



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

FICS Dealer Portal 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

- Fbaggins01!@
- 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.