Gaining Access to TEAM Ohio

Knowledge Article

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Overview

This Knowledge Based Article provides instructions for gaining access to TEAM Ohio.

Gaining Access to TEAM Ohio

1. To gain access to the TEAM Ohio portal, the role in the Digital JFS 7078 in myOhio must be requested for you. Select the appropriate role based on the type of agency employee.

Worker: EIDMX_JFS_C-OFC-TEAM Ohio Agency Worker

Supervisor: EIDMX_JFS_C-OFC-TEAM Ohio Agency Supervisor

Note: A single user cannot have both roles associated to their OHID. If you are provisioned as a TEAM Ohio Agency Worker but later get promoted to supervisor, you will need to request that the worker role be removed when requesting the supervisor role and vice versa.

2. If the user needs the ability to view restricted intakes within TEAM Ohio, indicate this in the 'Additional Request Details' field on the digital JFS 07078.
3. Users will log into the Salesforce platform using their OH|ID and password created after being granted access into the **TEAM Ohio** site. It's important to use the link provided for log-in to ensure you are navigated to the TEAM Ohio application.
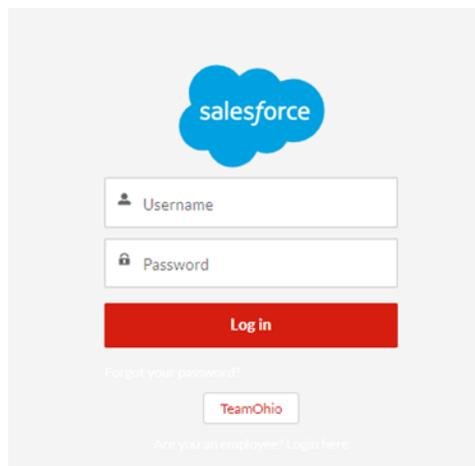
Important Information for Users of ODAPS and TEAM Ohio/OCAF

If you have an ODAPS account, you will not be able to log into TEAM Ohio or OCAF using your OHID.

1. A separate email will be sent to you with a new username you will use for TEAM Ohio. Your new username will be formatted as an email address. **This email is not a scam!**
2. You will click the reset password link. This will need to be completed

within 24 hours of receiving the reset password email. If it is beyond the 24 hours, please send a ticket request to the [Customer Care Center](#)

3. Upon logging in after you reset the password, you will go to the Salesforce App below, select "**Log in with a Different Account**," then enter the username sent to you and your password. **You can also navigate to this site by visiting:** https://odjfs2.my.salesforce.com/
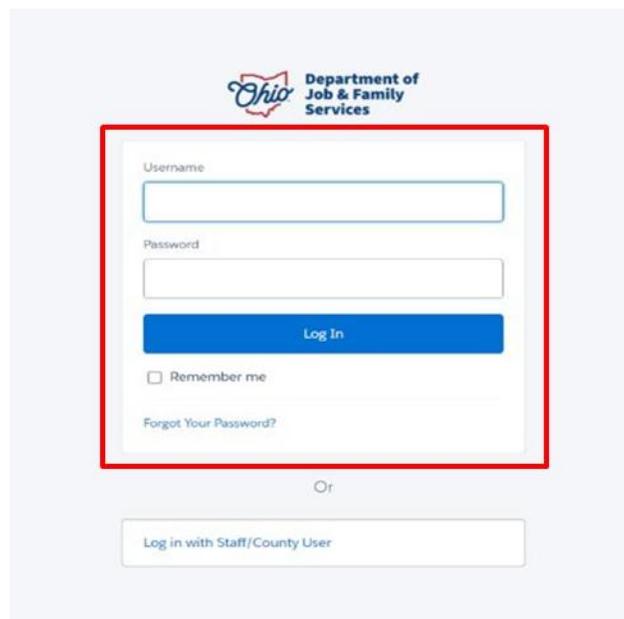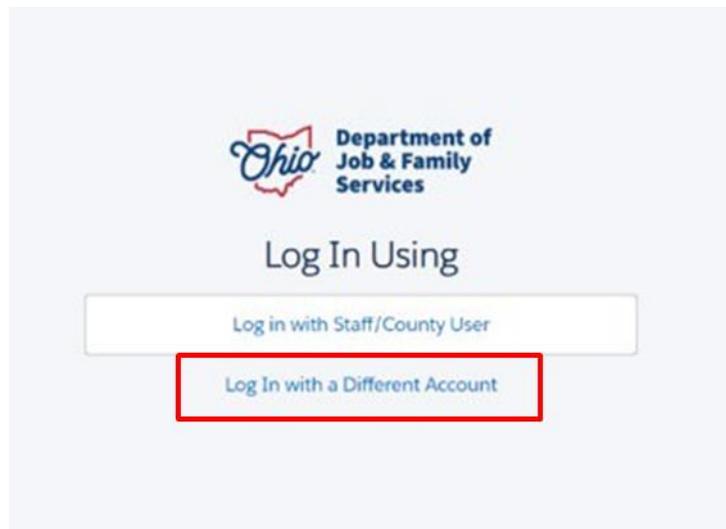
4. The resulting screen will display an area to enter your **TEAM Ohio** Username and Password.

Note: If you have issues signing in with your TEAM Ohio Username, please clear your

cache, open a new browser, and try again.

- These same instructions will apply if you are trying to access OCAF and have an ODAPS Account.

If you have additional questions pertaining to this Deployment Communication, please refer to the Customer Care Center Information Station.