

Using the Ohio Benefits Self-Service Portal as a Non-Recipient

OHID is required to log in to the Ohio Benefits Self-Service Portal. To determine how to create your Self-Service Portal account and OHID, continue below:

How am I supporting this individual?

If you have been **designated** by a family member, friend, patient or ward to **manage case benefits on their behalf...**

or

If you are assisting a family member, friend, or other person in creating, logging in, and **utilizing their own** Self-Service Portal account...

Thank you for being an Authorized Representative. Proceed to our [Authorized Representative step-by-step guidance](#) for creating an Ohio Benefits Self-Service Portal Account.

Thank you for being an Assister. Please refer to the comprehensive [Logging in to the Ohio Benefits Self-Service Portal Resource Guide](#) for step-by-step instructions to support the individual in utilizing their own account.

Not sure which role you're looking for? Review the additional guidance below:

Authorized Representatives manage benefits cases on behalf of a recipient and should be involved and notified throughout the full application process and for ongoing benefits management. Authorized Representatives must have proper designation from the recipient to act on their behalf and permission levels may vary.

Assisters guide a recipient through the application process and should not create an SSP account. Please work side-by-side with the recipient so they can enroll in Multi-Factor Authentication (MFA) and use their own account moving forward. Please refer to the comprehensive [Logging in to the Ohio Benefits Self-Service Portal Resource Guide](#) for step-by-step support. **You should never access recipients' case information, their OHID, or their password.**

If a recipient is unable to perform Multi-Factor Authentication (such as individuals who are homeless, incarcerated, in a treatment facility, or do not have access to a phone/email otherwise), they should complete a phone application, paper application, or designate an Authorized Representative to perform actions on their behalf.

I am an **Authorized Representative** who manages benefit cases on behalf of someone else



Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

An Authorized Representative (AR):

- Is a third party approved to act on behalf of a benefit applicant/recipient.
- Can create a Self-Service Portal Account **using their own email address** if they have been **properly authorized**. Authorization requires written or verbal (if application is completed telephonically) consent or official designation.
- Can view **program specific information for cases that are actively linked** to their account.

Based on the designation level, an AR can be designated to:

- Act on the individuals' behalf in all matters with the agency **OR**
- Select specific actions, including:
 - Assist with application and recertification for benefits
 - Report changes to the County Department of Job and Family Services (CDJFS);
 - Receive and respond to correspondence;
 - Represent the applicant at state hearing(s).
- The AR will receive benefit related communications from the Ohio Benefits Self-Service Portal and the Ohio Benefits Worker Portal as determined by the above designation criteria.
- Recipients can **grant or remove access for an Authorized Representative** to act on their behalf **at any time** while their program block is active.

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

- 1 On the Ohio Benefits Self-Service Portal home page, select **“Log In or Create an OHID”** which will redirect you to the OHID login page

Ohio Benefits now requires OHID for access. OHID is a single set of unique login credentials used to access various State agency services and applications.

Log In | Sign Up

If you are a new or existing Self-Service Portal user, use the button below to log into the Self-Service Portal, link an existing Provider Portal Account or create an OHID.

1

Log In or Create an OHID

Need Help? Learn more information about logging in to the Ohio Benefits Self-Service Portal by visiting benefits.ohio.gov/ohid

- 2 On the OHID login page, select **“Create account”**

OHID

Ohio's Digital Identity.
One State. One Account.

Register once, use across many State of Ohio websites

2

Create account

Log In

OHID

Password

Log in

[Forgot your OHID or password?](#)

Having trouble? [Get OHID Help >](#)

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

3 After selecting “Create account”:

- A. Enter and confirm your email address (or work email address, if acting on behalf of an organization)
- B. Select “Send PIN” to receive a one-time 6-digit PIN code

Email Verification

With one OH|ID account, you can sign in to multiple State of Ohio agency systems more securely.

You need an active email address to create an OH|ID account. Need to create one? Companies such as [Google](#), [Microsoft](#), [AOL](#), and [Yahoo](#) offer free email accounts.

We need to verify the email address you want to use for your OH|ID account. A one-time PIN will be emailed to the email address you provide below.

Email Address Confirm Email Address

Cancel

4 Next, you will:

- A. Enter the PIN that was emailed and select “Verify”
- B. Select “Next” to continue

Email Verification

An email with a one-time PIN was sent to stateofohio1212+10@gmail.com.

Enter PIN

Having Trouble?

- Search your junk mail and spam folder for an email from: DONOTREPLY-Enterprisidentity@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-Enterprisidentity@Ohio.gov to your contacts.
- Ask your IT administrator to add this email to the safe-sender list.

[Send me a new PIN](#)

Cancel

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

5 After verifying your email, enter your personal information (first name, last name, and date of birth) and select “**Next**” to continue

Personal Info

Legal First Name

Legal Last Name

Date of Birth

Last 4 digits of SSN (optional)

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

Cancel

6 You will then create a username for your account and select “**Next**” to continue

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

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

7 Create a password for your OHID account and select “Next”

The screenshot shows a 'Create Password' form. At the top, it says 'Create Password'. Below that, under 'Password Requirements', there are several bullet points: 'Must have at least 12 and no more than 30 characters in length', 'Must contain 1 character from each of the following categories:' (with sub-bullets for Upper case letters (A-Z), Lower case letter (a-z), Numbers (0-9), and Special characters (!\$#,%@-^&* _-+=<>{}[]\|'":;,<.>./?)), and 'Cannot include your first name, last name, username, or OHID' (with an example: 'Example: If your name or username is John Smith, your password cannot contain "John" or "Smith"'). Below the requirements are two input fields: 'Password' and 'Confirm Password'. A red circle with the number '7' is placed over the 'Confirm Password' field. At the bottom of the form, there are two buttons: 'Cancel' and 'Next'. A red circle with the number '7' is placed over the 'Next' button.

Note: Password requirements

- Must have at least 12 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 letters (a-z)
 - Numbers (0-9)
 - Special characters (!@#\$%^&*()_+~{}[]\|'":;,<.>./?)
- Cannot include your first name, last name, username or OHID
 - Ex. If your username is John Smith, your password cannot contain “John” or “Smith”

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

8

You have the option of entering your mobile phone number as a method of recovering your account in case you experience difficulties logging in

Note: *If you don't want to provide a phone number for Account Recovery, you can skip this step by selecting “Next.” Please be aware that this is different from Multi-Factor Authentication (MFA)*

Account Recovery

Your email (xxxxxxx@email.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

Send PIN

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

Cancel

Next

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

- 9 You will be prompted to:
 - A. Read the terms and conditions and select **“I Agree”**
 - B. Next, you will confirm that you are not a robot and select **“Verify”**
 - C. Finish your OHID Account Creation by selecting **“Create Account”**

Terms & Conditions

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 **9A**

Confirm you are not a robot **9B**

Bee, chin, ankle, leg and dog: how many body parts in the list?

9C

- 10 You'll receive an account creation email to the email registered to your OHID account. You can now log in to your OHID account by selecting the **“log in to OHID”** link

Check your Email

We are working to create your new OH|ID account. This may take a few seconds or a few minutes.

OH|ID: xxxxxxxxxxxx

Email: xxxxx@email.com

Once you receive a confirmation email, return here to [log in to OH|ID](#) **10**

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

11 You can now log in to your OHID account using your newly created OHID and password

12 After logging in to OHID you will be redirected to the Multi-Factor Authentication (MFA) enrollment page where you will choose your MFA methods. Select **“Next”** to continue

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
Having trouble? Get OHID Help >

Note: You are required to enroll in 2 methods of MFA to log in to the Ohio Benefits Self-Service Portal. We recommend a combination of one phone-based method (Text message or Phone call) and Email

OHID
Add a second verification method to your account
Set up an additional verification method so you can still sign in if your primary method isn't available or doesn't work.
This ensures you can always access your account.
Learn more
Next

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

13

To update your first MFA method, select a link (Ex. New number, New email, etc.) on the right. We will review updating Text message, Email, and Phone call MFA

Note: If you choose Text message and Phone call as MFA methods, you will need two separate phone numbers to fulfill the MFA requirement. We recommend one phone-based method (Text message /Phone call) and Email to satisfy the MFA requirement

OHID

2-Step Verification Enrollment

Status: 0 of 2 required methods set up

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](#)
Verify with a one-time access code that is generated by an authenticator app on your mobile phone or tablet.

FIDO device

Add new verification method or device

Choose your 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.

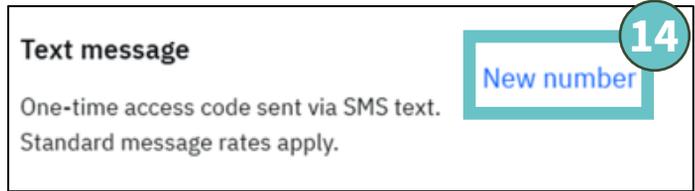
Phone call [New number](#)
One-time access code sent via phone call. Standard voice rates apply.

Cancel

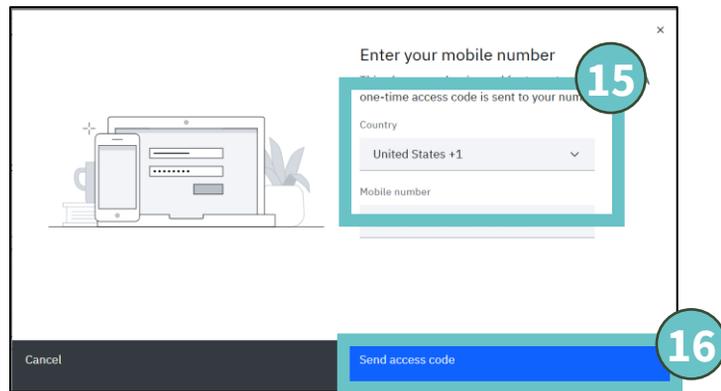
13

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

14 To begin enrollment in the Text message MFA method, select **“New number”**

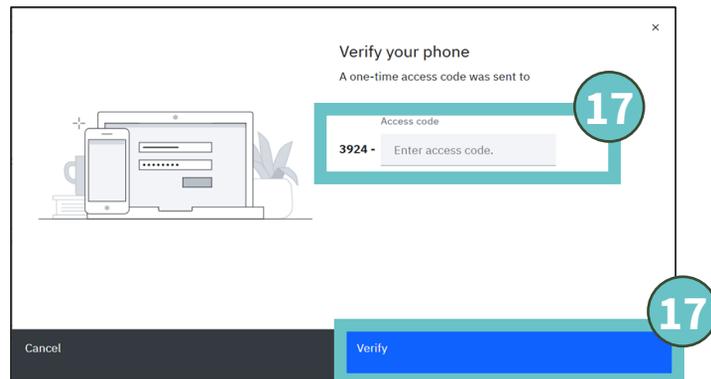


15 Confirm your country code in the drop-down menu and enter your phone number in the field below



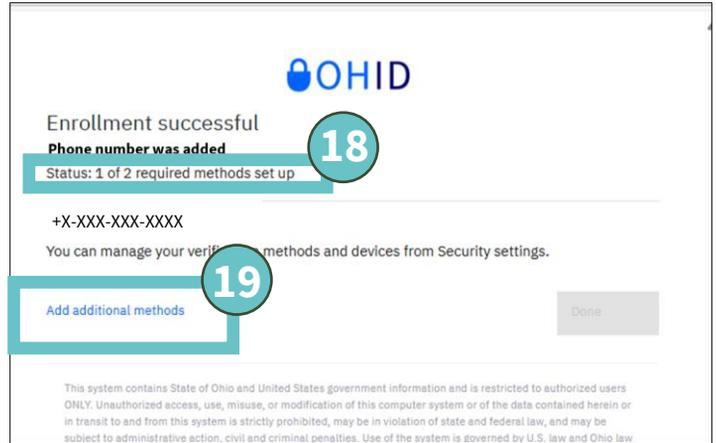
16 After verifying your phone number is entered correctly, select **“Send access code”** to generate a one-time 6-digit code

17 Enter the 6-digit access code sent to your phone, and select **“Verify”**

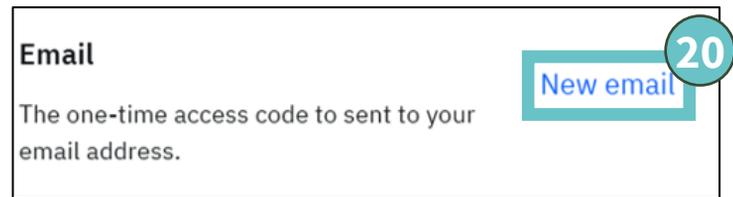


Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

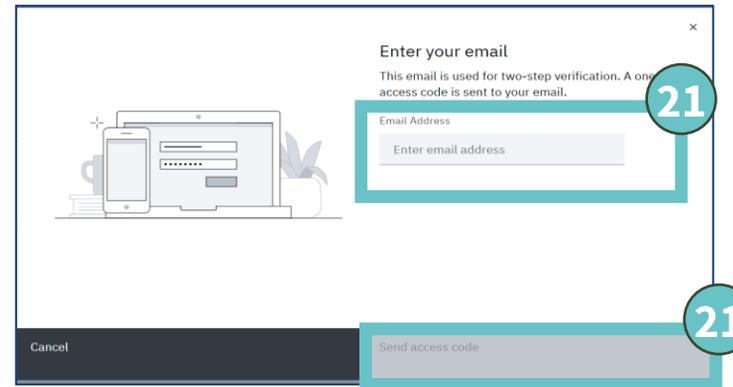
18 After you successfully add your first method, you will see an *Enrollment successful* screen that will verify how many MFA methods you have enrolled in



19 To add your second MFA method, select “**Add additional methods**”

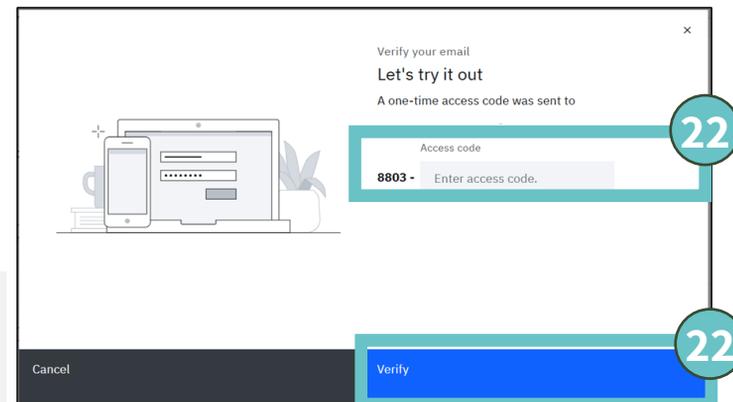


20 To begin updating your Email MFA method, select “**New email**”



21 Enter your email address in the email address field and select “**Send access code**”

22 Enter the 6-digit access code sent to your email, and select “**Verify**”



Note: If you don't receive an email, check your junk folder

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

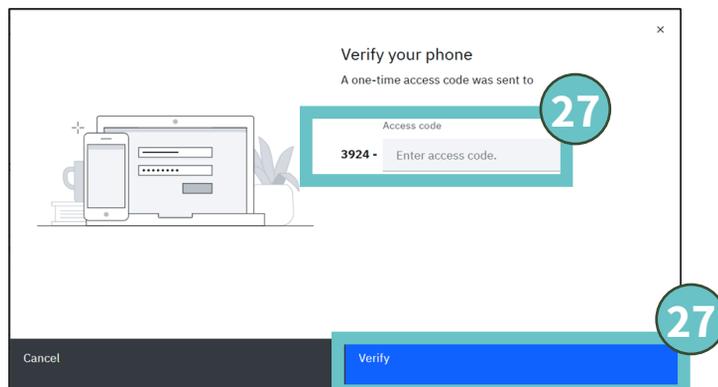
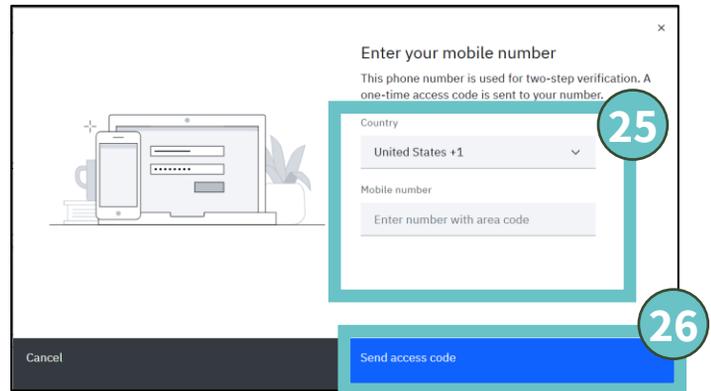
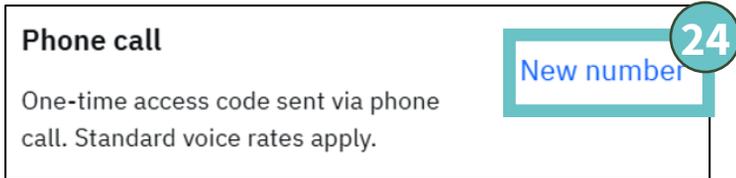
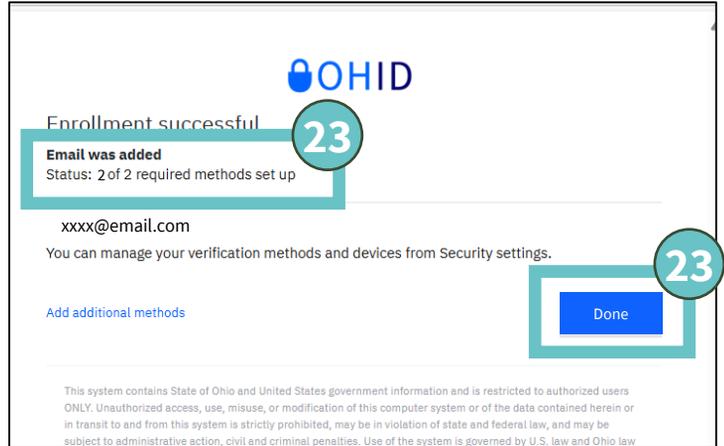
23 If you have successfully enrolled in 2 methods and do not wish to enroll in Phone call, select **“Done”** and continue to [step 29](#)

24 To begin enrollment in the Phone call MFA method, select **“New number”**

25 Confirm your country code in the drop-down menu and enter your phone number in the field below

26 After verifying your phone number is entered correctly, select **“Send access code”** to generate a one-time 6-digit code

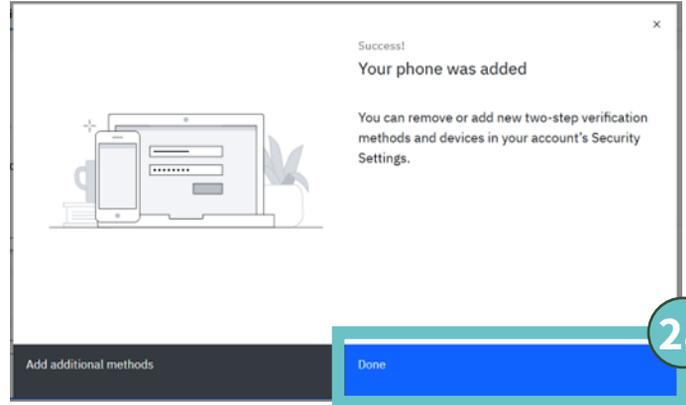
27 Enter the 6-digit access code sent to your phone, and select **“Verify”**



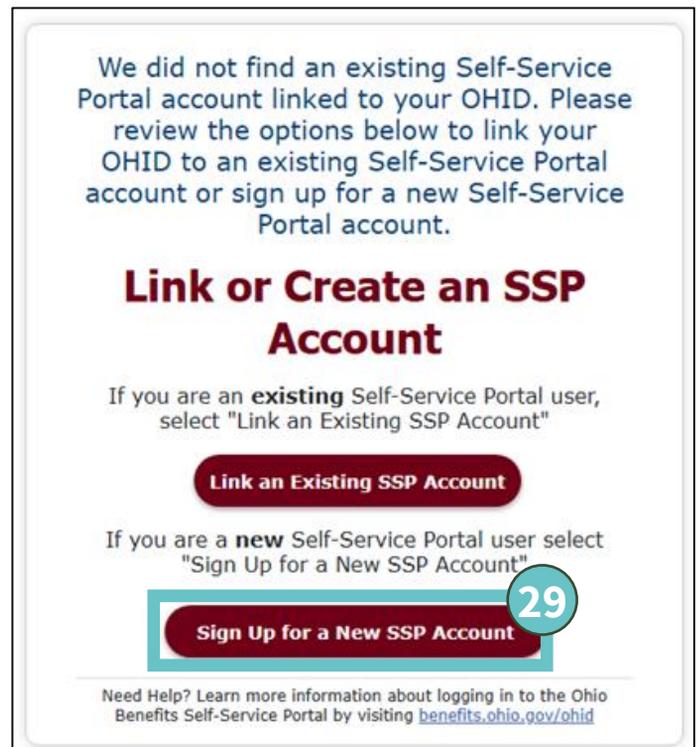
Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

28 Select **“Done”** after you complete MFA enrollment

After completing MFA enrollment, you will be redirected to the Ohio Benefits Self-Service Portal



29 After being redirected to the Ohio Benefits Self-Service Portal, select **“Sign up for a New SSP Account”** to begin the account creation process



Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

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On the *Personal Information* screen:

- A. Answer “**No**” to whether you are a certified application counselor, navigator, agent, qualified entity or broker filling out applications for somebody other than yourself
- B. Enter your Social Security Number (optional)
- C. Select “**Save and Continue**” to continue

Personal Information Contact Information Sign Up

Personal Information

The information provided in this section is only for managing your online profile.

* Red asterisk indicates required

Are you a certified application counselor, navigator, agent, qualified entity, or broker filling out applications for somebody other than yourself? Yes No 30A

First Name

Last Name

Date of Birth (mm/dd/yyyy) 30B

Social Security Number (123-45-6789) [Providing your SSN may help speed up the application process](#)

The following link provides more detailed information about your rights and responsibilities for the programs: [Program Enrollment & Benefit Information - JFS 07501](#)

30C

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

31

On the *Contact Information* screen:

- A. Input the required contact information including home phone number, mobile phone number and email address
- B. You can opt in by selecting the desired box(es) to receive notification about messages sent to your account
- C. Select “**Save and Continue**” to continue

Personal Information Contact Information Sign Up

Contact Information

The information provided in this section is only for managing your online profile.

* Red asterisk indicates required

Home Phone Number (999)999-9999

Mobile Phone Number (999)999-9999

Optional Email (example@abc.com)

I would like to receive notification of messages through

Text Message : Reply HELP for help or STOP to cancel Personal Email

receive a message. If you're not opting in to messaging while applying, and want to opt in later you can do that when you speak with your caseworker.

You will receive SMS text messages, voice calls, and/or emails with personalized reminders about your application and ongoing benefits by Ohio Benefits Communications Services. Please note, frequency varies. Message, voice, and data rates may apply. By clicking the checkbox(es), you acknowledge you understand and have read and agree to the [MSG Terms of Service](#) and [Privacy Policy](#).

31A

31B

31C

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

- 32** On the *Address Information* screen:
- A. Input the required address information
 - B. Confirm that your home address is the same as your mailing address
 - C. Opt in to or out of paper mailings
 - D. Select **“Save and Continue”** to continue

Personal Information | Contact Information | Sign Up

Address Information

The information provided in this section is only for managing your online profile.

* Red asterisk indicates required

Mailing Address Line 1 *
Mailing Address Line 2
Mailing City *
Mailing State * Ohio
Mailing Zip Code (99999) *

Is your home address the same as your mailing address? Yes No

Would you like to opt-out of paper mailings? Yes No

By selecting 'Yes', you will receive a notification via email when a document is sent to the Self-Service Portal Message Center. Ohio Benefits will not send you paper mail.

Cancel Back **Save and Continue**

- 33** Read the Terms and Conditions then check the box to confirm. Select **“Sign Up”** to create your account. Select **“Back”** to change your account information or **“Cancel”** to exit

Personal Information | Contact Information | Sign Up

Sign Up

Before you submit your request, you must read and agree to the following [Terms and Conditions](#)

*I have read and agree to the Terms of Use and Conditions

Back Cancel **Sign Up**

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

34 Once your account has been linked, you will see a *Success!* screen:

- A. If you have not completed optional OHID Identity Proofing, you will see the first screen and have the option to select “**Continue**” to begin or “**Exit**” to proceed to the next step
- B. If you have already completed OHID Identity Proofing, you will see the second screen and can select “**Exit**” to return to the home screen

Success!

Great work [FirstName], your Self-Service Portal account is now linked to your OHID. Moving forward, you will log in to your Self-Service Portal account using your OHID username and password to access, apply for, and manage your benefits.

Optional: Verify Your Identity ?

Verifying your identity can help us process your application faster and automatically check if you're eligible for certain benefits. This service is optional. You are not required to verify your identity to apply for benefits.

Select Continue if you'd like to verify your identity now, or select Exit to return to the home screen.

34A

Success!

Great work [FirstName], your Self-Service Portal account is now linked to your OHID. Moving forward, you will log in to your Self-Service Portal account using your OHID username and password to access, apply for, and manage your benefits.

34B

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

35 If you choose to opt in to OHID Identity Proofing, start by selecting “**I Agree**” to the terms and conditions of OHID Identity Proofing

Note: *If you choose not to enroll in optional OHID Identity Proofing, you will still be able to apply for and manage your benefits*

My Identity

Identity Confirmation

The State of Ohio uses a service called Socure to check your digital identity.

Your digital identity includes your email, phone, address, and devices you use to go online. Socure looks for information and tactics that scammers frequently use to create fake accounts or steal existing accounts.

Your privacy is important. You must agree to a Socure analysis to access state sites and applications that require identity confirmation.

By clicking on the “I Agree” button below, you give the State of Ohio permission to use the information you provide solely to confirm your identity to avoid fraud on your account.

Are you using an ad blocker? We recommend you temporarily disable your ad blocker during the identity confirmation process.

36 After agreeing to the terms and conditions, enter your personal information, including legal name, date of birth, Social Security Number, email address and residential address

My Identity

Identity Confirmation

Personal Information

Legal First Name:

Legal Last Name:

Date of Birth:

Social Security Number (SSN):

Email:

Your legal name and an accurate date of birth is required to confirm your identity. This information must match what we have on file. [Update your personal information.](#)

Residential Address

Street Address 1:

Street Address 2:

City:

State:

Zip Code:

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

37 You will then have the option to verify your mobile phone with a one-time 6-digit PIN

The screenshot shows a 'Mobile Phone' verification screen. At the top, it says 'Mobile Phone' and 'Providing your mobile phone number helps us to verify your identity.' There are two radio button options: 'I have a mobile phone' (which is selected) and 'I don't have a mobile phone'. Below the first option, it says 'Enter your number below and we'll text you a one-time PIN.' There is a text input field containing 'XXX-XXX-XXXX' and a 'Send PIN' button. At the bottom, there are 'Cancel' and 'Continue' buttons. A teal circle with the number '37' is in the top right corner of the screenshot.

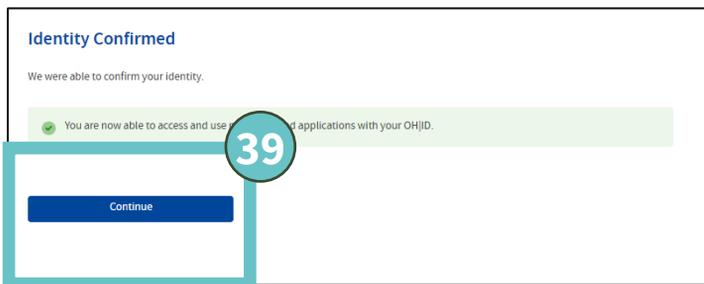
38 Once you have entered your information you will be given an opportunity to review that information and select “**Yes, continue**” or “**No, edit my information**”

The screenshot shows a 'Are you ready to submit?' review screen. It says 'Carefully review your information below'. There are three sections: 'Personal Information' with fields for 'Legal name: XXXXXX XXXXXXXX', 'SSN: XXXXXXXX', and 'Birth date: XX/XX/XXXX'; 'Residential Address' with fields for 'XXXX XXXXXXXX XX' and 'XXXX, XX XXXX'; and 'Mobile Phone' with a message: 'No phone number was provided. This makes it less likely that we'll be able to confirm your identity.' At the bottom, there are two buttons: 'No, edit my information' and 'Yes, continue'. A teal circle with the number '38' is in the bottom right corner of the screenshot.

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

39 After submitting your information, you will either have your identity confirmed or not confirmed. Whether you pass or fail OHID Identity Proofing, you can select “**Continue**” to be redirected back to the Ohio Benefits Self-Service Portal

Note: If you want to verify that you have successfully completed OHID Identity Proofing, you can view your Security Profile page on OHID.Ohio.Gov for confirmation

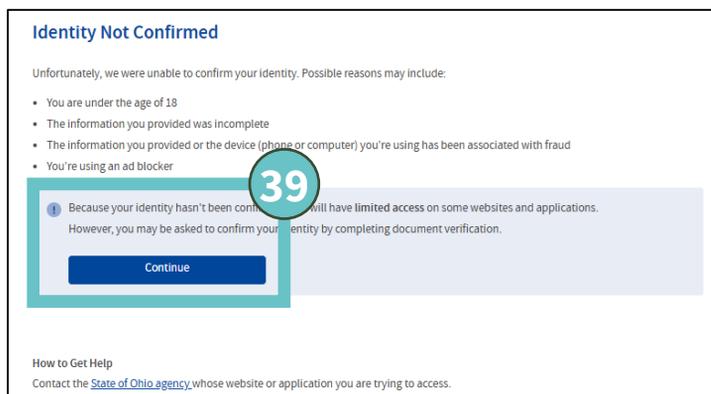


Identity Confirmed

We were able to confirm your identity.

✔ You are now able to access and use **39** applications with your OHID.

[Continue](#)



Identity Not Confirmed

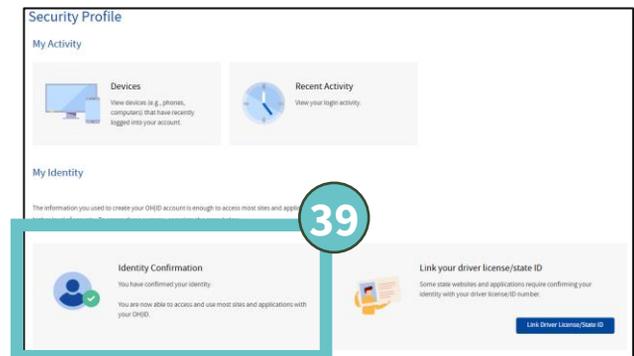
Unfortunately, we were unable to confirm your identity. Possible reasons may include:

- You are under the age of 18
- The information you provided was incomplete
- The information you provided or the device (phone or computer) you're using has been associated with fraud
- You're using an ad blocker

39 Because your identity hasn't been confirmed, you will have limited access on some websites and applications. However, you may be asked to confirm your identity by completing document verification.

[Continue](#)

How to Get Help
Contact the [State of Ohio agency](#) whose website or application you are trying to access.



Security Profile

My Activity

- Devices**
View devices (e.g., phones, computers) that have recently logged into your account.
- Recent Activity**
View your login activity.

My Identity

The information you used to create your OHID account is enough to access most sites and applications.

39

- Identity Confirmation**
You have confirmed your identity. You are now able to access and use most sites and applications with your OHID.
- Link your driver license/state ID**
Some state websites and applications require confirming your identity with your driver license ID number.
[Link Driver License/State ID](#)

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

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After completing OHID Identity Proofing, you will be redirected back to the Ohio Benefits Self-Service Portal where you will see another *Success!* or failure screen:

- A. If you pass OHID Identity Proofing, you will see a success message and will select “**Continue**” to go to the home screen
- B. If you fail OHID Identity Proofing, you will see a failure message and will select “**Exit**” to go to the home screen

Note: *If you fail OHID Identity Proofing, you will still be able to manage your benefits application*

Success!

Good news, your identity has been verified.

You can now continue to apply for benefits or manage your applications.

Continue

40A

We Can't Verify Your Identity

It looks like we're missing information and can't verify your identity at this time. Don't worry, you can still apply for benefits without identity verification.

Select Exit to go to the home screen and apply or manage your benefits applications. If you want to try verifying your identity again, go to [Verify Your Identity](#) from the main menu on the home screen.

Exit

40B

Creating an Ohio Benefits Self-Service Portal Account as an Authorized Representative

41

When your session is complete, please be sure to log out of your account on the Ohio Benefits Self-Service Portal, and on OHID. To log out of OHID, visit OHID.Ohio.Gov and select “**Log Out**” in the upper right menu

Log Out Not Yet Complete

You are logged out of the Self-Service Portal, however you may still be logged in to OHID. To complete your logout, fully close your browser or go to the [OHID website](https://OHID.Ohio.Gov) and select Log Out.



If your session times out for security reasons, you will be prompted to log back in with OHID

Your session has expired.

[Click here to sign in again.](#)

Error Message

- 1 Only citizen OHID accounts can be used to log in to the Ohio Benefits Self-Service Portal. You cannot use a State or County employee account, or a State or County contractor account to access. To log in with a citizen OHID, select “**Exit**” to return to the home screen

OHID Citizen Account Required

You are currently logged in to OHID with a State of Ohio employee account. Only citizen OHID accounts are permitted to access the Ohio Benefits Self-Service Portal. Please click Exit, then close your browser and log in with an OHID citizen account.

[Exit](#)