



## FLORIDA OFFICE OF FINANCIAL REGULATION

[www.FLOFR.com](http://www.FLOFR.com)

**PAMELA P. EPTING**  
INTERIM COMMISSIONER

Dear Registered User,

Your license/registration is due to expire on **December 31, 2018**. If you have not logged in to the REAL system since the system update on **May 21, 2018**, a password reset will be required in order to access your account. To avoid late renewal fees or license/registration expiration, you will need to login to the REAL system prior to December 31, 2018, and pay for your renewal.

You will be able to renew on or around **November 1, 2018**. Please ensure you are able to log-in to the REAL system prior to this date. It is highly recommended that you follow the steps below to ensure you can access your account when renewals open. This will help avoid any potential delays in processing or missing the renewal deadline and incurring late fees.

To reset your password, follow the steps below:

1. Go to: <https://real.flofr.com/datamart/languageChoice.do>
2. Select "Forgot Password?"

A screenshot of the 'Welcome to Online Services' login page. The page has a blue header with the title 'Welcome to Online Services'. Below the header, there are two main sections: 'Returning User' and 'New User'. The 'Returning User' section includes a note that '\*' denotes a required field, followed by input fields for '\*User ID:' and '\*Password:'. There are also links for 'Forgot Password?' (circled in red) and 'Forgot User ID?'. A 'Sign In' button is located to the right of these links. The 'New User' section has a link for 'Create a User Account' and a blue information icon with the text: 'Click "Create a User Account" to create a new online services user account with the OFR.'

3. Enter your "User ID" and click "Next."  
\*\*\*For instructions on recovering your "User ID" click [here](#).\*\*\*

**Forgot Password – Enter User ID**

Please provide the User ID you used to register with the Office of Financial Regulation.

Press "Next" to continue.  
Press "Cancel" to return to the logon screen.

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\* User ID:

4. Enter your password "Reminder Answer" and click "Next."

**Forgot Password**

Enter the reminder answer and press "Next" to continue.  
Press "Cancel" to return to the logon screen.

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User ID:

Reminder Question: In what city were you born?

Reminder Answer:

5. You will receive notification that a new password has been e-mailed to you.

**Forgot Password**

Press "Next" to go to the logon screen.

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A new password has been emailed to you.

6. Go to your email, copy the PASSWORD provided, and click the link to return to the login page.

Hello

Your online User ID and temporary password is provided below.

Please note that your online password is case sensitive.

USERID:

PASSWORD: EJUcFUG8

Reset your password by logging on to your account at:

<http://ofrvopvintt01.fldoi.gov/datamart/languageChoice.do>

\*\*\* Note: This is an automated email. Do NOT reply to this message.

7. Enter your “User ID” and paste or type in the temporary password provided. Click “Sign In.”

8. In the “Old Password” field, paste or type in the temporary password provided. Enter your new password in the “New Password” and “Confirm Password” fields and click “Save.”  
Note: Your new password must meet the 3 password rules listed.

9. Once completed, you will be logged in to your account and taken to the “My Workspace” page.

**My Workspace**  
To start, choose an option and you will return to your Workspace menu after you have finished.

**To File a Consumer Complaint, navigate to the Additional Activities section.**

**License Information** [Show Details](#)

Name: **ABC COMPANY LLC**  
License Number: **#FT340001141**  
License Type: **Money Transmitters Part III**

**Manage your Information**

Money Transmitters Part III #FT340001141  [Select](#)

**Apply for a License/Registration**

What are you applying for?

[Select](#)

**Additional Activities**

[File a Consumer Complaint](#) [Select](#)

[Delegate an Authorized User](#) [Select](#)

[Associate Entity to User Account](#) [Select](#)

[View Filing History](#) [Select](#)

10. You have now successfully reset your password.

To recover your User ID, follow the steps below:

1. Select "Forgot User ID?"

**Welcome to Online Services**

**Returning User**

"\*" denotes a required field.

\*User ID:


\*Password:

[Forgot Password?](#)

[Forgot User ID?](#)

**New User**

[Create a User Account](#)

 Click "Create a User Account" to create a new online services user account with the OFR.

2. Enter the email address associated with your account and click "Next."

**Forgot User ID - Enter Email Address**

Please provide the email address you used to register with the Office of Financial Regulation.

Press "Next" to continue.

Click "Cancel" to return to the logon screen.

\* Email Address:

3. Enter your "Reminder Answer" and click "Next."

**Forgot User ID**

Enter the reminder answer and press "Next" to continue.

Click "Cancel" to return to the logon screen.

Email Address:

Reminder Question: In what city were you born?

\* Reminder Answer:

4. You will receive notification that your User ID has been emailed to you. Click “Next” to return to the login screen.



Enter User ID

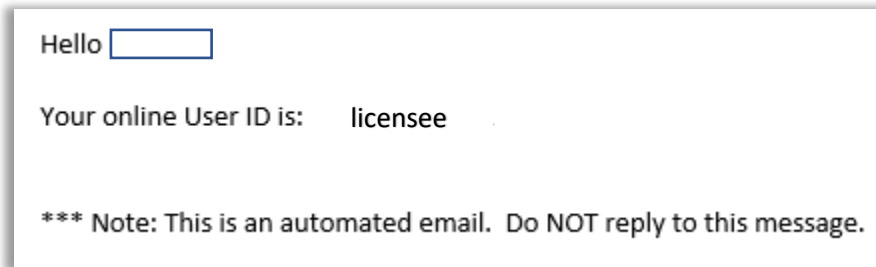
Press "Next" to go to the logon screen.

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The User ID has been emailed to you.

Next

5. Go to your email to retrieve your User ID.



Hello

Your online User ID is:    licensee

**\*\*\* Note: This is an automated email. Do NOT reply to this message.**

6. You may now use your User ID to login or to reset your password.
7. To return to instructions on how to reset your password, click [here](#).

**The Office of Financial Regulation will be sending renewal instructions prior to renewals opening on or around November 1, 2018.**

Additional information and user guides for the new REAL System online services are available on our website at <https://www.flofr.com/sitePages/WelcomeToOnlineServices.htm>.

If you have any questions, please contact us at (850) 410-9895.

Sincerely,

The Florida Office of Financial Regulation