

Innovate  
Ohio  
**Platform**

# OHID MFA Job Aid

*Updated: April 2024*



**Department of  
Administrative  
Services**

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# CREATING AN OHID

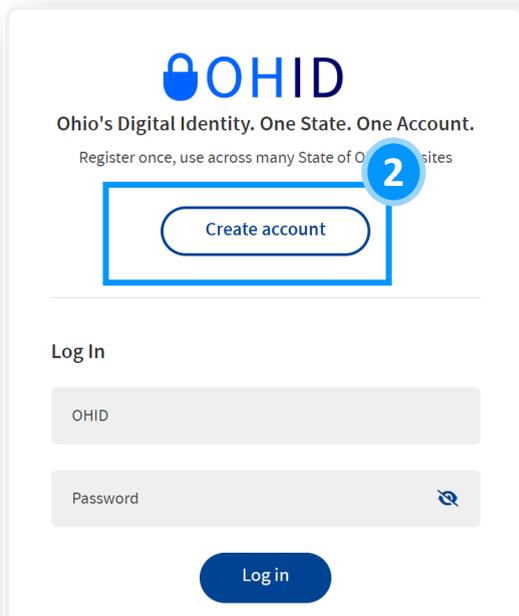
*Please note: OHIDs are required **by person**. Each individual should create their own OHID and register for MFA*

---

# OHID ACCOUNT CREATION

Beginning at the OHID login page <https://ohid.ohio.gov/>.  
From the login page, press the “Create Account” button.

- 2 Select “Create Account” to begin the OHID account creation process
- 3 Enter an active email address to continue creating an account..



**OHID**  
Ohio's Digital Identity. One State. One Account.  
Register once, use across many State of Ohio sites

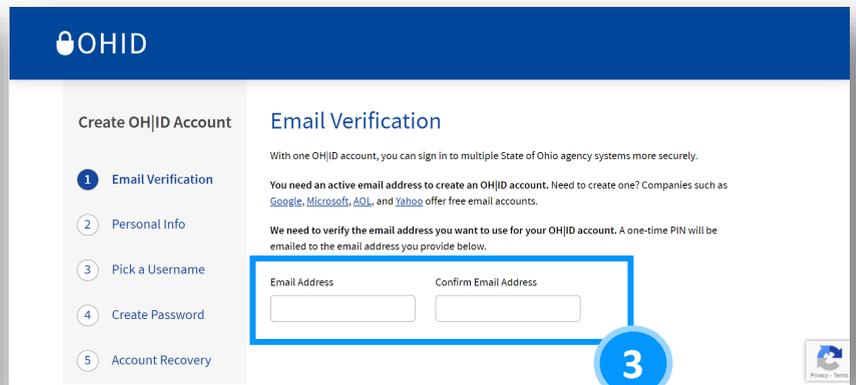
**Create account**

Log In

OHID

Password

Log in



**OHID**

Create OH|ID Account

**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

3

# OHID ACCOUNT CREATION

- 4 After entering an email address, a PIN will be sent to that email address.

Enter the PIN provided on the email verification screen and select “Verify.”

*Note: If you do not receive the PIN immediately, request a new PIN using the “Send a new PIN” link*

**Email Verification**

An email with a one-time PIN was sent to teaccou18@gmail.com.

Enter PIN

**Having Trouble?**

- Search your junk mail and spam folder for an email from: [DONOTREPLY-Enterpriseldentity@ohio.gov](mailto:DONOTREPLY-Enterpriseldentity@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-Enterpriseldentity@ohio.gov](mailto:DONOTREPLY-Enterpriseldentity@ohio.gov) to your contacts.
- Ask your IT administrator to add this email to the safe-sender list.

[Send me a new PIN](#)

- 5 Enter a Legal First Name, Last Name, and Date of Birth in MM/DD/YYYY format to continue.

*Note: Last 4 of SSN is an optional field.*

**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.*

# OHID ACCOUNT CREATION

- 6 Create a username for the OHID account.

*Note: The username must be between 6-64 characters, cannot start or end with a special character, cannot contain only numbers, and may only contain . \_ - or @ as special characters.*

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 Next

- 7 Create and confirm a password for the OHID account.

*Note: Passwords must be between 8-30 characters; must contain at least one upper case letter, lower case letter, number, and special character; and cannot contain the user's first name, last name, username, or OHID.*

Create Password

Password Requirements

- Must have at least 8 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 letter (a-z)
  - Numbers (0-9)
  - Special characters (!\$%,~^&\*~\_+>=<(){}[]%\";|/?')
- Cannot include your first name, last name, username, or OHID
  - Example: If your name or username is John Smith, your password cannot contain "John" or "Smith"

Password Confirm Password

Cancel Next

# OHID ACCOUNT CREATION

**8** Enter an active mobile phone number to enable optional account recovery.

Select “Send PIN” to send a PIN to the mobile phone number.

Enter the PIN to verify your mobile phone.

**9** Check the “I Agree” box under the Terms & Conditions section and answer the “Confirm you are not a robot” question.

Next, select “Verify,” and then “Create Account.”

Account Recovery

Your email (JamesLeBron@yahoo.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

Set up mobile/text message account recovery

A message with your PIN has been sent to \*\*\*.\*\*\*.

Enter PIN

Verify

Having Trouble?

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

Confirm you are not a robot

Red, pants and pink: the 1st color is?

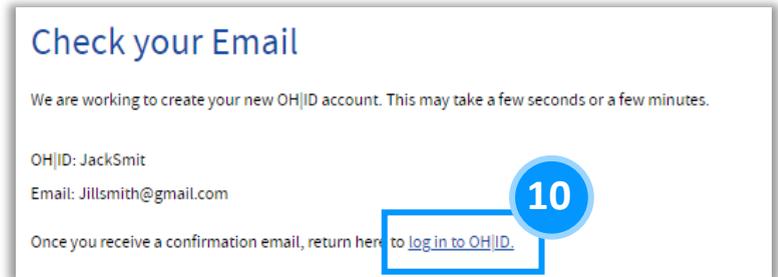
Verify

Cancel Create Account

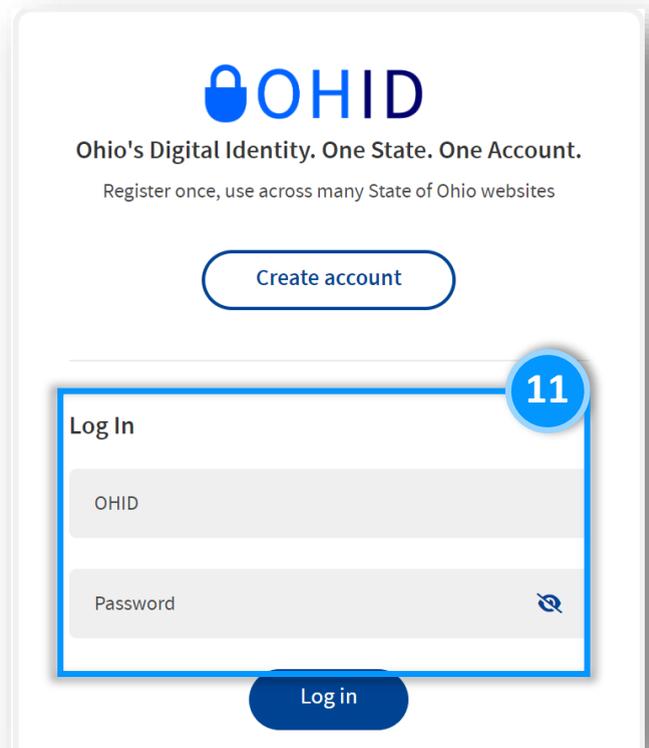
# OHID ACCOUNT CREATION

- 10 Verify receipt of the account creation email, then navigate back to the “Check your Email” page and select the “log in to OHID” hyperlink.

*Note: Customers can also go directly to [ohid.ohio.gov](http://ohid.ohio.gov) and log in on the OHID login page*



- 11 Log in to OHID using the new OHID username and password.



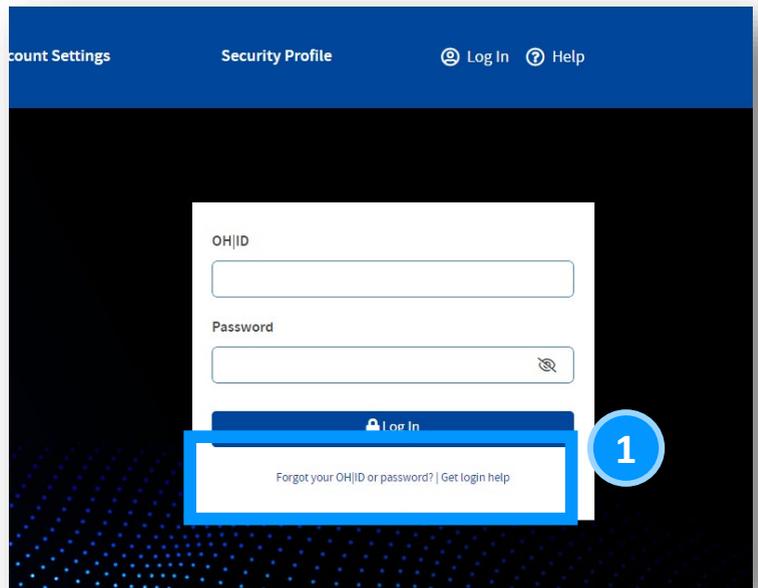
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# OHID ACCOUNT RECOVERY

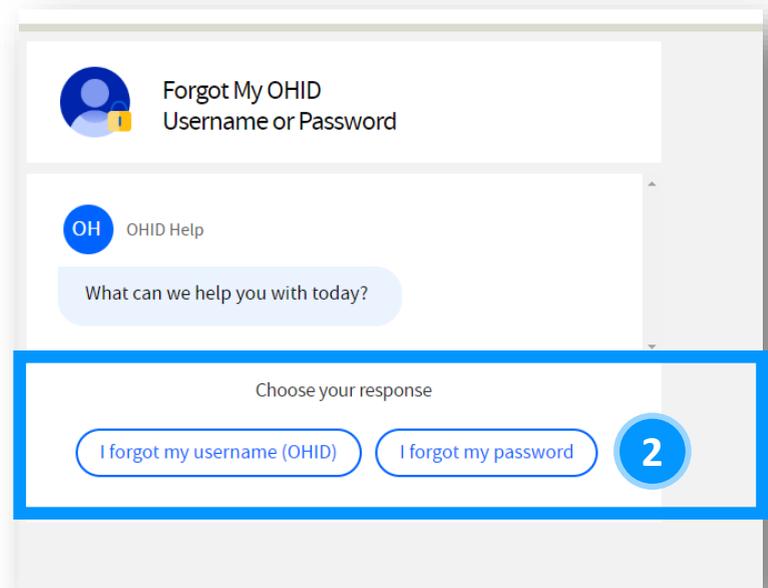
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# OHID USERNAME AND PASSWORD RECOVERY

1 If customers with an existing OHID need support with their username or password, they should open the OHID account recovery chatbot by selecting “Forgot your OHID or password” under the “Log In” button



2 After selecting “Forgot your OHID or password” a chatbot will open to help support customers with username recovery, password resets or new account creation.



# OHID USERNAME AND PASSWORD RECOVERY

## PASSWORD RECOVERY

If a user forgets their password, they can communicate with the chatbot to recover their password by entering their OHID when prompted.

The screenshot shows a chatbot interface titled "Forgot My OHID Username or Password". The chatbot, labeled "OHID Help", asks "What can we help you with today?". A user response bubble says "I forgot my password". The chatbot then asks "What is your OHID (username)?". Below this is a text input field labeled "Enter your OHID" with a blue border. A "Submit" button is at the bottom.

## USERNAME RECOVERY

If a user forgets their username, they can enter their email address associated with their OHID when prompted.

The screenshot shows a chatbot interface titled "Forgot My OHID Username or Password". The chatbot, labeled "OHID Help", says "We're still not able to find an OHID account with that username." A user response bubble says "I forgot my username (OHID)". The chatbot then asks "What is the email address you use with your OHID account?". Below this is a text input field labeled "Enter your email address" with a blue border. A "Submit" button is at the bottom.

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# MULTI-FACTOR AUTHENTICATION (MFA)

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*Setting up MFA enrollment*

# WHAT IS MFA?

Multifactor Authentication (MFA) is a security procedure that allows Ohioans to verify that they are who they claim to be. This is done by confirming additional identifying information from a secondary source.

## KEY TERMS AND DEFINITIONS

### Single Sign-On (SSO)



Single Sign On (SSO) refers to a sign on process which allows users to access multiple state agency resources through a single set of log in credentials (OHID and Password).

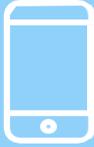
### Multifactor Authentication (MFA)



Multifactor Authentication (MFA) is a second form of verification that the user logging in is who they claim they are. There will be multiple options available, including SMS text, phone call, email, and mobile app verification.

# MFA REGISTRATION OPTIONS OVERVIEW

There are four options available for MFA Registration. Please register for at least **two** MFA options.



## SMS Text Message

An SMS text with a PIN will be sent to the user's phone number.



## Email

A PIN will be sent to the user's email associated with the OHID account.



## Phone Call

An automated call will be made to the user's phone number.



## IBM Verify App

User is given the option to authenticate through PIN displayed in app and an in-app push button option.

# MFA REGISTRATION OPTIONS

There are four options available for MFA Registration. Please register for at least **two** MFA options.

**It is recommended to choose a combination of phone-based and email options just in case you do not have multiple cell phones or lose your phone.**



## SMS Text Message

An SMS text with a PIN will be sent to the user's phone number.

Level of Difficulty:

**LOW**

- The SMS verification option sends the user a one-time access code to their phone via text message.
- Users must select an active mobile phone number.
- For text message and phone call verification to be counted as separate methods, users cannot use the same phone number for both options.



## Email

A PIN will be sent to the user's email associated with the OHID account.

**LOW**

- The Email verification option sends the user an email containing a one-time verification code to the email address they used to set up MFA.
- Users should use an active email account they have access to.

# MFA REGISTRATION OPTIONS

There are four options available for MFA Registration. Please register for at least *two* MFA options.

**It is recommended to choose a combination of phone-based and email options just in case you do not have multiple cell phones or lose your phone.**



## Phone Call

An automated call will be made to the user's phone number.

Level of  
Difficulty:

**LOW**

- The Phone Call verification option places an automated phone call to the user's phone number.
- Users must select an active phone number.
- For text message and phone call verification to be counted as separate methods, users cannot use the same phone number for both options.



## IBM Verify App

User is given the option to authenticate through PIN displayed in app and an in-app push button option.

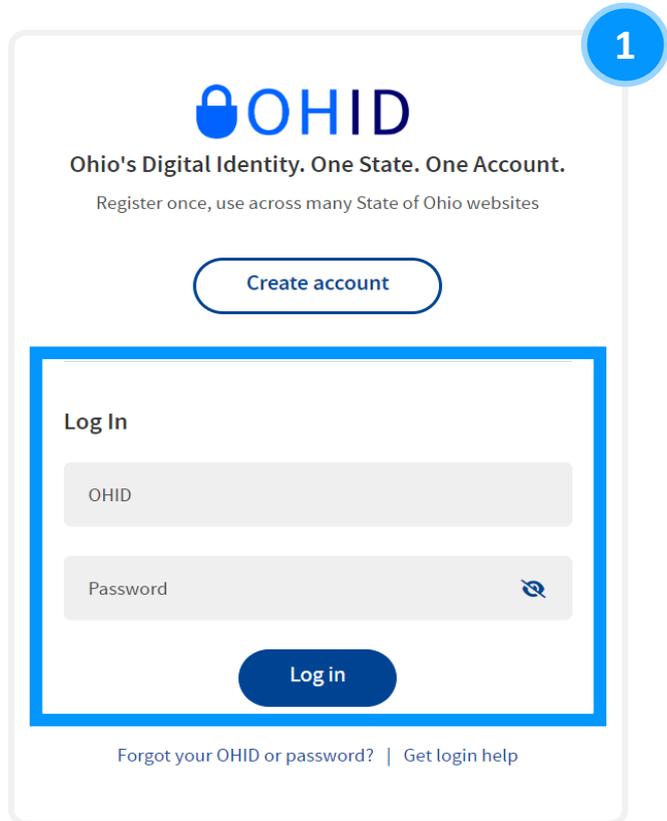
**MEDIUM**

- The IBM Verify verification app will send a push notification when selected as the MFA option.
- The IBM Verify app is free in both the Google Play and Apple App stores.

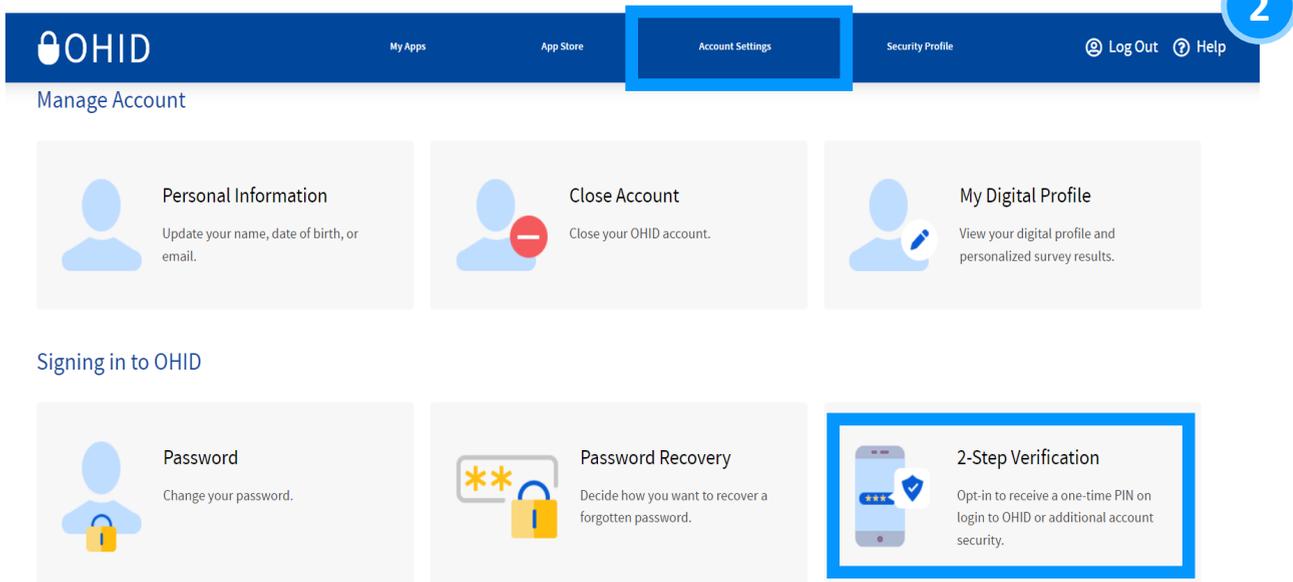
# 2-STEP VERIFICATION ENROLLMENT

1 Visit [OHID.ohio.gov](https://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".

OHID

My Apps

App Store

Account Settings

Security Profile

Log Out Help

3

## 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.

Configure

## 4 Select "Add new method +".

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

## Profile & settings

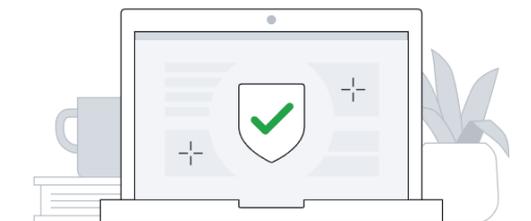
Profile

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.

Add new method +

### MDM managed devices

Manage your registered devices.

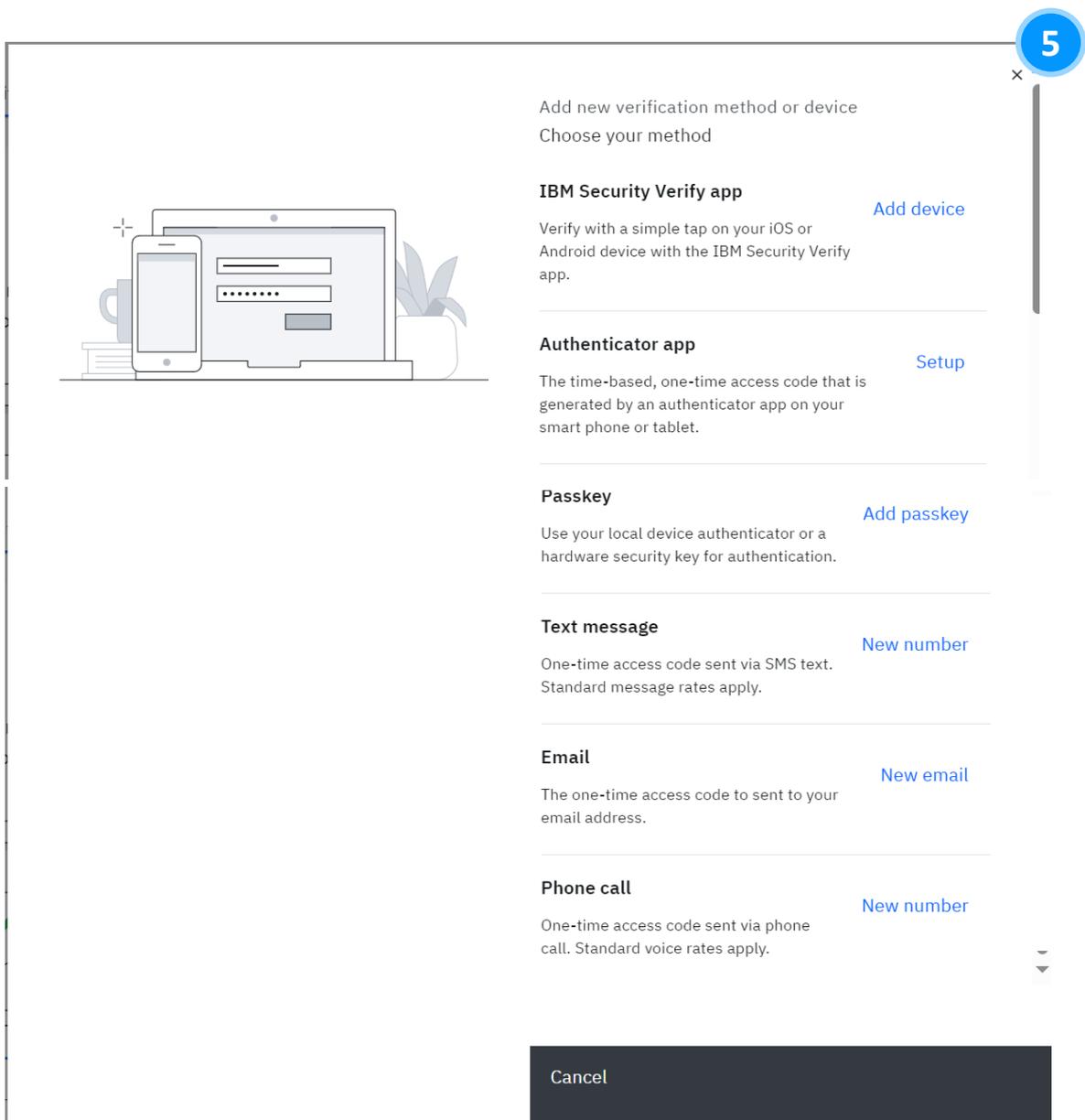
You do not have any registered devices.

4

# 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.



5

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

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# 2-STEP VERIFICATION ENROLLMENT - TEXT MESSAGE

1 Select “New number” highlighted in blue.

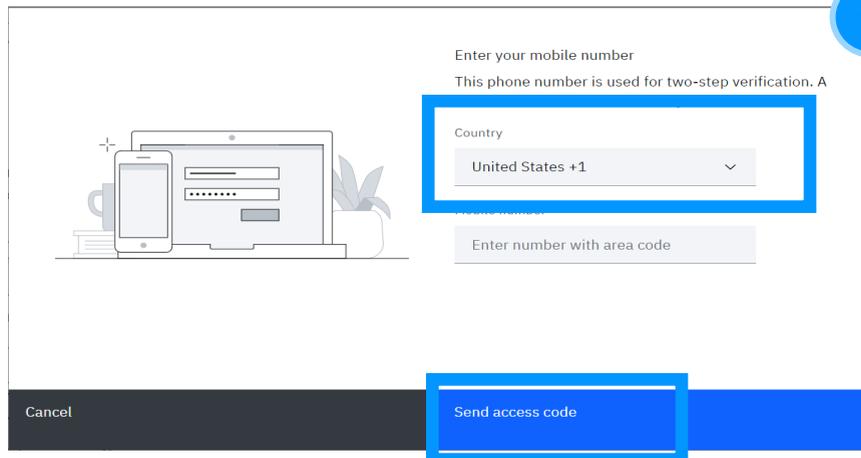
## Text message

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

New number

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"



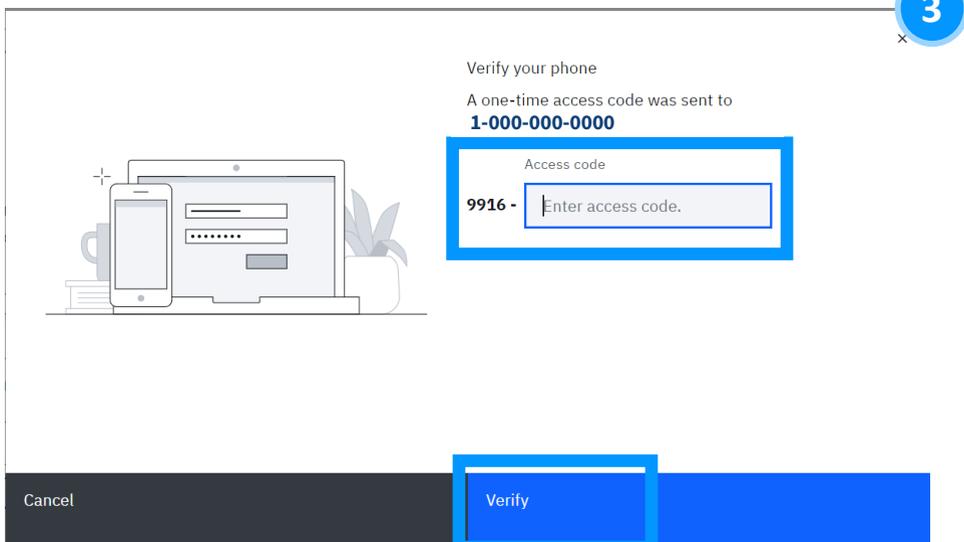
Enter your mobile number  
This phone number is used for two-step verification. A

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.”



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

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

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."

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

# 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.

4  
x

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

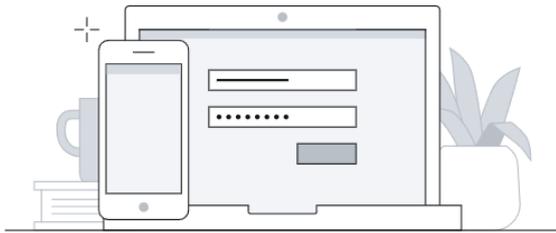
9952 - Enter access code.

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.

4

Add additional methods

Done

---

# IBM VERIFY

## 2-Step Verification Enrollment Method

---

# MFA ENROLLMENT: 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”



## Enroll with IBM Security Verify

Download the app



1

Follow these instructions or if IBM Security Verify is downloaded on your device, click "Connect your account".

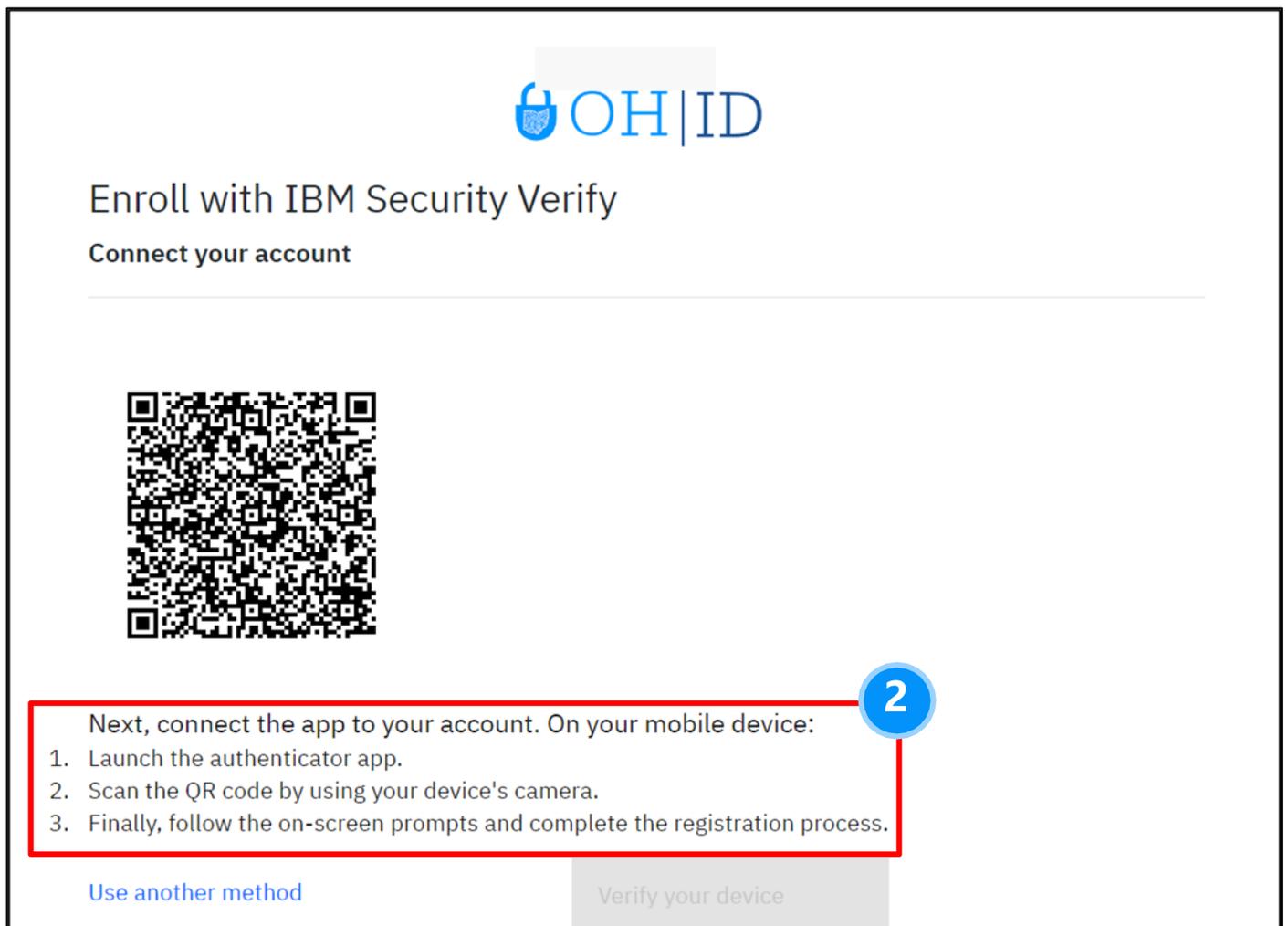
1. Launch the App Store (iOS) or Google Play Store (Android) app.
2. Search for “IBM Security Verify”
3. Tap “Get” and “Install” to download the app.

[Use another method](#)

Connect your account

# MFA ENROLLMENT: IBM VERIFY APP

- 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.



OH|ID

Enroll with IBM Security Verify

Connect your account



2

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

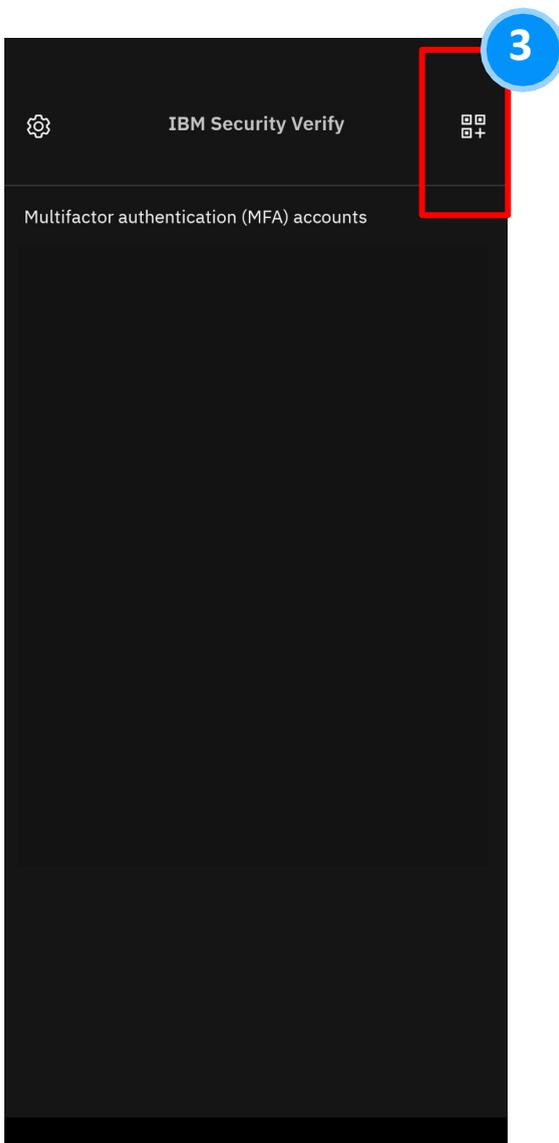
Verify your device

# MFA ENROLLMENT: IBM VERIFY APP

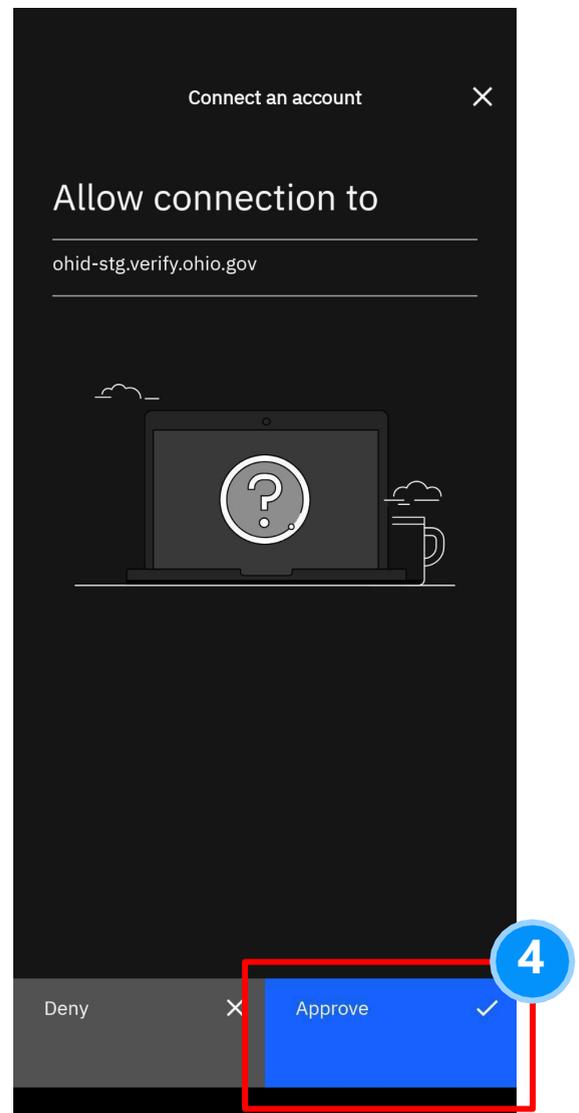
**3** Scan the QR Code using the IBM app by opening the App's Camera.

**4**

Approve the connection after scanning the QR code.

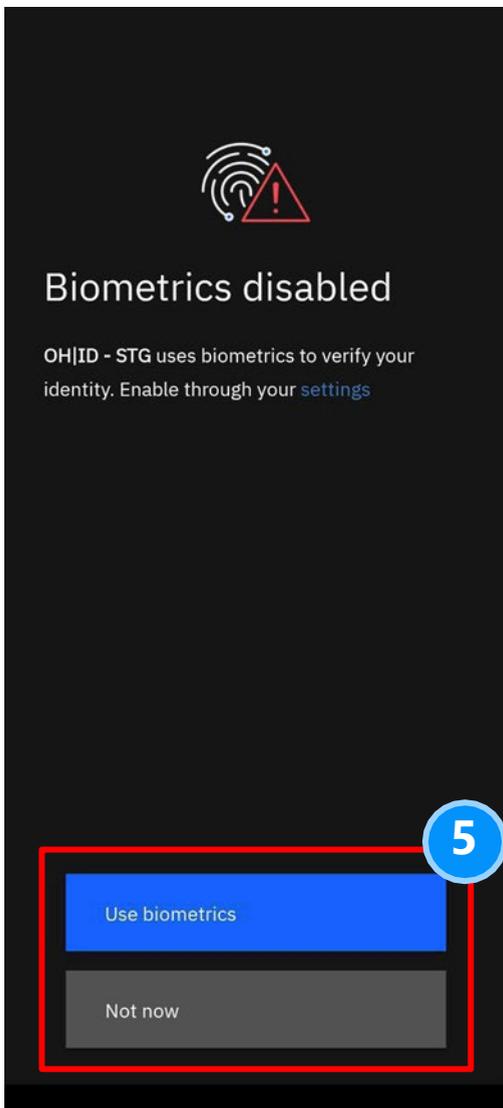


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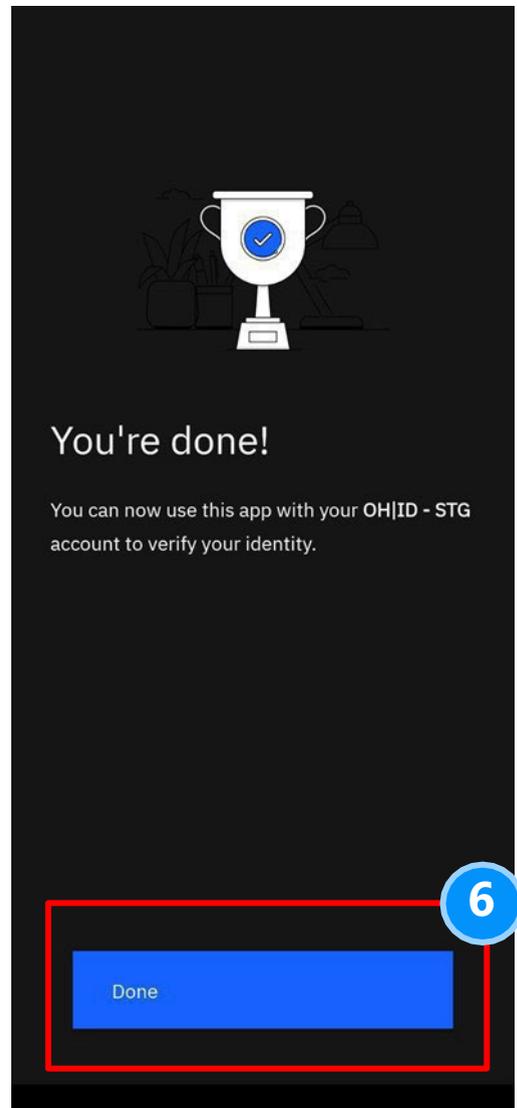


# MFA ENROLLMENT: IBM VERIFY APP

**5** Choose Biometrics preference. This has no bearing on linking the account to MFA.



**6** Your account is now linked, press "Done"



# MFA ENROLLMENT: IBM VERIFY APP

- 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

# MFA ENROLLMENT: IBM VERIFY APP

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.



You have a pending authentication challenge on device Pixel 6 (Pixel 6)  
Transaction: #ef76097e

[Use another method](#)

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

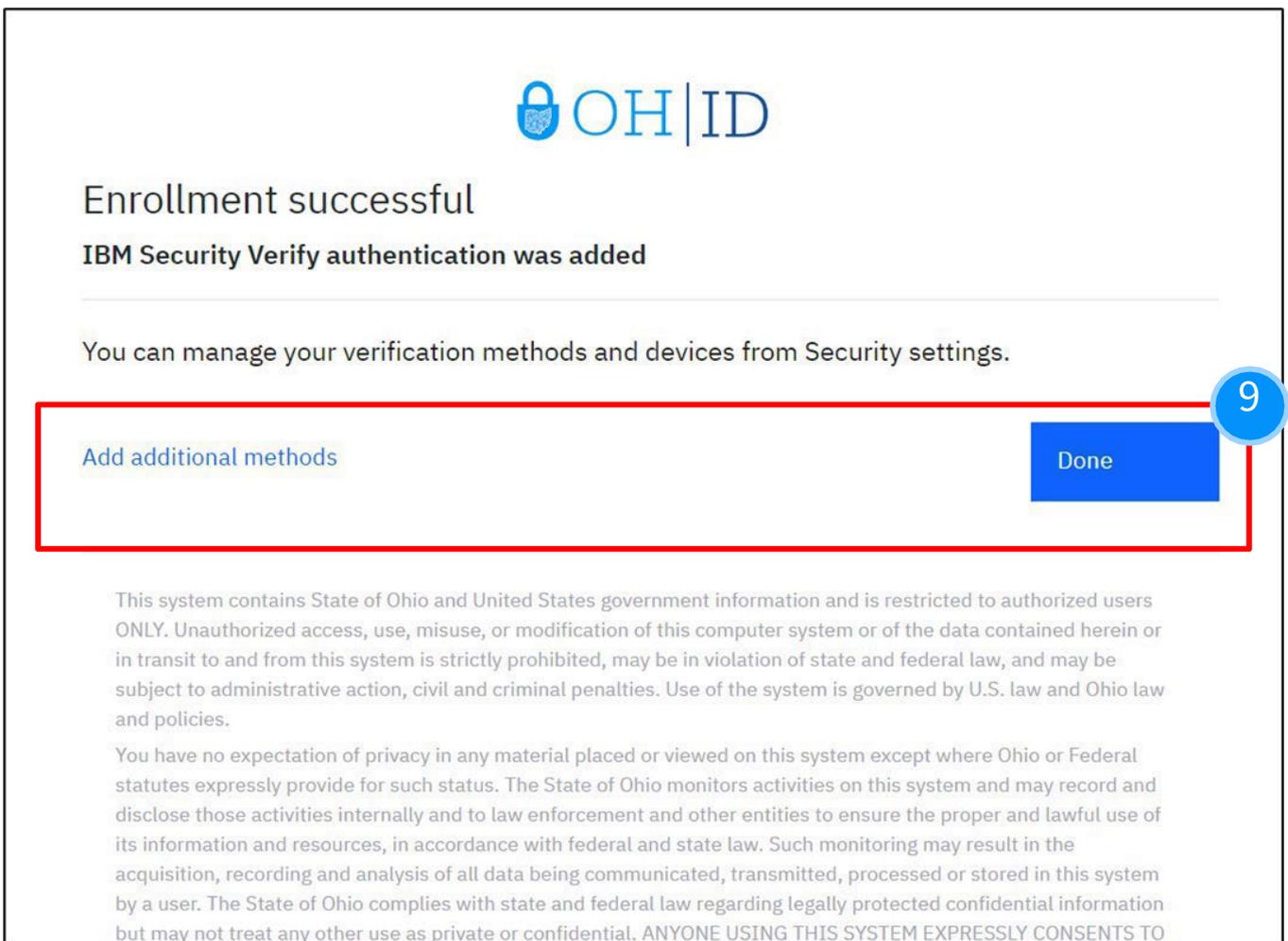
You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

Ohio.gov

# MFA ENROLLMENT: IBM VERIFY APP

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 MFA option or "Done" if you are finished enrolling. Pressing "Done" will redirect you to the Application.





## Enrollment successful

**IBM Security Verify authentication was added**

---

You can manage your verification methods and devices from Security settings.

[Add additional methods](#) [Done](#)

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO

9

# 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.