Innovate Ohio Platform

2-Step Verification Job Aid

Updated: April 2024

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2-STEP VERIFICATION ENROLLMENT

1 Visit OHID.ohio.gov and log in

Note: *You can only enroll in 2-Step Verification options on the OHID website*

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

Register once, use across many State of Ohio websites

Create account

1

Log In

OHID

Password 👁

Log in

Forgot your OHID or password? | Get login help

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2 Select "Account Settings" then select "2-Step Verification."

🔒OHID   My Apps   App Store   **Account Settings**   Security Profile   👤 Log Out   ❓ Help

Manage Account

Personal Information
Update your name, date of birth, or email.

Close Account
Close your OHID account.

My Digital Profile
View your digital profile and personalized survey results.
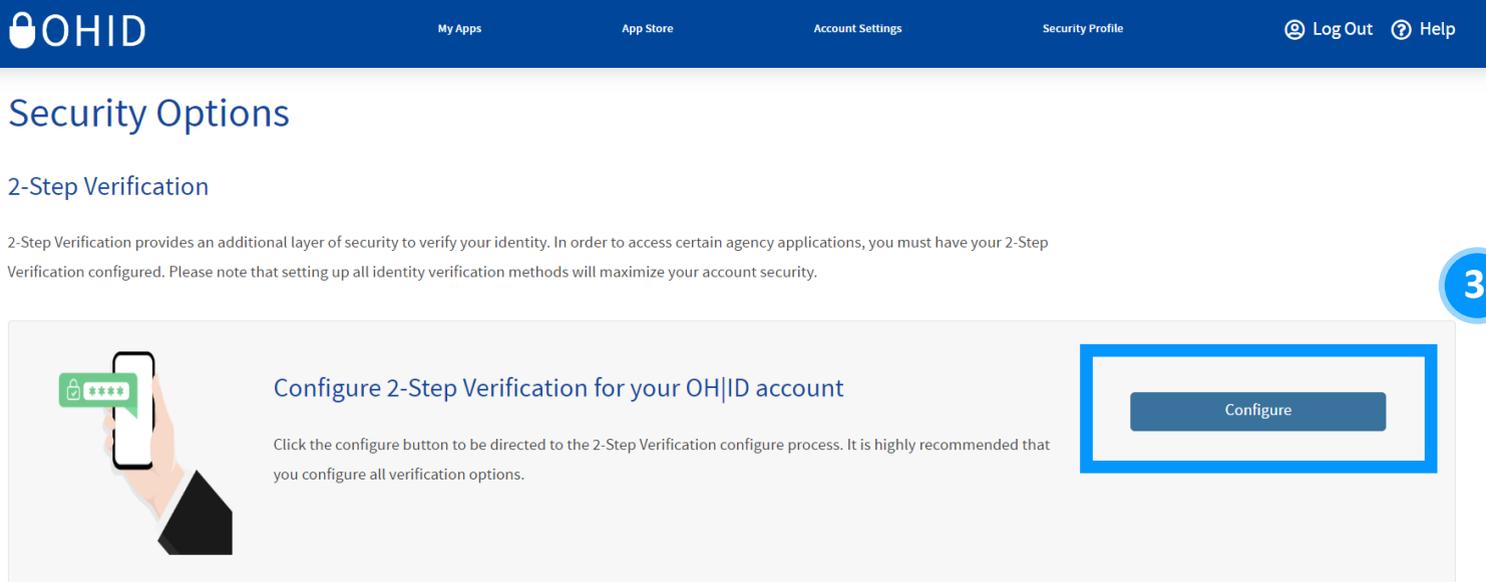
Signing in to OHID

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 OHID or additional account security.

2

2-STEP VERIFICATION ENROLLMENT

3 Select "Configure".

OHID

My Apps   App Store   Account Settings   Security Profile   Log Out   Help

Security Options
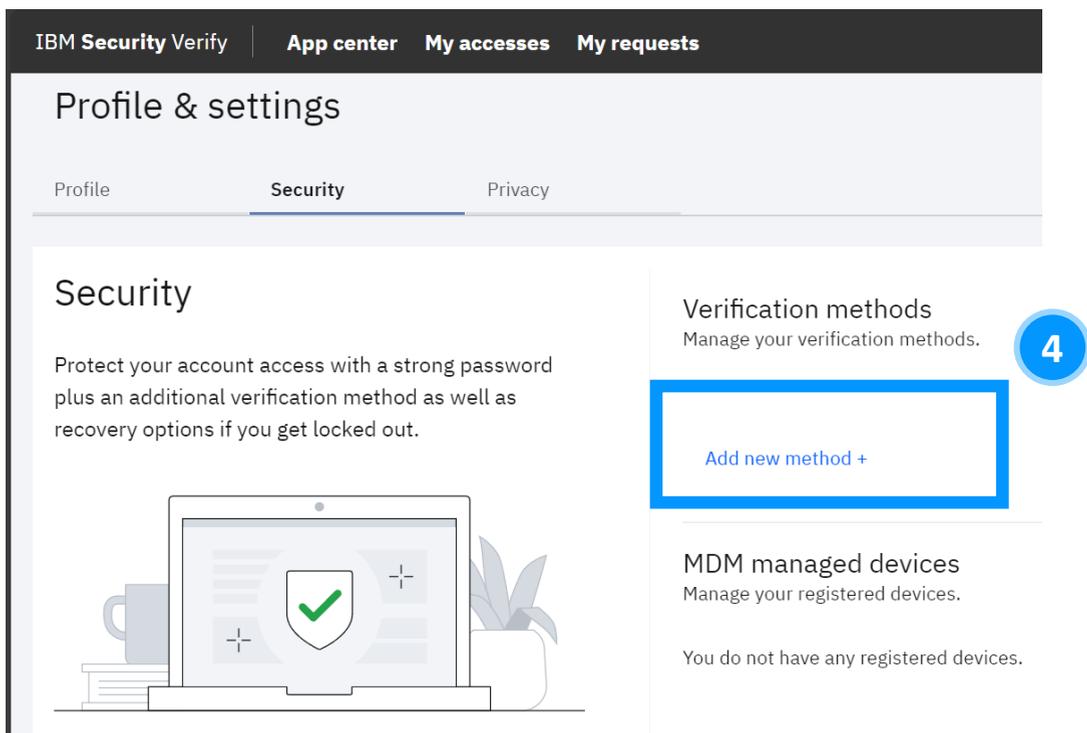
2-Step Verification

2-Step Verification provides an additional layer of security to verify your identity. In order to access certain agency applications, you must have your 2-Step Verification configured. Please note that setting up all identity verification methods will maximize your account security.

Configure 2-Step Verification for your OH|ID account

Click the configure button to be directed to the 2-Step Verification configure process. It is highly recommended that you configure all verification options.

3

[Configure]

4 Select "Add new method +".

IBM Security Verify | **App center** **My accesses** **My requests**

Profile & settings

Profile   **Security**   Privacy

Security

Protect your account access with a strong password plus an additional verification method as well as recovery options if you get locked out.

Verification methods
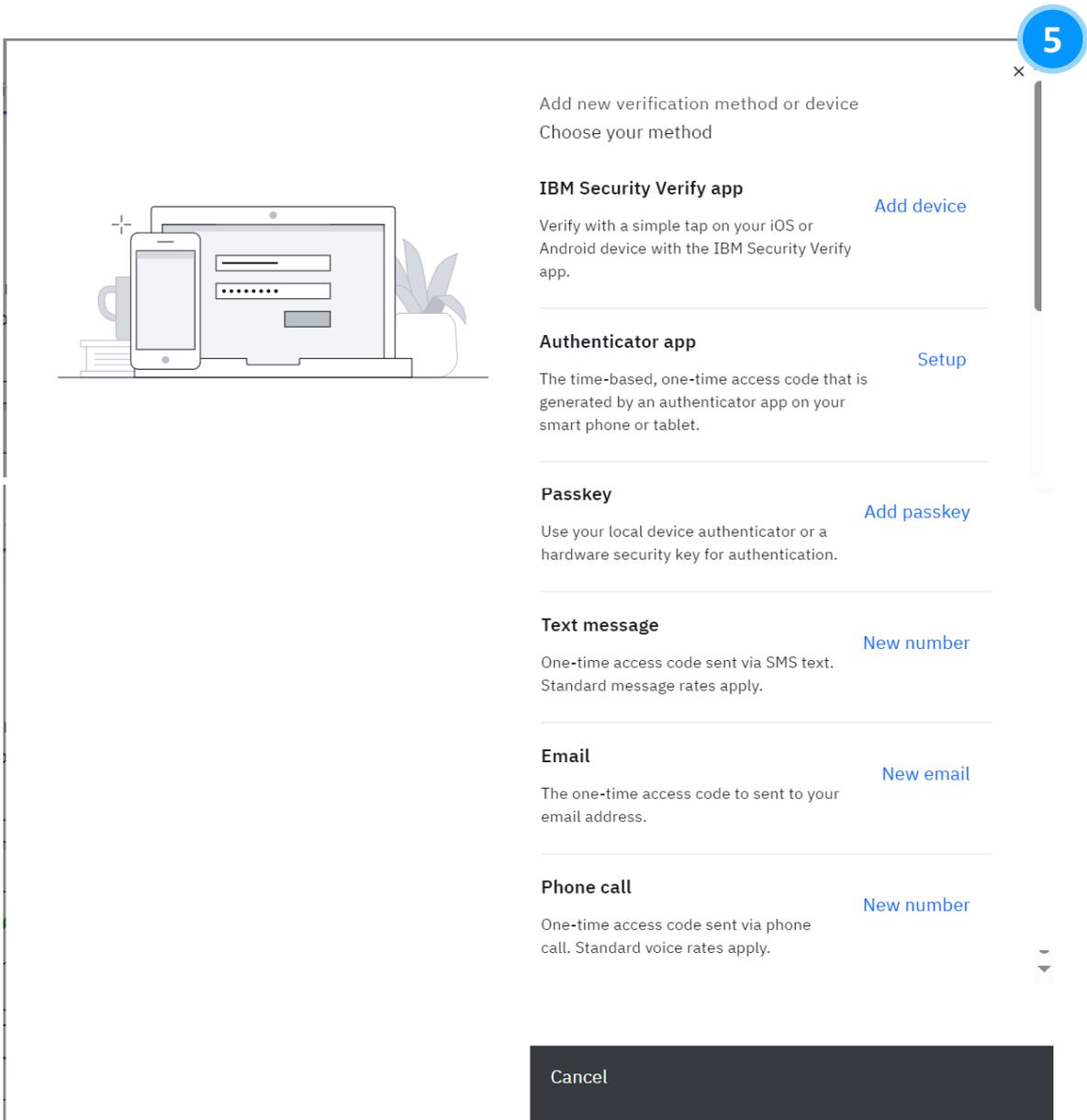Manage your verification methods.

4

Add new method +

MDM managed devices
Manage your registered devices.

You do not have any registered devices.

5 You will see all verification methods appear on the screen for selection.

*Note: You will need to set up **2 methods** of verification. It is recommended that you select one phone-based option(Phone call or text) and one email option.*

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

TEXT

MESSAGE

2-Step Verification Enrollment Method

2-STEP VERIFICATION ENROLLMENT - TEXT MESSAGE

1   Select "New number" highlighted in blue.
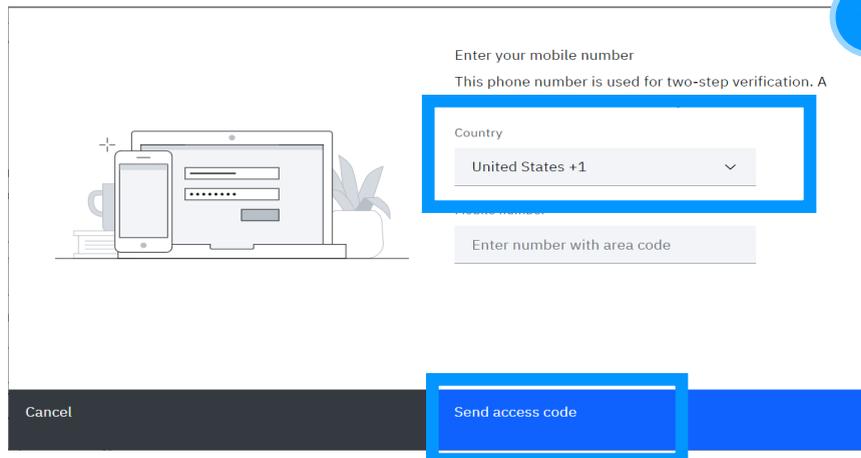
1

Text message

One-time access code sent via SMS text.
Standard message rates apply.

New number

2   Enter your Mobile number and select "Send access code".

Note: If the same phone number is entered for more than one 2-Step Verification options, you will be prompted to "Enroll another method"
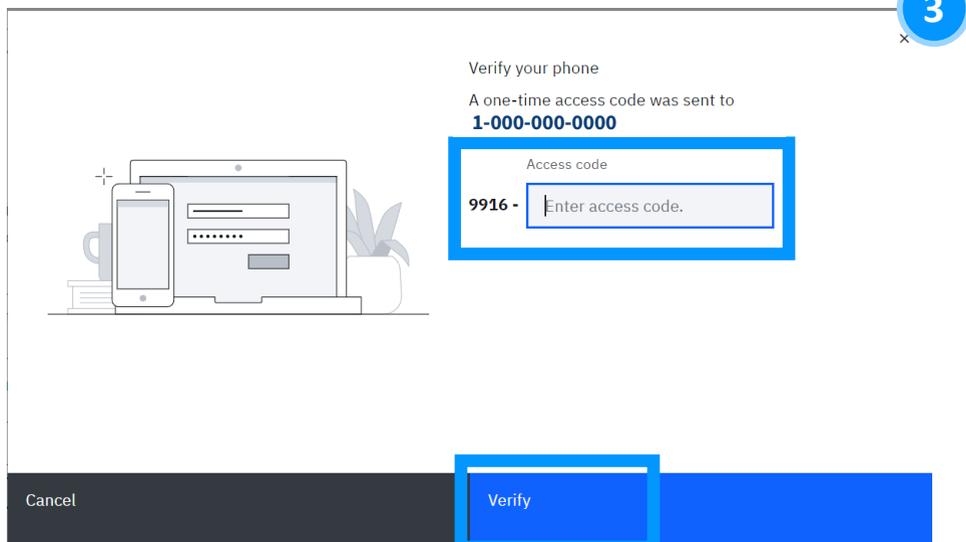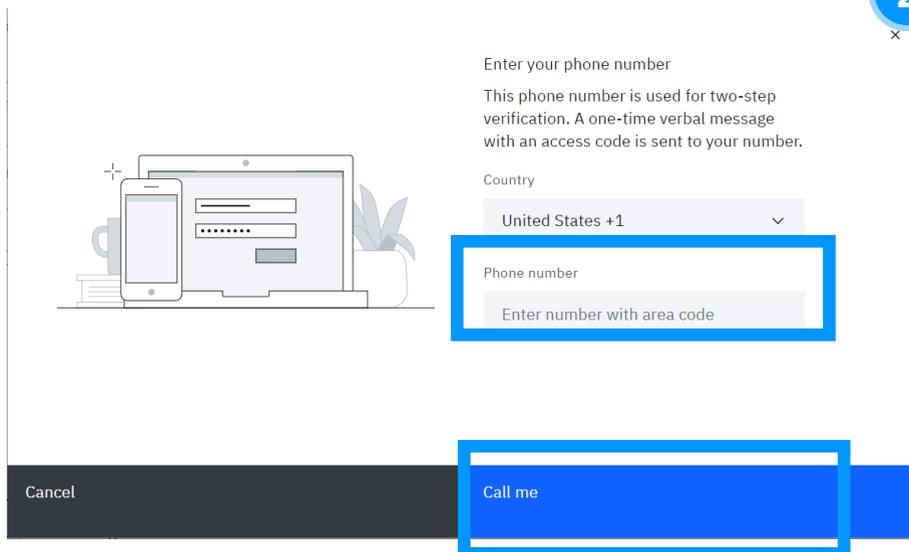
2

Enter your mobile number
This phone number is used for two-step verification. A

Country

United States +1

Enter number with area code

Cancel

Send access code

3   Enter the access code that appears in the text message sent to you and select "Verify."

3

×

Verify your phone

A one-time access code was sent to
1-000-000-0000

Access code

9916 -   Enter access code.

Cancel

Verify

2-STEP VERIFICATION ENROLLMENT - TEXT MESSAGE

4 Once you enter and verify, you will see this page showing that you have successfully added the text message method of verification. You may select "Add additional method" if you have not yet enrolled in two methods or select "Done" if you have already done so.

4

✕

Success!

The code was verified.

Add additional methods	Done

EMAIL

2-Step Verification Enrollment Method

2-STEP VERIFICATION ENROLLMENT - EMAIL

1 Select "New email" highlighted in blue.

1

Email

The one-time access code to sent to your email address.

New email

2 Enter your email address and select "Send access code"

2

Enter your email

This email is used for two-step verification. A one-time access code is sent to your email.

Email Address

Enter email address

Cancel

Send access code

3 Enter the access code that appears in the email that was sent to you and select "Verify."

3

Verify your email
Let's try it out
A one-time access code was sent to
Test@Gmail.com

8681 - Enter access code.

Cancel

Verify

IOP Innovate Ohio Platform

Ohio Department of Administrative Services

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2-STEP VERIFICATION ENROLLMENT - EMAIL

4 Once you enter and verify, you will see this page showing that you have successfully added the email method of verification. You may select "Add additional method" if you have not yet enrolled in two methods or select "Done" if you have already done so.

4
×

Success!
Your email is added

Test@Gmail.com
You can remove or add new two-step verification methods and devices in your account's Security Settings.

Add additional methods	Done

PHONE CALL

2-Step Verification Enrollment Method

2-STEP VERIFICATION ENROLLMENT - PHONE CALL

1 Select "New number" highlighted in blue.

1

Phone call

One-time access code sent via phone call. Standard voice rates apply.

New number

2 Enter your phone number and select "Call me".

Note: If the same phone number is entered for more than one 2-Step Verification options, you will be prompted to "Enroll another method"

2

×

Enter your phone number

This phone number is used for two-step verification. A one-time verbal message with an access code is sent to your number.

Country

United States +1 ⌄

Phone number

Enter number with area code

Cancel   Call me

3 Pick up the phone call you receive and enter the access code that the automated messenger states to you and select "Verify."

3
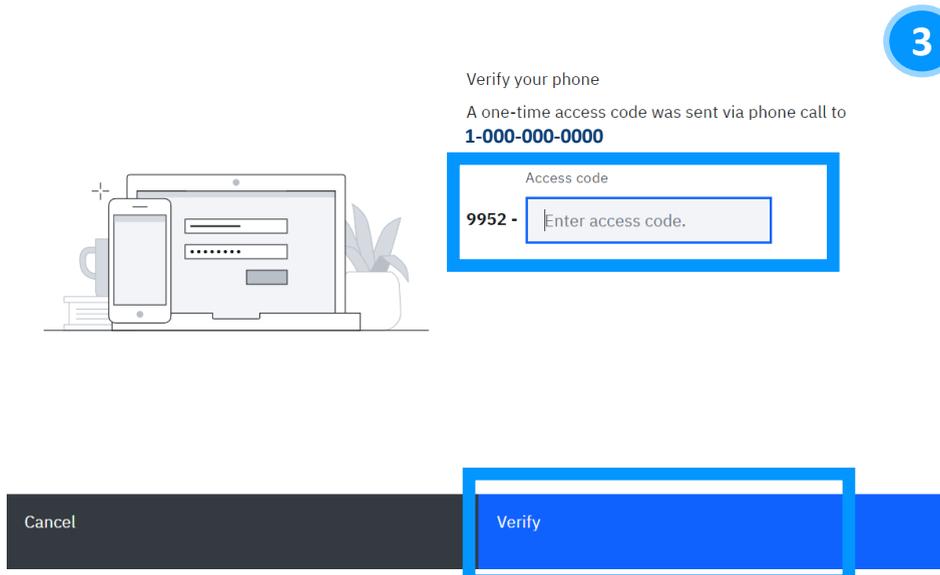
Verify your phone

A one-time access code was sent via phone call to **1-000-000-0000**

Access code

9952 - Enter access code.

Cancel   Verify

13

2-STEP VERIFICATION ENROLLMENT - PHONE CALL

4 Once you enter and verify, you will see this page showing that you have successfully added the phone call method of verification. You may select "Add additional method" if you have not yet enrolled in two methods or select "Done" if you have already done so.

4
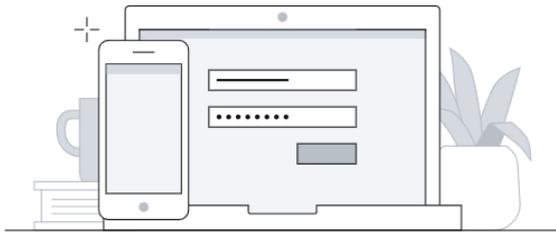
Success!

Your phone was added

1-000-000-0000

You can remove or add new two-step verification methods and devices in your account's Security Settings.

Add additional methods	Done

IBM VERIFY

2-Step Verification Enrollment Method

IBM VERIFY APP

1 After selecting "Add Device" on the initial MFA enrollment page, you will download the IBM Verify App to your device and press "Connect Your Account"
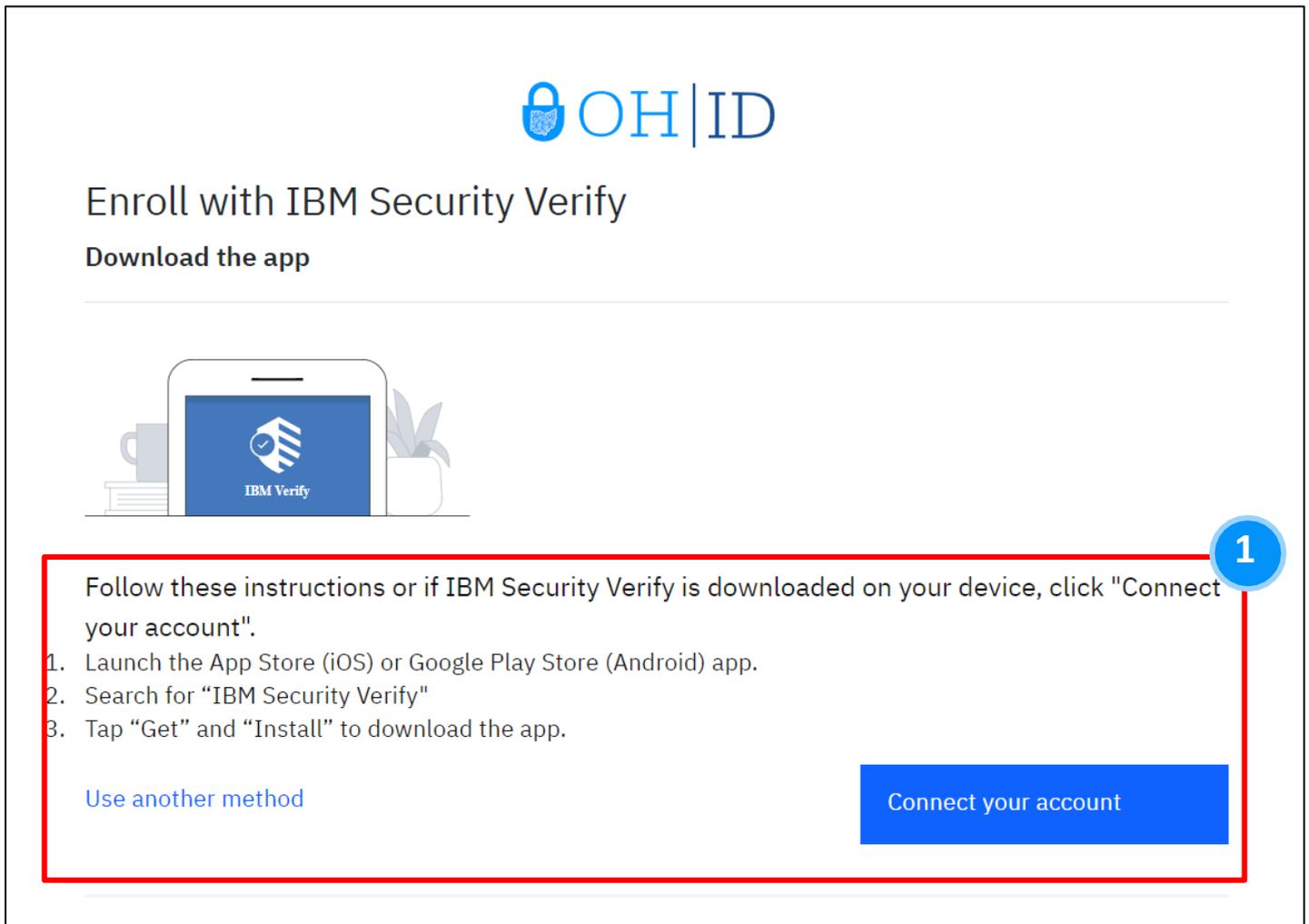
OH|ID

Enroll with IBM Security Verify

Download the app

Follow these instructions or if IBM Security Verify is downloaded on your device, click "Connect your account".
1. Launch the App Store (iOS) or Google Play Store (Android) app.
2. Search for "IBM Security Verify"
3. Tap "Get" and "Install" to download the app.

Use another method   Connect your account

1

2 After pressing "Connect your account" you will be met with the following screen and will need to access the IBM Verify app on your device to continue with registration.

IBM VERIFY APP

3 Scan the QR Code using the IBM app by opening the App's Camera.

4 Approve the connection after scanning the QR code.
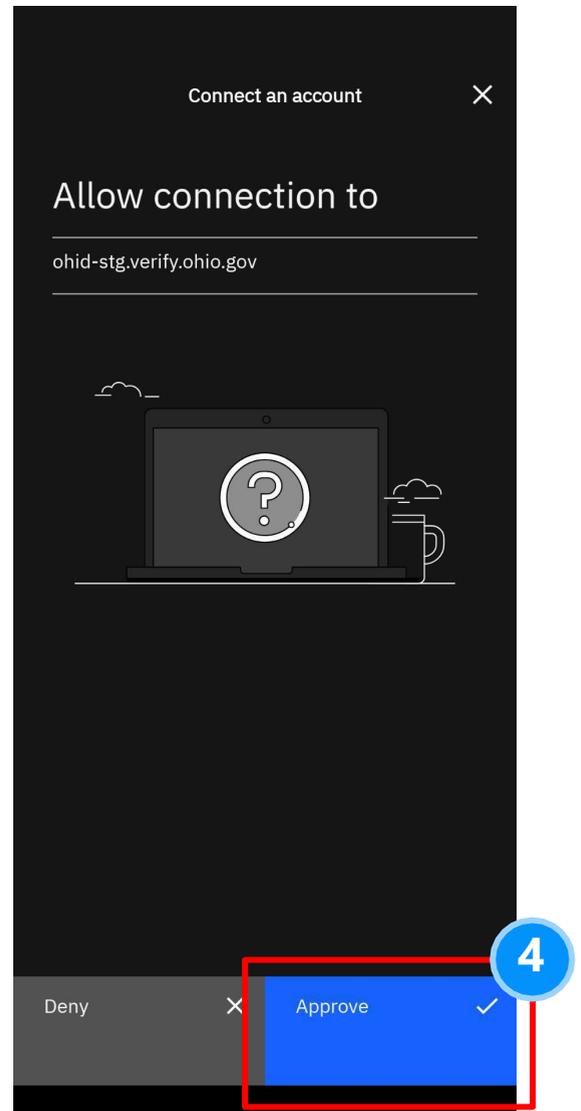
5 Choose Biometrics preference. This has no bearing on linking the account to verification.

6 Your account is now linked, press "Done"
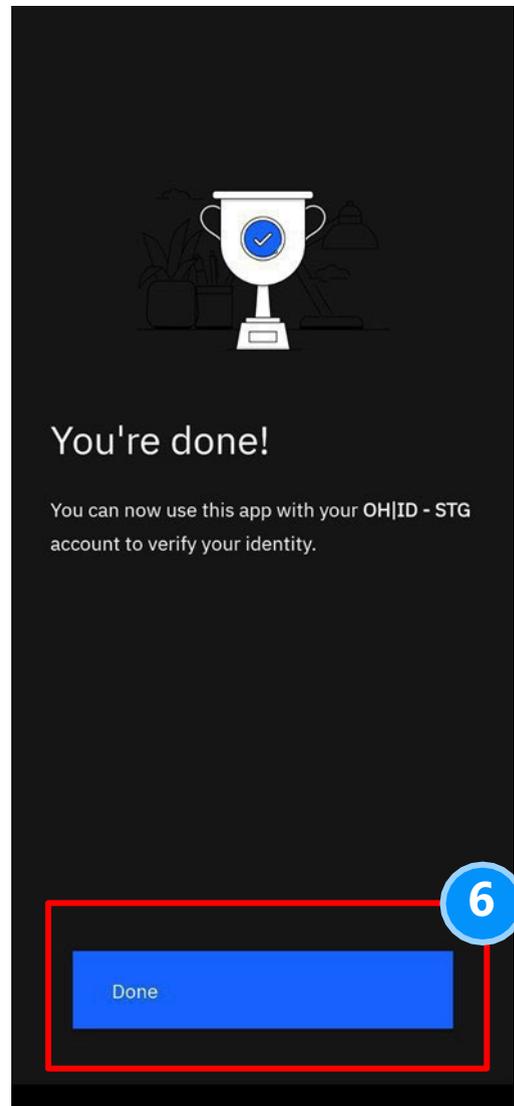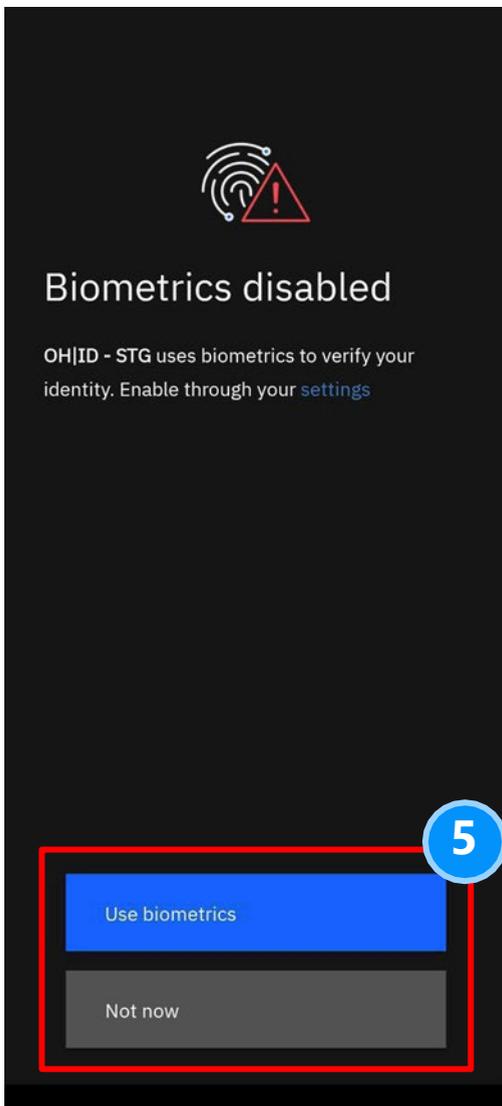
7 Select "Verify your device" to continue with IBM Verify Enrollment.

Enroll with IBM Security Verify

Connect your account

Next, connect the app to your account. On your mobile device:
1. Launch the authenticator app.
2. Scan the QR code by using your device's camera.
3. Finally, follow the on-screen prompts and complete the registration process.

Use another method

Verify your device

7

8 You will now receive an "authentication challenge" to the IBM Verify app. To complete this, open the app, click the challenge, and approve the connection.
Note: The IBM Verify App does not allow screenshots for this step.

9 After successfully completing the authentication challenge, you will be met with the following screen. From here you can select "Add Additional Methods" if you need another verification option or "Done" if you are finished enrolling. Pressing "Done" will redirect you to the Application.

2-STEP VERIFICATION ENROLLMENT: IBM VERIFY BEST PRACTICES

1. Before enrolling in the IBM Verify option, please download the IBM Verify application from the Apple App Store or the Google Play store.

2. The QR code provided to link your 2-Step Verification option to your device/application is for one-time use only. If you fail to connect the application the first time, you will need to return to the initial 2-Step Verification enrollment page, select add device, select "IBM Verify" and begin the process again.

3. The option for biometric login is dependent on your device capability.

   1. *E.g., If you have an iPhone with a "home" button (iPhone 8/8s) with TouchID activated, you can use the biometric confirmation. Any models without a "home" button and TouchID will be unable to confirm identity with biometrics. However, if you have FaceID enabled, you can select that option for biometric confirmation.*

4. Although IBM Verify is not a "phone-based option" like SMS Text and Phone Call, we still recommend choosing an email-based backup as your secondary 2-Step Verification option. If you do not have access to your registered phone number(s), you will not be able to complete 2-Step Verification with IBM Verify, SMS Text or Phone call, but will be able to complete 2-Step Verification via email.