



**Department of
Taxation**

OHID Troubleshooting Tips

Material displayed in this user guide is for informational purposes only.

Access to OH|TAX eServices logged-in user features require an OHID. If you have an OHID account, please use your username and password to Log In on the OH|TAX eServices homepage. (Skip to [Create OH|TAX eServices Profile.](#))

If you do not have an OHID account, please click the Log in or Create an OHID Account hyperlink on the OH|TAX eServices homepage, then select the Create Account button. You will be redirected to the Create OHID Account web page and should follow the instructions to create an account.

Note: A State of Ohio employee/contractor 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.

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OHID Troubleshooting Tips

Recommended Web Browsers

Please use one of the following web browsers:

- Google Chrome
- Safari
- Microsoft Edge (post 2021 version)

Additional Resources

1. 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 - tax.ohio.gov/individual/resources/oh-tax-self-help-library
2. 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 - ohid.ohio.gov/wps/portal/gov/ohid/forgot/chatbot/recover/recover-account
3. 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 - ohio.gov/government/resources/ohid
4. FAQ's on the new OH|TAX e-services.
 - OH|TAX FAQ's URL - tax.ohio.gov/help-center/faqs/income-online-services-i-filepaymentstatement

Email Address Already Registered Error Message

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.

Create OH|ID Account

- 1** Email Verification
- 2 Personal Info
- 3 Pick a Username
- 4 Create Password
- 5 Account Recovery
- 6 Terms & Conditions

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.

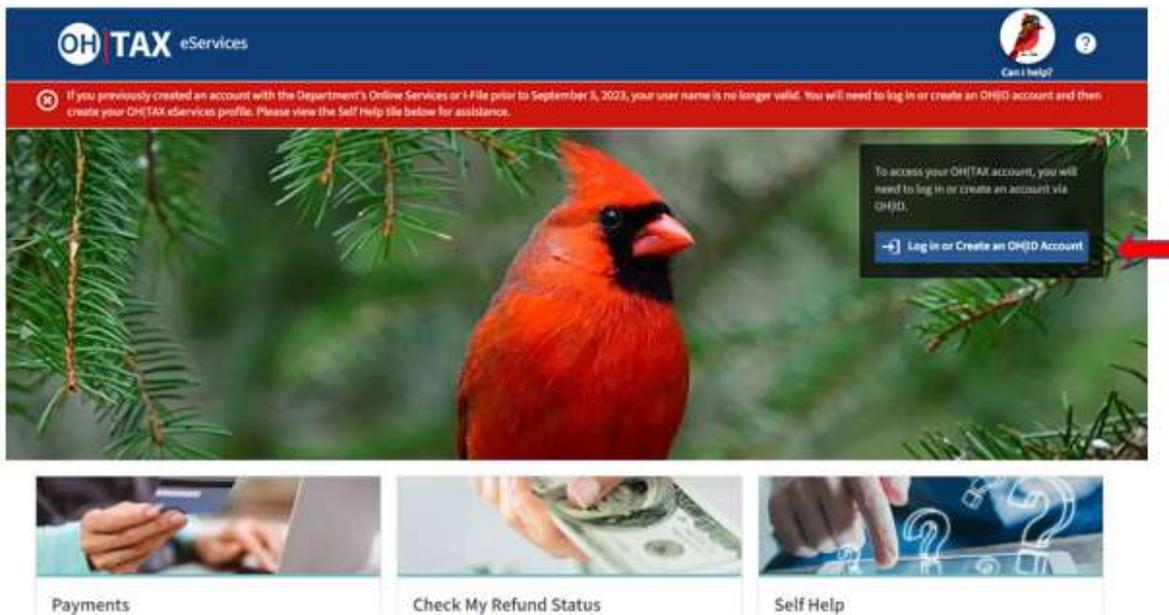
We need to verify the email address you want to use for your OH|ID account. A one-time PIN will be emailed to the email address you provide below.

Email Address

Confirm Email Address

Cancel
Send PIN

1. Please visit tax.ohio.gov/ohid and select **Log in or Create an OHID Account**.

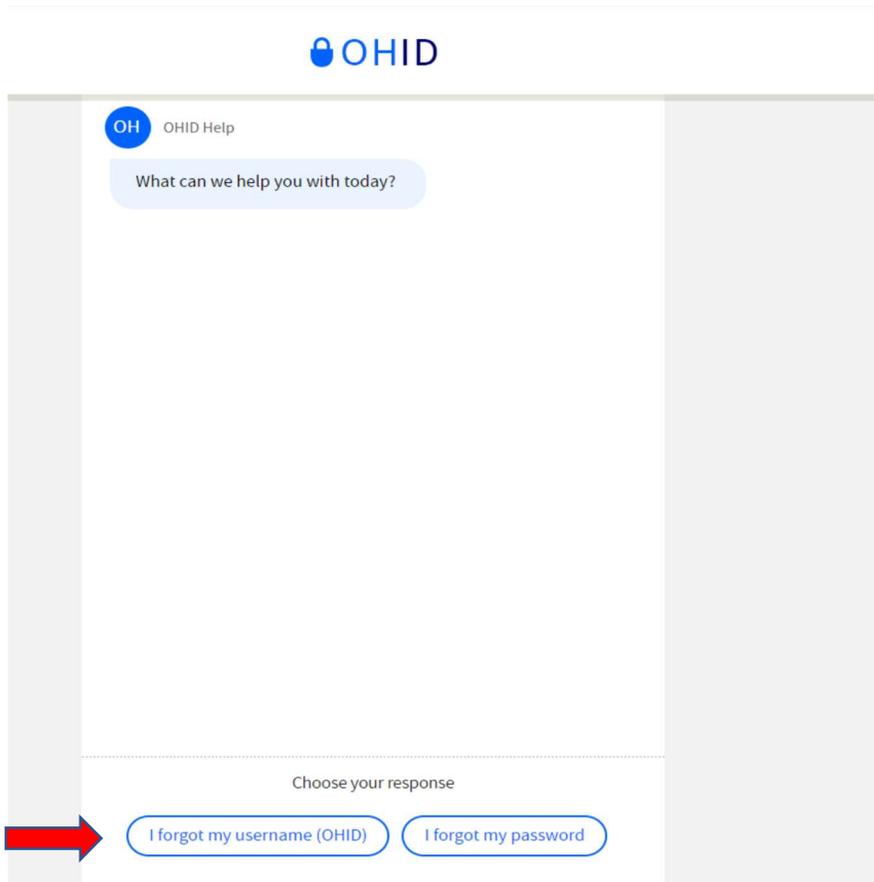


2. Select **Forgot your OHID or password.**

The image shows a screenshot of the OHID (Ohio's Digital Identity) login page. At the top, there is the OHID logo, which consists of a blue padlock icon followed by the text "OHID". Below the logo is the tagline "Ohio's Digital Identity. One State. One Account." and a sub-tagline "Register once, use across many State of Ohio websites". A "Create account" button is centered below the tagline. Below this is a "Log In" section, which is highlighted with a blue rectangular border. This section contains two input fields: "OHID:" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a dark blue "Log in" button. At the bottom of the page, there is a red arrow pointing to the text "Forgot your OHID or password? | Get login help".

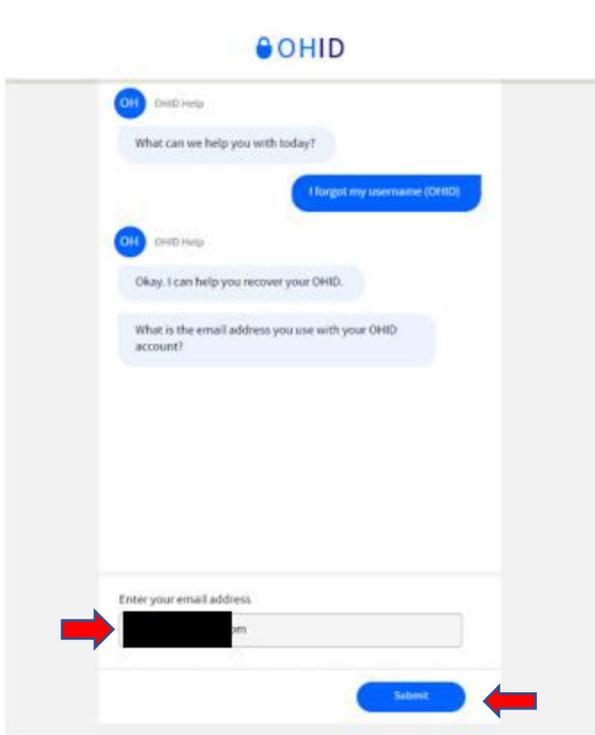
Retrieve OHID Username

Select ***I forgot my username (OHID)***, or if you know the username, select ***I forgot my password*** (skip to Step 6).



The screenshot shows the OHID Help interface. At the top, there is a blue lock icon followed by the text "OHID". Below this, there is a blue circular icon with "OH" and the text "OHID Help". A light blue rounded rectangle contains the text "What can we help you with today?". Below this, there is a dashed line and the text "Choose your response". Two blue rounded buttons are visible: "I forgot my username (OHID)" and "I forgot my password". A red arrow points to the "I forgot my username (OHID)" button.

3. Input the email address used to sign up for your OHID to retrieve your username and click the **Submit** button.

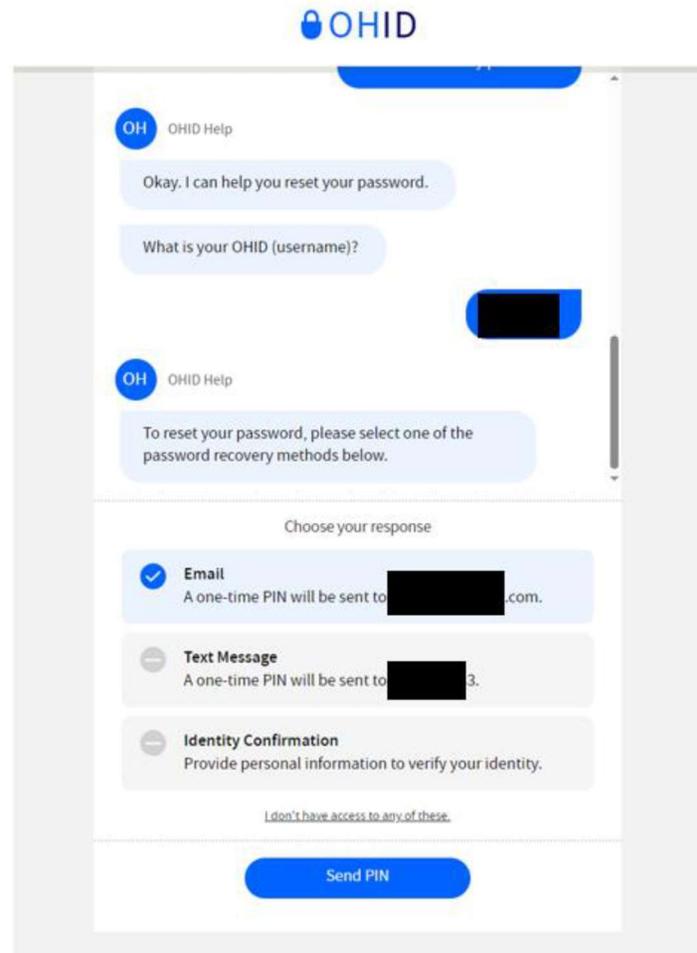


The screenshot shows a chatbot interface for OHID. At the top, the OHID logo is displayed. The chatbot asks, "What can we help you with today?" and a user selects the option "I forgot my username (OHID)". The chatbot responds, "Okay, I can help you recover your OHID. What is the email address you use with your OHID account?". Below the chatbot, there is an input field labeled "Enter your email address" with a red arrow pointing to it. The input field contains a redacted email address. A blue "Submit" button is located at the bottom right of the input field, with a red arrow pointing to it.

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

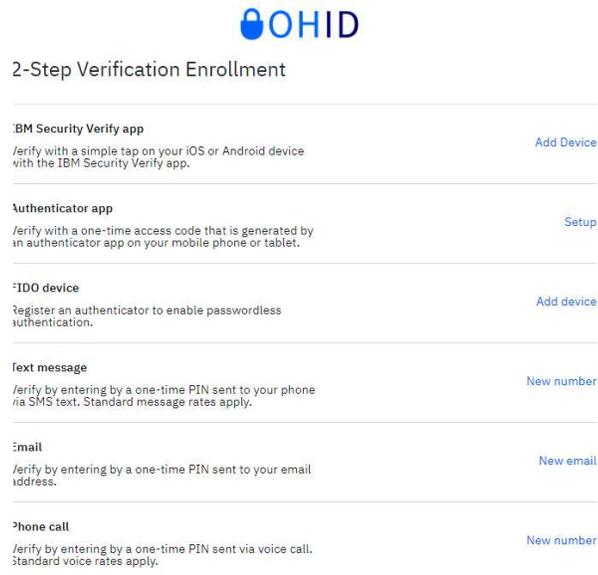
Forgot Password

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



6. Once you retrieve your username and/or reset your password, you should then close **all** windows of your browser. Reopen the browser and visit tax.ohio.gov/ohid and log into your OHID account.

7. 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.

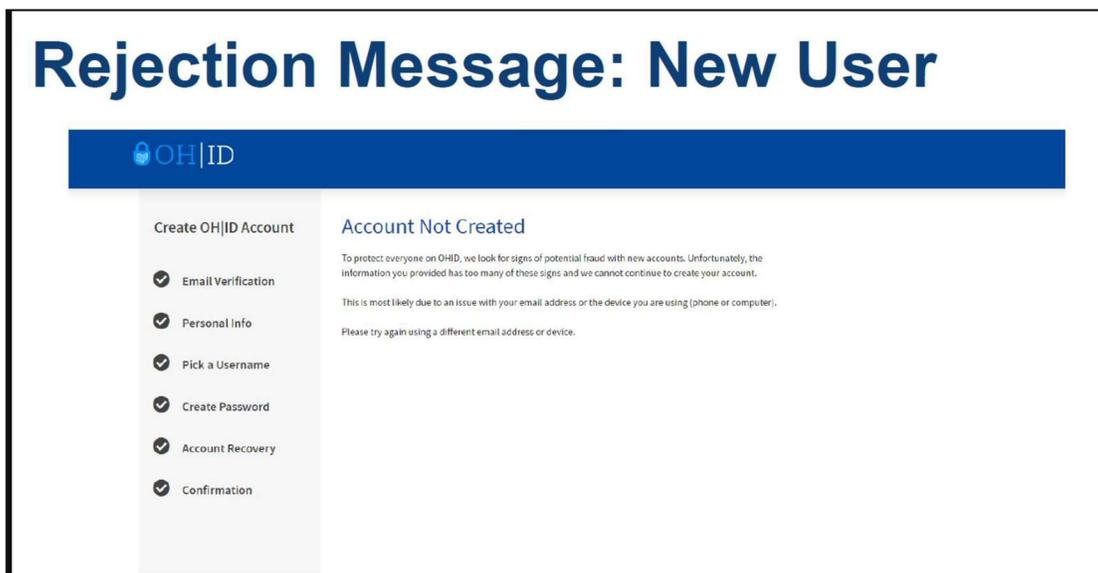


Verification Method	Description	Action
IBM Security Verify app	Verify with a simple tap on your iOS or Android device with the IBM Security Verify app.	Add Device
Authenticator app	Verify with a one-time access code that is generated by an authenticator app on your mobile phone or tablet.	Setup
IDO device	Register an authenticator to enable passwordless authentication.	Add device
Text message	Verify by entering by a one-time PIN sent to your phone via SMS text. Standard message rates apply.	New number
Email	Verify by entering by a one-time PIN sent to your email address.	New email
Phone call	Verify by entering by a one-time PIN sent via voice call. Standard voice rates apply.	New number

Note: 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.

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

Create OHID 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 Issues

- 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.

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?

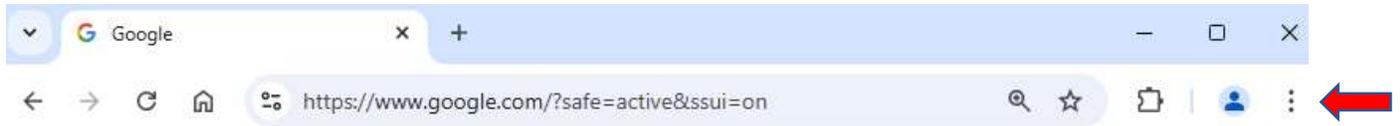
If you're having trouble signing up for an OHID and subsequently OH|TAX, you will need to clear both your cookies and cache.

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.

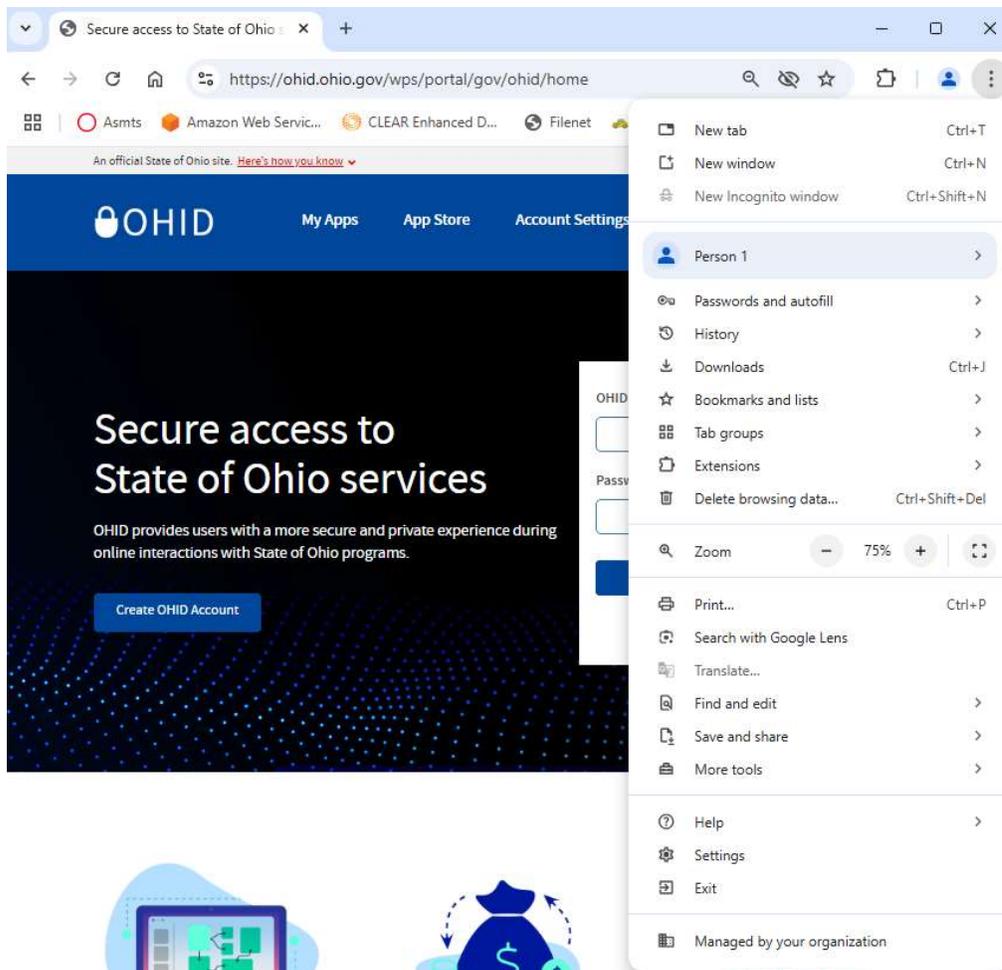
Below are step-by-step guides on how to clear cookies and cache on the three compatible browsers with OHID and OH|TAX.

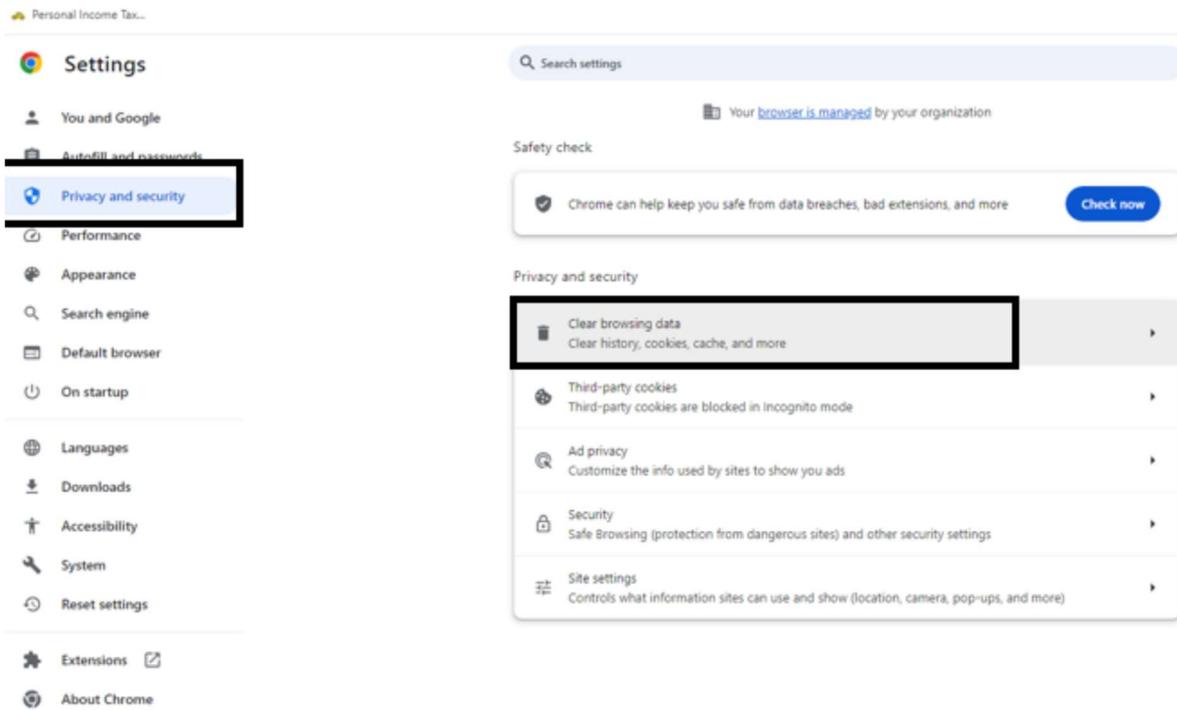
Chrome

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

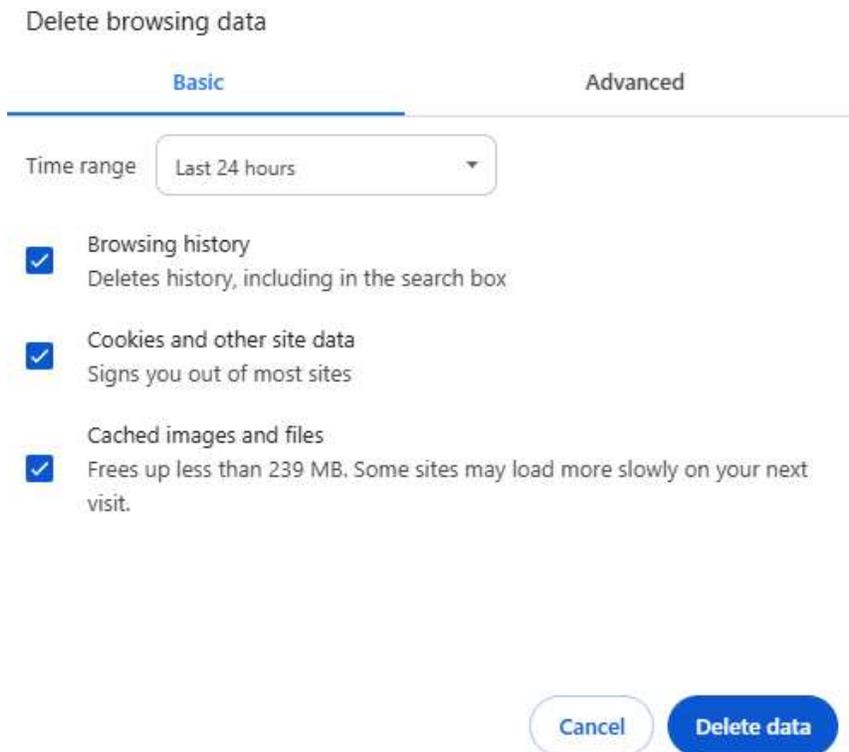


2. Click on **Settings > Privacy and security > Clear browsing Data**.



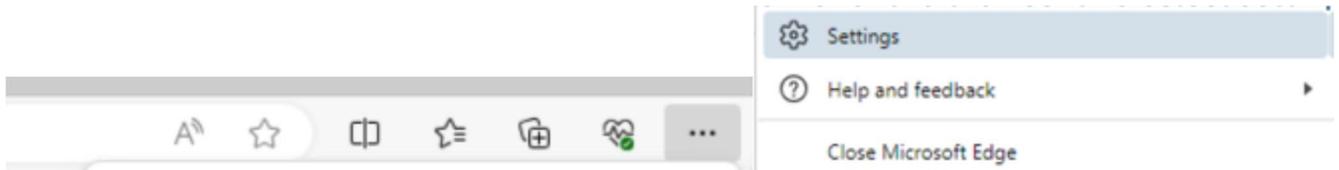


3. Select the time range. Usually, we recommend selecting the **Last hour or 24 hours**, and check all three options and click **Clear Data**.



Microsoft Edge

1. Click on the **three dots in the upper right corner** of the browser and select **Settings**.

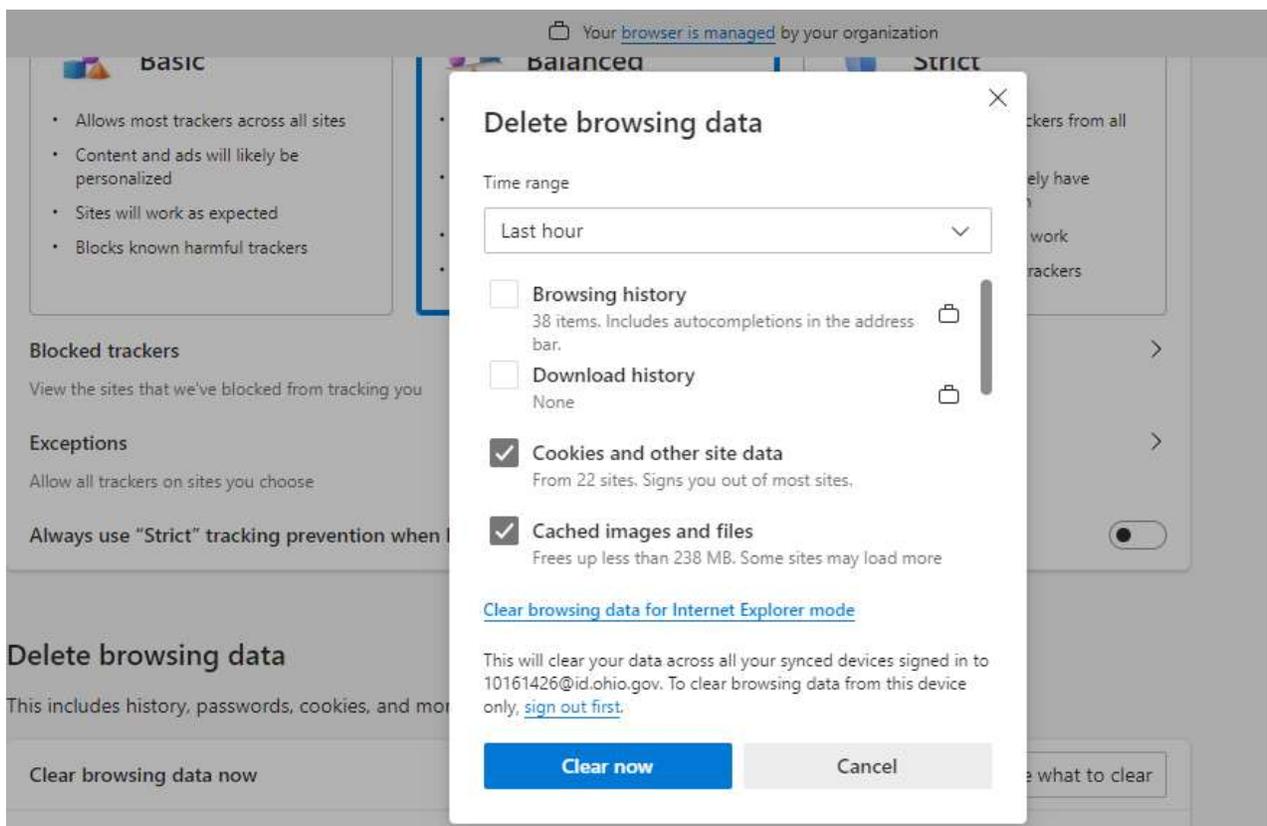


2. Click through the following path:

- **Settings > Privacy, Search, and Services > Clear browsing data > Choose Time range (1 hour).**

3. Select the following items to clear:

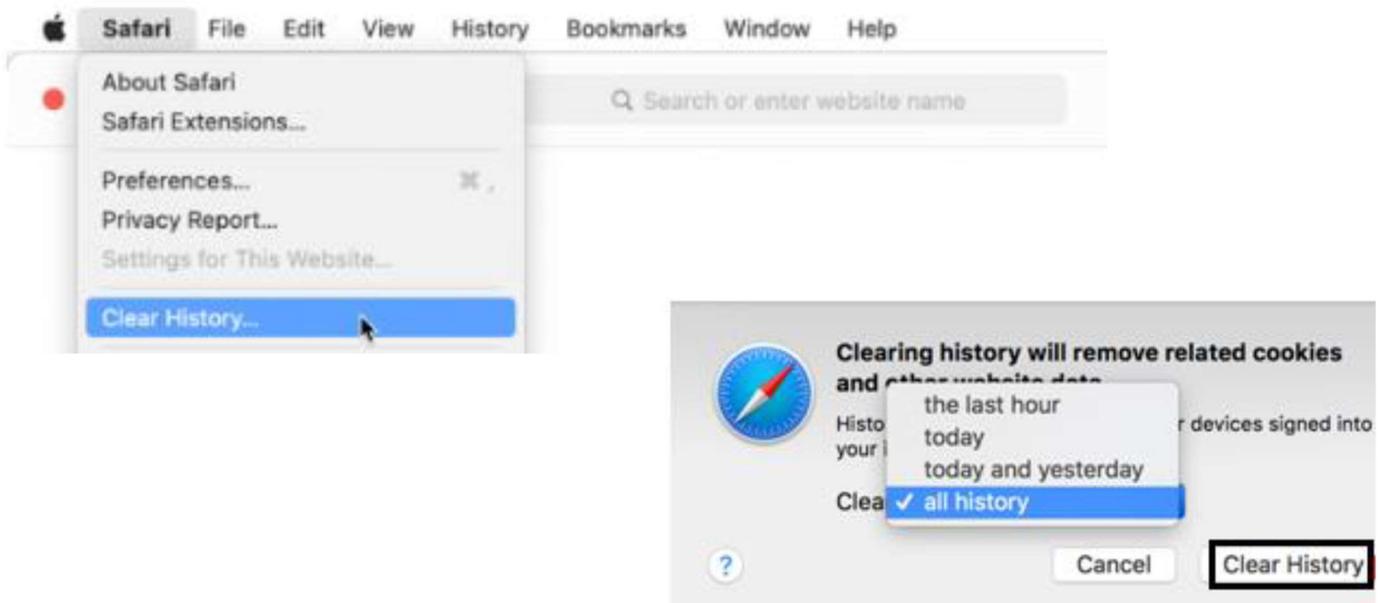
- **Browsing History**
- **Download History**
- **Cookies and other site data**
- **Cached images and files**



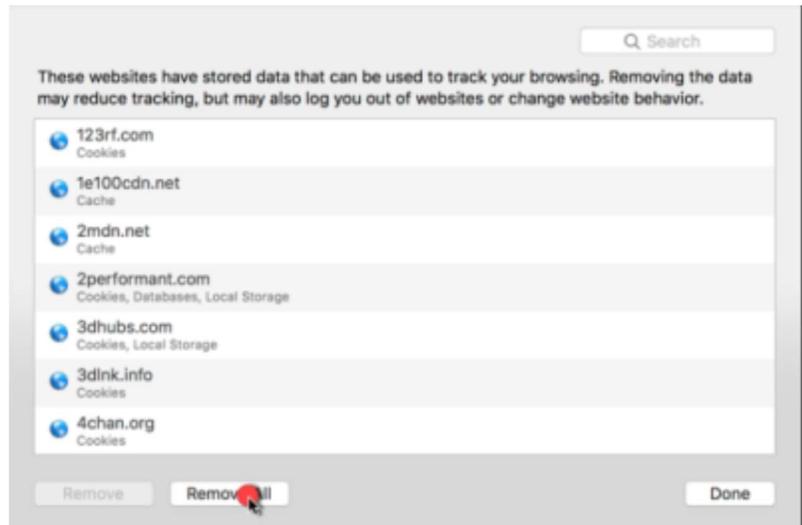
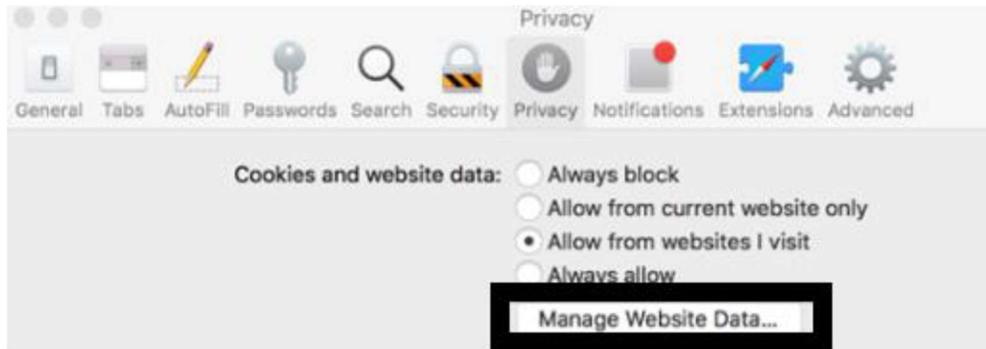
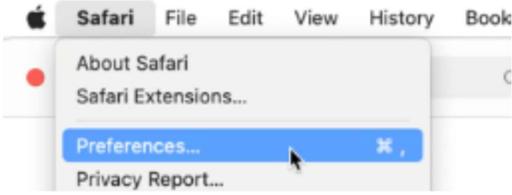
4. Click on the **Clear Now** button.

Safari

1. Select the **Apple icon** (top left)
2. Click through the following path:
 - Next to the Apple icon on the top left click Safari
 - Clear History
 - All history



3. Clear cache by clicking through the following path:
 - Safari
 - Preferences
 - Manage Website Data
 - Remove Now
 - Done



Did not Receive a Pin or Receiving a Timeout Error When Trying to Authenticate

This error affects taxpayers who 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.

Note: Firefox can block the PIN from being sent to your 2-step authentication method.

You may have multiple browsing sessions saved on your browser. 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.

The 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.

Note: This section should be used by taxpayers who 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:

1. Visit ohio.gov/government/resources/ohid
2. Click on the blue **Launch** button.

[Ohio.gov](#) / [Government](#) / [Resources](#) / OHID

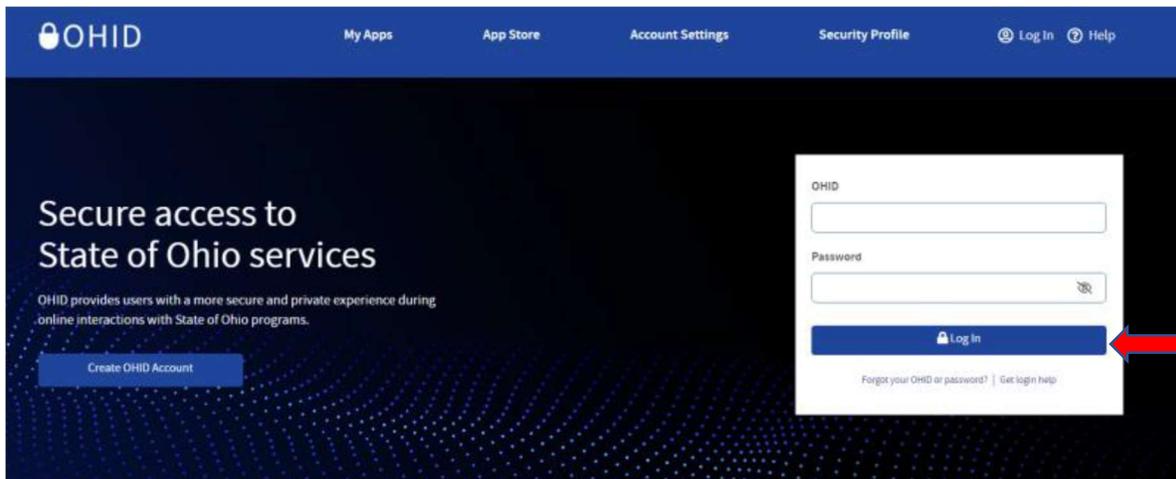
OHID

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

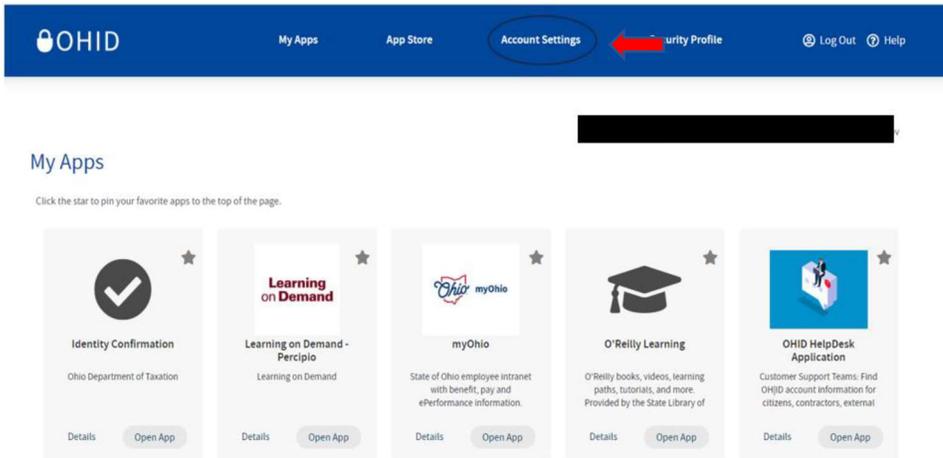
OHID provides users with a more secure and private experience during online interactions with State of Ohio programs. By creating an OHID account, citizens or businesses can sign in to multiple State of Ohio government agency systems more securely. People with an OHID account can access multiple State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



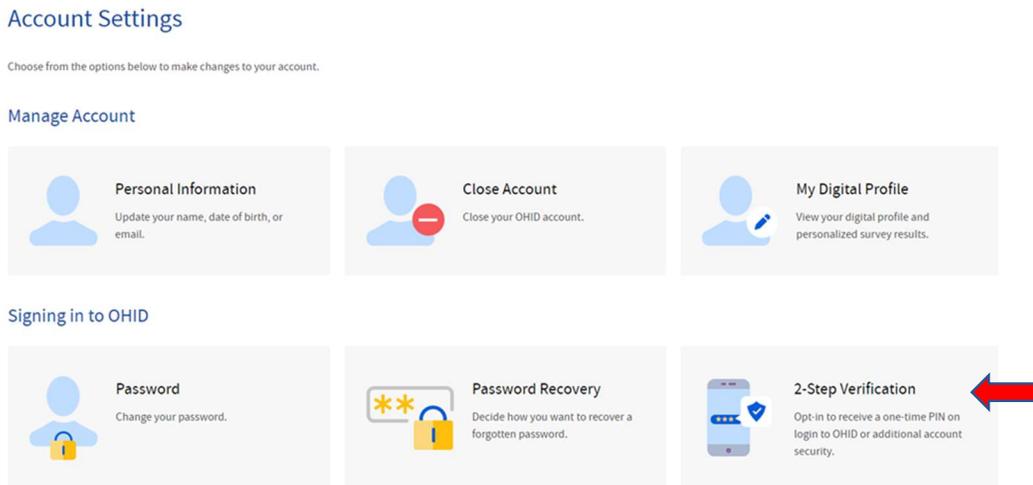
3. Log into your OHID account.



4. Once logged in, select **Account Settings**.



5. Select **2-Step Verification**.



6. Select **Manage**.

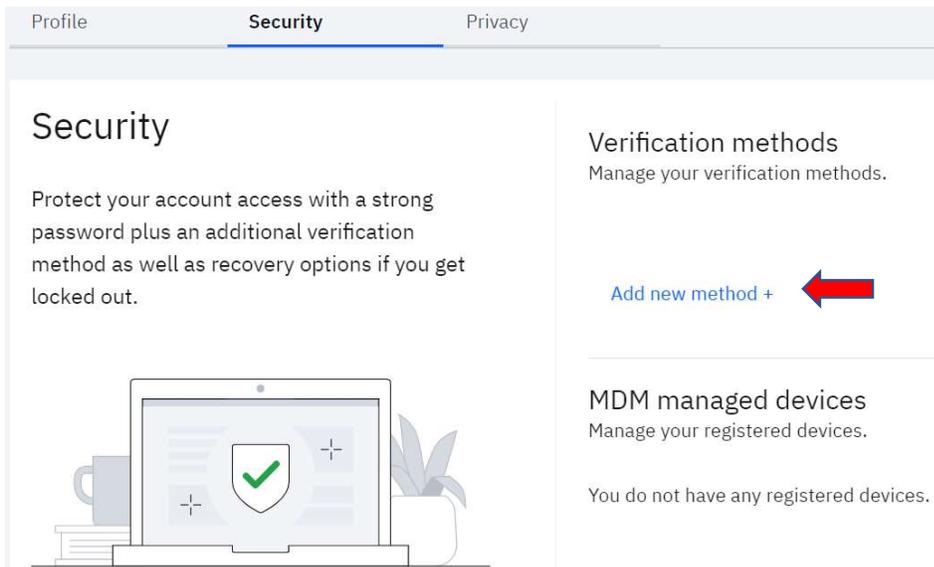
Security Options

2-Step Verification

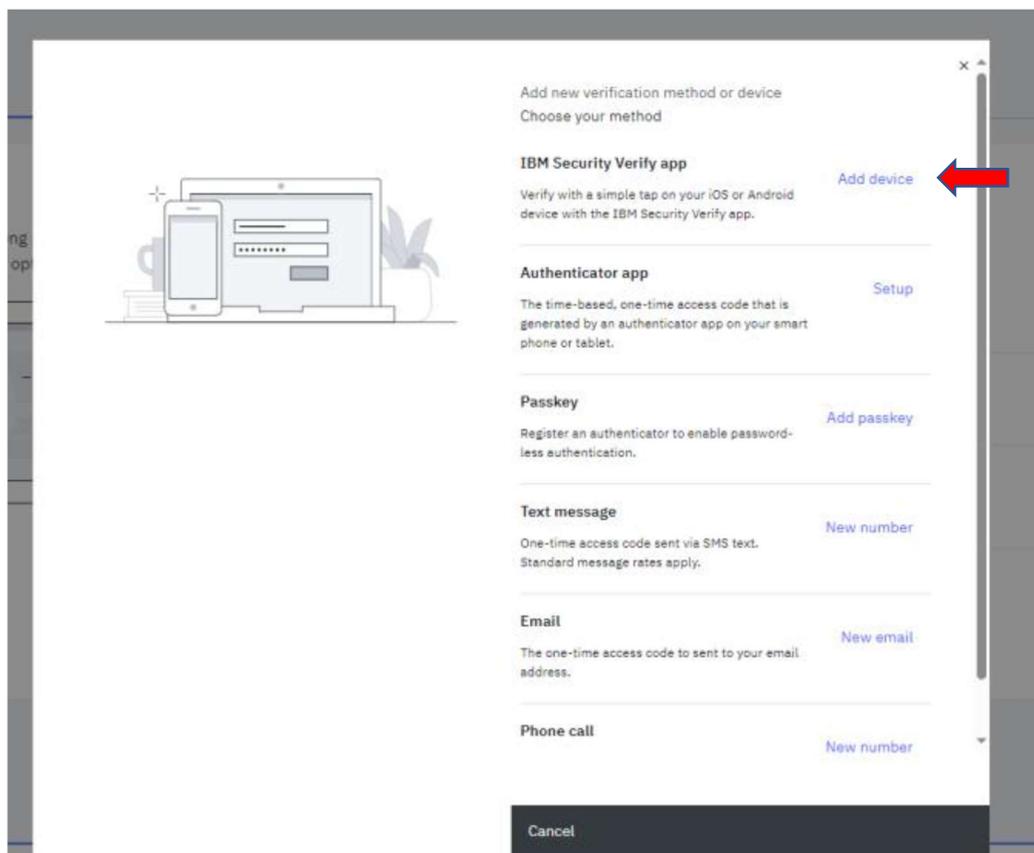
2-Step Verification provides an additional layer of security to verify your identity. In order to access certain agency applications, you must have your 2-Step Verification configured. Please note that setting up all identity verification methods will maximize your account security.



7. Choose a 2-step verification method to receive a code.



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



9. Once selected, confirm the new 2-step verification method and it will be available to use on the next login attempt.

Note: This will not delete a verification method but will add an additional method.

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 digits of your social security number
- Email address