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-fileepaymentestatement

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.
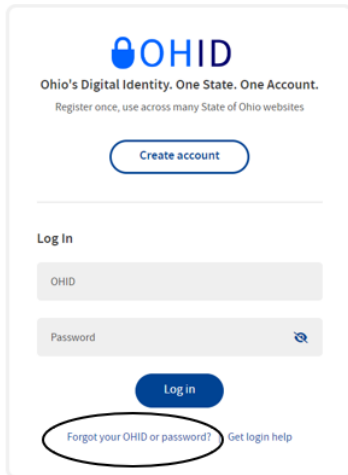
- Please visit https://myportal.tax.ohio.gov/ and select Log in or Create an OHID Account
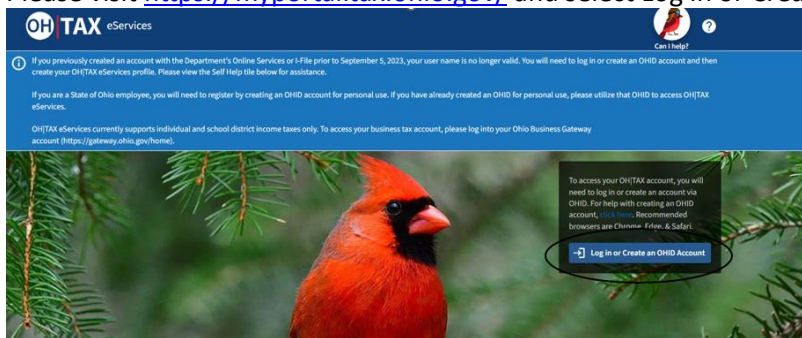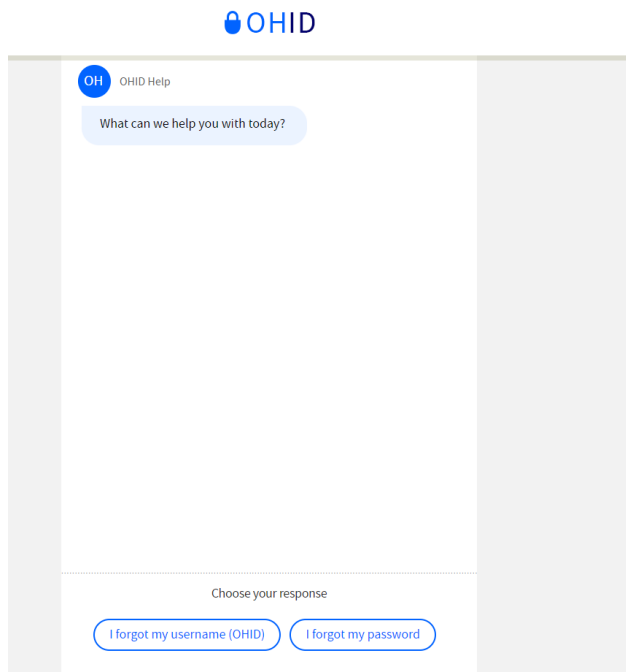
- Then select Forgot your OHID or password.

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

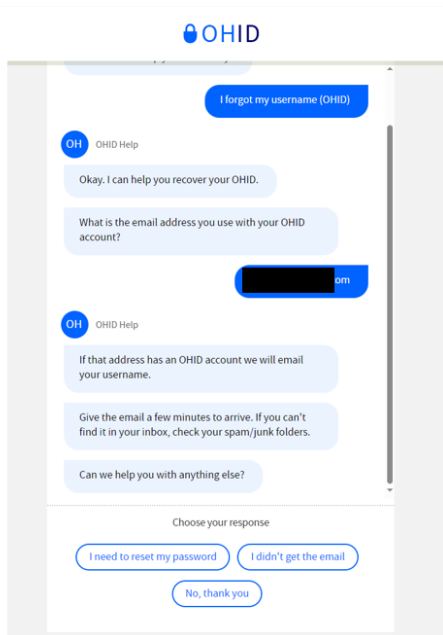- To retrieve the username, you will have to input the email address used to sign up for your OHID.
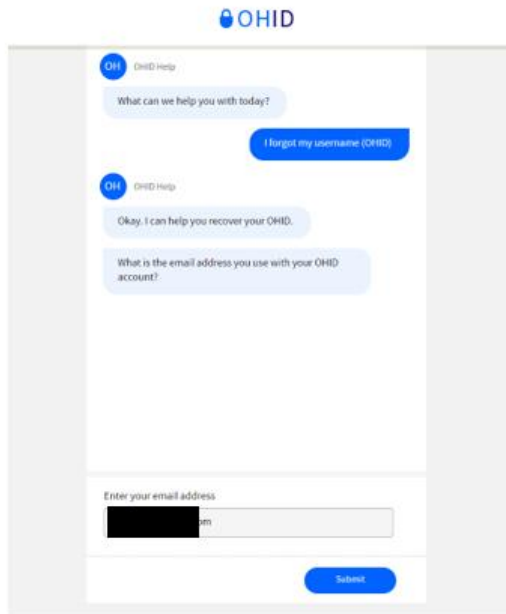
- Please check your email to retrieve your username and then select, I need to reset my password.

- To reset your password, you will need to select and be able to retrieve a pin from one of your password recovery methods displayed.
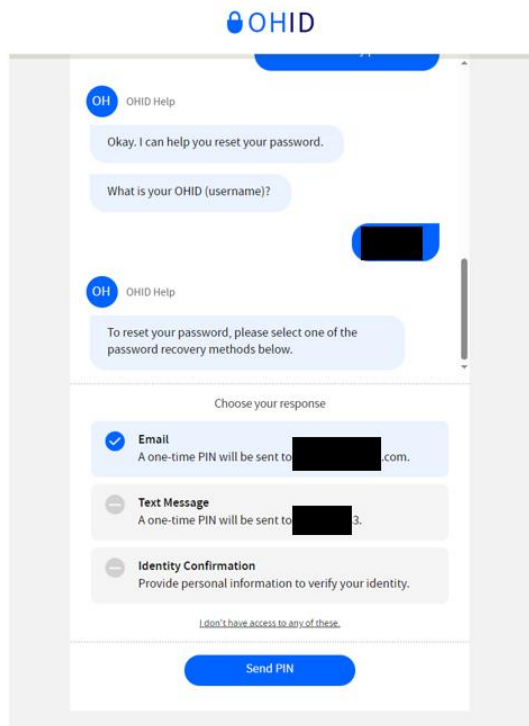
- Enter the code and then you'll be prompted to enter your new password.

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.

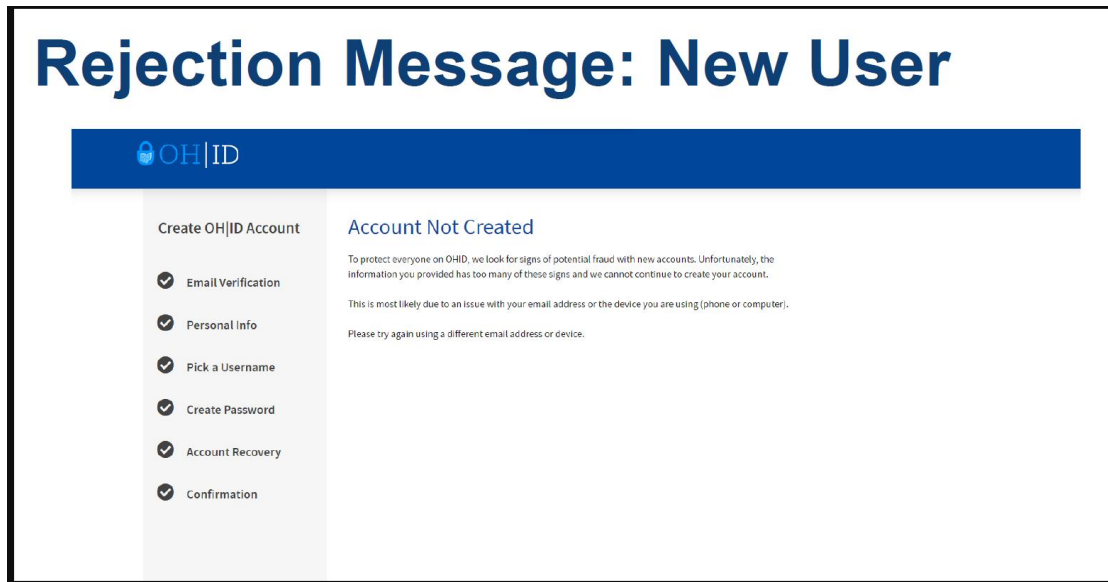Once you retrieve your username and/or reset your password, you would then close all windows of your browser and reopen the browser and visit https://myportal.tax.ohio.gov/ and log into your OHID account.

- Once logged in you will have to either set-up 2-step verification or enter a pin from one of your 2-step verification methods. After this is completed, you will be redirected to sign up for OH|TAX. .

Receiving an Error Message When Signing up for an OHID

You may receive an error message after completing the Create OHID Account steps.

Rejection Message: New User

OH|ID

Create OH|ID Account

- ✓ Email Verification
- ✓ Personal Info
- ✓ Pick a Username
- ✓ Create Password
- ✓ Account Recovery
- ✓ Confirmation

Account Not Created

To protect everyone on OHID, we look for signs of potential fraud with new accounts. Unfortunately, the information you provided has too many of these signs and we cannot continue to create your account.

This is most likely due to an issue with your email address or the device you are using (phone or computer).

Please try again using a different email address or device.

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.
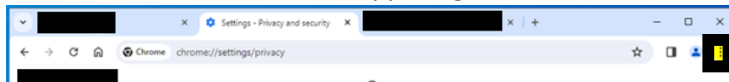
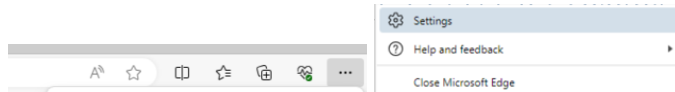- Click on Settings > Privacy and security > Clear browsing Data.
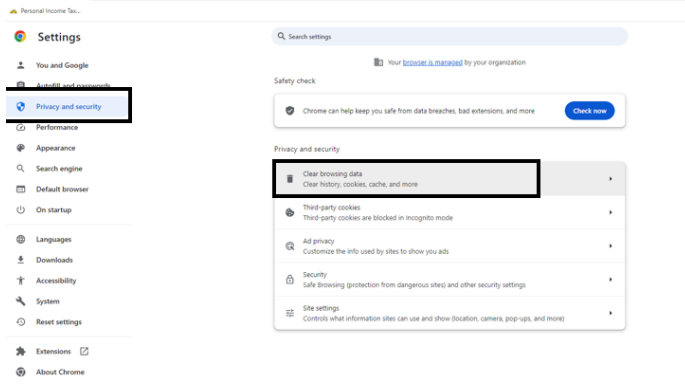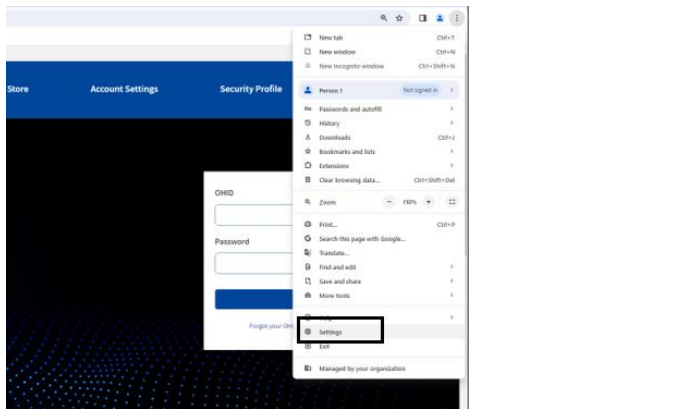
- Select the time range, usually recommend Last hour or 24 hours, and check all three options and click Clear Data.
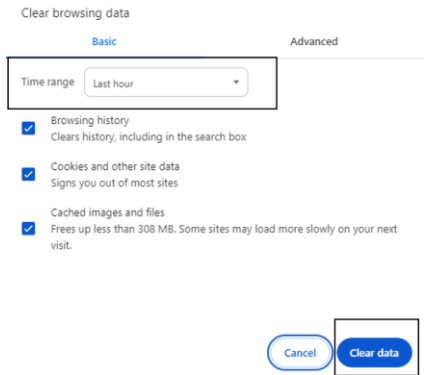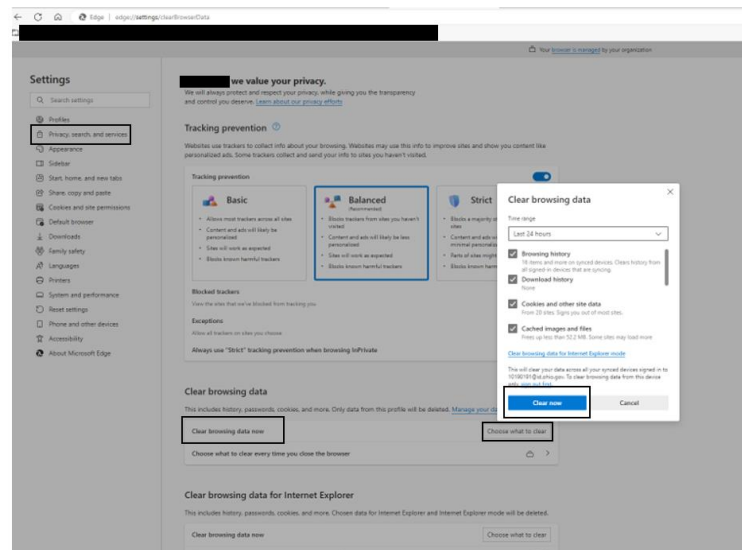
Microsoft Edge

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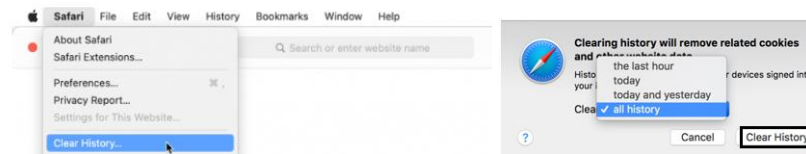

- Click on Settings > Privacy, Search, and Services > Clear browsing data > Choose Time range (1 hour) what to clear (select Browsing History, Download History, Cookies and other site data, and Cached images and files.) > Clear now.
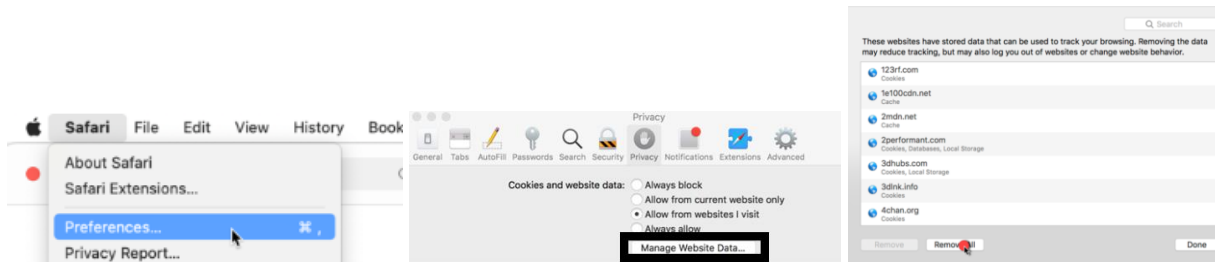

Safari

- 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.

- Log into your OHID account.

- Once logged in, select Account Settings

- Then select 2-Step Verification.

- Then select manage and choose a 2-step verification method to receive a code.
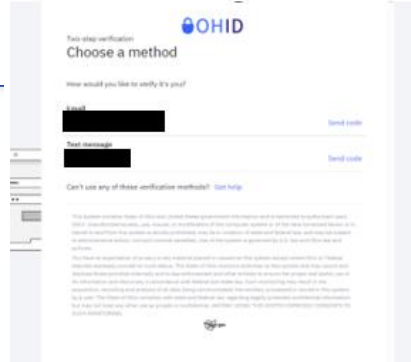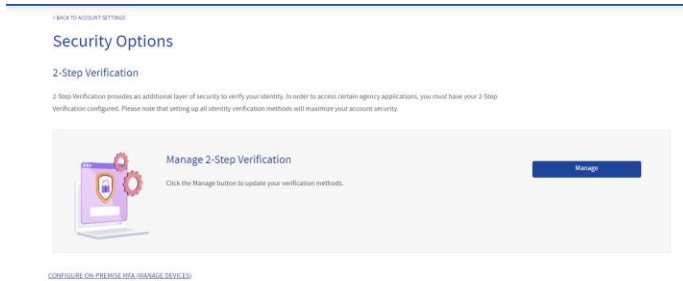
- Once verified, you can select a new method to add.
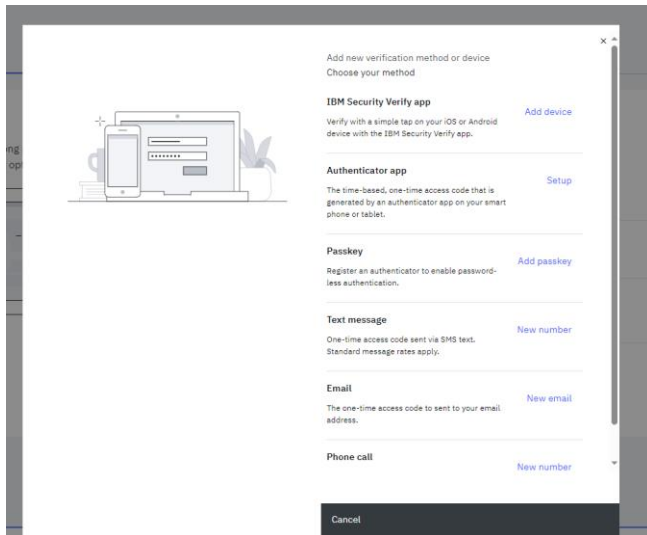
- Once selected, confirm the new 2-step verification method and it will be available to use on the next login attempt.
  - This will not delete a verification method but will add another one.

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.