Navigating MyOhio Security Options and Password Reset

Knowledge Base Article

Navigating MyOhio Security Options and Password Reset

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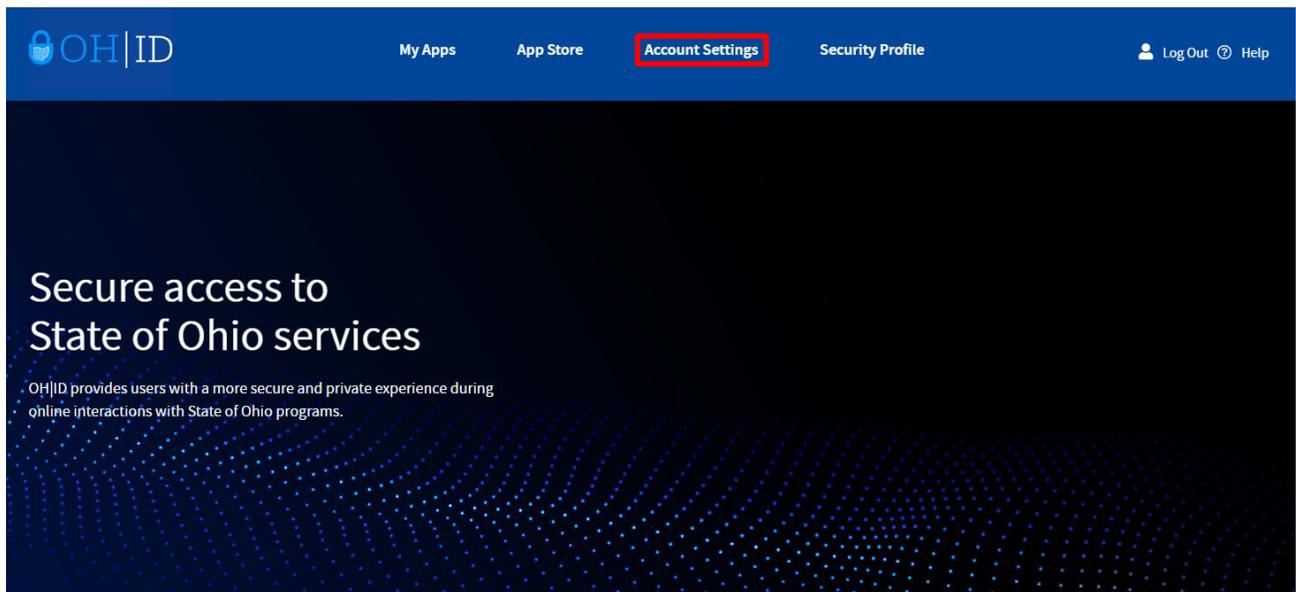# Navigating MyOhio Security Options and Password Reset

Overview

This article describes how to access additional security options for MyOhio that will allow users to provide information which can be used to easily and securely reset or change account details in the future.

Updating Security Options

1. Login to MyOhio.gov
2. Click the **Back to OHID** in the top, right corner of the page.
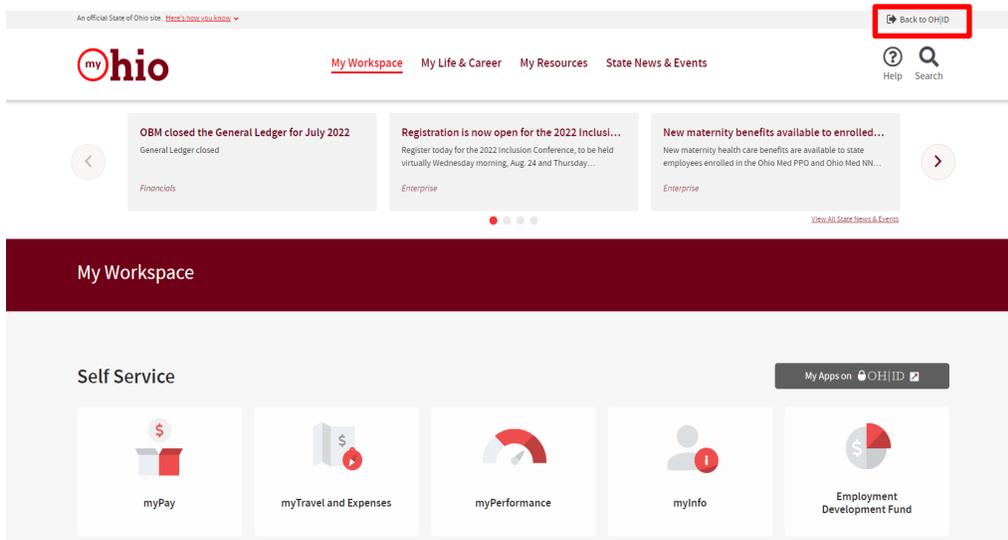
3. Navigate to your profile. Click **Account Settings**, then **Password Recovery**.

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Account Settings

Choose from the options below to make changes to your account.

Manage Account

Personal Information

Update your name, date of birth, email or phone number

Signing in to OH|ID

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 OH|ID or additional account security

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Updating your security options - Email

Note: A new tab will open in your browser that displays 3 security options you can use to regain access to your account if you ever forget your password or need to change certain account information.

To update your email address, click **Email** and then click the **Edit** option that appears to the right.

In the pop-up that appears, click on **Edit Email**.

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1. Enter your new email address and click **Save Changes**

2. A 6-digit PIN code will be sent to your email. Enter it in the pop-up that appears and click **Verify**.

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3. You will now see your updated email address on the Security Options page.

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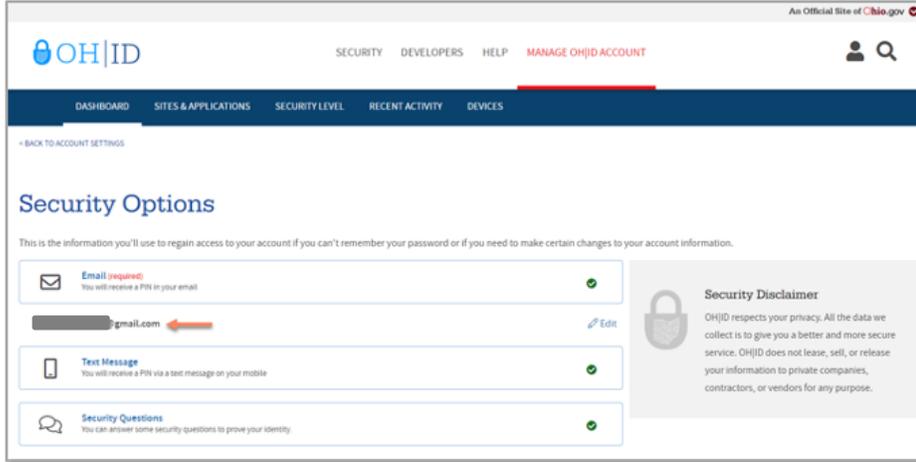
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Updating your security options - Text Message

1. To enable text message as a security option, click **Text Message** and then click the **Edit** option that will appear to the right.
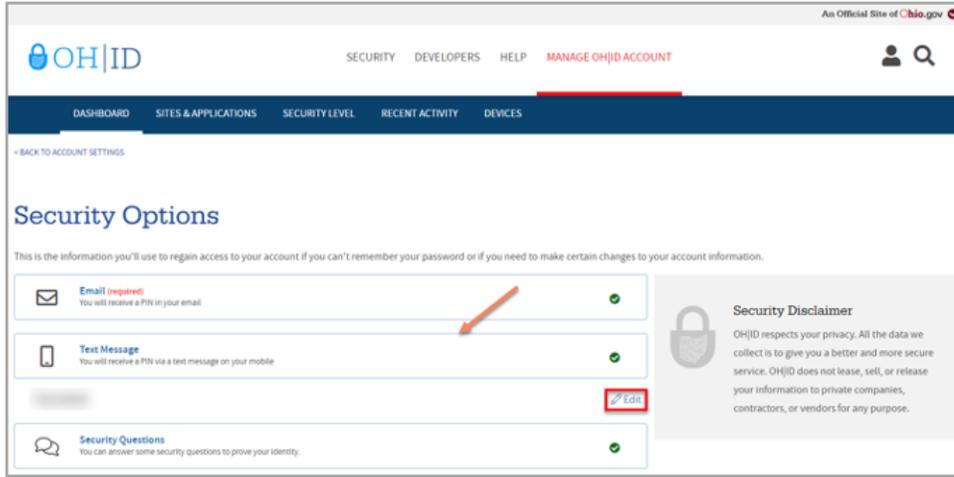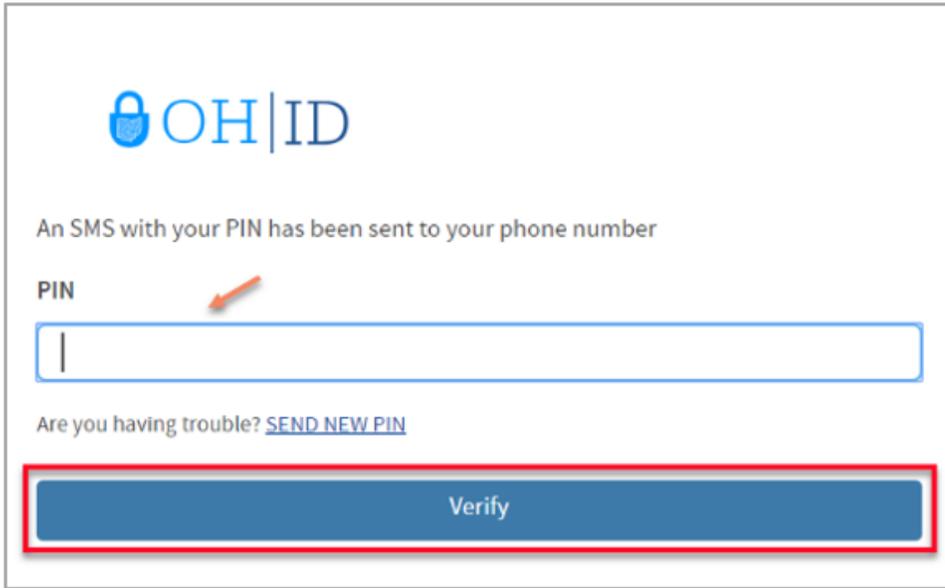

2. In the pop-up that appears, click on **Edit Mobile Number**. Enter your new mobile number and click **Save Changes**.

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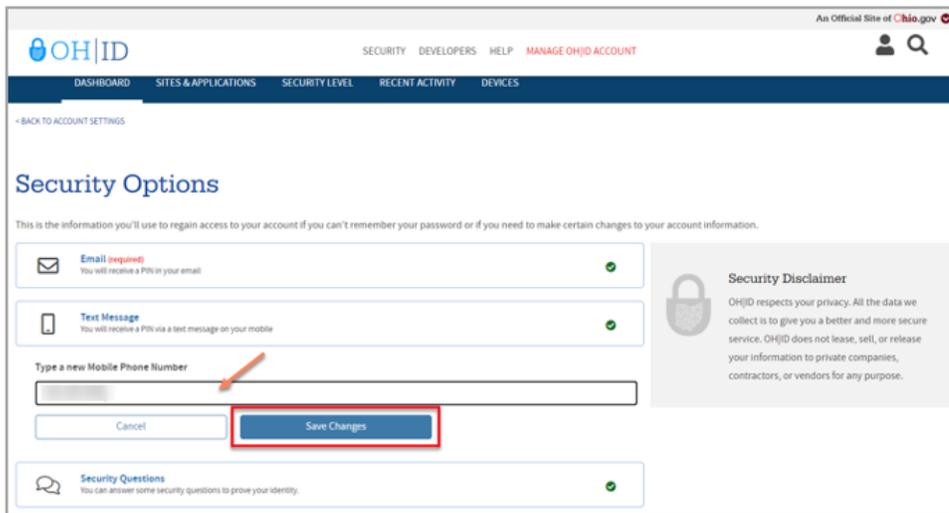
3. A 6-digit PIN code will be sent to your phone. Enter it in the pop-up that appears and click **Verify**.

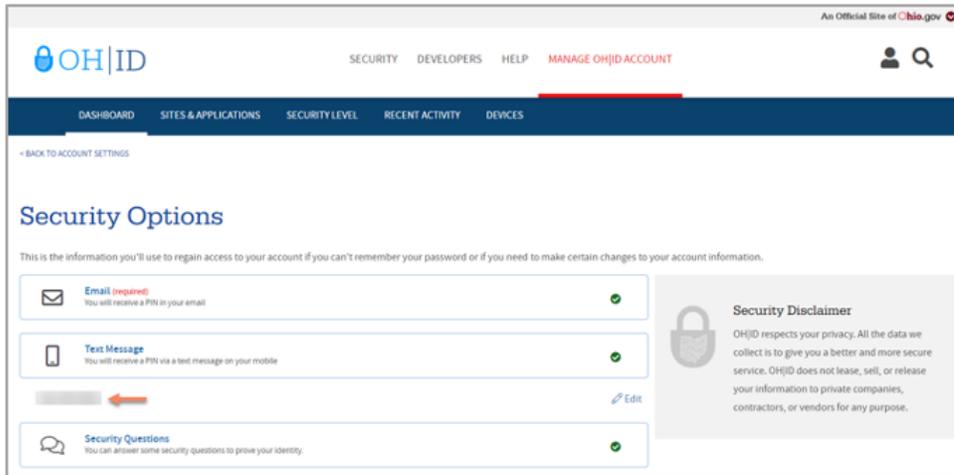4. You will now see your updated mobile number on the security options page.

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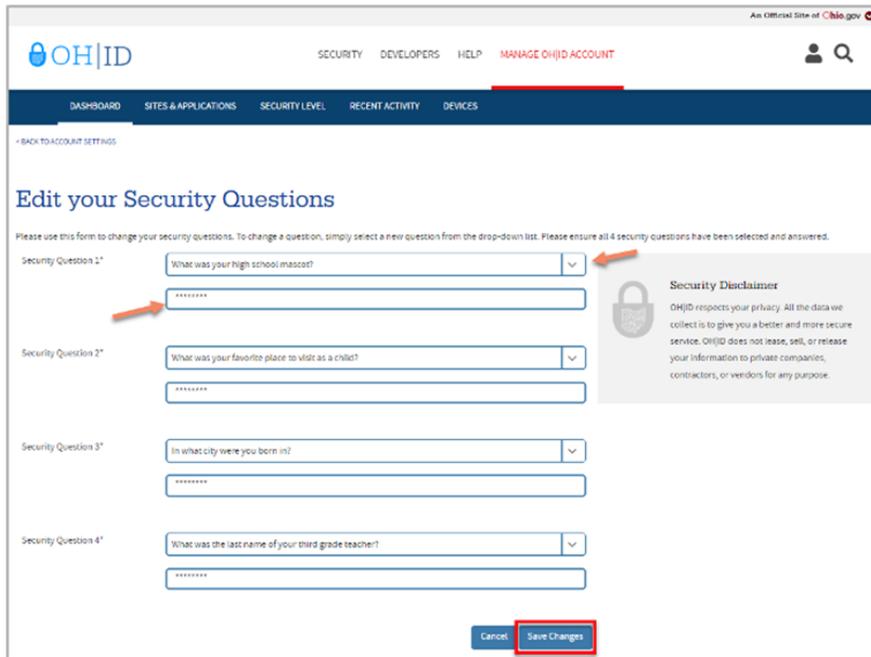## Updating your security options - Security Questions

1. To update or add your security questions option, click **Security Options,** and then click the Edit option that will appear to the right.
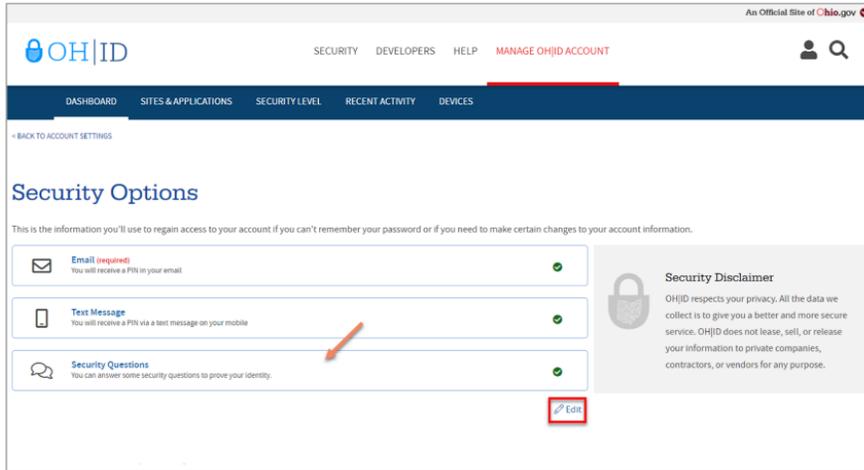
2. You can now select security questions from the dropdown fields and add update your answers. When you're finished, click **Save Changes**.

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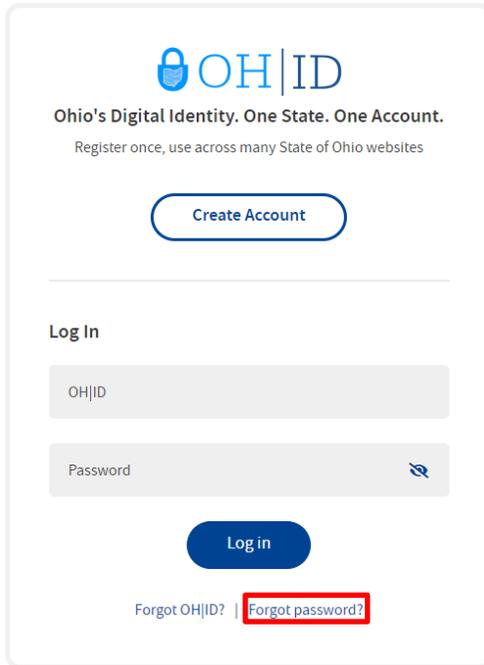
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3. You will now see your updated security questions on the security options page. **Note:** Your answers are not visible on this screen to protect your account.

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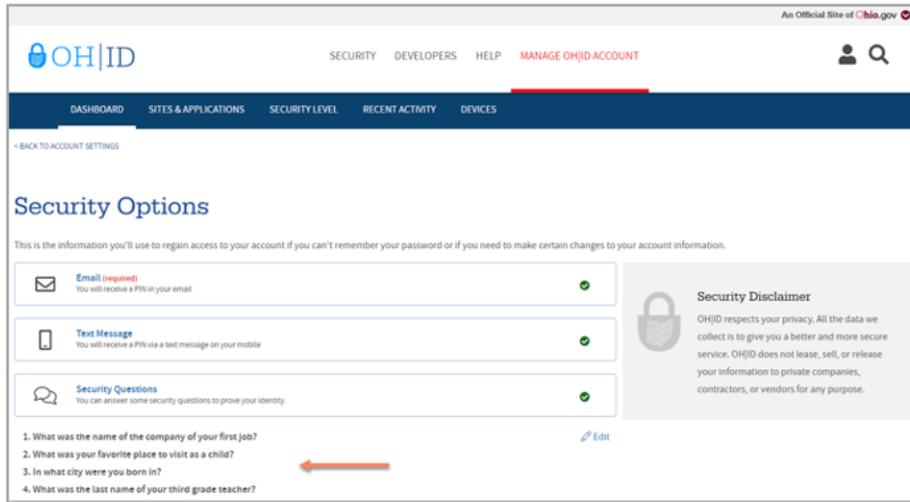
Forgot Password

1. Click the "Forgot Password?" Link

2. Enter your User ID and answer the Verification Question.

3. Click **Next**.

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Note: Depending on the security options you enabled, you'll see several options to verify your identity.

4. Choose an option to verify your identity
5. Click **Next**.
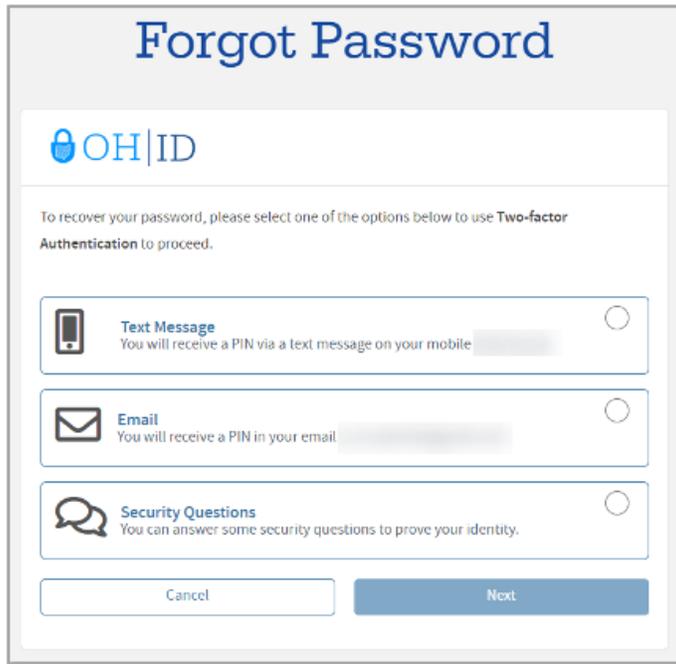
Resetting password using Text Message or Email

1. If you select **Text Message** or **Email**, a 6-digit code will be sent to your phone or email address.

2. Enter it in the pop-up window and click **Verify**.

3. Click **Continue** to proceed.

Important: If you selected email and didn't receive a PIN, check your junk/spam folders. If you still don't see it, click **Send New Pin** to generate another one.
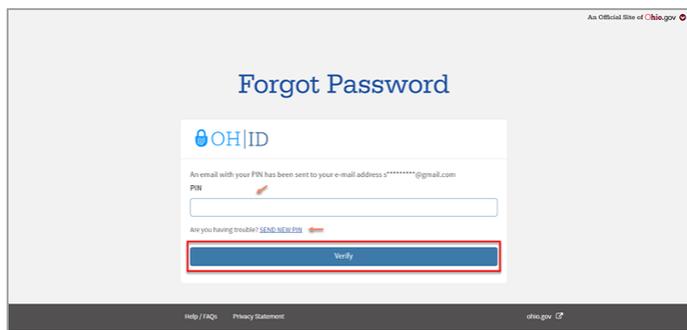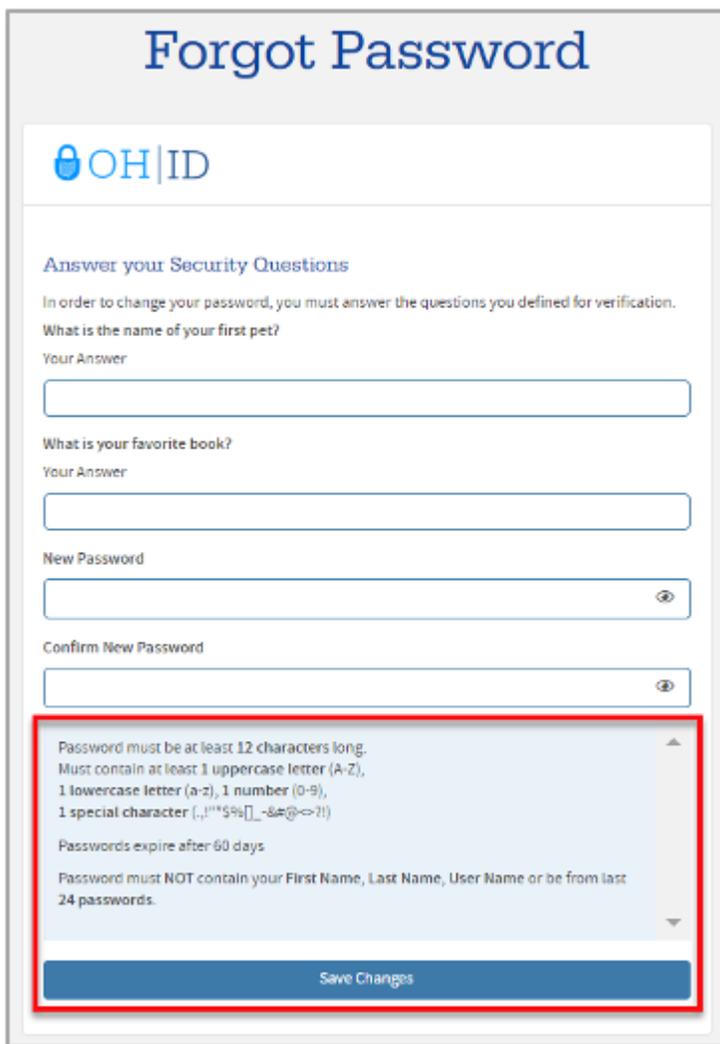
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4. Create a new password following the guidelines and click **Save Changes** to reset your password.

5. A green confirmation message will appear to note you have successfully reset your password.

Resetting password using security questions

1. If you selected Security Questions to confirm your identity, answer the questions and create a new password following the guidelines.

2. Click **Save Changes** when you're done.

Note: The answers to your security questions are case sensitive.

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Change Current Password

3. Login to MyOhio.gov
4. Click the **Back to OHID** in the top, right corner of the page.
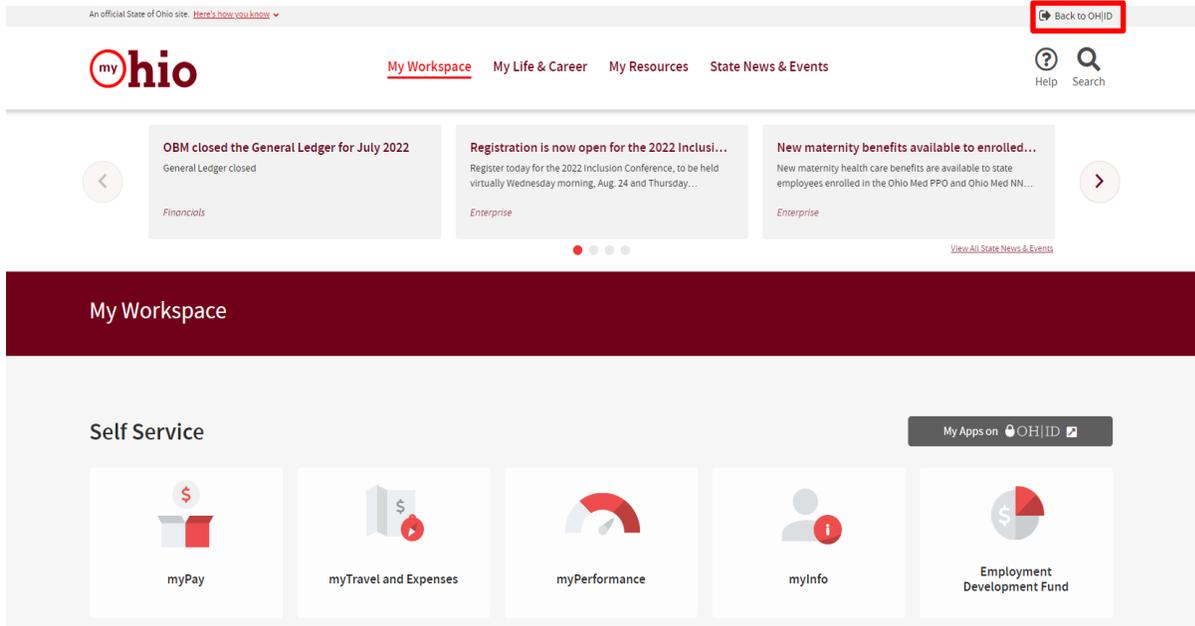
5. Select **Account Settings** and **Password**

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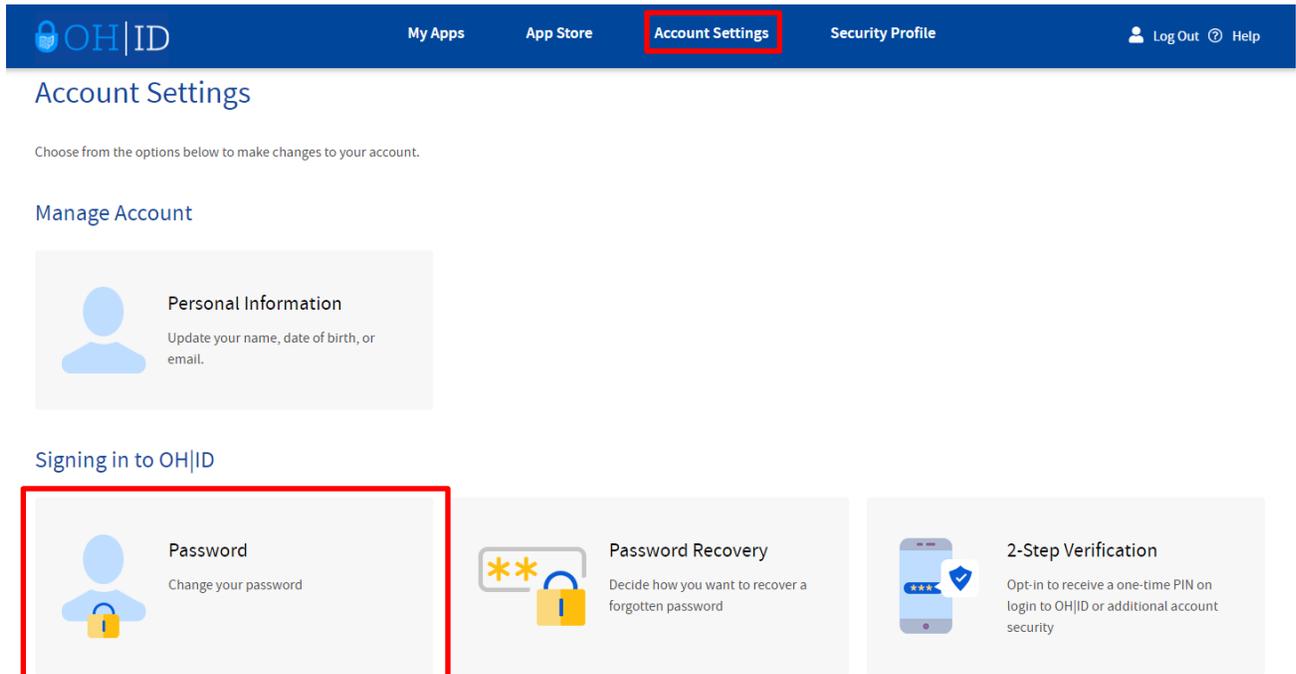# Navigating MyOhio Security Options and Password Reset

1. A new tab will open in your browser. Fill in the required fields for **Current Password**, **New Password**, and **Confirm New Password**.

2. Click **Save Changes** once you're done to continue.

Note: Be sure to follow all password requirements (shown on the right) when creating your new password.

3. A pop-up will then appear asking if you are sure that you want to update your password. Click **Yes. Save Changes** to confirm.

4. You will see a green confirmation message that you have successfully changed your password.

5. Close the tab to return to myOhio.

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If you have additional questions pertaining to this Deployment Communication, please contact the [Customer Care Center](#).

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