

Requesting An Account

If you wish to use Firehawk-Systems' services, please follow this procedure.

Sending a request

Initial account creation must be performed manually by a Firehawk-Systems administrator. Approval and creation of an account may take 1-2 days.

Requests must be sent to accounts@firehawk-systems.com

Request Template

From your personal email account, send an email with the recipient, subject and body as shown below

To: accounts@firehawk-systems.com

Subject: REQUEST - Firehawk-Systems Account

Hello Firehawk-Systems,

I would like to request a account for the following purpose(s)

<2-4 sentences explaining reason for request and desired access scope>

Please create the account with the following details:

Username: <your preferred username>

First Name: <anything>

Last Name: <anything>

Email: (leave blank to use the sender address of this email)

I understand that my request may be denied for any reason, and that once my request is approved,

I must complete activation within 48 hours or my account may be disabled until I send another request.

Account Setup

Within 1-2 days, you will receive a email response. If you request is approved, the response will contain a link to Authentik, the identity management solution used by Firehawk-Systems.

When clicking on links, always ensure the sender is who you expect. Response will come from support@firehawk-systems.com

Sample Response

**Re: REQUEST - Firehawk-Systems Account**

**Support** (September 12, 2026 2:52 PM)
To: "The Firehawk" <firehawk@firehawk-systems.com>

Hello myuser, and welcome to Firehawk-Systems!

Good news, your request has been approved!

Your account has been created with the following details

Username: myuser
First Name: My
Last Name: User
Email: myuser@example.com

Your temporary password is: gu3l3naew1xoo2il4uShahC1eiGeeshoh7

Please login and change your password by clicking here:

auth.firehawk-systems.com

Firehawk Systems

 <https://auth.firehawk-systems.com/>

If you are stuck, please follow the instructions here:



knowledge.firehawk-systems.com

Requesting An Account | BookStack

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 <https://knowledge.firehawk-systems.com/books/managing-your-account/page/requesting-an-account>

Thank you for using Firehawk Systems.

Kind Regards,
Support Team.

On 12/9/26 14:24, The Firehawk wrote:

...

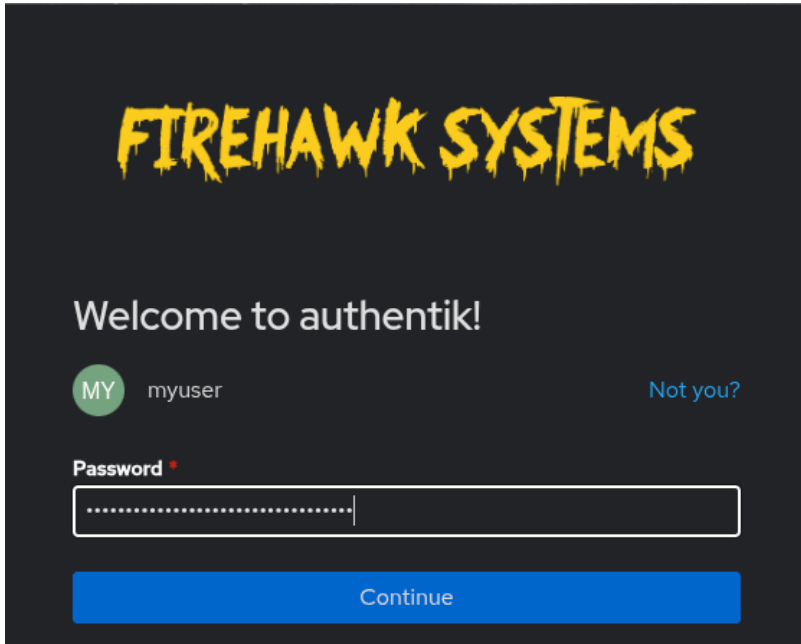
Hello Firehawk-Systems,

I would like to request a account for the following purpose(s)

First-time Password Change

Unless you sent a PGP key with your request email, the temporary password is NOT safe. You MUST change it

Click on the <https://auth.firehawk-systems.com> link in the email, it will bring you to Authentik login page. Login with the username/password provided in the email.



The image shows the Authentik login page for Firehawk Systems. At the top, the "FIREHAWK SYSTEMS" logo is displayed in a yellow, stylized font. Below the logo, the text "Welcome to authentik!" is shown. Underneath, there is a user selection area with a green circle containing "MY" and the text "myuser". To the right of this is a link that says "Not you?". Below the user selection, there is a "Password" field with a red asterisk indicating it is required. The password input field is a white rectangle with a white border and a white cursor. At the bottom of the login form is a blue button labeled "Continue".

Once logged in, you'll see the dashboard. Click on the settings icon in the top-right.



The image shows the Authentik dashboard. At the top left, the "FIREHAWK SYSTEMS" logo is visible. In the top right corner, there are icons for a bell, a user profile, and a "Settings" button. The main area of the dashboard is titled "Application Dashboard". On the right side of the dashboard, there is a search bar with the placeholder text "Search for an application by name...".

You'll likely land on the "User details" section. From there, click on "Change password"



The image shows a "Change your password" section. It features a blue button labeled "Change password". A white mouse cursor icon is pointing at the button.

Enter you new password:

It is strongly recommended to use a random, generated password saved in your password manager

FIREHAWK SYSTEMS

Change password

Password *

Password (repeat) *

Continue

Once successful, you'll be returned to the User details screen.

You have completed your first-time account setup

Revision #3

Created 2026-09-12 04:32:53 UTC by The Firehawk

Updated 2026-09-12 07:07:08 UTC by The Firehawk