BWC OHID
2-STEP VERIFICATION
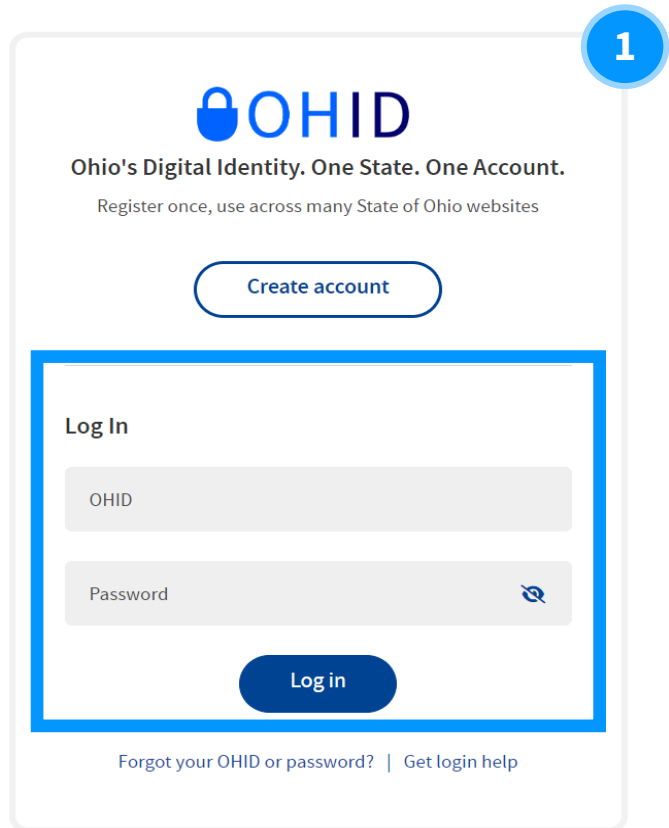# CUSTOMER GUIDE

UPDATED: MARCH 2024

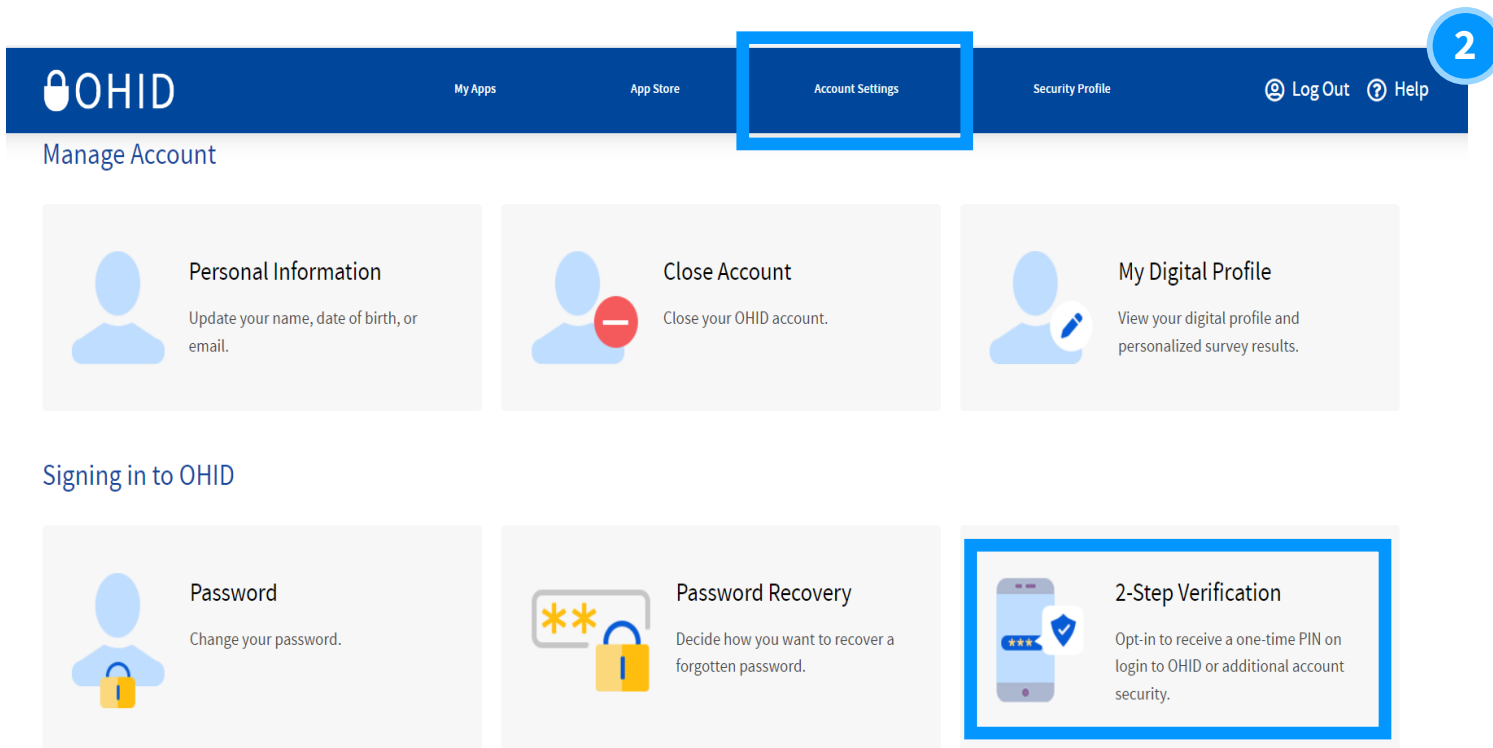**Ohio** **Bureau of Workers' Compensation**

2-STEP VERIFICATION ENROLLMENT

1. Visit OHID.ohio.gov and log in using OHID and password.

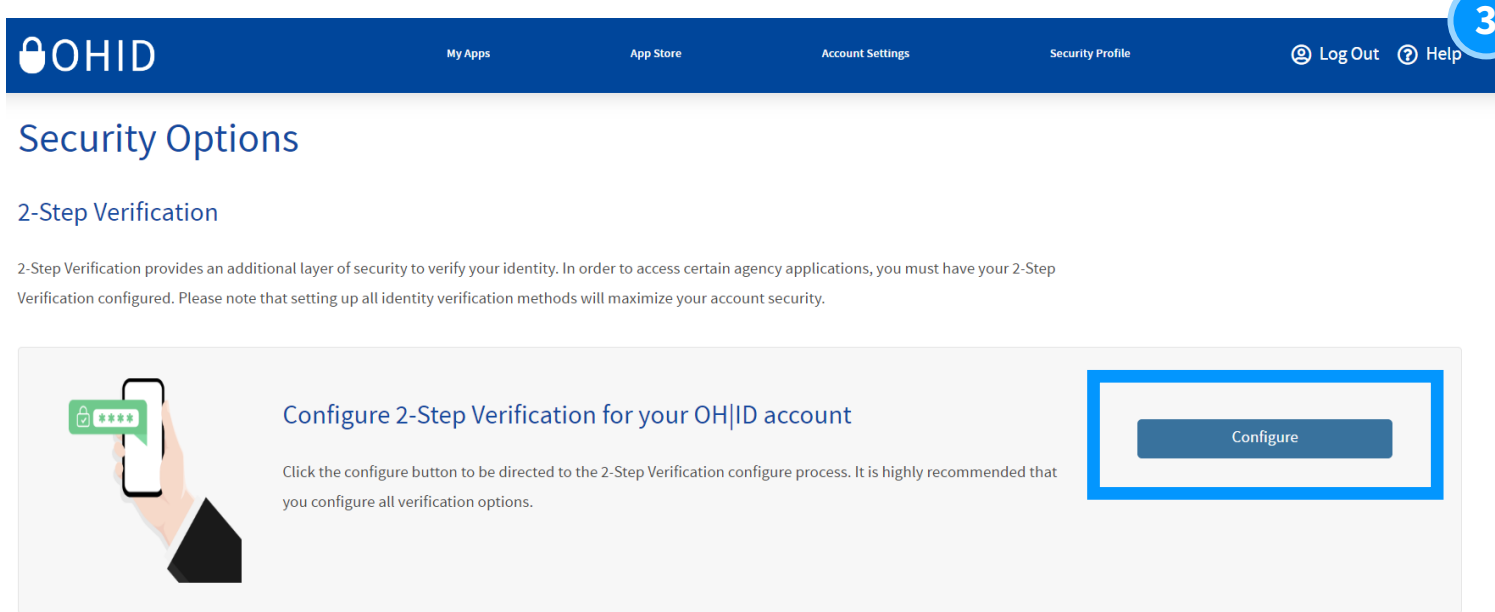*Note: You can only enroll in 2-Step Verification options on the OHID website*

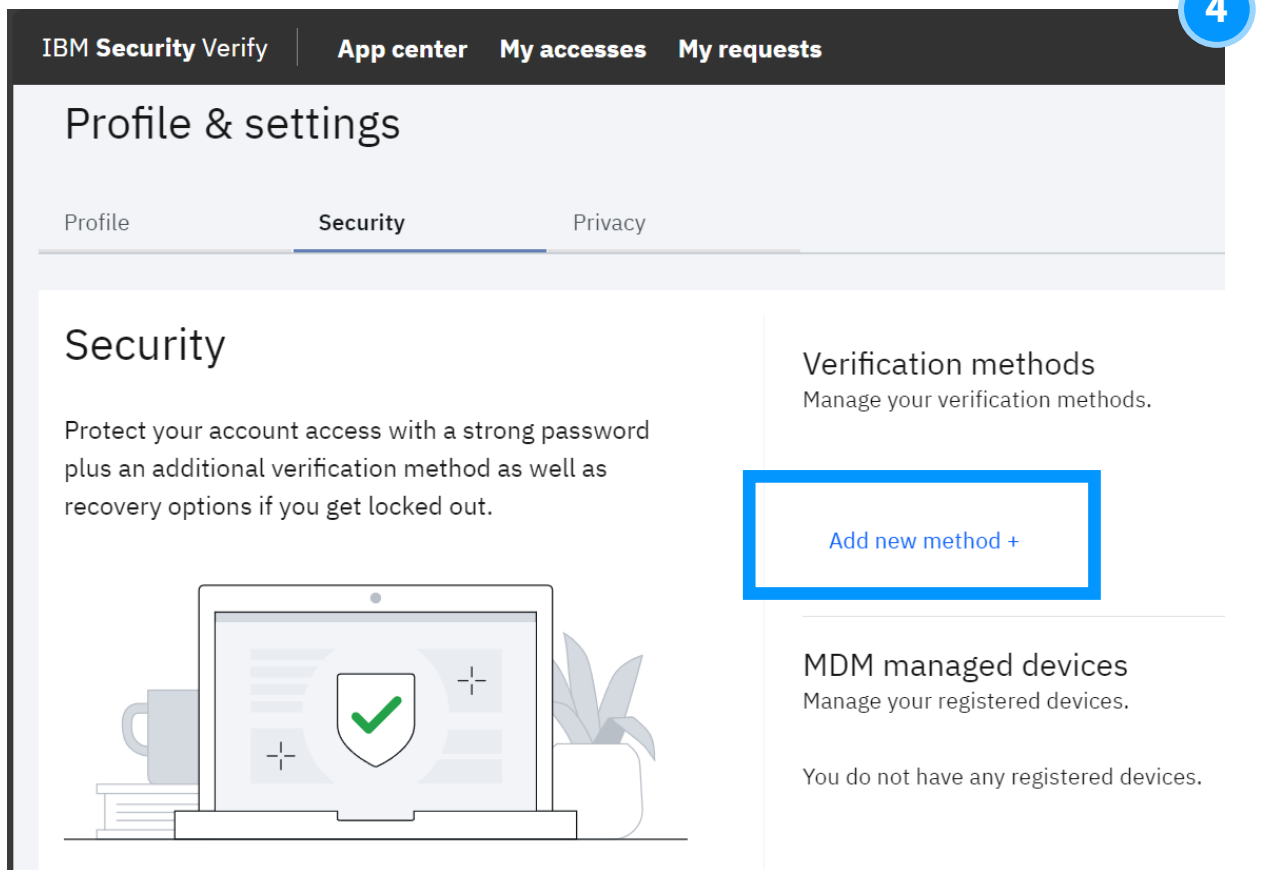2. Select "Account Settings" then select "2-Step Verification."

2-STEP VERIFICATION ENROLLMENT

3. Select "Configure".

4. Select "Add new method +".

2-STEP VERIFICATION ENROLLMENT

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.*
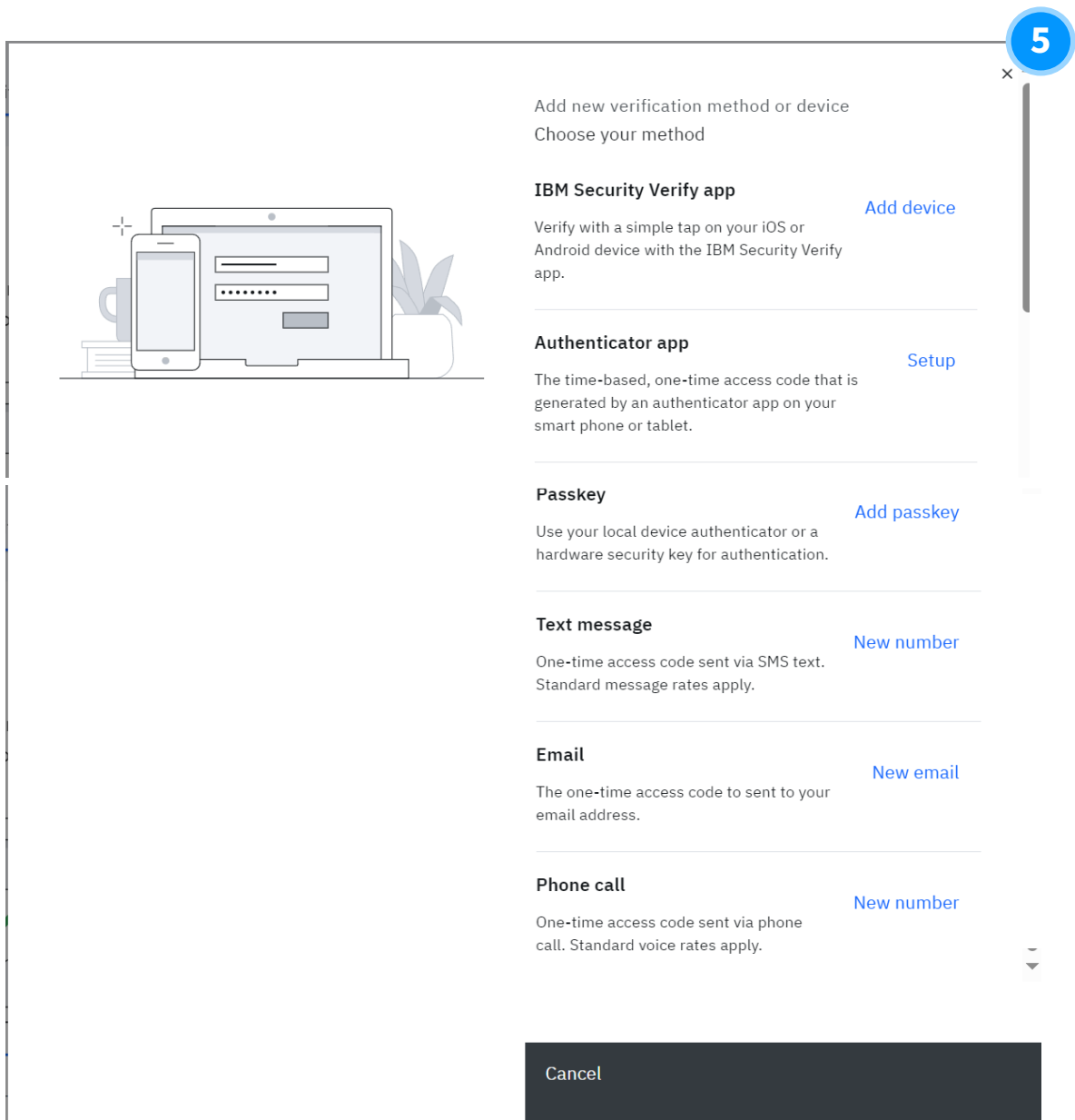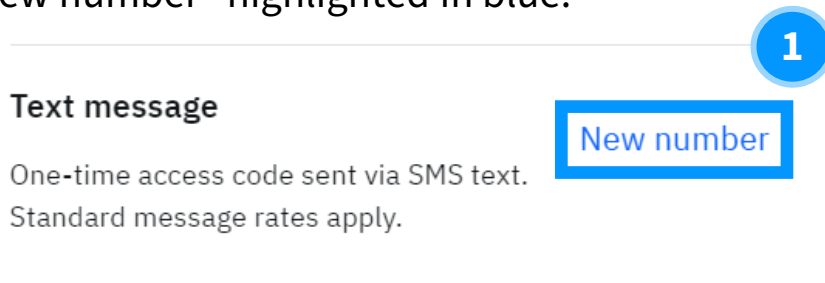
TEXT

MESSAGE

2-Step Verification Enrollment Method

2-STEP VERIFICATION ENROLLMENT - TEXT MESSAGE

1. Select "New number" highlighted in blue.
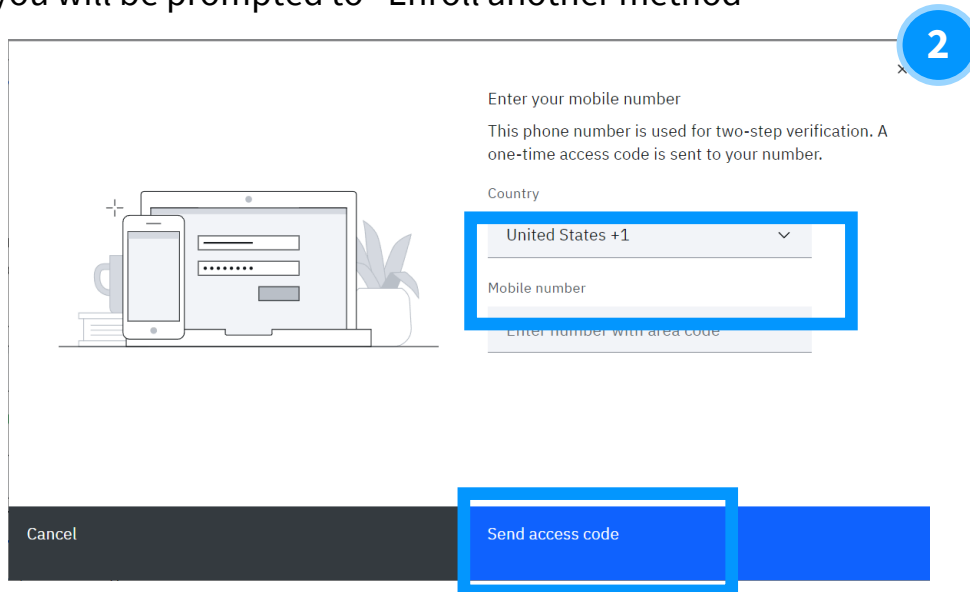
Text message

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

New number

①

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 one-time access code is sent to your number.

Country

United States +1
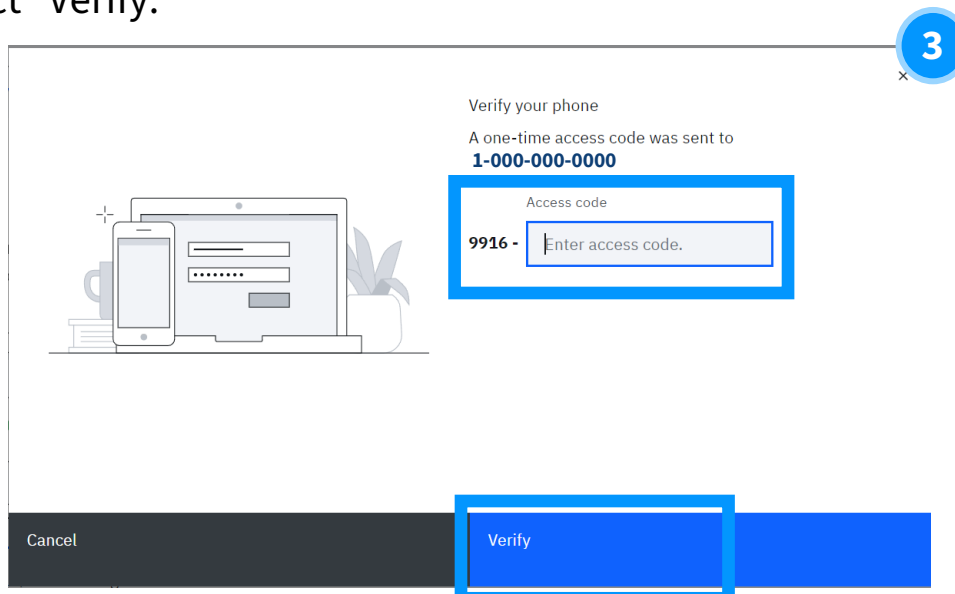
Mobile number

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.

Email

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

New email

①

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

Access code

8681 -   Enter access code.

Cancel

Verify

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.

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.
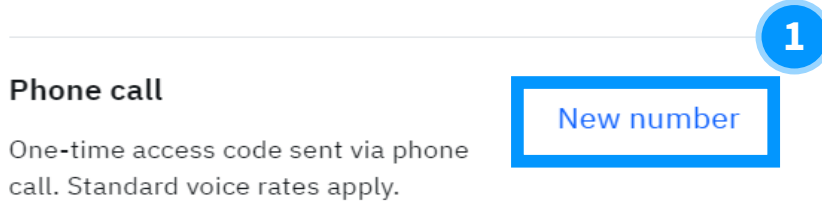
Add additional methods	Done

PHONE CALL

2-Step Verification Enrollment Method

2-STEP VERIFICATION ENROLLMENT - PHONE CALL
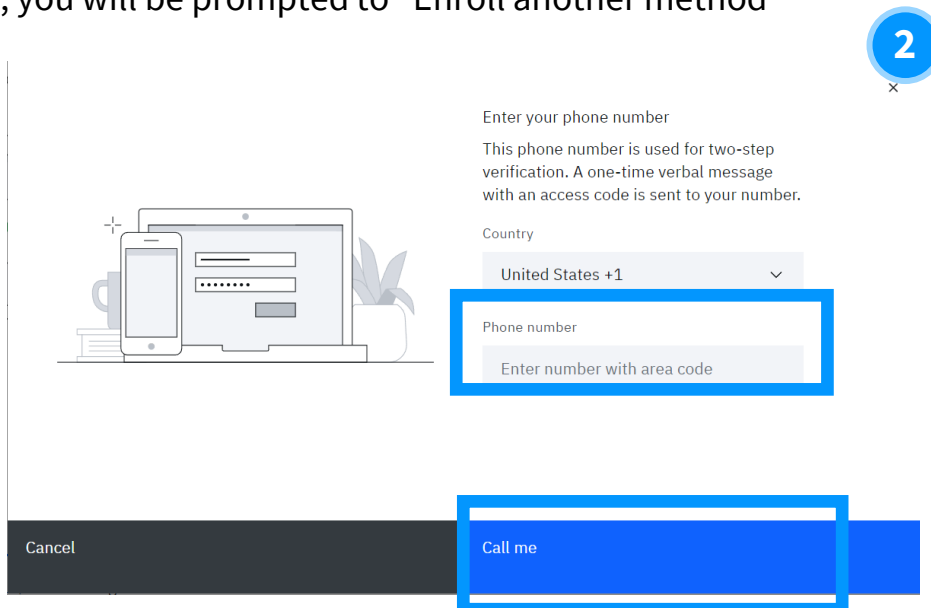
1. Select "New number" highlighted in blue.

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"

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.
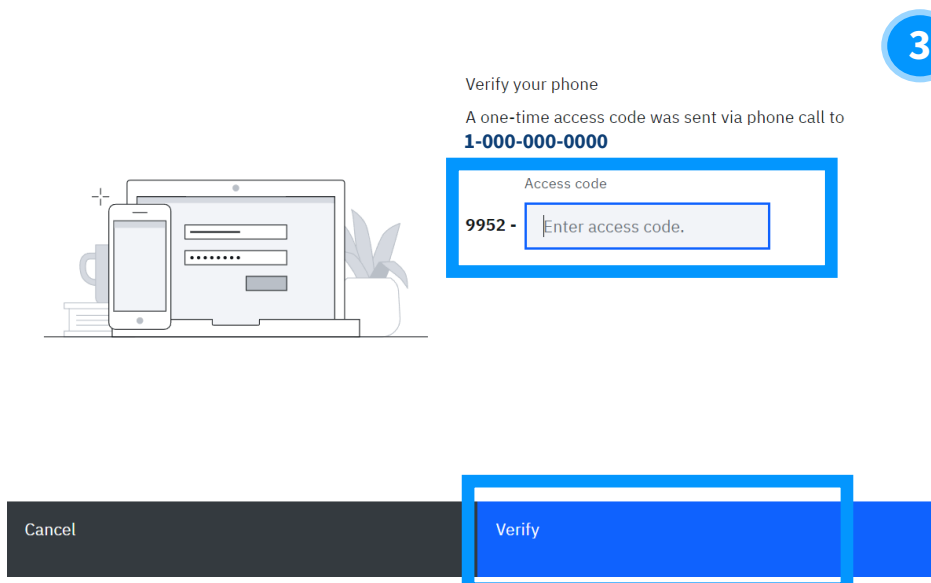
Country

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."

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

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.

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

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.