OPOTA Portal Guide

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**How do I create an account?**

OPOTA Portal accounts are restricted to approved users based on requirements set forth by OPOTA. These requirements allow access to most approved peace officers, law enforcement officers, private security officers, and other government officials.

To sign up for an account, click on the “Sign Up/Sign In” button, then choose “Sign Up Now.”
You will then create your OPOTA Portal username. Usernames must be an email address that you have access to. The OPOTA Portal requires multi-factor authentication (MFA) via email.

Once you have selected the email address you will use for your account, enter it in the “Email Address” field and then select “Send Verification Code.”

An email will arrive in the inbox of the email address you provided with a one-time verification code. Copy and paste the code into the “Verification Code” box. Once entered, click “Verify Code.”
Once verified, the system will ask you to provide basic information about yourself to build your new OPOTA Portal profile. All fields listed on the form are required to be completed accurately as this will associate and verify your identity with OPOTA’s internal records system.

Once complete, select “Create.”
Users will be redirected to the OPOTA Portal main page. Once there, login with the username and password you just created. A second one-time authentication code will be generated and sent to your email on file. Enter this code into the verification box to verify your account identity.

Upon successful authentication, users will be provided a terms of use. If you agree, select “Agree” at the bottom, otherwise please close your browser.

WARNING

This system is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to / from this system may violate local, state, and / or federal law, and may subject the individual to criminal and civil penalties. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

AGREE
User will be asked to complete additional profile information. Items marked with a ‘*’ are require fields.
Once complete, click “Submit.” Users will then be logged into the OPOTA Portal. The OPOTA Portal landing page contains various applications to assist users. These applications currently include the OPOTA In-Person Registration Application; however, additional applications will be added in the future.

What is the required password strength?

Passwords require industry standard complexity. That includes:

- Between 12 and 64 characters
- A lowercase letter
- An uppercase letter
- A digit
- A symbol
What is the verification code and how does it work?

The OPOTA Portal requires multi-factor authentication. Therefore, each time a user logs into the OPOTA Portal, the system will generate a one-time security code which will be emailed to the email address the user provided when registering for their account. Users can then re-type the code, or copy and paste the code, into the OPOTA Portal when requested to do so. Multi-factor authentication ensures only authorized users access the OPOTA Portal.

How do I setup my account profile?

During the account creation process, you will be prompted to provide information about yourself, prior use of OPOTA in-person training, and employment information. OPOTA gathers this information to help match your OPOTA Portal account to existing OPOTA records.

For additional information on how to setup a profile, see the How do I create an account? section for step by step instructions.

How does my Portal account link to OPOTA training records?

OPOTA uses the information provided during registration to associate accounts with existing OPOTA training records and certifications. In the event of a duplicate entry or unmatched record, these will be handled by OPOTA staff on a case by case basis. Upon successful association of an OPOTA Portal account to OPOTA training records, users will receive an email confirmation. If users do not receive a confirmation email within 24 hours, please contact OPOTARegistration@OhioAttorneyGeneral.gov for assistance.

What do I need to include for proof of private security employment?

It is recommended you upload a document with company letterhead to assist OPOTA in verifying your employment. For additional information on how to setup a profile, see the How do I create an account? section for step by step instructions.
How do I log in?

Once users have created an OPOTA Portal account, users can sign in by using the email address and password created during registration. Users will be required to complete the multi-factor authentication process as described in the What is the verification code and how does it work? section of this document.

For additional information on how to setup a profile, see the How do I create an account? section for step by step instructions.

What if I get locked out of my account?

Users who attempt to log in and are unsuccessful three (3) times in a row, will receive an account lockout notice. The users account will remain locked for 30 minutes. If this occurs, it is recommended the user reset their password after the 30 minutes has elapsed.

For additional information on how to change your password, please see the How do I change my password? section of this document.

What all can I do on the OPOTA Portal?

Once authenticated, users can update their profile information, edit their types of training, and reset their password by clicking their name at the top right of the OPOTA Portal page.

Users can then select from a listing of available applications. To view in-person training options, select the “OPOTA Registration Application” tile.
How do I use the OPOTA Registration Application?

From the OPOTA Portal, users can select the “OPOTA Registration Application” tile to view in-person training options. Users will be allowed to register for training classes that match their pre-authorized student type. OPOTA uses the training preferences users selected when they created an account to display classes the user is eligible to attend. Training preferences can be modified from the OPOTA Portal page. For more information on how to change your training preferences, see the What all can I do on the OPOTA Portal? section of this document.

Courses with prerequisites are noted as such in the course listing. OPOTA validates prerequisites based on the training records on file in OPOTA’s record management system.

How do I use the course listing to find the training I need?

Various fields in the course listing are filterable or sortable. To filter, click the funnel icon on the column heading. To sort, click the up and down arrows on the column heading.

How do I register and pay for in-person courses?

Users who have successfully logged into the OPOTA Portal can select “OPOTA Registration Application” tile to view in-person training options.

After reviewing the list of available courses, users can click the “Register” button to review the course description, cost, date, and location of a course.
After reviewing the course details, users can register for the course by scrolling down to select their payment method and agree to the terms of registration.

Users who select “Bill Me Now” may complete the payment for the course with a credit card or electronic check. “Bill Me Now” registrations do not require further approval from your agency.

Certain users whose agencies have been authorized for payment terms, may have the option to select “Bill My Agency.” If the user chooses “Bill My Agency” your agency authorizer must approve your registration.

In either case, once a user’s registration is complete, the user will receive an email confirmation for the course.
How do I see my pending registrations?

To view a list of pending in-person course registrations, select “Portfolio” on the navigation bar and then “Pending Registrations.”

The system will display a list of pending registrations for the user and the status of each.

How can I view my training history and re-print certificates?

To view a list of completed courses, select “Portfolio” on the navigation bar and then “Completed Courses.”
The system will display a list of completed courses for the user. Additional functionality is provided at the top to allow users to export their course history to PDF or Excel. Users may also reprint a course certificate by clicking the “Print” link in the “Certificate” column.

**How do I view my basic training records?**

To view a list of completed basic training courses, select “Portfolio” on the navigation bar and then “Basic Training.”

The system will display a list of basic training courses attended by the user. Additional functionality is provided at the top to allow users to export their history to PDF or Excel.
How do I view my employment history?

To view a list of employment history, select “Portfolio” on the navigation bar and then “Employment.”

The system will display a list of agencies the user has worked for. It should be noted these are based on records received and processed by OPOTA. If employment is missing, the user should speak to their agency administrator to ensure an SF400 and/or SF401 has been filed with OPOTA. Additional functionality is provided at the top to allow users to export their history to PDF or Excel.
I am a billing administrator; how do I pay invoices?

If a user is listed as a billing administrator for their agency, the user will see “Agency Invoices” in the “OPOTA Registration Application.”

From here, users can select and pay agency invoices via credit card or electronic check.

I am an agency course authorizer, where do I find pending approvals?

If a user is listed as an Agency Authorizer, the user will see “Agency Approvals” in the “OPOTA Registration Application.”

The user can select this option to approve or deny registrations made by employees of your agency where the officer chose “Bill My Agency” during the registration process.

What if OPOTA cannot find my officer record?

Contact OPOTAREgistration@OhioAGO.gov for assistance.
How do I change my password?

If a user does not know their password, they can select “Forgot your password?” from the homepage.

If a user desires to change their password after successfully authenticating, the user can select their name in the upper right-hand of the page and select “Reset Password.”

How do I update my account information?

Once logged in, from the OPOTA Portal page a user can select their name on the upper right-hand of the page and select “Edit Profile.”