



Oregon State Police

To serve all people with a priority of safeguarding life, property, and natural resources by building upon a diverse, professional, and trustworthy workforce



LEDS 20/20 Project

Phase 4.1GC Dealer Portal Login (FICS)

V0.01

April 17, 2023

Dealer Portal: How to Access

Dealer Portal is a web application; therefore, users must have access to a web browser to use it. Any individual with access to an internet connection and a browser can access the Dealer Portal. Follow these steps to access the application's log in page (Figure 1):

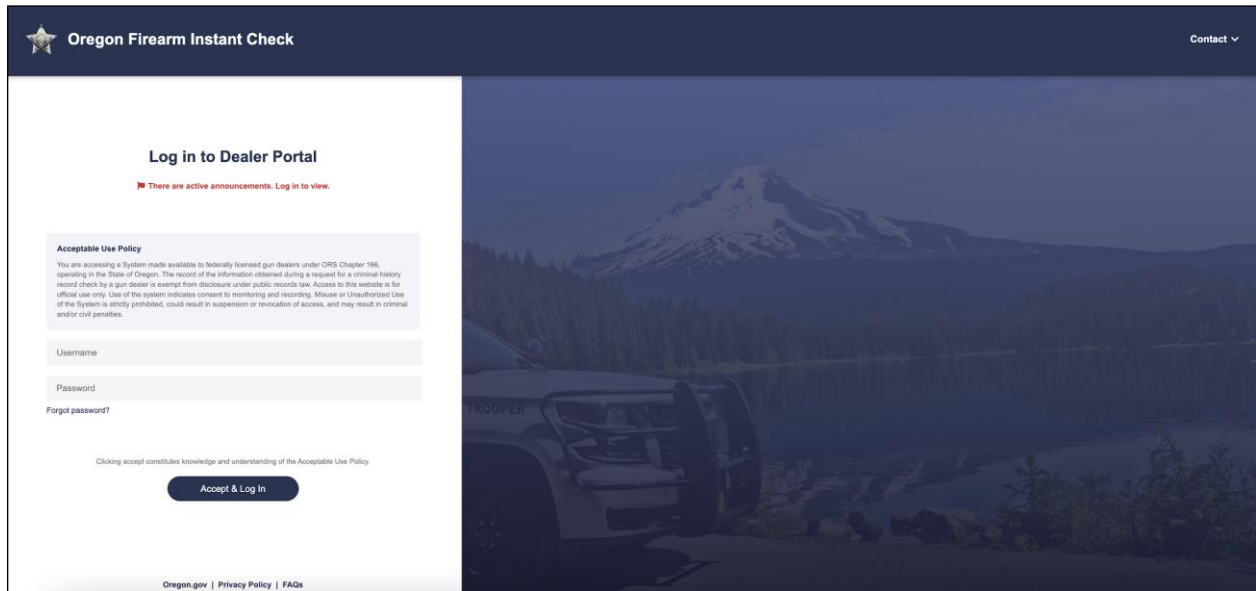


Figure 1: Dealer Portal Login Page

1. Open a Web Browser (Internet Explorer 11, Microsoft Edge, Safari, Mozilla Firefox, or Chrome).
2. Navigate to the Dealer Portal URL: <https://fics.osp.oregon.gov/dealer-portal-ui/>

Logging in and Out

Users can access the Dealer Portal using their assigned credentials. To log in to the Dealer Portal, type the account username and password designated during the account's creation into the **Username** and **Password** fields on the left of the page (Figure 3). Then, after reviewing the Acceptable Use Policy, click **Accept & Log In**.

If an entry is incorrect, a message will appear at the top of the login field, notifying users of the error. To clear entered text and retype the login credentials, press **Clear**.

Note: Dealer Portal accounts will automatically deactivate after five failed login attempts. Accounts will automatically reactivate after 10 minutes; to reactivate manually, standard users can contact their Dealer Portal admin, and admin users can call the OSP FICS unit with the contact information listed in the **Contact** dropdown.

Log in to Dealer Portal

There are active announcements. Log in to view.

Acceptable Use Policy

You are accessing a System made available to federally licensed gun dealers under ORS Chapter 166, operating in the State of Oregon. The record of the information obtained during a request for a criminal history record check by a gun dealer is exempt from disclosure under public records law. Access to this website is for official use only. Use of the system indicates consent to monitoring and recording. Misuse or Unauthorized Use of the System is strictly prohibited, could result in suspension or revocation of access, and may result in criminal and/or civil penalties.

Username

Password

[Forgot password?](#)

Clicking accept constitutes knowledge and understanding of the Acceptable Use Policy.

Accept & Log In

Figure 3: Username and Password Fields on Dealer Portal Login Page

It is important to log out of an account when finished with the Dealer Portal to ensure the account's security. **Note:** Users will automatically be logged out of their account after 30 minutes of inactivity and redirected to the log in page.

To log out, follow the steps below:

1. Click on the username initials on the top right corner of the page to open the user dropdown menu.

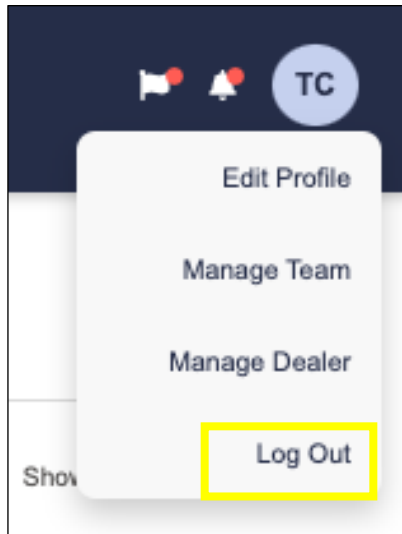


Figure 4: User Dropdown with Log Out Option Highlighted

2. Click **Log Out**.
3. Users will be forwarded to the Dealer Portal log in page.

Forgot Password

Users can reset a forgotten password by clicking the **Forgot Password?** link below the login fields on the Dealer Portal login page (Figure 5). A pop-up will appear, prompting users to enter their username and an email or phone number associated with their account.

A screenshot of the 'Log in to Dealer Portal' page. At the top, there is a red announcement banner that says 'There are active announcements. Log in to view.' Below this is a light blue box containing the 'Acceptable Use Policy' text. Underneath the policy are three input fields: 'Username', 'Password', and 'Forgot password?'. The 'Forgot password?' link is highlighted with a yellow rectangular border. At the bottom of the page, there is a dark blue button labeled 'Accept & Log In' and a small line of text stating 'Clicking accept constitutes knowledge and understanding of the Acceptable Use Policy.'

Figure 5: Login Page with Forgot Password Link Highlighted

Enter the information and click **Submit**.

If an email address is entered, Dealer Portal will send an email to the provided address with a link to reset the account's password, as well as an email to the old account email notifying the user of the change. If a phone number is entered, users will receive a text with a temporary PIN number to regain access to their account. If an incorrect email or password is entered, an error notification will appear, and no reset message will be sent.

Once a user regains access to their account via phone number or email, they will be taken to a login page with a popup containing fields for a new password. The new password must be entered twice and both entries must be identical. Review the requirements for a new password below:

- Must not match any of the previous 24 passwords used for the Dealer Portal account.
- Must contain one numeric value, one symbol, one uppercase letter, and one lowercase letter
- Must not match email or username
- Must be 12-60 characters

Once a new password has been successfully entered, select **Submit**.

After successfully setting a new password, the user will be taken to the login page. Now, the user can successfully log into their Dealer Portal account using the new password.

QUESTIONS?

FICS Unit:

- Toll-Free: 1-800-432-5059
- Phone: 503-585-6245
- Email: firearm.dealers@osp.oregon.gov

LEDS Helpdesk:

- Phone: 503-378-5565
- Email: helpdesk.leds@osp.oregon.gov

Password Reset Guide

Password Guidelines are set by Statewide Information Security Standards, 2.1.5 and FBI CJIS Security Policy (v5.8), Section 5.6.2.1.1.

Note: Passwords in the DCI systems expire every 90 calendar days and require a password reset.

Password Requirements

- Minimum length of twelve (12) characters
- At least one (1) numeric character (ex. 1234567890)
- At least one (1) symbol character (ex: @#*%\$!&?<>~)
- At least one (1) upper case letter (ex. E)
- At least one (1) lowercase letter (ex. e)
- No dictionary words or proper names (ex. Dogs or Michael)
- No identical or previously used passwords
- Must not be identical to the username

Other Requirements

- Minimum password age: After resetting your password, if you cannot remember your new password, you **MUST** wait at least one (1) day before resetting your password.
- Your password may be changed at any time by administration
- Do not use previously used passwords: Users cannot re-use up to 24 previously used passwords.
- Do not share passwords with anyone

Examples of Acceptable Passwords

- Fbagins01!@
- PotterHj0598**
- starkMH3000@!

Forgotten Passwords

If a user has forgotten their password, go to the sign in screen and select **“Forgot password?”** link underneath password space. Users will be redirected to Forgot Password page and are required to enter in their email address or SMS phone number and username.

Note: Users who have forgotten their password can request a password reset from their agency’s Admin.