

Supporting Portal Users Post-Launch: CDJFS Teams Cheat Sheet



Launching OHID
Ohio Benefits Self-Service Portal & JFS-Ohio Benefits Provider Portal

Want to see what users are seeing?

Check out the **navigable** [Logging in to the Ohio Benefits Self-Service Portal Resource Guide](#) on the Ohio Benefits Program Portal for step-by-step instructions for the entire OHID, MFA and Identify Proofing process

If an Ohio Benefits Self-Service Portal user has questions about...

1

OHID & MFA

Direct them to these **one-pagers** for support :

- [Creating an OHID](#)
- [Updating MFA Methods](#)
- [Enrolling in OHID Identity Proofing](#)

2

Account Recovery

Direct them to the OHID Account Recovery Bot :

- [Forgot OHID Username or Password Bot](#)
- [Recovering OHID Username](#)
- [Recovering OHID Password](#)

3

Login Support

Direct them to these **resources** for support:

- [Linking your Ohio Benefits SSP Account to your OHID](#)
- See page 2 for additional how-to video resources

If a portal user needs technical support, transfer them to or direct them to call...



The Ohio Benefits CSS IVR at 1-844-640-6446

Guide or direct your caller to ...

Select **option 1** for English or **option 2** for Spanish

Select **option 5** for help with Ohio Benefits Self-Service Portal Account or JFS-Ohio Benefits Provider Portal Account

Select **option 2** for logging in or on-screen errors

Provider resources can be found at JFS.Ohio.Gov/ob-provider-portal

Supporting Portal Users Post-Launch: Cheat Sheet How-To Videos



Launching OHID
Ohio Benefits Self-Service Portal &
JFS-Ohio Benefits
Provider Portal

We have created a variety of how-to videos to walk users step-by-step through the new login process and show you exactly what users see!

To assist Ohio Benefits Self-Service Portal users with...

[An existing SSP account; Existing OHID](#)

[An existing SSP account; No OHID](#)

[No SSP account; Existing OHID](#)

[No SSP account; No OHID](#)

[OHID Identity Proofing](#)

[Updating Personal Information](#)



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

Forgot your OHID or password?

[Updating an OHID Password](#)

[Updating an OHID Email](#)

[OHID Username Recovery](#)

[OHID Password Recovery](#)

To assist JFS-Ohio Benefits Provider Portal users with...

[An existing Provider Portal account; Existing OHID](#)

[An existing Provider Portal account; No OHID](#)

[No Provider Portal account; Existing OHID](#)

[No Provider Portal account; No OHID](#)



[Updating an OHID Password](#)

[Updating Personal Information](#)

[Updating an OHID Email](#)

[OHID Username Recovery](#)

[OHID Password Recovery](#)

Portal user support resources including step-by-step user guides, one-pagers and how-to videos are available at

Benefits.Ohio.Gov/OHID and jfs.ohio.gov/ob-provider-portal