



## **How to Use the OH|ID Self-Service Password Recovery Functionality**

The InnovateOhio Platform

# The OH|ID Self-Service Password Recovery Functionality

## Overview

This job aid is intended to provide a step-by-step walkthrough on using the self-service password recovery functionality in OH|ID.

## Step-by-Step Guide

### Step 1 – Set up your password recovery options (Email, Mobile and/or Security Questions)

When you are creating your OH|ID account for the first time, you will be prompted to set up your *Password Recovery* options. There are three choices: **Email**, **Mobile Phone** or **Security Questions**. You must select at least one password recovery option to continue.

While it is mandatory to select one password recovery option, it is highly recommended to select all three options to maximize your account's security and increase the chance of recovering your password in the future.

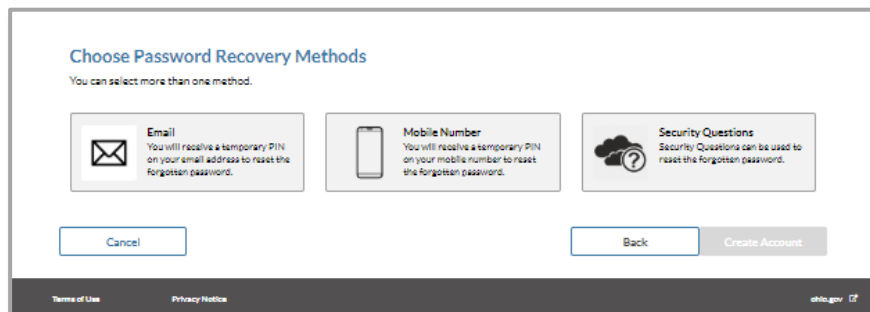


Figure 1 Security Options

### Step 2 – Log Into the Department of Education

Navigate to <http://education.ohio.gov>, click the “Login” link at the top of the education.ohio.gov



Figure 2 Department of Education Homepage

### Step 3 – Choose All Other User Option

Choose “OH|ID Portal”

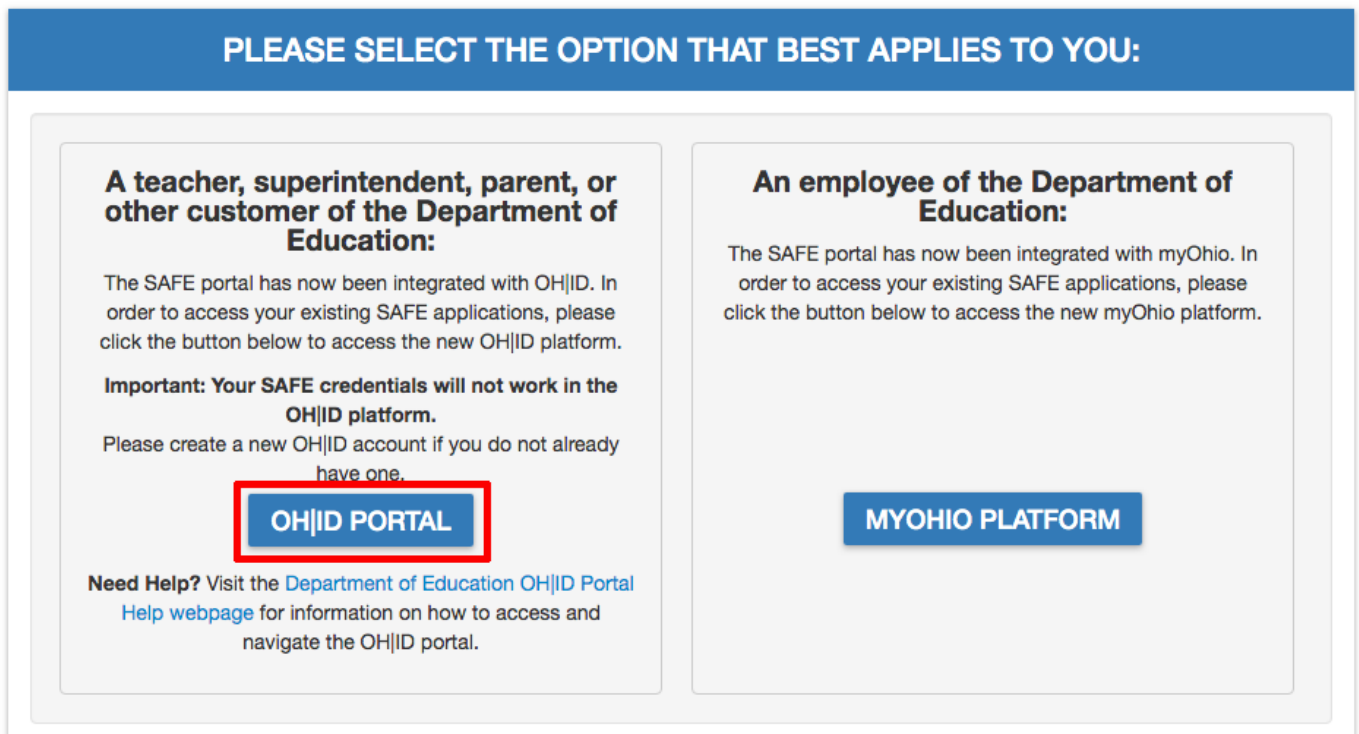


Figure 3 Login Option Dialog Box

**Step 4** – Click the “Forgot Username/Password” link

From the OH|ID Home Page, click the “Forgot Username/Password” hyperlink.

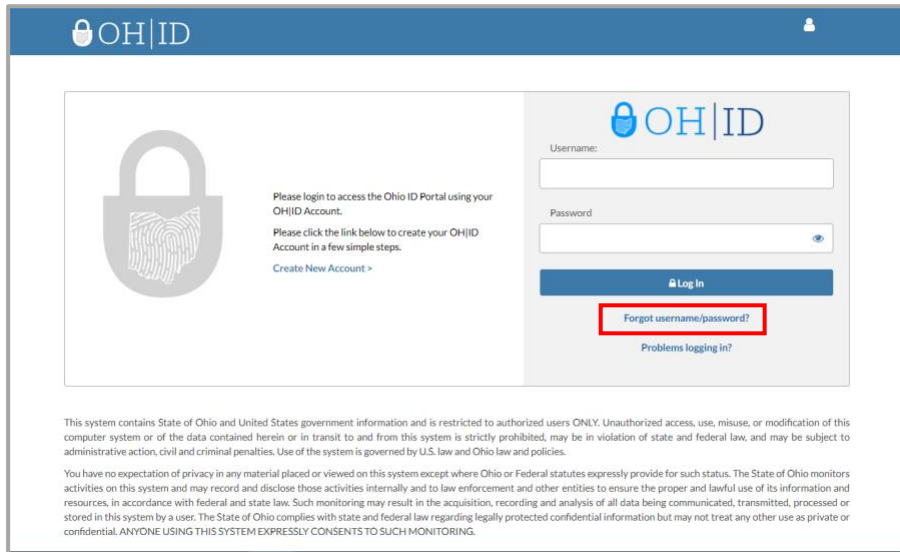


Figure 4 OH|ID Homepage

**Step 5** – Select the “Forgot Password” option

From the “Forgot Username/Password” page, select the “Forgot Password” option to continue the process to recover your password.

If you forgot your Username (or User ID), click the “Forgot Username” option to recover your User ID. You will need this information to successfully recover your password.

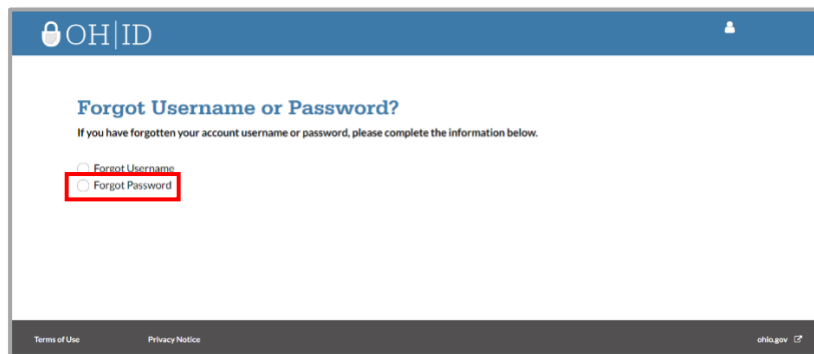


Figure 5 Forgot Username/Password Page

**Step 6** – Enter your User ID and answer the verification question

Enter your User ID in the space provided, then answer the verification question correctly in order to proceed.

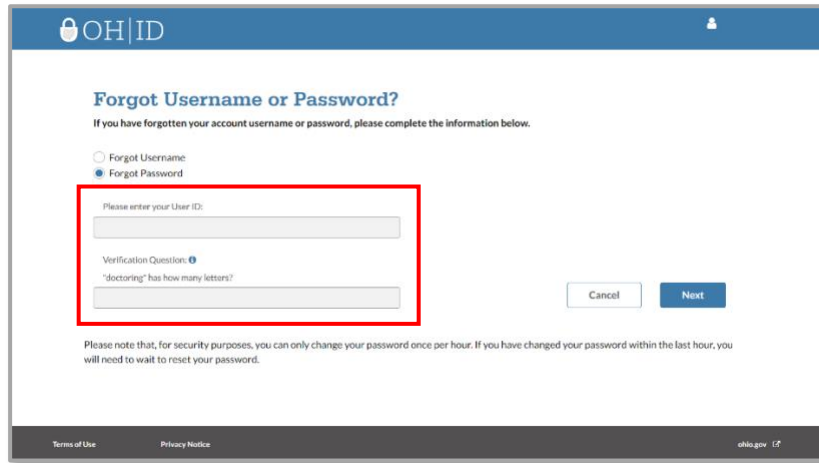


Figure 6 Forgot Password Information

**Step 7** – Select the Recovery Method you wish to use to recover your Password

You will be prompted to select a password recovery method from the options you set up when you created your account. Select the option you wish to use and complete the necessary steps (either entering a PIN from the email or mobile phone or answering your security questions).

**Note:** OH|ID will randomly select two of the four security questions you set up during the account creation process. If you forget the answer to one of the questions, refresh the page to see if you are given a different combination of questions. Additionally, the answers to the questions will not be marked as “correct” or “incorrect” until after you submit your new password.

Figure 7 Password Recovery Option

### Step 8 – Create a New Password

Create your new password, according to the OH|ID password guidelines.

Once you have entered the password twice, click the “Submit” button to change your password.

Figure 8 New Password Creation