



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.**

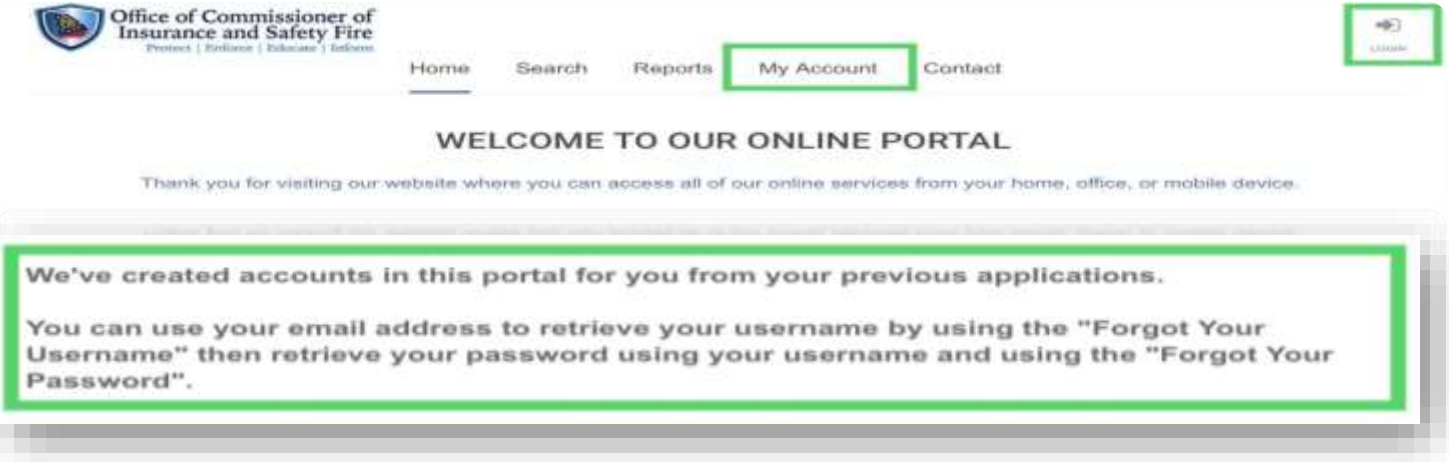
Note: CitizenServe Supports Google Chrome, Microsoft Edge, FireFox.

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

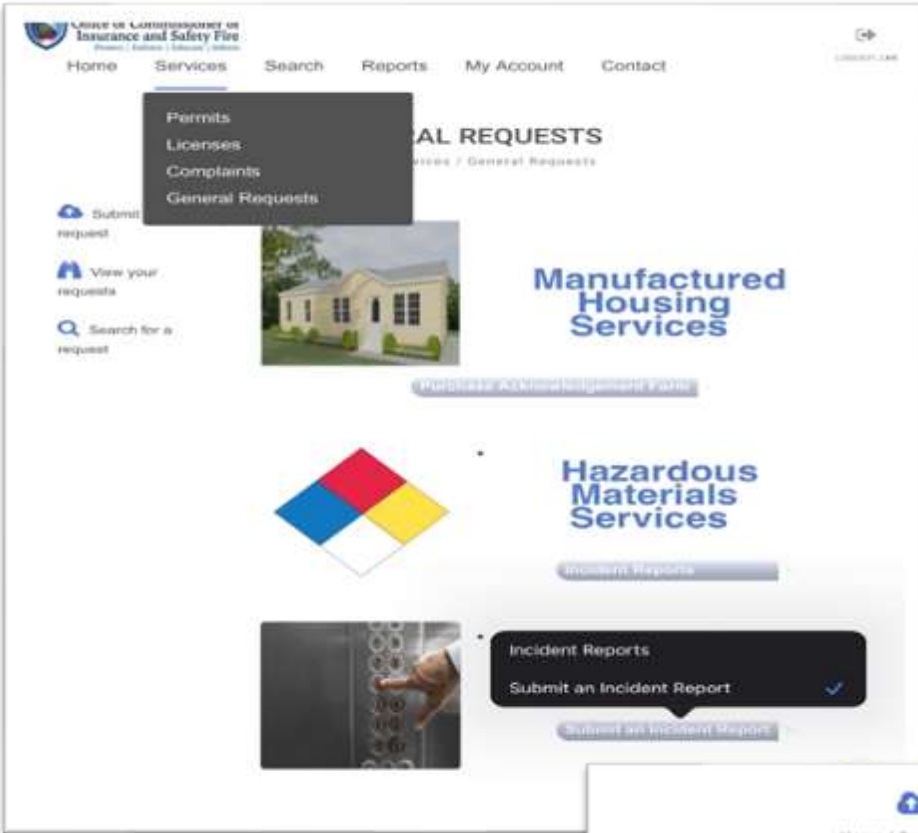
- View my requests
- Update my information
- Logout
- Make a payment

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 is shown with the following fields: 'Please enter the general topic of your request:' (text input with 'Accident Report'), 'Type:' (dropdown menu with 'Elevator Incident/Accident Report' selected), 'Address:' (text input with '2 MLX Jr DRIVE'), 'City:' (dropdown menu with 'GA' selected), 'State:' (dropdown menu with 'GA' selected), 'Zip:' (text input with '30303'), 'Parcel ID:', 'Property Owner:', and 'Property Name:'. A dropdown menu is open over the 'Type:' field, listing various incident types: Boiler Incident/Accident Report, Carnival Incident/Accident Report, Consumer Fireworks/Display Fireworks/Pyrotechnics Incident, Elevator Incident/Accident Report (checked), Explosives Theft/Incident, LP Gas Incident, Purchase Acknowledgement Form, Racetrack Incident Report, Service Station Incident, and Site Approval. A green checkmark and the text 'Your address has been verified' are visible below the address field.

This section includes 'Incident Report:' with a 'Select File' button, 'Copy of Guest Folio:' with a 'Select File' button, and 'Additional Documentation:' with a 'Select File' button. Below these is a signature line with a 'Sign Here' button. At the bottom are 'SUBMIT' and 'SAVE FOR LATER' buttons.

Note: Click Chat Icon for OCI/Support.



STATE OF GEORGIA RULES & LAWS FOR REPORTING INCIDENTS/ACCIDENTS**120-3-25-.06 Reporting of Accidents.**

(1) All incidents involving Personal Injury or Property Damage sustained by reason of the operation or malfunction of an elevator, escalator, manlift, moving walk or power dumbwaiter, platform lifts and stairway chairlifts, including death shall be reported by the owner, operator, lessee, or Maintenance Company as follows:

(a) For incidents in which actual Personal Injury or Property Damage is observed or reported by the owner, operator, lessee, or maintenance company at the scene at the time of the incident, immediately by telephone to the Office on the same day or by noon the next business day. The elevator, escalator, manlift, moving walk, or power dumbwaiter, platform lifts and stairway chairlifts, involved shall be taken immediately out of service and no work will be done to the equipment unless otherwise advised (see subparagraph (2) below).

(b) For all other incidents becoming known as the owner, operator, lessee, or maintenance company not at the scene at the time of the incident (including belated reports of Personal Injury after the person alleging injury has departed the scene without notifying the owner, operator, lessee, or maintenance company) by telephone not later than noon the next business day after the incident becomes known to the owner, operator, lessee, or maintenance company. The elevator, escalator, manlift, moving walk, or power dumbwaiter involved shall be taken immediately out of service unless otherwise advised (see subparagraph (2) below).

(c) For all incidents, the owner, operator, lessee shall file a written report, including witness statements, within seven days of the date of the incident or of the date the incident became known to the owner, operator, lessee, or maintenance company, whichever is later.

(2) Upon receiving a telephonic report, the Office may at its discretion determine whether to investigate an incident. At the time of the report, the Office shall inform the owner, operator, lessee, maintenance company, or agent reporting the incident whether the Office be investigating and when the elevator, escalator, manlift, moving walk or power dumbwaiter, platform lifts and stairway chairlifts, involved may be repaired or put back in service. In its discretion, the Office may require a telephonic conference with the certified elevator mechanic or Maintenance Company prior to making a decision to investigate an incident.

(3) All telephonic and written reports for accidents involving personal injury shall include the name(s), address, and injuries of the person(s) injured.