

Interactive Web Site Instructions

NOTE: AN EMAIL ADDRESS IS REQUIRED WHEN CREATING YOUR USER ID AND PASSWORD. IF YOU DO NOT HAVE AN EMAIL ADDRESS, PLEASE SIGN UP USING A FREE EMAIL PROVIDER. (To find a free email provider, access any search engine on the internet and key in "Free Email" for the search. The results will show a variety of free email providers - pick one that best suits your needs.)

The Interactive Web Site can be accessed by opening your Internet browser and entering the following web address <http://orsica.dhs.utah.gov> in the address line. Any ORS Case Participant can access the Interactive Web Site. Listed below are instructions for First Time Users and Registered Users.

First Time Users

Click on Create new user account.

The New User Creation - Step 1 of 4 (General Info) page will display.

Enter First Name, Last Name, Primary Email Address, and User ID.

The space to enter a User ID will accept numbers or letters. Example:
Jan555443322

Note about the User ID: This identifier should be something you can remember. The User ID must contain a minimum of 4 characters and a maximum number of 30 characters, and is not case sensitive.

Click on Next to proceed to the next step.

The New User Creation - Step 2 of 4 (Password Info) page will display.

Enter Password Recovery Question, Answer, Password, and Confirm.

The Password Recovery Question and Answer is set up in case you forget your password.

The Password Recovery Question has a tips option that will provide you with additional pre-defined questions you can choose from a drop down list or you can create your own Password Recovery Question

The Password Recovery Answer. When you attempt to recover a password this is the answer that you will need to enter. It will need to be entered exactly as you enter it here. (We suggest a one word answer all lower case.)

Enter your password in the Password field and again in the Confirm field.

Note: The Password should be easily remembered. This is what you will use to gain access to the system. The Password must be a minimum of 8 characters. This field is not case sensitive and will allow letters and numbers.

Click on Next to proceed to the next step.

The New User Creation - Step 3 of 4 (Personal Info) page will display.

You may enter your home Address, City, Zip Code, Phone Number, and Birth Date if you wish. These fields are not required.

Click on Next to proceed or click on Previous to go back to the prior page.

The New User Creation - Step 4 of 4 (Work Info) page will display.

You may enter your employment information. These fields are not required.

Title is your position title.

Company is your Company's Name.

Department is the name of the department you work in.

The street or PO Box of your employment.

City that your employer resides in.

Your employer's phone number.

Your cell phone number.

Your pager number.

Your fax number or your employer's fax number

Click on Finish to proceed to the next step.

The Registered User page will display with a message in red text that reads:

“An email containing instructions for completing your account setup has been sent to the email address you provided. “

Validating your Email Address:

Note: Validating your email address is required. If the validation is omitted you will encounter problems logging on to the Online Case Access System.

Go to your email account and open the email sent from the system with the subject as New User Creation. If you do not see it in your inbox check in your non-contact or junk folders. The email will contain a 4 digit code and a link to the Registered User web page. Select the link in the email. Once the link is selected the user is taken to the Registered User web page where the user is asked to “Validate your email”. Enter your Email address or User ID and Password, and then select Login. After selecting the Login button the user will be on the Account Maintenance - General Information screen. On this screen the user is asked to Validate the Email address. Next to the Email address field in Red Text the user will click on the word “Validate”.

Once the Validate text is selected, the user will see a pop-up box asking for the validation code. **Note: Pop-ups must be enabled.** Enter the Validation code exactly how it is typed in the email - Click on Save. The user will then receive confirmation that “Your email has been validated” and the pop up box will close. (You will also notice that when the email address has been validated the Red Text Validate goes away.)

The Account Maintenance - General Information Page will display.
Verify the information that is displayed is correct. If the information is correct, click on Done. By clicking Done the user is taken to the Utah.gov web site.

To log into the ORS Online Case Access System, select the link <http://orsica.dhs.utah.gov> and enter your email address or User ID and password.

The ORS Account Registration and Activation - Registration page will be displayed.
Enter your First Name, Last Name, Address Line 1, City Name, Zip Code, Country, and Social Security Number. These fields are required.
You may also enter your State, Home Telephone Number and Work Number.
Click on the Submit button to proceed.
Click on the Reset button if you would like to erase the fields that you entered.
Click on the Cancel button to Logout.

The ORS Account Registration and Activation - Registration Results page will display when the user selects Submit.
A message will display stating you will receive your activation code by US Mail within 5 to 7 business days.
Select LOGOUT.

Note: This Activation Code is only valid for 90 days. After 90 days you will be required to register again.

Registered Users

If you have previously entered your registration information, enter your Email Address or User ID and Password and click on the Login button.

The Account Registration and Activation page will display.

Enter your Activation Code and click on the Submit button. The Interactive Case Access page will display.