Manage Your FSSID

Reset Your Password

You can reset your password from the sign in screen.

1. On a browser, go to https://hub.firestationsoftware.com.
2. Click "Sign In".
3. At the bottom of the page, click the link next to the text *Forgot Your Password?*
4. Enter the email address used for your FSSID and click "Reset Password"
5. Look for an email with the subject *Reset your Fire Station Software ID (FSSID) password* and click the reset link in the email.
6. Enter a new password, confirm it, and click "Reset Password" to finalize the change.

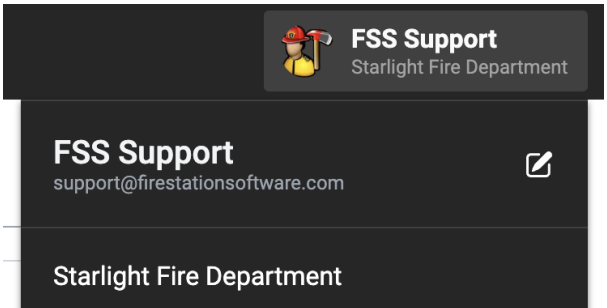
If you are a department manager, you can also reset passwords for any member of your department.

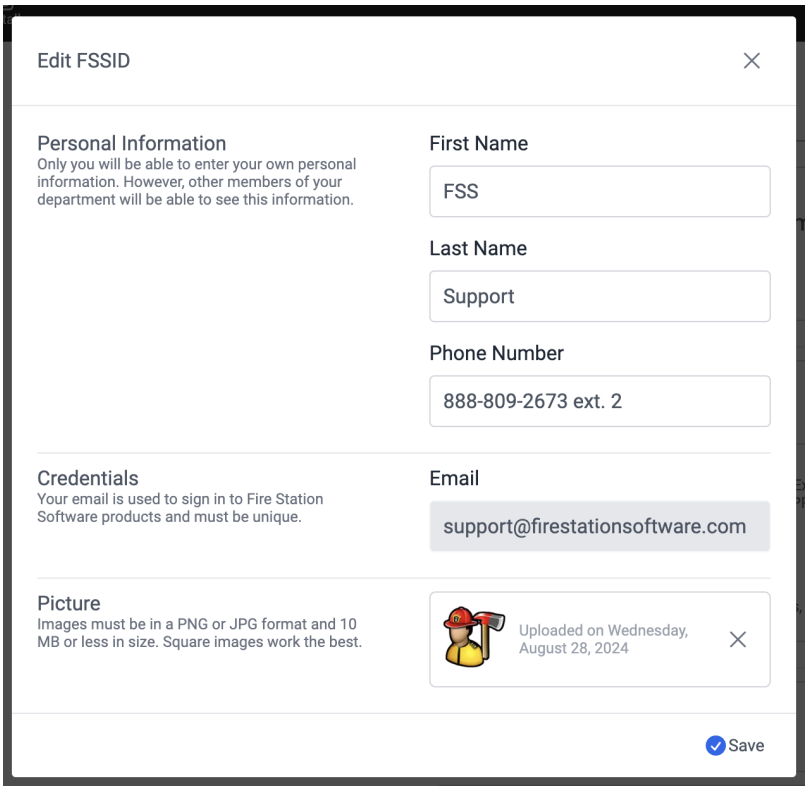
1. On a browser, go to https://hub.firestationsoftware.com.
2. Sign in with your FSSID.
3. In the left menu, select *Members* in the Personnel section.
4. Select a person from the list and click "Send Password Reset".
5. Look for an email with the subject *Reset your Fire Station Software ID (FSSID) password* and click the reset link in the email.
6. Enter a new password, confirm it, and click "Reset Password" to finalize the change.

Update Your Personal Information

You can change your personal information from the Department Hub.

1. On a browser, go to https://hub.firestationsoftware.com. You may need to sign in with your FSSID.
2. At the top right, click your name/department name to open the menu.
3. Click your name/email to open the FSSID edit form.
4. Make any changes to your FSSID.
5. Click "Save".





If you would like to change your email associated with your FSSID, please contact us at support@firestation.com

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