

Innovate  
Ohio  
**Platform**

# Enabling SMS Recovery for OH|ID

10/7/2022



# Enabling SMS Recovery

*Some providers have encountered issues accessing password recovery communications due to their organization's email or internet security protocols, and emails may have been routed to spam folders or quarantined.*

*To avoid this password or username recovery issue, we recommend all providers enable and utilize SMS recovery instead.*

# Enabling SMS Recovery

## 1 Log in to OH|ID Account

Navigate to [ohid.ohio.gov](https://ohid.ohio.gov) and log into your OH|ID account using your username and password.

The screenshot shows the OH|ID login page in a web browser. The browser's address bar displays [ohid.ohio.gov/wps/portal/gov/ohid/](https://ohid.ohio.gov/wps/portal/gov/ohid/). The page features a dark blue header with the OH|ID logo and navigation links: My Apps, App Store, Account Settings, Security Profile, Log In, and Help. The main content area has a dark background with the text "Secure access to State of Ohio services" and a "Create OH|ID Account" button. A white login form is highlighted with a red border and a blue circle containing the number "1". The form includes a "User ID" input field with a "FORGOT YOUR USER ID?" link below it, a "Password" input field with a visibility toggle and a "FORGOT PASSWORD?" link below it, a blue "Log In" button, and a "Get login help" link at the bottom.

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## 2 Navigate to Account Settings

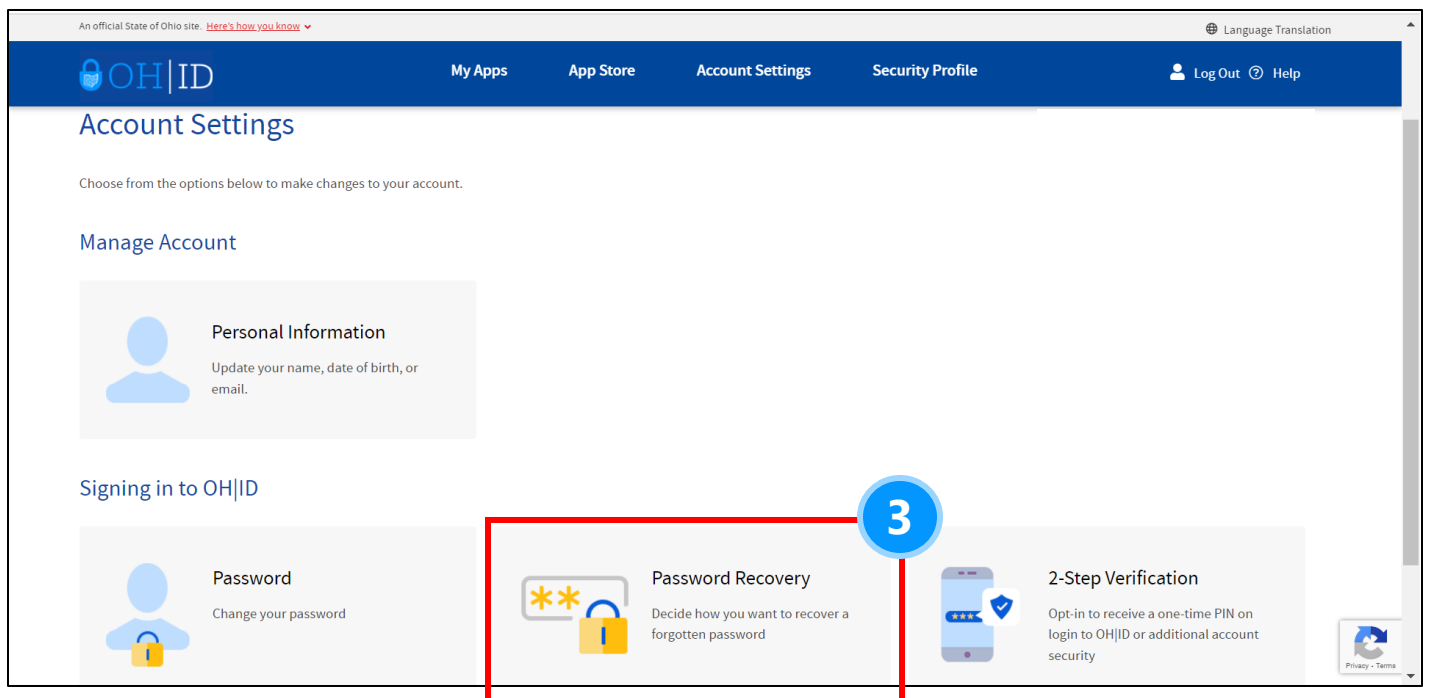
Select "Account Settings" from the top navigation menu.

The screenshot shows the OH|ID user interface. The top navigation bar is dark blue and contains the following items from left to right: the OH|ID logo, 'My Apps', 'App Store', 'Account Settings' (highlighted with a red box and a blue circle containing the number '2'), 'Security Profile', 'Log Out', and 'Help'. Below the navigation bar, the user's name 'Basel Amad' is displayed. The main content area is titled 'My Apps' and includes a sub-header 'Click the star to pin your favorite apps to the top of the page.' Below this, there is a grid of application cards. Each card features an icon, a title, a subtitle, and two buttons: 'Details' and 'Open App'. The cards are: 1. 'Admin Account Manager' (icon: person at a computer), 2. 'Admin Account Manager Admin' (icon: person at a computer), 3. 'Audience Manager' (icon: target), 4. 'Custodian Account Manager' (icon: person at a computer), 5. 'Custodian Account Manager - Admin' (icon: person at a computer), 6. 'Custodian Account Manager - Limited Access' (icon: person at a computer), 7. 'Provider Network Management' (icon: Ohio Department of Medicaid logo), 8. 'ServiceNow' (icon: speech bubble), and 9. 'State Library Catalog' (icon: book).

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## 3 Access Password Recovery

Select the "Password Recovery" tile under the "Signing in to OH|ID" heading.



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## Set up SMS Recovery

Begin SMS Recovery setup by clicking "Set Up" in the "Text Message" Section.

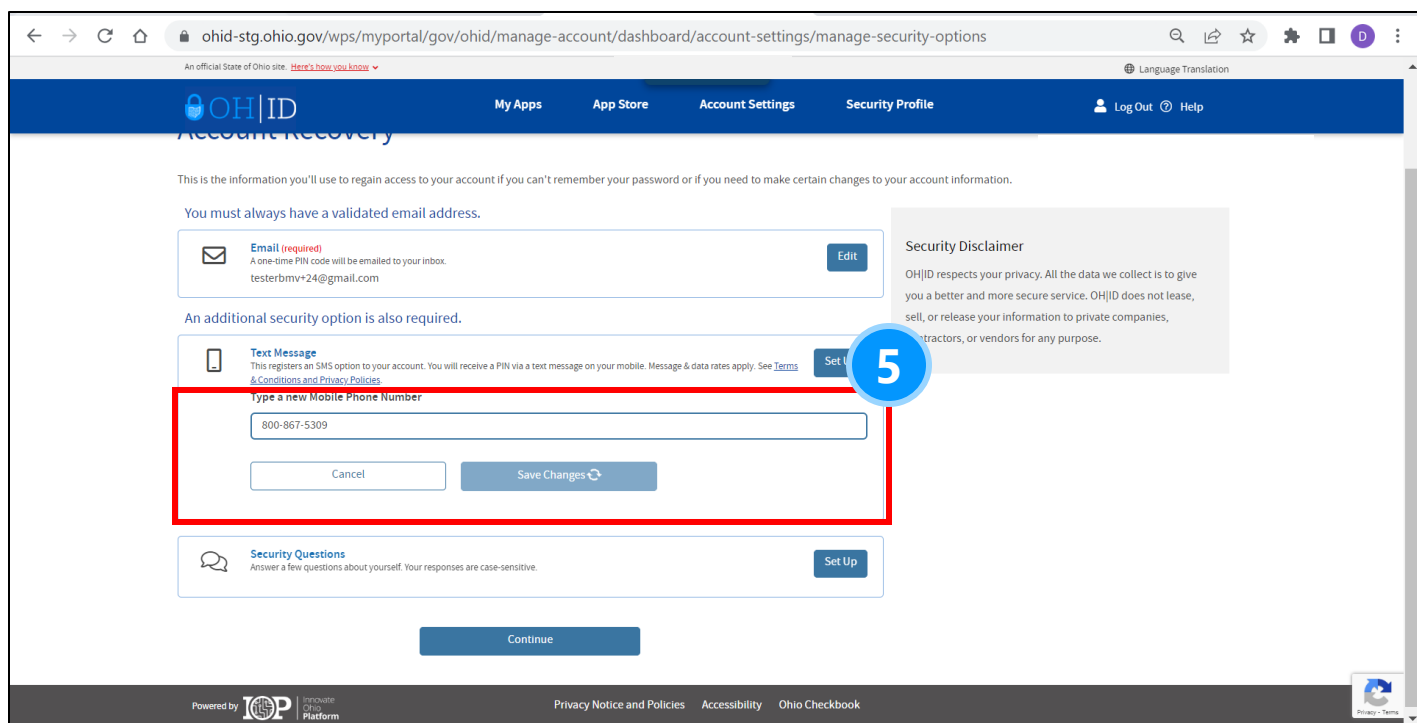
Select "Setup Mobile Number" from the pop-up window.

The screenshot shows a web browser window with the URL [ohid-stg.ohio.gov/wps/myportal/gov/ohid/manage-account/dashboard/account-settings/manage-security-options](https://ohid-stg.ohio.gov/wps/myportal/gov/ohid/manage-account/dashboard/account-settings/manage-security-options). The page title is "Account Recovery" and it includes a "Security Disclaimer" on the right. The main content area has three sections: "Email (required)", "Text Message", and "Security Questions". The "Text Message" section is highlighted with a red box, and a blue circle with the number "4" is overlaid on the "Set Up" button. Below the sections is a "Continue" button. The footer contains logos for "Powered by IOP Innovate Ohio Platform", "Privacy Notice and Policies", "Accessibility", "Ohio Checkbook", and "Inbox - pwdandallies@deloitte.com - Outlook".

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## 5 Enter your Mobile Phone Number

Enter your mobile phone number and the click "Save Changes."



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## Verify your Mobile Number by Entering the PIN

After clicking "Save Changes" a PIN will be messaged to the mobile number you added. Enter that PIN in the pop-up window and click "Verify."

Congratulations, you have now enrolled in SMS recovery!

