

Navigating MyOhio Security Options and Password Reset



Knowledge Base Article

Navigating MyOhio Security Options and Password Reset

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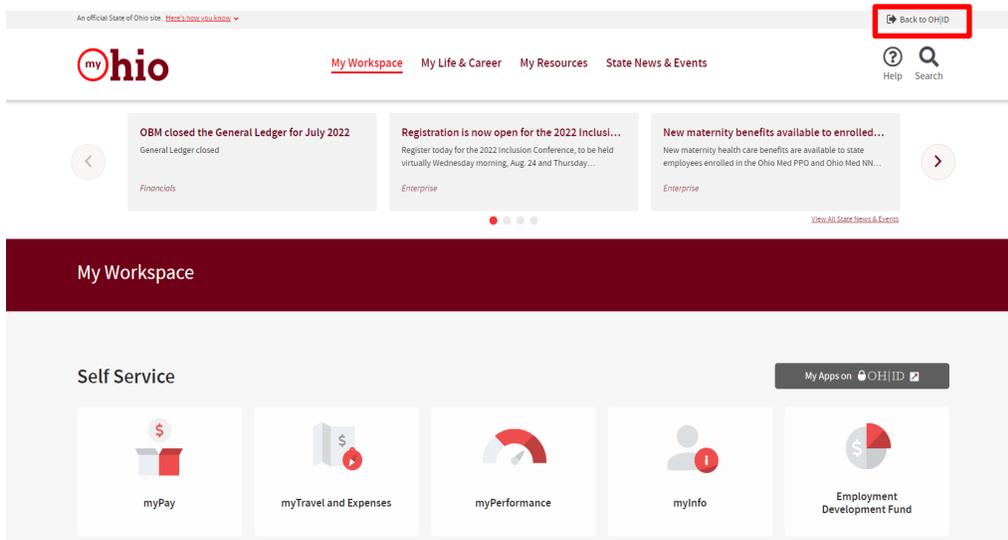
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Overview

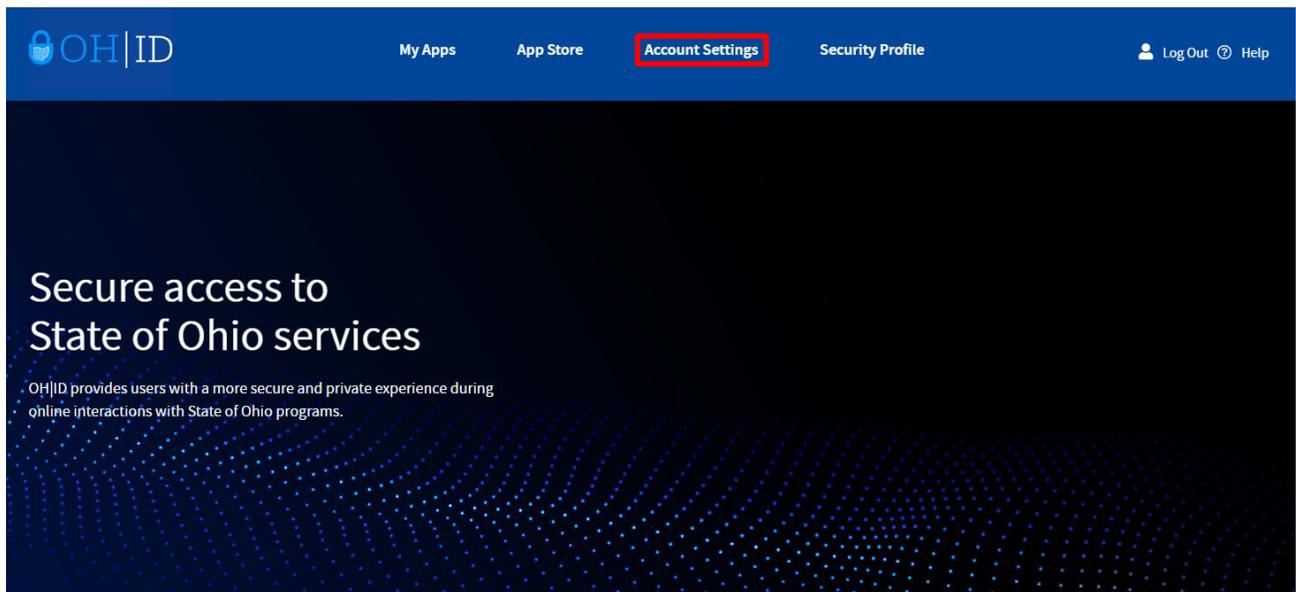
This article describes how to access additional security options for MyOhio that will allow users to provide information which can be used to easily and securely reset or change account details in the future.

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.

The screenshot shows the 'Account Recovery' section of the OH|ID interface. At the top, there is a navigation bar with 'OH|ID' logo and links for 'My Apps', 'App Store', 'Account Settings', 'Security Profile', 'Log Out', and 'Help'. Below the navigation bar, the 'Account Recovery' title is displayed. A paragraph explains that this information is used to regain access to the account. A heading states 'You must always have a validated email address.' Below this, there are three security options, each with an 'Edit' button. The 'Email' option is highlighted with a red box. The 'Text Message' option includes a link to 'Terms & Conditions and Privacy Policies'. The 'Security Questions' option lists four questions. A 'Continue' button is located at the bottom of the options. On the right side, there is a 'Security Disclaimer' box.

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

The screenshot shows a confirmation dialog box with the title 'Are you sure you want to edit your Email Address?'. The text inside the dialog reads: 'If you change your email address, your current registered email will be replaced with the new one. Make sure you have access to the new email before making any changes.' At the bottom of the dialog, there are two buttons: 'Cancel' and 'Edit Email'. The 'Edit Email' button is highlighted with a red box.

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

OH|ID My Apps App Store Account Settings Security Profile Log Out Help

Account Recovery

This is the information you'll use to regain access to your account if you can't remember your password or if you need to make certain changes to your account information.

You must always have a validated email address.

Email (required)
A one-time PIN code will be emailed to your inbox. [Edit](#)

Type a new email address

[Cancel](#) [Save Changes](#)

Text Message
This registers an SMS option to your account. You will receive a PIN via a text message on your mobile. Message & data rates apply. See [Terms & Conditions and Privacy Policies](#). [Edit](#)

Security Questions
Answer a few questions about yourself. Your responses are case-sensitive.
1. What is the name of your first pet?
2. What is the name of your favorite childhood friend?
3. In what city were you born?
4. What primary school did you attend? [Edit](#)

Security Disclaimer
OH|ID respects your privacy. All the data we collect is to give you a better and more secure service. OH|ID does not lease, sell, or release your information to private companies, contractors, or vendors for any purpose.

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

OH|ID

An email with your PIN has been sent to your email address

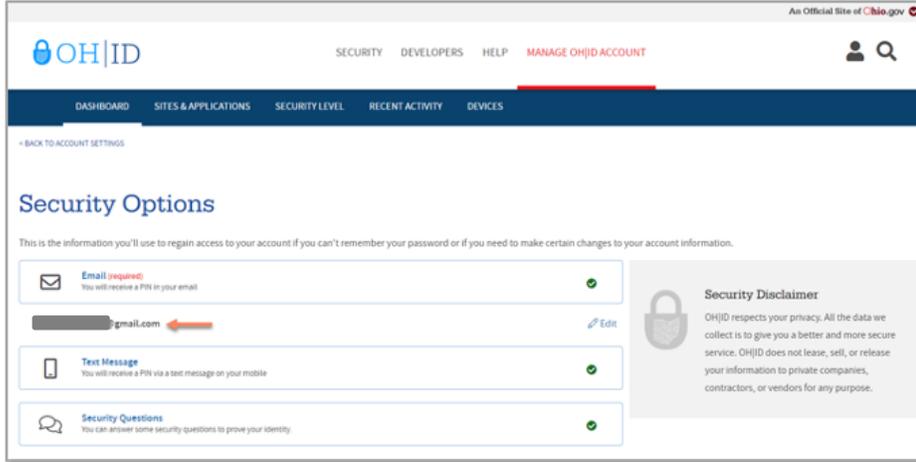
PIN

Are you having trouble? [SEND NEW PIN](#)

[Verify](#)

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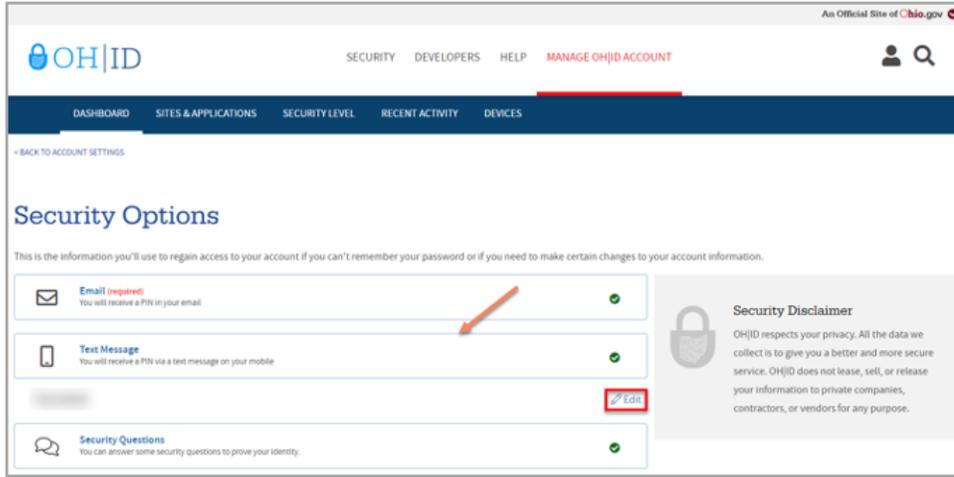
3. You will now see your updated email address on the Security Options page.



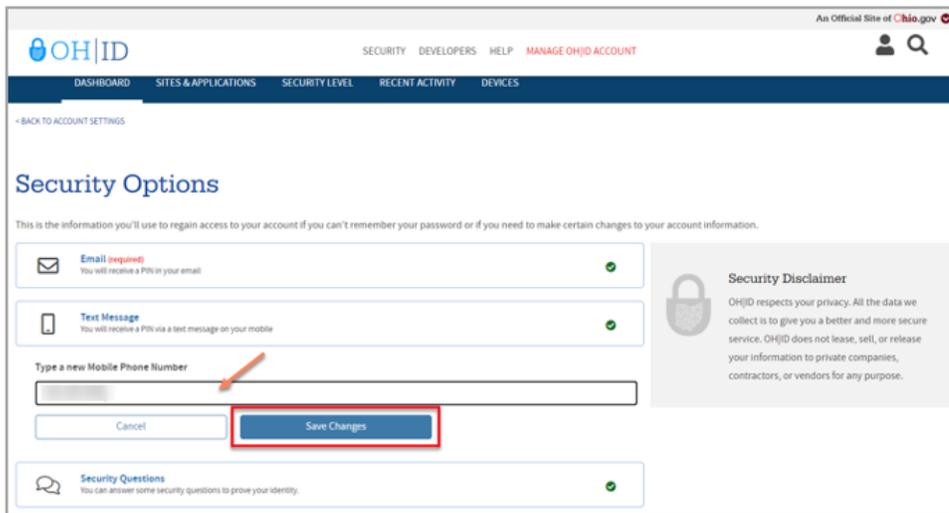
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Updating your security options - Text Message

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

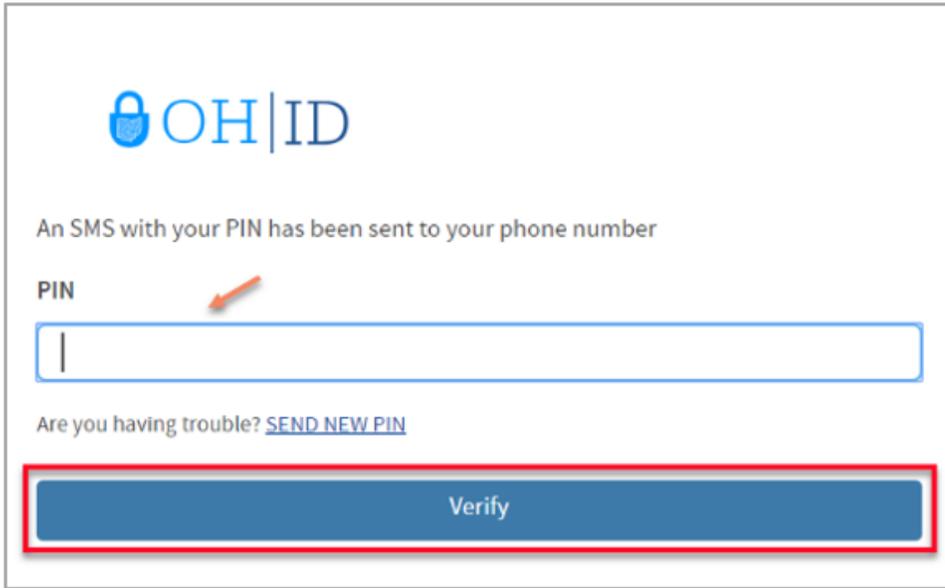


2. In the pop-up that appears, click on **Edit Mobile Number**. Enter your new mobile number and click **Save Changes**.



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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**.



OH|ID

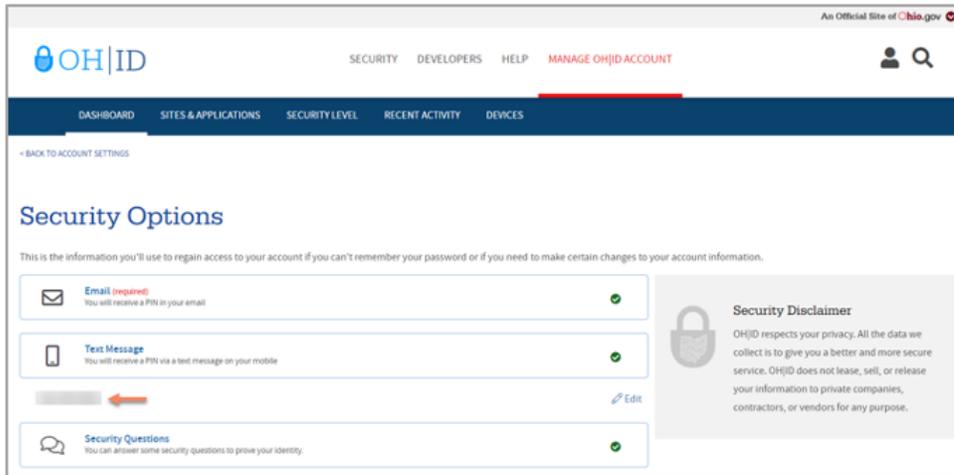
An SMS with your PIN has been sent to your phone number

PIN

Are you having trouble? [SEND NEW PIN](#)

Verify

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



OH|ID

SECURITY DEVELOPERS HELP [MANAGE OH|ID ACCOUNT](#)

DASHBOARD SITES & APPLICATIONS SECURITY LEVEL RECENT ACTIVITY DEVICES

[BACK TO ACCOUNT SETTINGS](#)

Security Options

This is the information you'll use to regain access to your account if you can't remember your password or if you need to make certain changes to your account information.

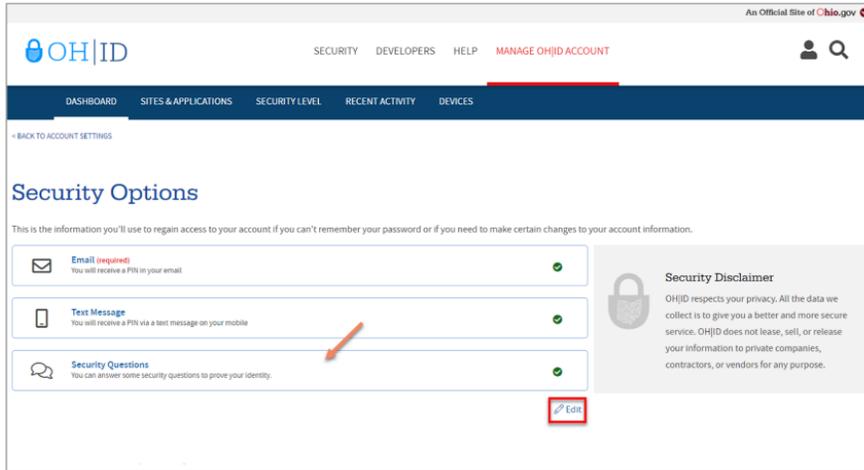
- Email (required)**
You will receive a PIN in your email
- Text Message**
You will receive a PIN via a text message on your mobile
- Security Questions**
You can answer some security questions to prove your identity

Security Disclaimer
OH|ID respects your privacy. All the data we collect is to give you a better and more secure service. OH|ID does not lease, sell, or release your information to private companies, contractors, or vendors for any purpose.

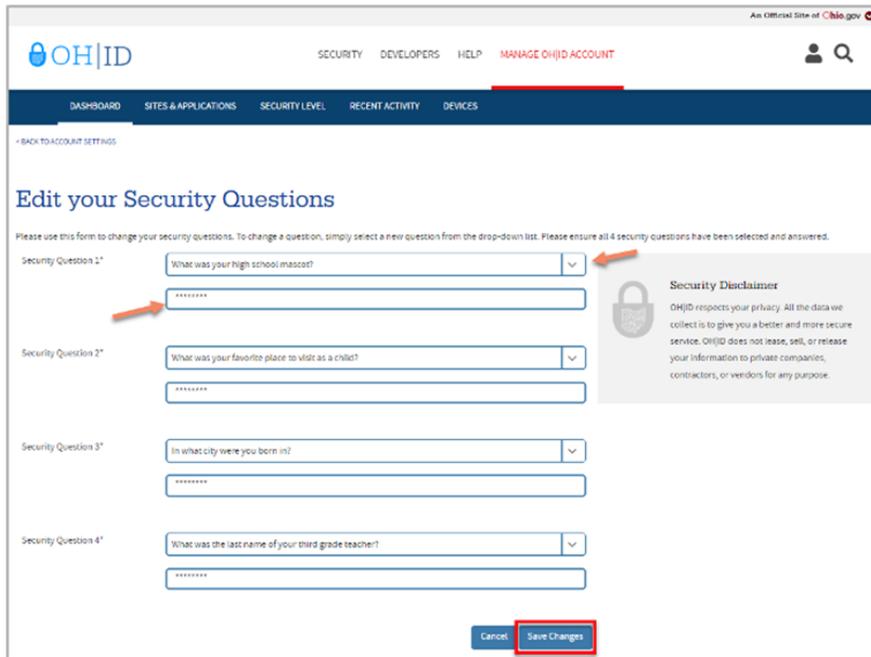
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Updating your security options - Security Questions

1. To update or add your security questions option, click **Security Options**, and then click the Edit option that will appear to the right.

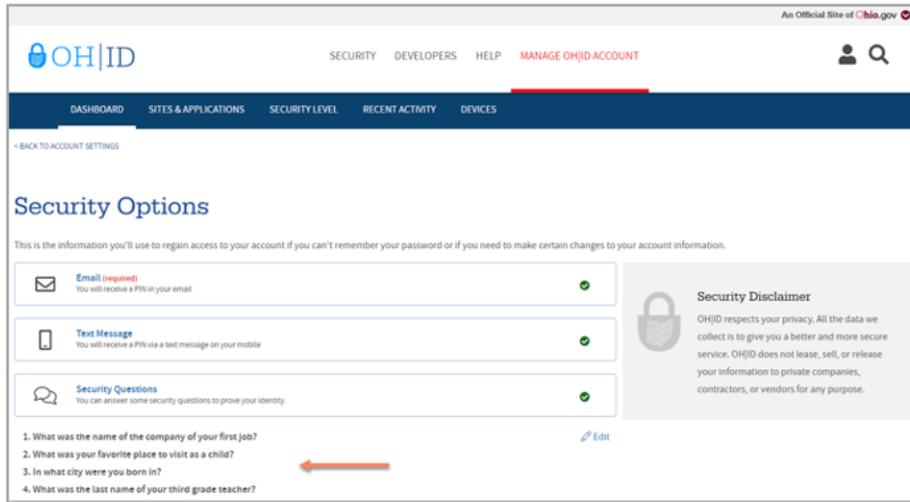


2. You can now select security questions from the dropdown fields and add update your answers. When you're finished, click **Save Changes**.



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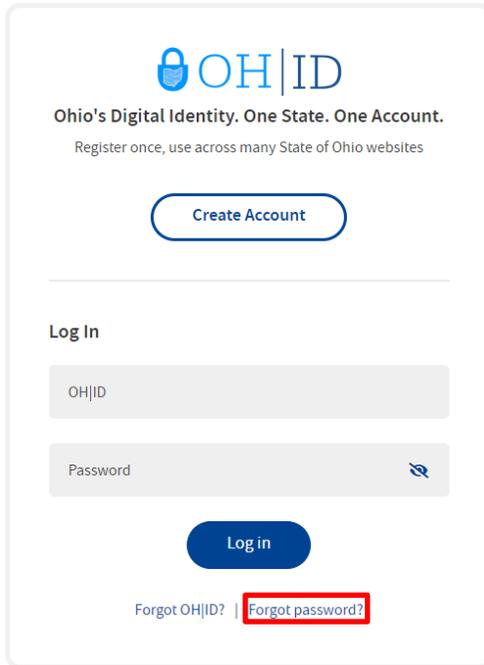
- You will now see your updated security questions on the security options page. **Note:** Your answers are not visible on this screen to protect your account.



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Forgot Password

1. Click the "Forgot Password?" Link



The screenshot shows the OH|ID login interface. At the top is the OH|ID logo and the text "Ohio's Digital Identity. One State. One Account. Register once, use across many State of Ohio websites". Below this is a "Create Account" button. Underneath is a "Log In" section with input fields for "OH|ID" and "Password", and a "Log in" button. At the bottom left, there is a link for "Forgot OH|ID?" and a link for "Forgot password?" which is highlighted with a red box.

2. Enter your User ID and answer the Verification Question.
3. Click **Next**.

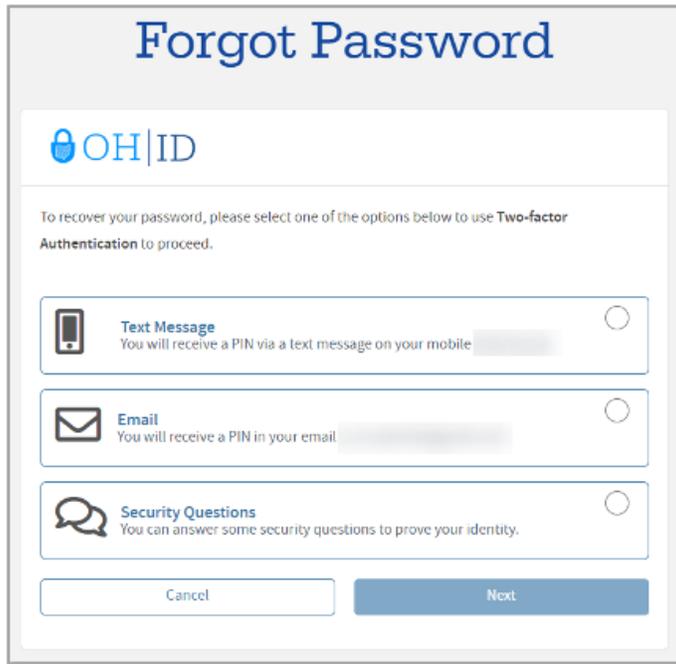


The screenshot shows the "Forgot Password" verification screen. The title "Forgot Password" is at the top. Below it is the OH|ID logo and the instruction "Please enter the Username associated with your account". There is a "User ID" input field with a red arrow pointing to it. Below that is a verification question: "Which word from the list 'carload, exact, assall, portfolio' contains the letter 'p'?" with a red arrow pointing to the input field. At the bottom, there are two buttons: "Cancel" and "Next", with the "Next" button highlighted by a red box. The footer contains "Help / FAQs", "Privacy Statement", and "ohio.gov".

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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**.

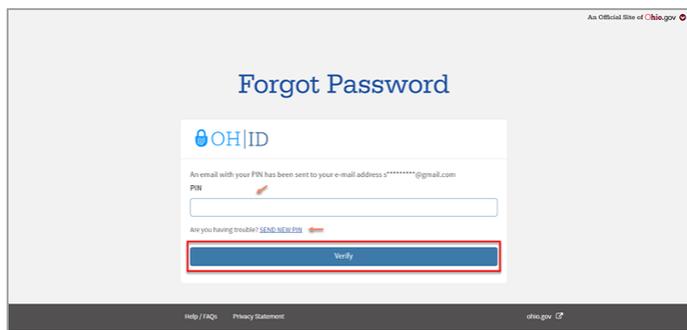


The screenshot shows a 'Forgot Password' window with the OH|ID logo. Below the logo, it says 'To recover your password, please select one of the options below to use Two-factor Authentication to proceed.' There are three radio button options: 'Text Message' (with a mobile phone icon), 'Email' (with an envelope icon), and 'Security Questions' (with a speech bubble icon). At the bottom, there are 'Cancel' and 'Next' buttons.

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.



This screenshot shows the 'Forgot Password' screen after a PIN has been sent. It displays the OH|ID logo and a message: 'An email with your PIN has been sent to your e-mail address *****@gmail.com'. Below this is a 'PIN' input field with a red arrow pointing to it. There is a 'Verify' button at the bottom, which is highlighted with a red box. At the bottom of the page, there are links for 'Help / FAQs', 'Privacy Statement', and 'ohio.gov'.

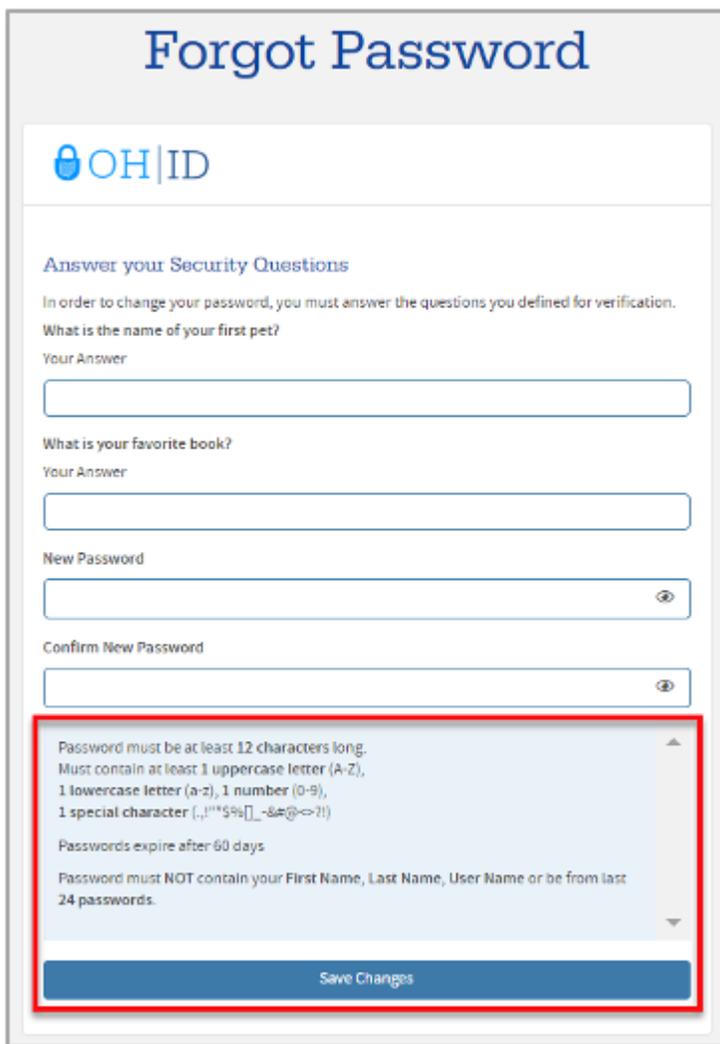
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4. Create a new password following the guidelines and click **Save Changes** to reset your password.
5. A green confirmation message will appear to note you have successfully reset your password.

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.



Forgot Password

OH|ID

Answer your Security Questions

In order to change your password, you must answer the questions you defined for verification.

What is the name of your first pet?

Your Answer

What is your favorite book?

Your Answer

New Password

Confirm New Password

Password must be at least 12 characters long.
Must contain at least 1 uppercase letter (A-Z),
1 lowercase letter (a-z), 1 number (0-9),
1 special character (.,!''\$%&[]_~&A@<>?!)

Passwords expire after 60 days

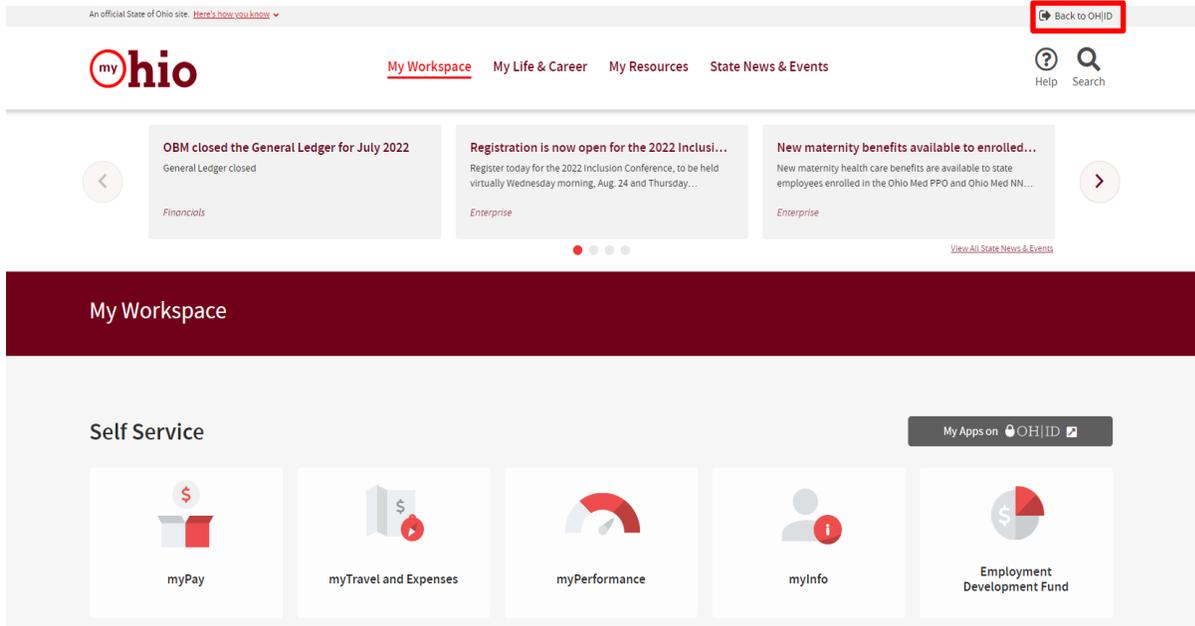
Password must NOT contain your First Name, Last Name, User Name or be from last 24 passwords.

Save Changes

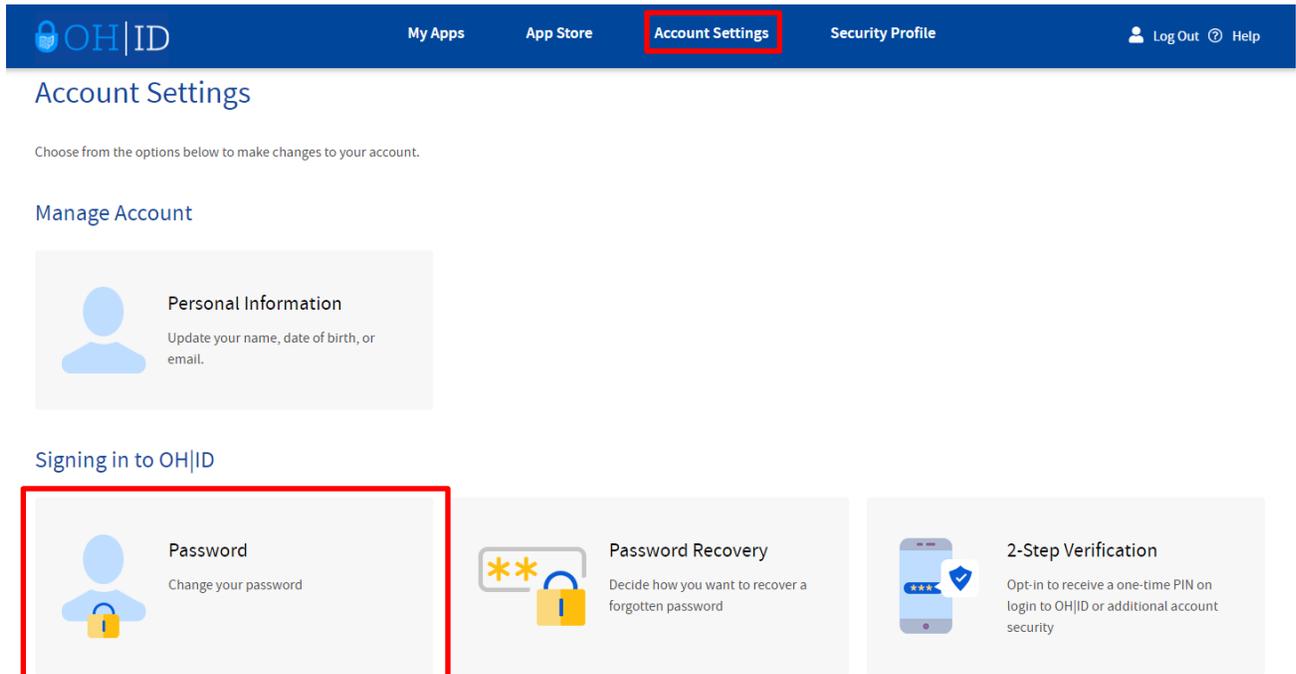
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Change Current Password

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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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.

Change My Password

Please fill out the fields to set up a new password. You will use it next time you login to OH|ID.

Current Password

New Password

Confirm New Password

Cancel Save Changes

Password Guidelines

Password must be at least 12 characters long.
Maximum length of password should be 125 characters.
Must contain at least 1 uppercase letter (A-Z),
1 lowercase letter (a-z), 1 number (0-9),
1 special character (!\$#,%@-^&*_*+><|{}[]%";:~/?`)

Passwords expire after 60 days

Password must NOT contain your First Name, Last Name, User Name or OHID and must be different from last 24 passwords.

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.

Are you sure you want to update your password?

This action will make your old password obsolete. This means that you will have to use your new password the next time you login to your OH|ID account.

Cancel Yes. Save Changes

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](#).