



Center For Emergency Response and Public Safety

18 Queen Street South, PO Box 989, Tottenham, Ontario L0G 1W0 416-678-8306

Password Change Instructions

Welcome to CERPS (the Center for Emergency Response and Public Safety), your online learning portal for the Ontario Fire Service. These instructions will help you to change your password when you make a request to support@cerps.ca to have your password changed.

Situation

You have attempted to log in and your password has been rejected.

These instructions are useful when you have attempted to change your password through the "Forgotten your username or password?" (see image below) link has not worked and

- a) your username is rejected or,
- b) your password is rejected, or
- c) you do not receive an automated email to step you through a password change (this can be due to email filtering or spam filters, or the email registered in your account is not the same as the email you are checking for a password change)

The next step is to email support@cerps.ca using the email address that you have registered in your course with the Ontario Fire College. In that email indicate that you need assistance changing your password.

Log in

Username / email

Password

☒ Remember username

[Forgotten your username or password?](#) 



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Performing a password Change

You will receive a reply to your password change request once CERPS Support confirms the email address and ownership of the CERPS Account.

Step 1: The Login Prompt

In your browser's address bar, click on this link or cut and paste: <https://ofc.cerps.ca/login/> or click on the Log In () option in the upper right corner of the site.

Step 2: The Login Screen

The email will include your CERPS Username and your Temporary Password. Enter your Username, or your registered email address into the Username / email field (**Arrow 1**). Enter the Temporary Password email to you into the Password field (**Arrow 2**). Click the "Log in" button (**Arrow 3**).

Log in

Username / email myuserid

Password

☒ Remember username

Log in

Forgotten your username or password?

Cookies must be enabled in your browser ?

Some courses may allow guest access

Log in as a guest

Is this your first time here?

Authorized access to the Ontario Fire College Online Portal is restricted to Firefighters and Officers enrolled in a course.

Please note that if you have been supplied with a redemption code, you need to use it to establish your account before you can log in. Redemption code instructions can be found here (click).

To Redeem your code, click here.



Password Managers

If you are using a password manager, do not select a suggested password from the password manager into the Password field. You must enter the Temporary Password provided by support. Your password manager's stored password is no longer valid.



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Step 3: Establish your Working Password

To change your Temporary Password to a Working Password, enter the Temporary Password sent to you via email into the “Current Password” field (**Arrow 1**). Your Working Password is the new password you will set for your account. Enter the new password into the “New Password” and “New Password (again)” fields (**Arrow 2** and **Arrow 3**). Once complete, click on the “Save Changes” button (**Arrow 4**).

← → ↻ 🏠 ofc.cerps.ca/login/chang... 🔍 ☆

Ontario Fire College

☰

🏠 Home > M > Change password

You must change your password to proceed.

Change password

Username
myuserid

Current password* 

New password* 

New password (again)* 

 Save changes

There are required fields in this form marked *.

Step 4: Password Change Confirmed

To complete the Password Change, click on the “Continue” button (**Arrow 1**).

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Ontario Fire College

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🏠 Home > M > Change password

Password has been changed

 Continue



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Password Change Requests: Advice and Cautions

1. Password Change Requests must go to the email support@cerps.ca
2. The Password Change Requests must be initiated by email. Password Changes are not processed verbally, by phone call through text messages for security reasons.
3. Password Change Requests must be initiated by the owner of the account using their OFC Registered email address for security reasons.
4. Password credentials are not shared with anyone other than the account owner for security reasons.
5. Do not reuse passwords for other accounts such as social media or banking passwords. Establish a unique password for your CERPS Account to ensure your account is secure.
6. Do not share your login credentials with others.
7. Be vigilant when using a shared computer (at the fire hall or public library for example) – Log Out of the CERPS LMS when you are done to avoid unauthorized access to your account and courses. CERPS logs out automatically after 2 hours of inactivity, but automatic log out should not be relied upon unless you have sole possession and access to the device (computer, laptop, mobile phone or tablet).
8. Do not use password managers or save log in credentials on public access devices, as this could give other persons unauthorized access to your account.
9. Account security is the responsibility of each user using the CERPS LMS system.