



Department
of Insurance

Ohio External Review System Registration Instructions New IRO User

Please complete the required registration process using the step-by-step guide available on our website at the following link:

<https://insurance.ohio.gov/static/secured/Documents/OHID/New+ODI+User+with+no+OHID+User+Guide.pdf>

Registration for ER System access is a multi-step process as summarized below:

- ✓ 1. Complete the OH|ID registration steps (pages 1-6 of step-by-step guide)
- Important Note: The user must enter their own business email address (not a team or personal/generic email address) to complete their registration in OH|ID.
- ✓ 2. Log in to OH|ID to request access from the "App Store" to the "Insurance Application Gateway" application group (pages 7-10 of step-by-step guide)
- ✓ 3. Launch the "Insurance Application Gateway" application from OH|ID and create a Department of Insurance profile (pages 11-12 of step-by-step guide)
- Important Note: The user must enter their same business email address to complete their Department of Insurance profile as they used to register in OH|ID.
- ✓ 4. Use the "Request Additional Access" under "Account Management" in the Insurance Application Gateway to request access to the "**External Review - IRO Access**" application (pages 12-13 of step-by-step guide)

Our External Review team will receive a system-generated notice when the user completes step 4. above. Then we can complete our internal set-up process and fully-activate the new user's access to our ER System. When set-up is complete, email confirmation of activation will be sent to you.

If you have questions or need assistance with the registration process, please send an email message with your contact information to External.Review@insurance.ohio.gov.