job and Family Services (ODJFS) can be contacted by phone, (614) 466-2319. You will then select "Option 3" and "Option 3" again. This will either place you in a call queue or allow you to schedule a return call from the agency (Eastern Time). You can also contact them online via a ConnectOhio request here. Under "Your Inquiry", there is a field, "Please choose the category that best

matches why you are contacting us." In the dropdown menu, please select, "Private Investigative Letter Request".

- All licensees must upload one of the following:
  - Proof of Coverage
    - If you had employees and obtained the proper unemployment compensation coverage for the previous license year through ODJFS, you must upload a current proof of unemployment insurance coverage letter from ODJFS.
    - Contribution reports will not be accepted.
  - Proof of Exemption
    - If you did not have employees during the previous license year, you must upload a current non-liable account letter provided by ODFJS.

Renew Main/Branch Licenses

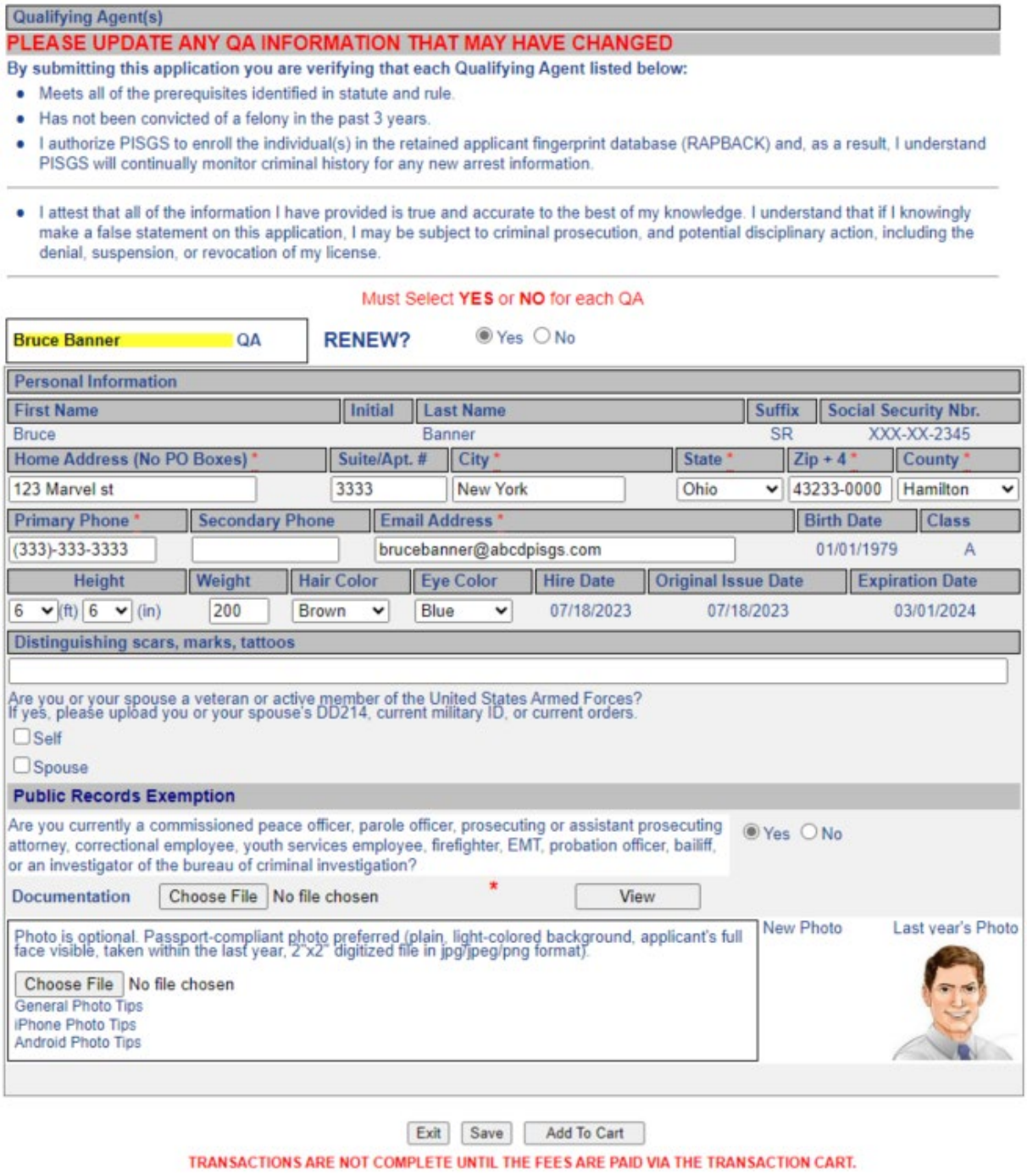
1. Visit the PISGS website.
2. Select, “Licensed Company Resources” in the left-hand menu.
3. When you are redirected, scroll down and select, “PISGS Online Services”
4. Enter your username and password and select “Login”.
5. You will be redirected to the PISGS Database where you will see the company menu screen with various applications listed on the left-hand side.
6. Under the PISGS logo, you will see company name, license number, license status, license expiration and insurance expiration date.
7. During provider renewal, the provider renewal application status will be shown. If you haven’t yet submitted your license renewal, a message in red will indicate the number of days remaining until your license expires.
8. Select, “Renew License”, in the left navigation frame.



9. The system will display the PISGS Renew License screen showing your company name, trade name (if applicable), Main Office license information and any Branch Offices (if applicable).



10. If renewing the **Main Office,** no action is necessary. The system automatically assumes you want to renew your Main Office license.
11. If you would like to also renew any **Branch Offices** (if applicable), the "Renew" button will automatically be selected. If you would like to let your Branch Office license expire, select, "Let Expire". Please note, any registrants registered to a branch that is selected for "Let Expire" will also expire unless they are transferred to another branch before the provider renewal is processed.
12. You will then be asked to upload a series of documents. Please refer to Page 7 to determine which document you will need for renewal.



13. All companies must renew at least one qualifying agent. If you don't renew at least one qualifying agent, the system will not allow you to renew your license.
14. Each qualifying agent will be displayed. If you choose not to renew one, you must select the "No" button.
15. You may change any information on this screen that is not disabled. For example, the QA's name, social security number and birth date are disabled, but the address, phone numbers, email address, etc. are enabled.
16. You may upload a passport style photo of the qualifying agent, not more than one year old, that conforms to the PISGS standards (see Page 7). The photo must be a .jpg, .jpeg, or .png format.
17. When you are finished with the renewal process, select, "Add to Cart".
18. Selecting, "Save", will save uploaded documents, in case you need to come back to the application later. After hitting the "Save" button, you will see the date the document was last uploaded.
19. If you select, "Exit", without saving, you will have to re-start the renewal process from the beginning.

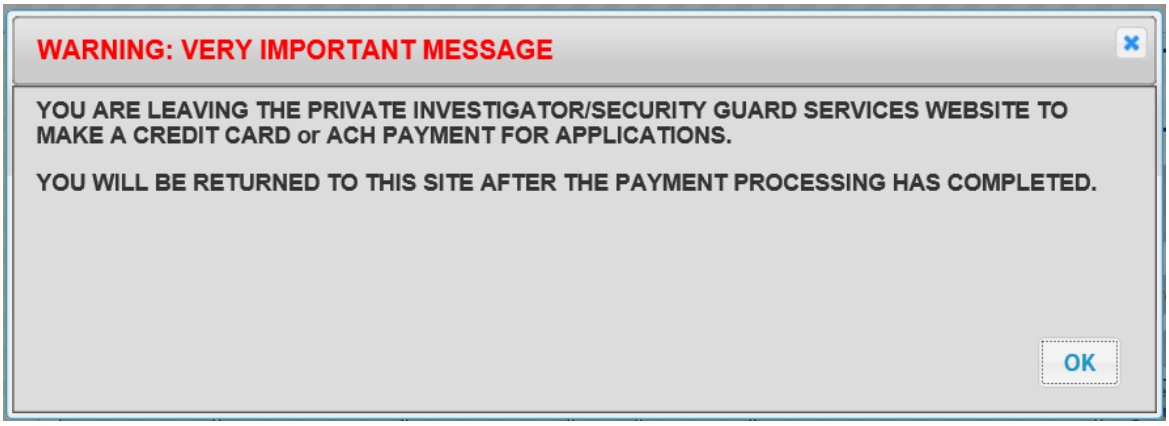
Transaction Cart

1. After selecting, “Add to Cart”, the system will automatically take you to the transaction cart to pay the fees.
2. Select the check box and select “Pay Fees”. If you do not complete payment, the application will disappear from cart after 14 days.

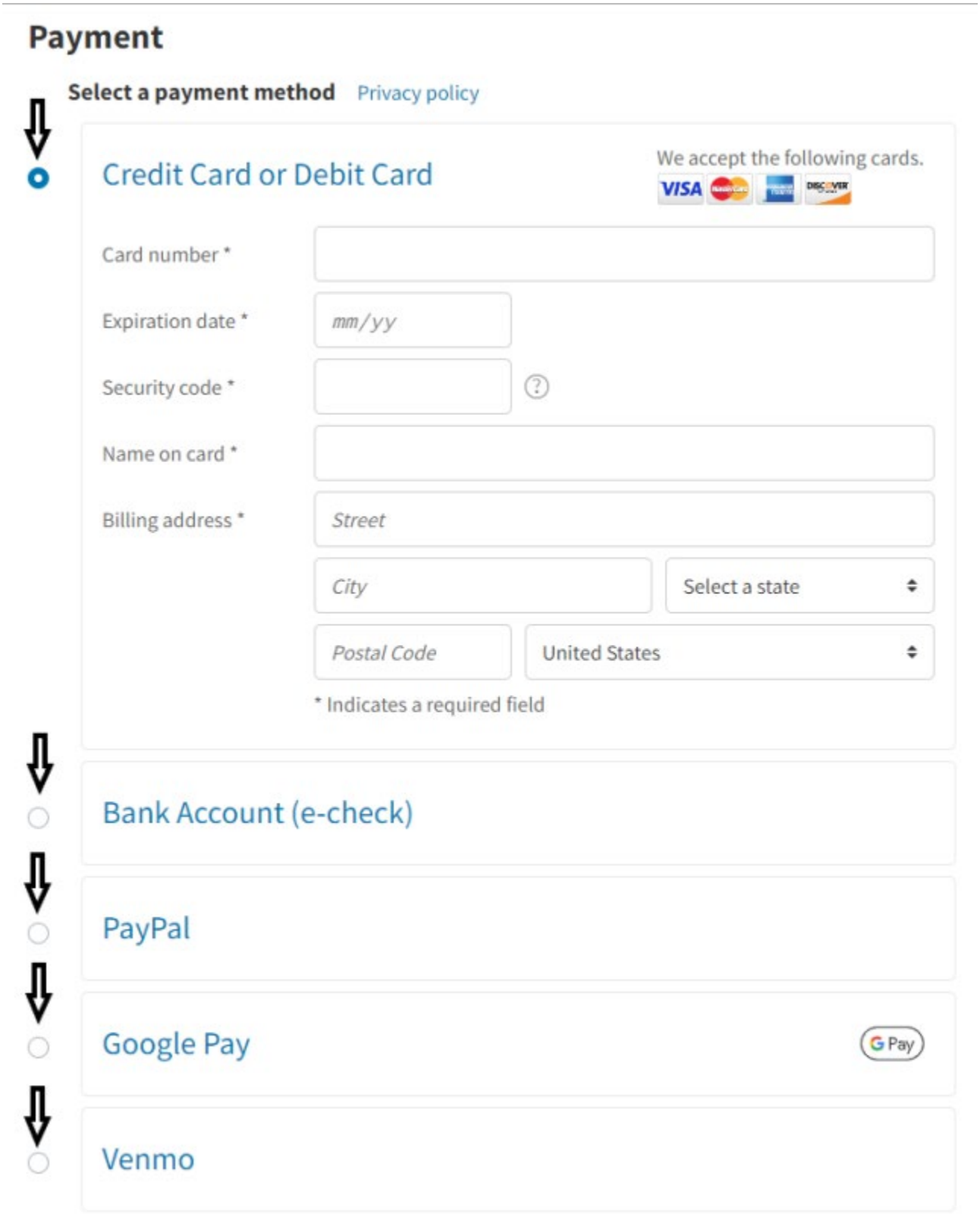


3. To remove a transaction, select “Remove” and the application will be deleted.





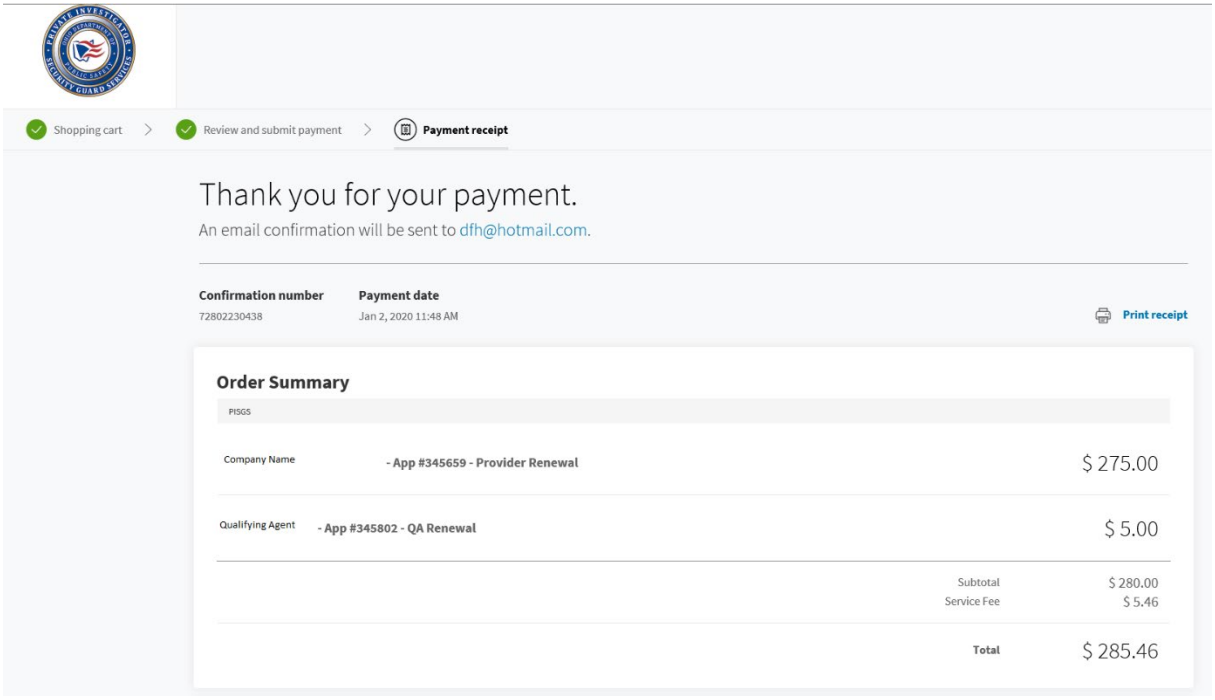
5. Select your perferred payment type: card (credit or debit) or bank account (ACH).



Confirmation Receipt

Your license renewal is not considered in renewing status until it is paid for.

1. Once you complete payment, you will be redirected to a confirmation page with receipt of payment.



2. Do not exit until you are redirected back to the PISGS database (see below):

Private Investigator Security Guard Services
Application Payment Confirmation

Name:	ABCD PISGS Company LLC
Address	123 Main st
City/:	Columbus
State:	OH
Zip Code:	432350000
Phone #:	6141111111
Country:	
Email Address:	companyemail@abcdpisgs.com
Total Payment:	$285.46 (Includes Service Fee Of $5.46)
Receipt Number:	9967210085789

Name on Application	App Type	Status	App ID	Fee
ABCD PISGS Company LLC	Renew License	Paid	389621	275.00
ABCD PISGS Company LLC	Renew Branch	Paid	389622	0.00
Bruce Banner	Renew QA	Paid	389623	5.00

View Receipt as PDF

3. If you are not provided with a receipt, please contact PISGS for a copy.
4. When you are logged into PISGS, you can see the status of your license renewal on your home page as shown below:

ABCD PISGS Company LLC
Company License: 20232100492316
License Status: Renewing
Expiring 03/01/2024

LICENSE RENEWAL APPLICATION SUBMITTED

Insurance expires on 7/18/2025

5. The screen below shows the application was returned for corrections. Select, “Select”, to view the corrections needed, which will be highlighted in yellow.

ABCD PISGS Company LLC
Company License: 20232100492316
License Status: Renewing
Expiring 3/1/2024

LICENSE RENEWAL APPLICATION RETURNED FOR CORRECTION

Insurance expires on 7/18/2025

Applications Pending Submission

	App ID	Lic#/Reg#	Name	App Type	Status	Last Change	Resubmit By
Select	00493929	20232100492316	ABCD PISGS Company LLC	Provider Renewal	Returned	01/10/2024	01/25/2024

Private Investigator Security Guard Services
Renew License

Reason Application was Returned

See Highligted Area Below	Reason Returned
Unemployment Compensation	Please contact Ohio Job and Family Service for a current status letter

6. Once corrections are made, select “Resubmit”. PISGS will review the application approve or return for further corrections.

Contact PISGS

Mailing Address:
PISGS
PO Box 182001
Columbus, OH 43218-2001

Phone: (614) 466-4130

Email: pisglr@dps.ohio.gov

Website: www.pisgs.ohio.gov