Customer help guide

Signing In and Resetting Passwords

Use this guide to sign in to the Fire Safety Inspections service. You use the service to apply for and manage your inspections.

1
of 6 guides

Go to **https://my.egov.ky/web/cifs**. Use an up-to-date web browser on a computer, tablet or phone.

Your journey Each stage has its own guide. You are here: Guide 1.

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Sign In Guide 1 · You are here	**Complete Your Application** Guide 2	**Upload Documents** Guide 3	**Book Your Inspection** Guide 4

Guide 5 helps you track and manage your application. Guide 6 explains error messages.

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2 Enter Your User Name and Password
3 Choose How to Get Your Code
4 Enter Your Code
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- If You Are Signed Out
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Before You Sign In

You must sign in with your **eServices account** before you can apply for or manage an inspection. eServices is the account you use to sign in to this service.

You will need:

✓ your eServices **user name** and **password**

✓ a phone or email address that can get a one-time code

No account yet? Create one first. You only need to do this once.

If your account is linked to your My eID, you can fill in your contact details from it when you start your application. See **Guide 2**, step 4.

1 Go to the Home Page

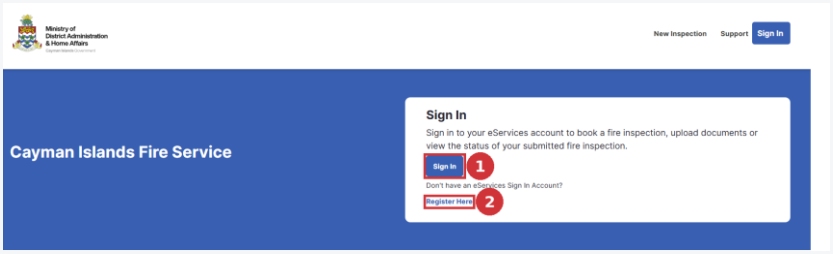


Figure 1 Home page before you sign in

1. On the home page, choose **Sign In**. You can find it in the blue panel and at the top right of the page.
2. If you do not have an eServices account, choose **Register Here** and create one. **Create an account** on the sign-in page takes you to the same place.

2 Enter Your User Name and Password

On the eServices sign-in page:



Figure 2 eServices sign-in

1. Enter your **User Name**. You can use the email address linked to your account instead.
2. Enter your **Password**. Choose the eye icon to check what you typed.
3. Choose **NEXT**.

3 Choose How to Get Your Code

On the **One Time Passcode** page:

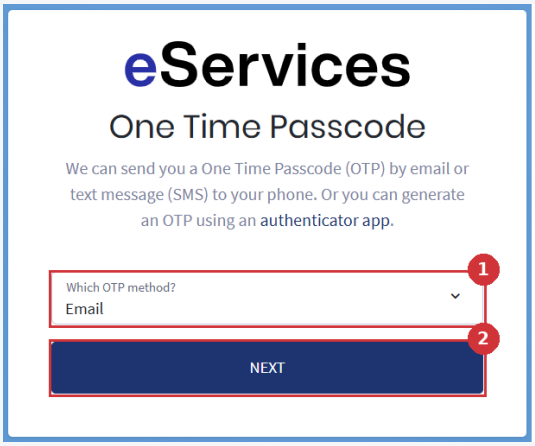


Figure 3 One-time passcode method

1. Choose how to get your code: by **email**, by **text message (SMS)** or with an **authenticator app**. Pick the one that is easiest for you to use now.
2. Choose **NEXT**. eServices sends your code.

> **Why you get a code.** eServices sends you a one-time passcode (OTP) each time you sign in. This keeps your account safe, even if someone else knows your password.

4 Enter Your Code

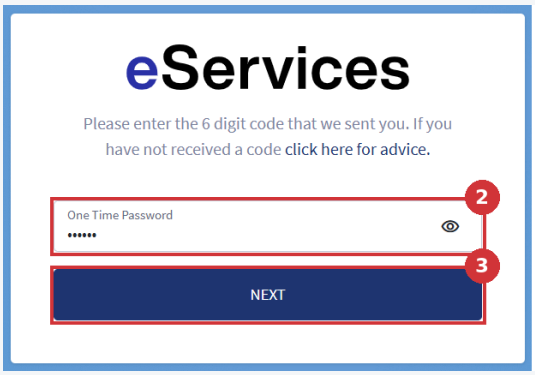


Figure 4 Enter your code

1. Check your email, phone or authenticator app for your 6-digit code.
2. Enter the code. Choose the eye icon to check it.
3. Choose **NEXT** to finish signing in.

> **If your code does not arrive.** Wait a minute or two. If it still does not arrive, choose **click here** on the page for advice.

✓ **You have signed in when you are back on the home page. You can now start your application.**

If You Cannot Sign In

If you forgot your user name or password

On the sign-in page, choose **Forgot username?** or **Forgot password?** Enter the email address linked to your account. eServices emails you a reminder or a reset link.

You can also sign in with your email address instead of your user name.

If you see a Login Failure message

Close all browser windows. Try **Forgot Password** again, or use a different browser or a private window.

If you chose a text message for your code

To get your code by text message, your phone must be able to receive text messages.

If you no longer have access to your email

Create a new eServices account. On the sign-in page, choose **Create an account**.

Still cannot sign in? Contact eServices Sign In support. The details are under **Contact us**.

If You Are Signed Out

15 minutes

For your security, we sign you out after **15 minutes** without activity.

If this happens, sign in again. Your saved applications are still there. Go to **My Applications** and then **Draft Applications**. A saved draft is kept for 30 days.

Contact Us

Questions About Your Inspection or Application

Contact the Fire Service.

Email	Telephone	Opening hours
firesafetyinspections@gov.ky	**(345) 949-2276**	**Monday to Friday, 8:30am to 5:00pm**

Problems Signing In or With Your eServices Account

Contact eServices Sign In support.

Telephone	Email	Online
(345) 244-3621	**eservices@gov.ky**	**my.egov.ky/web/myegov/support**

When you contact us, tell us what you were doing and what you saw. If you have one, tell us your Application ID.

Next guide → **Guide 2: Completing Your Application**