

OHID Troubleshooting Tips

Please use Google Chrome, Safari, or Microsoft Edge (Post 2021 version) to sign up for an OHID and OH|TAX account.

A State of Ohio employee cannot use their State of Ohio User ID (SOUID) OHID, to sign up for any citizen applications, such as OH|TAX. You will need to create a citizen OHID account, to access these applications.

Resources:

The first resource below offers step-by-step instructions with pictures and YouTube video tutorials. This should be the first resource opened prior to starting the sign-up process.

- [OH|TAX Self Help Library | Department of Taxation](#)
 - URL - <https://tax.ohio.gov/individual/resources/oh-tax-self-help-library>

The second resource below offers the ability to retrieve your OHID username and create a new password. This is for taxpayers that already have an OHID account. Step-by-step instructions are included in this tips document.

- [Forgot My OHID Username or Password Bot \(ohio.gov\)](#)
 - URL - <https://ohid.ohio.gov/wps/portal/gov/ohid/forgot/chatbot/recover/recover-account>

If you already have an OHID and can still access one of your 2-step verification methods but need to add a new verification method, the third resource below can assist. Step-by-step instructions are included in this tips document.

- [Instructions on How to Change 2-Step Verification for OHID](#)
 - URL - <https://ohio.gov/government/resources/ohid>

The final resource is the FAQ's concerning the new OH|TAX e-services.

- [OH|TAX FAQ's](#)
 - URL - <https://tax.ohio.gov/help-center/faqs/income-online-services-i-filepaymentstatement>

Retrieve your OHID and Create a New Password

- If you've received the error message that your email is already registered, you can use the OHID Forgot your OHID or password link to recover both your user id and create a new password.

OHID

Create OHID Account

This email is already registered

1 Email Verification

2 Personal Info

3 Pick a Username

4 Create Password

5 Account Recovery

6 Terms & Conditions

Email Verification

With one OHID account, you can sign in to multiple State of Ohio agency systems more securely.

You need an active email address to create an OHID account. Need to create one? Companies such as Google, Microsoft, AOL, and Yahoo offer free email accounts.

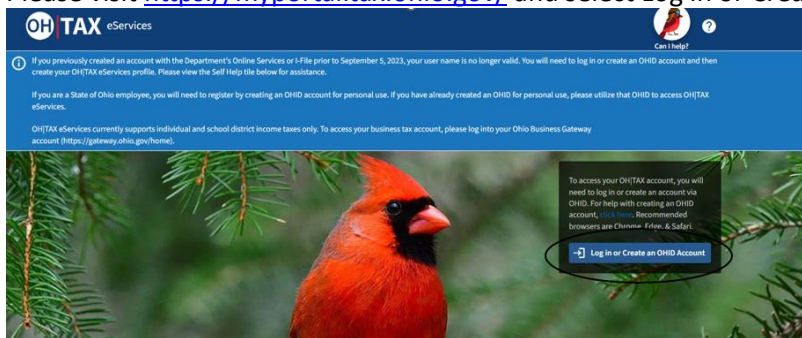
We need to verify the email address you want to use for your OHID account. A one-time PIN will be emailed to the email address you provide below.

Email Address

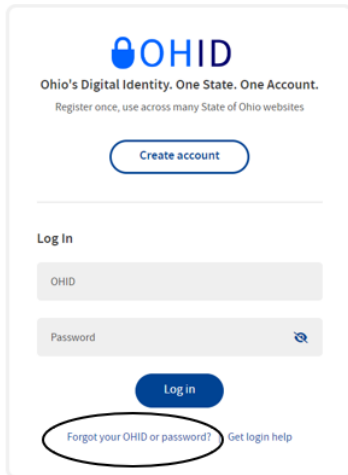
Confirm Email Address

Cancel

- Please visit <https://myportal.tax.ohio.gov/> and select Log in or Create an OHID Account

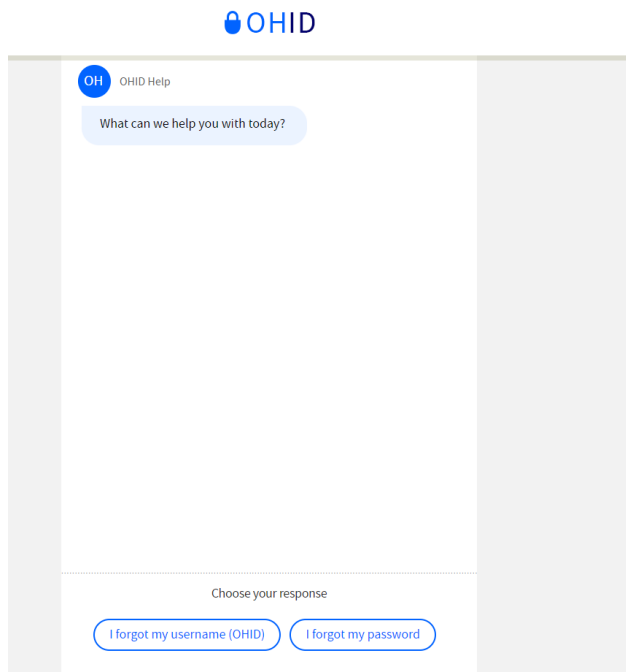


- Then select Forgot your OHID or password.



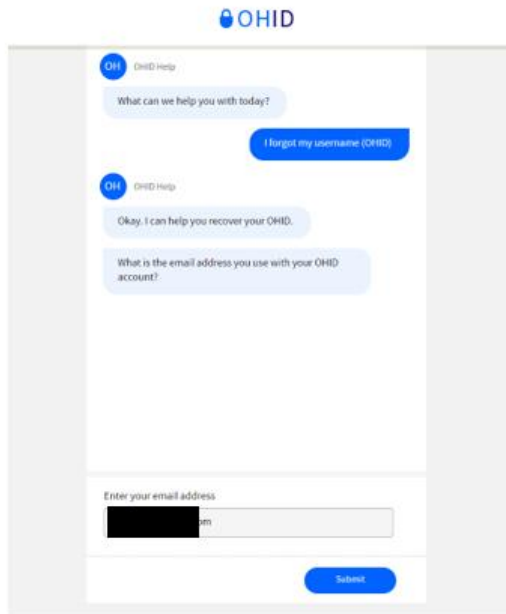
The image shows the OHID login page. At the top is the OHID logo and the tagline "Ohio's Digital Identity. One State. One Account." Below this is a "Create account" button. The "Log In" section contains two input fields: "OHID" and "Password". A "Log in" button is positioned below the fields. At the bottom of the login section, there are two links: "Forgot your OHID or password?" and "Get login help". The "Forgot your OHID or password?" link is circled in red.

- Then select forgot my username, or if you know the username, you can select forgot my password.

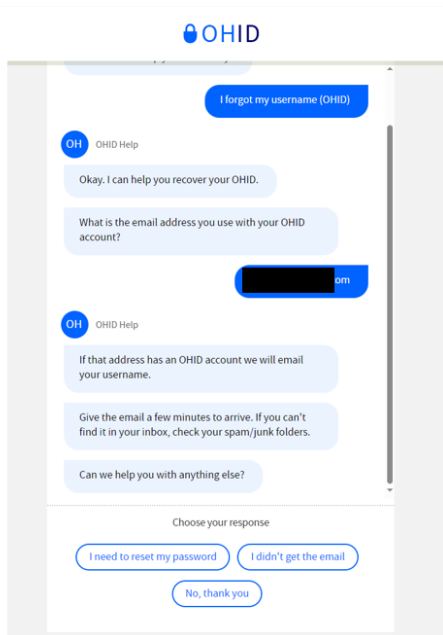


The image shows the OHID help screen. At the top is the OHID logo. Below it is a header "OH OHID Help" and a question "What can we help you with today?". At the bottom, under the heading "Choose your response", there are two buttons: "I forgot my username (OHID)" and "I forgot my password".

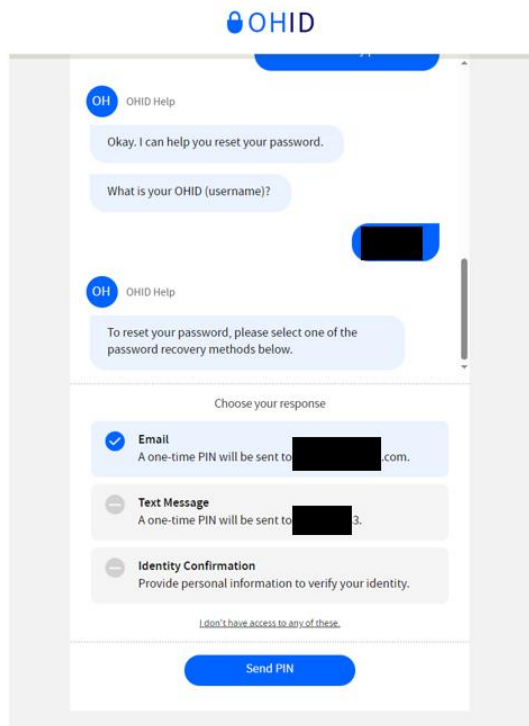
- To retrieve the username, you will have to input the email address used to sign up for your OHID.



- Please check your email to retrieve your username and then select, I need to reset my password.



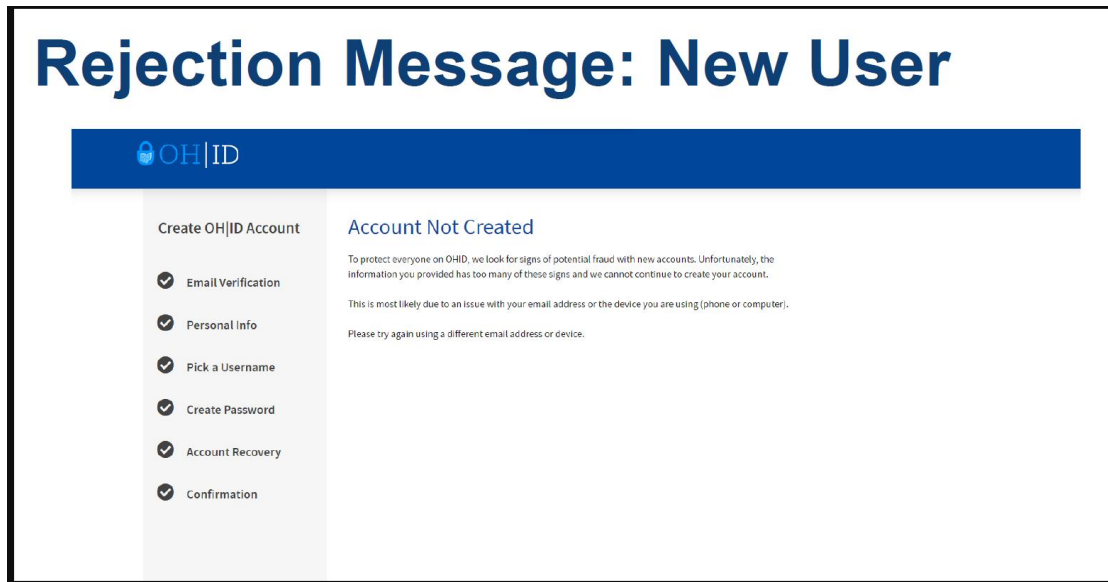
- To reset your password, you will need to select and be able to retrieve a pin from one of your password recovery methods displayed.



- Enter the code and then you'll be prompted to enter your new password.

If you are unable to access your verification method to change your password, you will need to create a new OHID using a new email address.

Rejection Message: New User



There are several reasons this could occur, but here are a few common reasons:

- Using an ad blocker.
- Using an out-of-date browser or Firefox.
- Using an email address that is not used often or a shared email address.
- Network connection is masked – you cannot use a VPN to sign up for an OHID account.
- The location you are creating your OHID account has firewalls or restricted network access. For example, school, guest wi-fi, or a business.
- Autofill is enabled on your browser limiting what information can be shared with OHID.
- Your cookies and cache may contain saved browsing data from an old browser session that is not allowing OHID to process your request.

Browser Troubleshooting Tips

- Try a new browser window of a browser you don't use often. For example, if you use Microsoft Edge mostly, try using Google Chrome and then try to sign up.
- You can try an incognito browsing session by clicking CTRL+N while in your browser, this can *sometimes* bypass ad blockers and cached data.

- Clearing your cookies and cache.

How to Clear Cookies and Cache

Cookies are tiny bits of information that a browser stores from your trips around the internet, for example, session ids (this includes attempts to sign up for an OHID), usernames, and/or other text.

Cache is a bit more complicated to explain, but in simplest terms it includes items that will allow a website to load faster.

What does this mean?

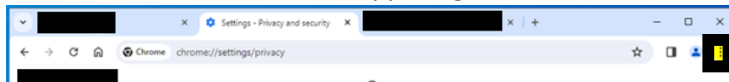
If you're having trouble signing up for an OHID and subsequently OH|TAX, you will need to clear both your cookies and cache.

Please understand that clearing cookies and cache can also clear stored passwords, so we recommend closing out your browser and using another approved browser prior to clearing cookies and cache.

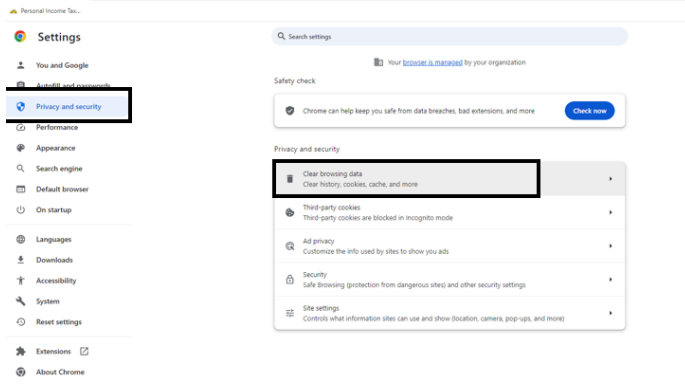
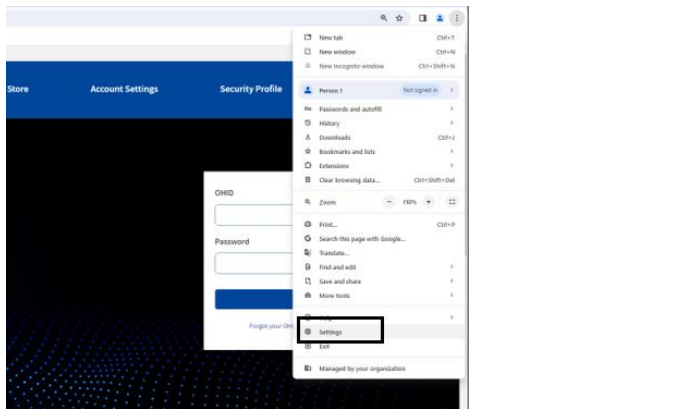
Below are step-by-step guides on how to clear cookies and cache on the three compatible browsers with OHID and OH|TAX.

Google Chrome

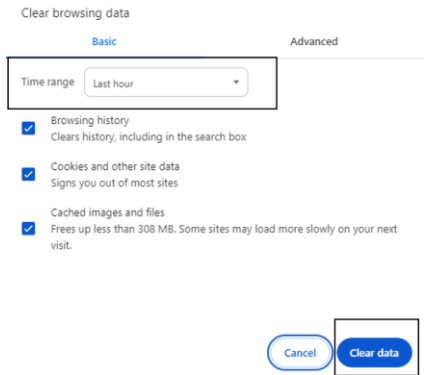
- Click on the three dots in the upper right corner of the browser.



- Click on Settings > Privacy and security > Clear browsing Data.

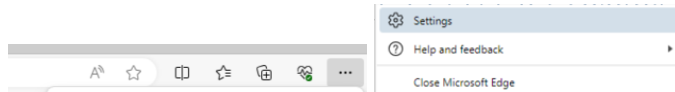


- Select the time range, usually recommend Last hour or 24 hours, and check all three options and click Clear Data.

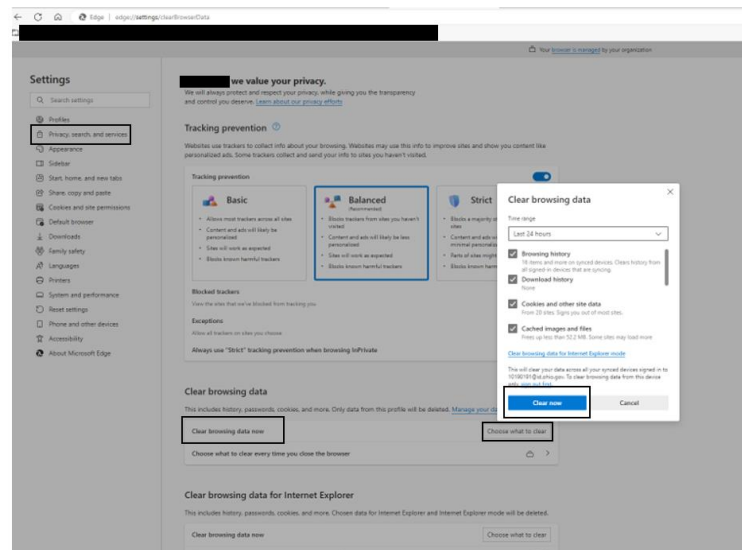


Microsoft Edge

- Click on the three dots in the upper right corner of the browser and select settings.

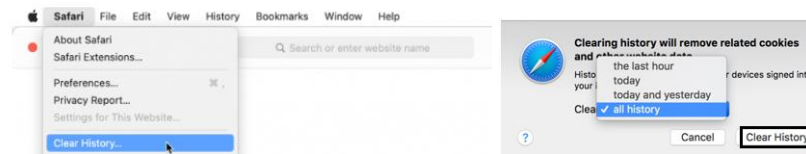


- Click on Settings > Privacy, Search, and Services > Clear browsing data > Choose Time range (1 hour) what to clear (select Browsing History, Download History, Cookies and other site data, and Cached images and files.) > Clear now.

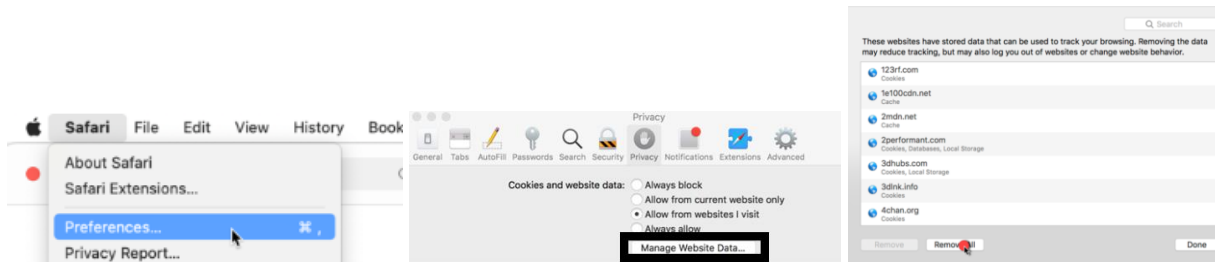


Safari

- Next to the Apple icon on the top left click Safari > Clear History > All history.



- To clear cache, click on Safari > Preferences > Manage Website Data > Remove all > Remove Now > Done.



Not Receiving a Pin or Receiving a Timeout Error When Trying to Authenticate

This error impacts taxpayers that already have an OHID account. It can occur for several reasons, but primarily it's due to the browser you're using, or the cookies and cache stored within the browser.

- If you are unable to receive the PIN message or text, please make sure you're using an acceptable browser.
 - Firefox can block the PIN from being sent to your 2-step authentication method.
- You may have multiple browsing sessions saved on your browser, you can clear your cookies or cache, or try another browser to access your account.
- It is possible that the email is being blocked or filtered to a spam or junk folder. Emails originate from donotreply-enterpriseidentity@ohio.gov, so it may be helpful to add the email as a contact within the email service.

2-Step Verification – How to Add a Multi-Factor Authentication (MFA) option.

2-step verification, also known as Multi-Factor Authentication (MFA), ensures secure access through multi-step verification methods such as text message, phone call, email, or using an authenticator application.

Quick Note – This section should be used by taxpayers that already have an OHID and can access one of their 2-step verification methods but want to add a new method.

- *If you cannot access any of your 2-step verification methods, you will need to create a new OHID account using a new email address.*
- *If you do not currently have an OHID these instructions do not pertain to your situation. You will need to follow the sign-up procedure for the OHID and OH/TAX account contained in the step-by-step instructions above.*

If you still have access to one of your 2-step verification methods, follow the guidance below to add a new one:

- Visit <http://ohio.gov/government/resources/ohid>
- Once there, click on the blue launch button.

Ohio.gov / Government / Resources / OHID

OHID

OHID offers a single entrance point to multiple state agency systems for people and businesses.

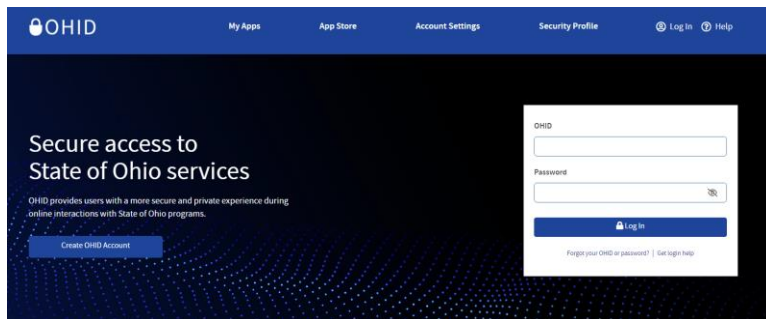
OHID provides users with a more secure and private experience during online interactions with State of Ohio programs. By creating an OHID account, citizens or businesses can sign in to multiple State of Ohio government agency systems more securely. People with an OHID account can access multiple State applications, entering their username and password one time, creating a seamless digital experience from any device.

LAUNCH 
Create or Manage an OHID

Resource Details

Published: **October 13, 2022**

- Log into your OHID account.



The screenshot shows the OHID login interface. At the top, there is a navigation bar with the OHID logo and links for My Apps, App Store, Account Settings, Security Profile, Log In, and Help. The main content area features a dark blue background with a grid of dots. On the left, the text reads "Secure access to State of Ohio services" and "OHID provides users with a more secure and private experience during online interactions with State of Ohio programs." Below this is a "Create OHID Account" button. On the right, there is a white login form with fields for "OHID" (username) and "Password", a "Log In" button, and a link for "Forgot your OHID or password? | See sign help".

- Once logged in, select Account Settings

My Apps

Click the star to pin your favorite apps to the top of the page.

The 'My Apps' section displays five app cards, each with a star icon in the top right corner. The cards are: 1. Identity Confirmation (Ohio Department of Taxation), 2. Learning on Demand - Percipio, 3. myOhio (State of Ohio employee intranet), 4. O'Reilly Learning (O'Reilly books, videos, learning paths), and 5. OHID HelpDesk Application (Customer Support Teams). Each card includes a 'Details' link and an 'Open App' button.

- Then select 2-Step Verification.

Account Settings

Choose from the options below to make changes to your account.

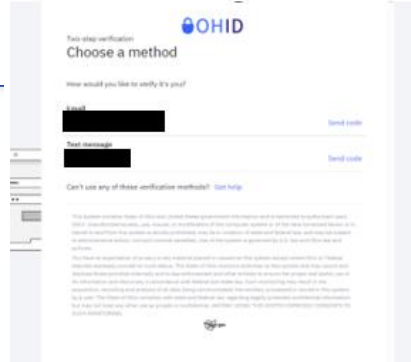
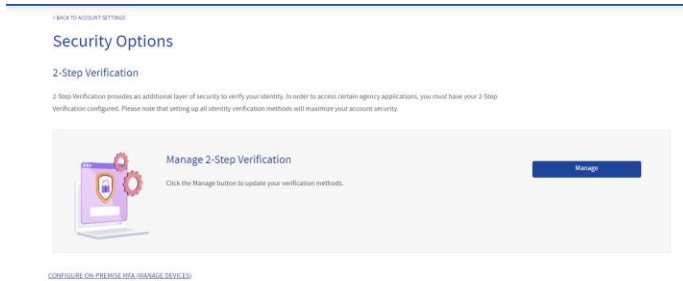
Manage Account

The 'Manage Account' section contains two options: 1. Personal Information (Update your name, date of birth, or email), and 2. Close Account (Close your OHID account).

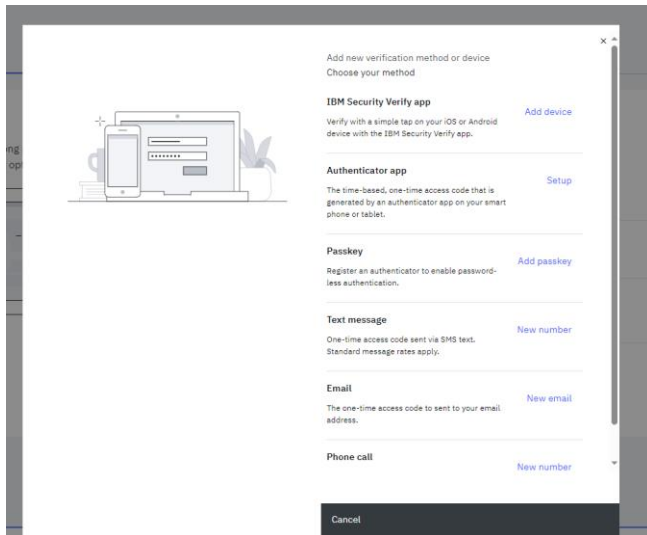
Signing in to OHID

The 'Signing in to OHID' section contains three options: 1. Password (Change your password), 2. Password Recovery (Decide how you want to recover a forgotten password), and 3. 2-Step Verification (Opt-in to receive a one-time PIN on login to OHID or additional account security).

- Then select manage and choose a 2-step verification method to receive a code.



- Once verified, you can select a new method to add.



- Once selected, confirm the new 2-step verification method and it will be available to use on the next login attempt.
 - This will not delete a verification method but will add another one.

Updating an Existing OHID Account

The following attributes can be changed in settings, once you have an OHID account:

- First name,
- Last name.
- Last four of your Social Security number.
- Email address.