Adoption Grant Pre Go-Live Guidance
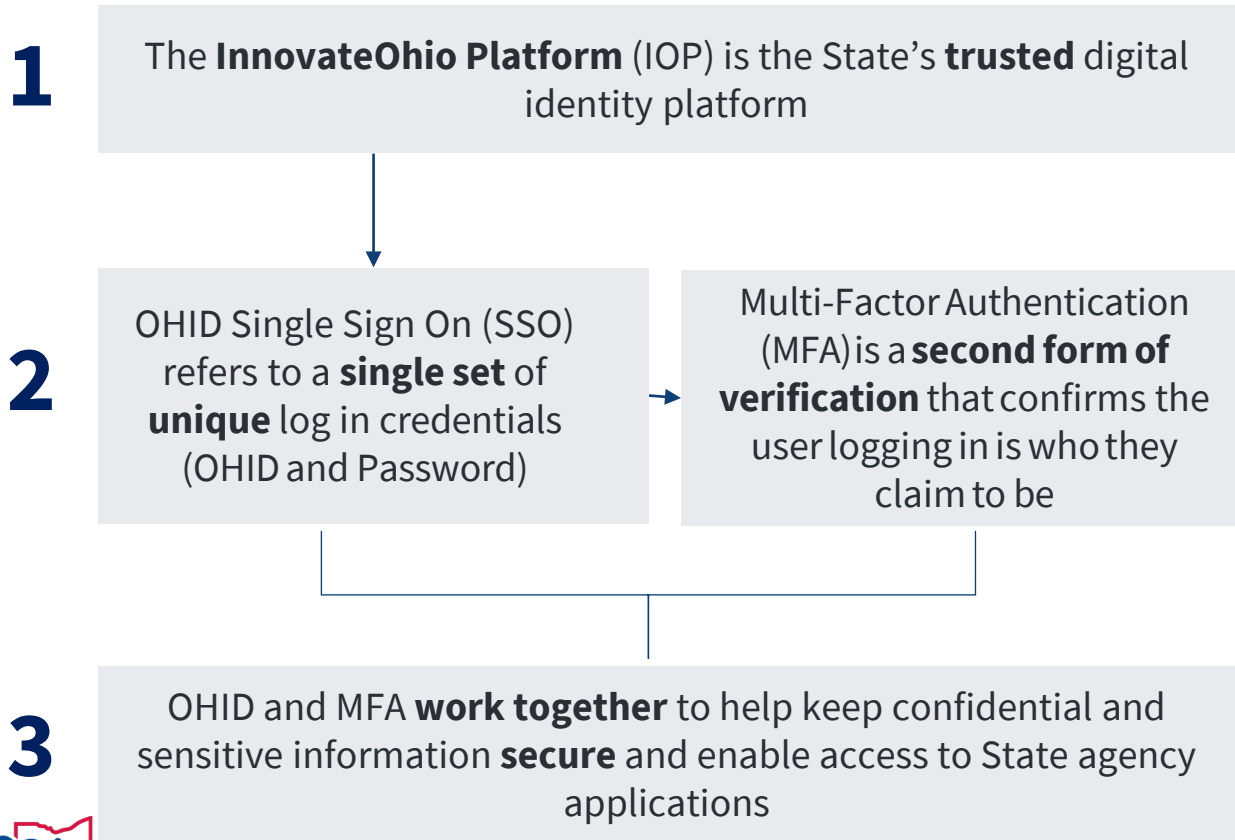
Detailed Info on MFA & ID Proofing/DocV with OHID

WHAT ARE OHID AND MFA?

This fall, the Ohio Adoption Grant Program (OAGP) will integrate the Adoption Grant application with a trusted digital identity platform. This integration will enhance the OHID single sign-on (SSO) process through the addition of Multi-Factor authentication (MFA), allowing simpler, safer application access for external users to protect both citizens and the State.

1 The **InnovateOhio Platform** (IOP) is the State's **trusted** digital identity platform

2 OHID Single Sign On (SSO) refers to a **single set** of **unique** log in credentials (OHID and Password)

Multi-Factor Authentication (MFA) is a **second form of verification** that confirms the user logging in is who they claim to be

3 OHID and MFA **work together** to help keep confidential and sensitive information **secure** and enable access to State agency applications

FREQUENTLY ASKED QUESTIONS

Q: Why is OAGP integrating with MFA?
A: The combination of OHID SSO and MFA help provide simpler, safer sign-on for OAGP users by streamlining their login process to one unique set of credentials and authenticating their identities. This helps keep citizen information secure.

Q: How should this transition be communicated to citizens using our application?
A: We will begin sharing resources that include communications, job aids and support resources to alert citizens to the transition timeline, required actions, and to encourage proactive enrollment.

Q: What support resources will be available to OAGP and citizens?
A: We will provide internal communications to OAGP, including training and job aids to key help desk personnel, as well as communications, job aids, and support resources for citizen users.

Ohio
Department of Children & Youth

WHAT ARE OHID AND MFA?

IOP is the State's trusted digital identity platform. OHID SSO and MFA are two tools leveraged by the platform to provide simpler, safer sign-on for citizens interacting with State applications.

OHID

- A citizen's log-in credentials to access their State of Ohio Account(s)
- Unique identifier for single sign-on access into a variety of state agency websites and portals
- MFA policy to provide additional security authentication

MFA

- Second form of identity verification during the login process
- Helps keep sensitive information more secure
- Familiar to those using online banking applications, or other sensitive online accounts

*OHID SSO refers to a sign on process that enables **secure** access to multiple state agency resources, including OAGP applications, through a **single set** of **unique** log in credentials (OHID and Password).*

*MFA is a **second form of verification** that confirms the user logging in is who they claim to be. There will be **multiple options** available, including SMS text message, email, phone call, Fido authentication, IBM Verify App, and Authentication Apps..*

*OHID and MFA **work together** to help keep confidential and sensitive information **secure**.*

WHAT IS IDENTITY PROOFING?

Identity Proofing is a process of verifying an individual's identity through personal information to decrease the potential for fraudulent activities and increase security when interacting with state agencies.

CHANGE DETAIL

- Lightweight check for every OHID account created, which will:

  - Increase accuracy that the user is real

  - Improve security for agencies

  - Reduce fraud

- Identity proofing will be based off multiple risk factors including:

  - Personal information

  - Device/Phone

  - Address

  - Email

Ohio
**Department of
Children & Youth**

WHAT IS IDENTITY PROOFING?

Identity Proofing is a process of verifying an individual's identity through personal information to decrease the potential for fraudulent activities and increase security when interacting with state agencies.

CHANGE DETAIL

- All Adoption Grant application users will be required to verify their identities through Socure

- Financial information is no longer required. Only the following personal information will be needed to complete new ID Proofing:
    - Legal Name
    - Date of Birth
    - Address
    - Social Security Number
    - Phone number (optional)

CURRENT USERS*

Existing Adoption Grant users will log into their OHID accounts. When the user attempts to access their Adoption Grant account, they will be prompted to complete ID Proofing through Socure.

NEW USERS*

An initial identity verification check against the user's email will run during the user creation process. Upon successful account creation, new Adoption Grant users will attempt to navigate to the Adoption Grant application. At this time, the user will be required to complete ID Proofing.

*This process is seamless to the user. The back-end work will send the users' SAML token to the application. Once received by the application, the user will be sent back to Adoption Grant for ID Proofing.

Ohio
Department of Children & Youth

WHAT IS DOCUMENT VERIFICATION (DOCV)?

Document Verification (DocV) is the process of verifying the authenticity of a government issued ID. By uploading the front and back of an ID alongside a self-taken picture (selfie), DocV biometrically checks if the selfie matches on the ID for ID verification within seconds.

How does it work?

DocV uses Optical Character Recognition (OCR) and automated machine learning. The app conducts accurate document verification by proactively guiding the applicant on how to take high-quality photos of both their ID and themselves to validate they are who they say they are.

When is it used?

DocV is always used following the Identity Proofing process through Socure. During the ID Proofing process, there are impact indicators triggered to determine one of the three following ID Proofing scores for an individual: *pass, fail, refer.* DocV is used as a second source of Identity Proofing to further confirm the results of the scores or catch any reasons that would cause any rejection of Identity authentication.

Ohio
Department of
Children & Youth

WHAT IS DOCUMENT VERIFICATION (DOCV)?

Document Verification (DocV) is the process of verifying the authenticity of a government issued ID. By uploading the front and back of an ID alongside a self-taken picture (selfie), DocV biometrically checks if the selfie matches on the ID for ID verification within seconds.

CHANGE DETAIL

- All Adoption Grant application users will be required to verify their identities once again through the Document Verification process after completing the Identity Proofing process through Socure.

- Users will need the following to complete DocV:
  - State-issued driver's license, ID, or passport
  - Access to a smartphone or tablet with a camera
  - Chrome browser for an Android device
  - Safari browser for an iOS device

CURRENT USERS

Existing users will be prompted to complete Document Verification when they complete the Identity Proofing process through Socure.

NEW USERS

New users will be prompted to complete Document Verification when they create their new account and complete the Identity Proofing process through Socure.

Ohio
Department of Children & Youth