

Innovate  
Ohio  
**Platform**

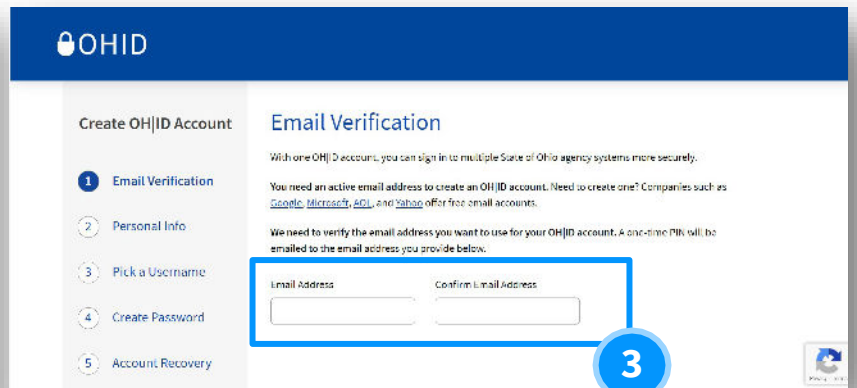
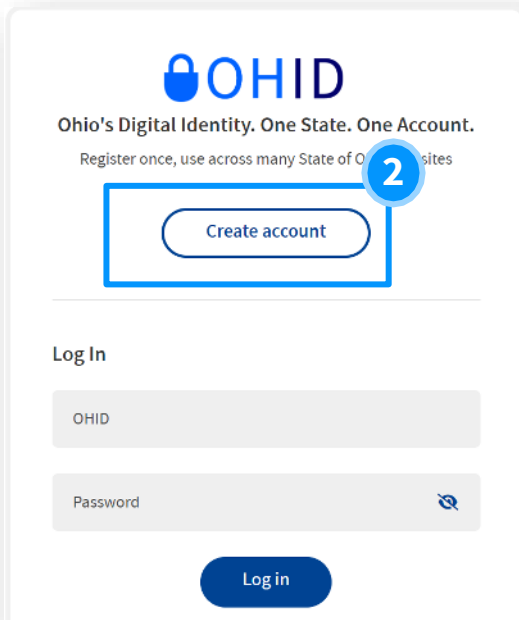
# OHID Account Creation & MFA Job Aid



**Department of  
Administrative  
Services**

# OHID ACCOUNT CREATION (1 of 5)

- 1** Begin at the OHID login page <https://ohid.ohio.gov/>. From the login page, press the “Create Account” button.
- 2** Select “Create Account” to begin the OHID account creation process.
- 3** Enter an active email address to continue creating an account.



# OHID ACCOUNT CREATION (2 of 5)

4 After entering an email address, a PIN will be sent to that email address.

Enter the PIN provided on the email verification screen and select “Verify.”

**Note:** If you do not receive the PIN immediately, request a new PIN using the “Send a new PIN” link.

**Email Verification**

An email with a one-time PIN was sent to teaccou18@gmail.com.

Enter PIN

Verify

**Having Trouble?**

- Search your junk mail and spam folder for an email from: [DONOTREPLY-Enterpriseldentity@ohio.gov](mailto:DONOTREPLY-Enterpriseldentity@ohio.gov).
- Wait 10 minutes and refresh your email inbox.

**Still Having Trouble?**

Your email provider is likely marking this email as spam, which is blocking or delaying it.

- Add [DONOTREPLY-Enterpriseldentity@ohio.gov](mailto:DONOTREPLY-Enterpriseldentity@ohio.gov) to your contacts.
- Ask your IT administrator to add this email to the safe-sender list.

[Send me a new PIN](#)

Cancel Next

5 Enter a Legal First Name, Last Name, and Date of Birth in MM/DD/YYYY format to continue.

Note: Last 4 of Social Security number is an optional field.

**Personal Info**

Legal First Name

Legal Last Name

Date of Birth

mm/dd/yyyy

Last 4 digits of SSN (optional)

*Be sure to use your real date of birth, you may need it for account recovery later.*

Cancel Next

# OHID ACCOUNT CREATION (3 of 5)

6 Create a username for the OHID account.

**Note:** The username must be between 6-64 characters, cannot start or end with a special character, cannot contain only numbers, and may only contain . \_ - @ as special characters.

Pick a Username

Username Requirements

- Must be between 6-64 characters
- Cannot start or end in a special character
- Cannot contain only numbers
- Only . \_ - or @ No other special characters

Username

Cancel Next

7 Create and confirm a password for the OHID account.

**Note:** Passwords must be between 8-30 characters; must contain at least one upper case letter, lower case letter, number, and special character; and cannot contain the user's first name, last name, username, or OHID.

Create Password

Password Requirements

- Must have at least 8 and no more than 30 characters in length
- Must contain 1 character from each of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!\$%,~^&\*~+><()[]{}%";/?)
- Cannot include your first name, last name, username, or OHID
  - Example: If your name or username is John Smith, your password cannot contain "John" or "Smith"

Password Confirm Password

Cancel Next

# OHID ACCOUNT CREATION (4 of 5)

8 Enter an active mobile phone number to enable optional account recovery.

Select “Send PIN” to send a PIN to the mobile phone number.

Enter the PIN to verify your mobile phone.

9 Check the “I Agree” box under the "Terms & Conditions" section and answer the “Confirm you are not a robot” question.

Next, select “Verify,” and then “Create Account.”

**Account Recovery**

Your email (JamesLeBron@yahoo.com) is the main way you'll reset your password. Adding your mobile number to your account ensures that we have a way to reach you if you lose access to your email.

**Set up mobile/text message account recovery**

You will receive a PIN via text message. Message and data rates apply. [See Terms & Conditions and Privacy Policies.](#)

Mobile Number 8a

If you choose not to add your mobile number to your account at this time, you can [skip this step.](#)

**Set up mobile/text message account recovery**

A message with your PIN has been sent to \*\*\*.\*\*\*.

Enter PIN 8b

Having Trouble?

**Terms & Conditions** 9

In order to proceed with this request, you must agree to the following terms and conditions.

By clicking "I Agree" and creating an OH|ID Citizen, Business, or Workforce profile you consent to use electronic signatures with the State of Ohio and receive communications in electronic form.

If you use this site, you are responsible for maintaining the confidentiality of your OH|ID account(s) and password(s) and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your OH|ID account(s) or password(s). The Ohio Department of Administrative Services reserves the right, in the event of a violation of law or State of Ohio policy, or as a result of any suspicious activity occurring on your OH|ID account, to refuse service, terminate accounts, remove or edit content on Ohid.ohio.gov, or cancel transactions related to your OH|ID account.

Children under the age of 13 are not eligible to use services that require the submission of personal information and should not submit any personal information to us. This includes submitting personal information to the website as part of a user profile or profile personalization. If you are a child under the age of 13, you can use these services only if used together with your parents or guardians. Ask permission from your parents or guardians if you are under the age of 13.

I Agree

**Confirm you are not a robot**

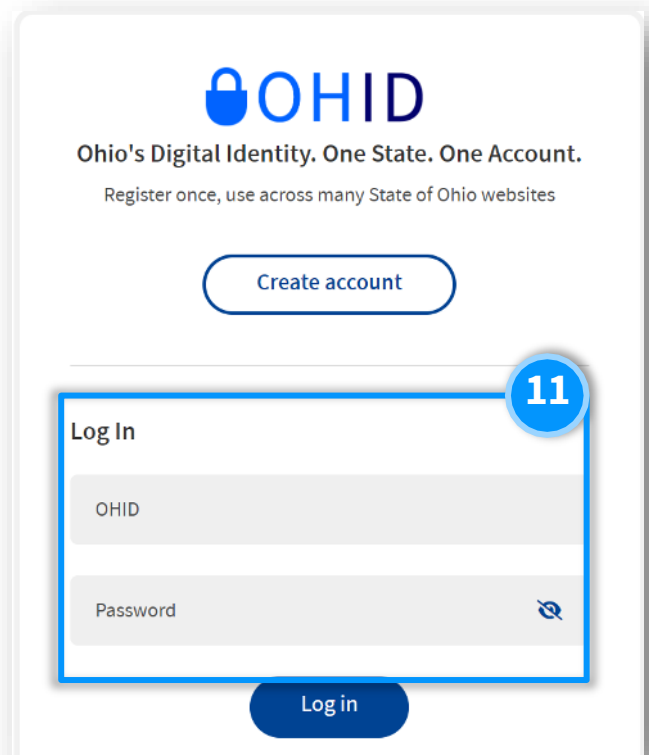
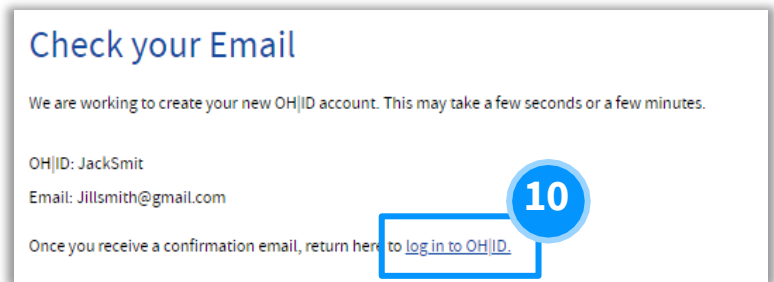
Red, pants and pink: the 1st color is?

# OHID ACCOUNT CREATION (5 of 5)

- 10 Verify receipt of the account creation email, then navigate back to the “Check your Email” page and select the “log in to OHID” hyperlink.

**Note:** Customers can also go directly to [ohid.ohio.gov](https://ohid.ohio.gov) and log in on the OHID login page.

- 11 Log in to OHID using the new OHID username and password.



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# MULTI-FACTOR AUTHENTICATION

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**Setting up multi-factor  
authentication (MFA) enrollment**

# MFA REGISTRATION OPTIONS (1 of 2)

There are four options available for MFA Registration. Please register for at least **two** MFA options.

**It is recommended to choose a combination of phone-based and email options just in case you do not have multiple cell phones or lose your phone.**



## SMS Text Message

An SMS text with a PIN will be sent to the user's phone number.

Level of Difficulty:

**LOW**

- The SMS verification option sends the user a one-time access code to their phone via text message.
- Users must select an active mobile phone number.
- For text message and phone call verification to be counted as separate methods, users cannot use the same phone number for both options.



## Email

A PIN will be sent to the user's email associated with the OHID account.

**LOW**

- The Email verification option sends the user an email containing a one-time verification code to the email address they used to set up MFA.
- Users should use an active email account they have access to.

# MFA REGISTRATION OPTIONS (2 of 2)

There are four options available for MFA Registration. Please register for at least **two** MFA options.

**It is recommended to choose a combination of phone-based and email options just in case you do not have multiple cell phones or lose your phone.**



## Phone Call

An automated call will be made to the user's phone number.

Level of  
Difficulty:

**LOW**

- The Phone Call verification option places an automated phone call to the user's phone number.
- Users must select an active phone number.
- For text message and phone call verification to be counted as separate methods, users cannot use the same phone number for both options.



## IBM Verify App

User is given the option to authenticate through PIN displayed in app and an in-app push button option.

**MEDIUM**

- The IBM Verify verification app will send a push notification when selected as the MFA option.
- The IBM Verify app is free in both the Google Play and Apple App stores.

# 2-STEP VERIFICATION ENROLLMENT (1 of 3)

1 Visit [OHID.ohio.gov](https://OHID.ohio.gov) and log in using your OHID and password.

**Note:** You can only enroll in 2-Step Verification options on the OHID website.

OHID  
Ohio's Digital Identity. One State. One Account.  
Register once, use across many State of Ohio websites

Create account

Log In

OHID

Password

Log in

Forgot your OHID or password? | Get login help

2 Select “Account Settings” then select “2-Step Verification.”

OHID

My Apps App Store Account Settings Security Profile Log Out Help

Manage Account

Personal Information  
Update your name, date of birth, or email.

Close Account  
Close your OHID account.

My Digital Profile  
View your digital profile and personalized survey results.

Signing in to OHID

Password  
Change your password.

Password Recovery  
Decide how you want to recover a forgotten password.

2-Step Verification  
Opt-in to receive a one-time PIN on login to OHID or additional account security.

# 2-STEP VERIFICATION ENROLLMENT (2 of 3)

## 3 Select "Configure."

OHID My Apps App Store Account Settings Security Profile Log Out Help

## Security Options

### 2-Step Verification

2-Step Verification provides an additional layer of security to verify your identity. In order to access certain agency applications, you must have your 2-Step Verification configured. Please note that setting up all identity verification methods will maximize your account security.

#### Configure 2-Step Verification for your OH|ID account

Click the configure button to be directed to the 2-Step Verification configure process. It is highly recommended that you configure all verification options.

Configure

## 4 Select "Add new method +."

IBM Security Verify App center My accesses My requests

## Profile & settings

Profile Security Privacy

### Security

Protect your account access with a strong password plus an additional verification method as well as recovery options if you get locked out.

#### Verification methods

Manage your verification methods.

Add new method +

#### MDM managed devices

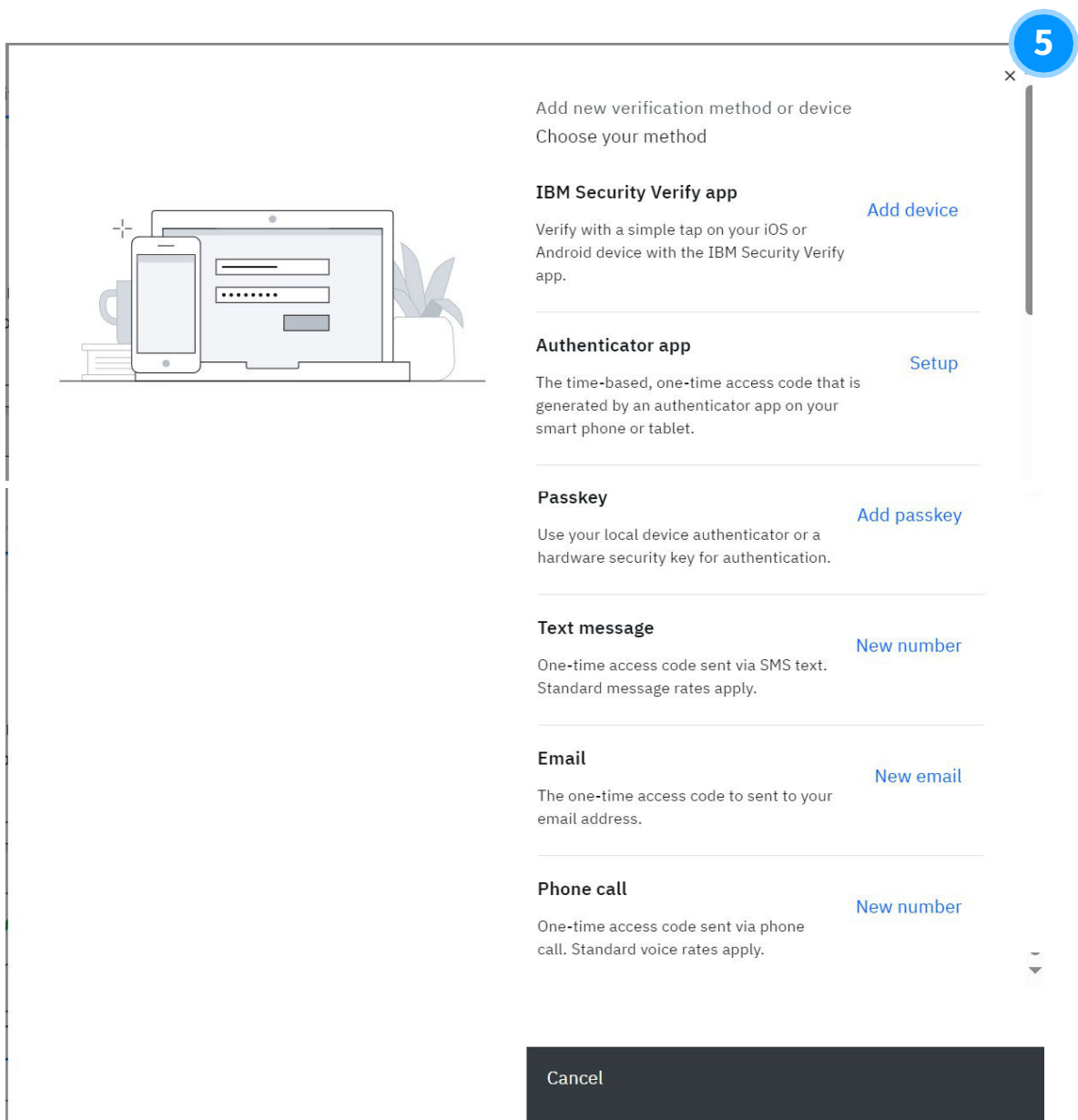
Manage your registered devices.

You do not have any registered devices.

# 2-STEP VERIFICATION ENROLLMENT (3 of 3)

5 You will see all verification methods appear on the screen for selection.

**Note:** You will need to set up **2 methods** of verification. It is recommended that you select one phone-based option (phone call or text) and one email option.



The screenshot shows a user interface for adding verification methods. On the left, there is an illustration of a laptop, a smartphone, and a potted plant. On the right, the text reads: "Add new verification method or device" and "Choose your method". Below this, there are six options, each with a description and a link to add or setup the method:

- IBM Security Verify app** (Add device): Verify with a simple tap on your iOS or Android device with the IBM Security Verify app.
- Authenticator app** (Setup): The time-based, one-time access code that is generated by an authenticator app on your smart phone or tablet.
- Passkey** (Add passkey): Use your local device authenticator or a hardware security key for authentication.
- Text message** (New number): One-time access code sent via SMS text. Standard message rates apply.
- Email** (New email): The one-time access code to sent to your email address.
- Phone call** (New number): One-time access code sent via phone call. Standard voice rates apply.

At the bottom of the screen, there is a "Cancel" button. A blue circle with the number "5" is overlaid on the top right corner of the screenshot.