



OHIO BUSINESS GATEWAY

USER ACCOUNT UPDATE GUIDE

FOR PASSWORD RESET AND ACCOUNT SECURITY FUNCTIONALITY

Ohio Business Gateway

1-866-OHIO-GOV

Last Updated: November 16, 2015



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Welcome!

This guide will help address questions you may have related to password reset and new account security functionality implemented on November 19, 2015. To quickly get the information you need, find the relevant topic in the Table of Contents above and click on the link or page to that section.

Password and security improvements are in response to feedback from business users like you! The improvements also further the Ohio Business Gateway's mission, which is to make doing business in Ohio easy and efficient by providing e-government services that are simple and secure.

Thank you for using the Ohio Business Gateway!

1. Completing a Business User Profile

The first time you log into the Ohio Business Gateway after November 18, 2015, you will have to complete your Gateway profile. A complete user profile is defined by the existence of the following information for a Gateway user:

- Current email address
- Three security questions and answers

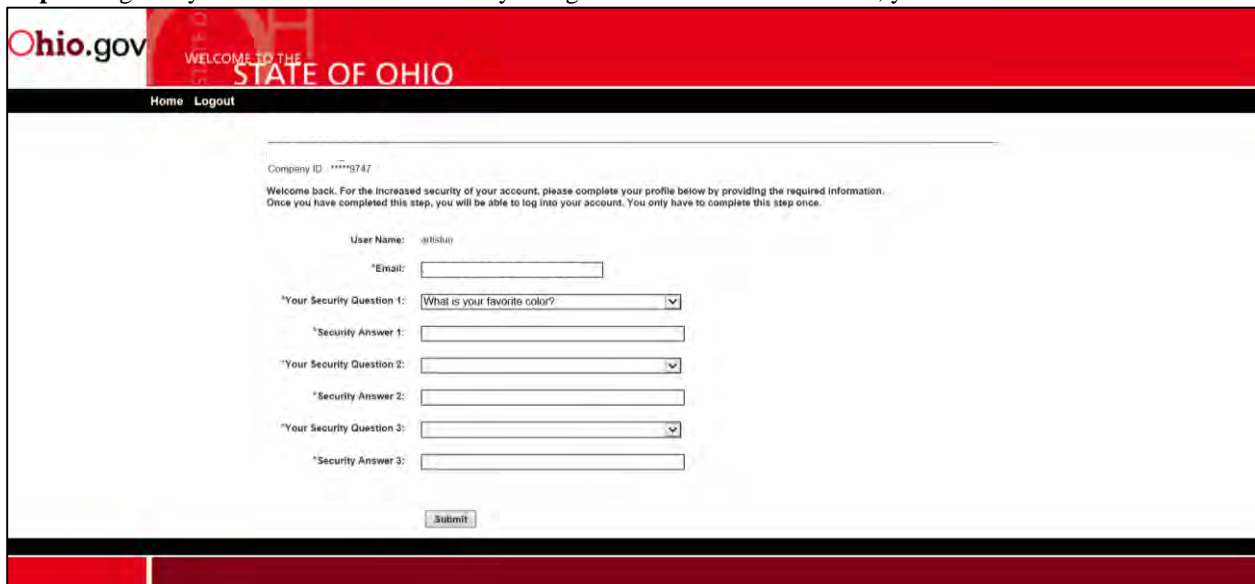
This additional profile information increases the security of your account and enables self-service password reset functionality.

1.1. As an existing business user, how do I complete my user profile?

You are an existing user if you have successfully logged into your Gateway account prior to November 19, 2015.

To complete your profile, log into your account using a valid username and password. If you have forgotten your password, please call the Help Desk at 866-OHIO-GOV (866-644-6468) for assistance. Otherwise, proceed to the steps below.

Step 1: Log into your account. The **first time** you log in on or after November 19, you will see the screen below.



The screenshot shows the Ohio Business Gateway user profile completion screen. At the top, there is a red banner with the Ohio.gov logo and the text "WELCOME TO THE STATE OF OHIO". Below the banner, there are links for "Home" and "Logout". The main content area displays the following information:

- Company ID: ****93747
- Welcome back. For the increased security of your account, please complete your profile below by providing the required information. Once you have completed this step, you will be able to log into your account. You only have to complete this step once.
- User Name: @tiskun
- *Email: [input field]
- *Your Security Question 1: [dropdown menu with "What is your favorite color?" selected]
- *Security Answer 1: [input field]
- *Your Security Question 2: [dropdown menu]
- *Security Answer 2: [input field]
- *Your Security Question 3: [dropdown menu]
- *Security Answer 3: [input field]
- [Submit button]

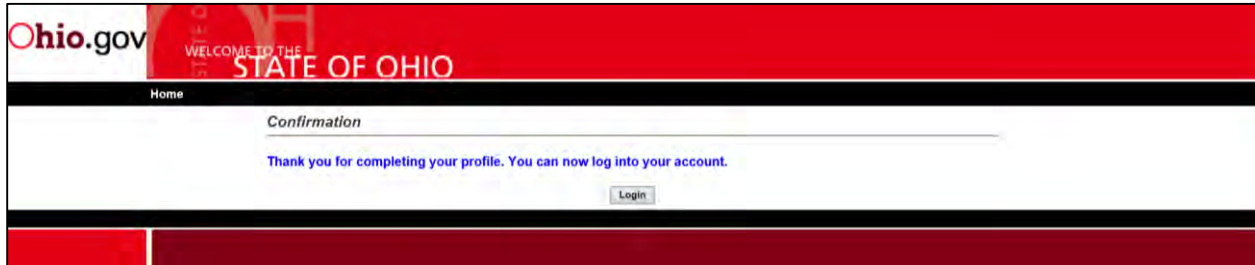
Step 2: If you already have an email address on file, that email address will be displayed on the screen. Please update this email address if necessary so you can receive important communication from the Gateway.

Step 3: If you already have one security question on file, that question will be displayed on the screen but the answer will not be displayed. For your security, select three security questions for your profile and provide an

answer for each question. **Answers are case sensitive** and will be used during the password reset process which can now be completed online, rather than calling the Help Desk.

Step 4: Once you have provided the required information on this screen, click Submit.

Step 5: You will then see the screen below.



That's it – you have completed your profile. You will not have to complete these steps again and now you can conduct your business transactions on the Gateway by clicking Login and entering your username and password.

If you have any questions or concerns, please contact the Help Desk at 866-OHIO-GOV (866-644-6468).

1.2. As a new business user, how do I complete my user profile?

If you did not have a username on the Gateway prior to November 19, 2015, you are a new business user. New business users may have:

- Created a new account using a FEIN or a SSN (Section 1.2.1); OR,
- Been added to an existing account for a FEIN or a SSN by a company administrator (Section 1.2.2).

1.2.1. I created a new account for myself using a FEIN and SSN.

If you are a new business user who created your account on or after November 19, you were required to select three security questions and provide answers during account creation on the screen below.

A screenshot of the user profile creation form on Ohio.gov. The form is divided into several sections. The first section contains fields for 'Contact Last name', 'Contact Phone' (with area code, number, and extension sub-fields), and 'Email Address'. The second section is titled 'User Access Information (Your Access Information)' and includes a note: 'Please refer to the guidelines on the right when creating your username, password, and security questions.' This section contains fields for 'User Name', 'Password', and 'Re-type password'. To the right of these fields are guidelines: 'Username is case-sensitive, and must be 8-10 characters with no spaces or special characters.', 'Password is case-sensitive, and must be at least 8 characters containing the following: -at least one alphabetic character(A-Z,a-z) -at least one numeric character(0-9) -at least one special character(- !@ # \$ % ^ & * .) -valid keyboard pathing'. Below the password fields are three sets of 'Your Security Question' and 'Security Answer' fields. At the bottom of the form are 'Back', 'Cancel', and 'Create Account' buttons.

There is nothing further for you to do. Your profile is complete.

If you have any questions or concerns, please contact the Help Desk at 866-OHIO-GOV (866-644-6468).

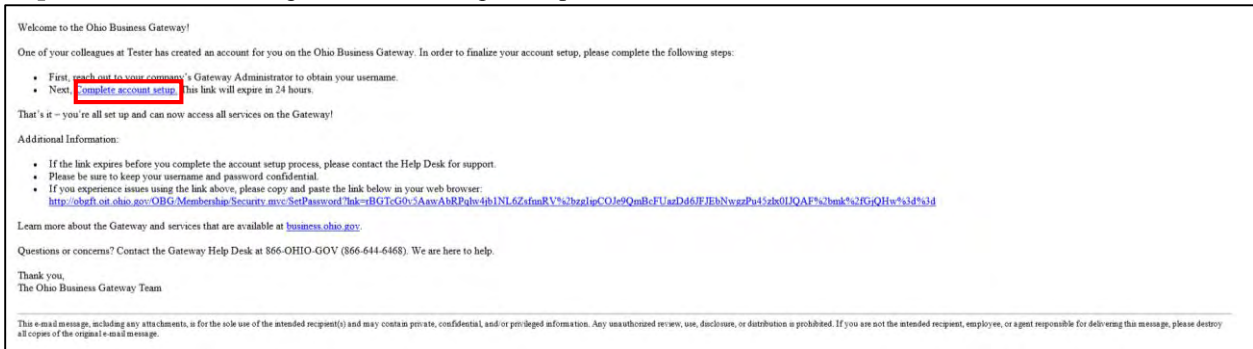
1.2.2. I was added to an existing company account by a company administrator.

If you are a new business user who was added to an existing Gateway company account by a company administrator, the Ohio Business Gateway would have sent you an email with a link to complete account setup.

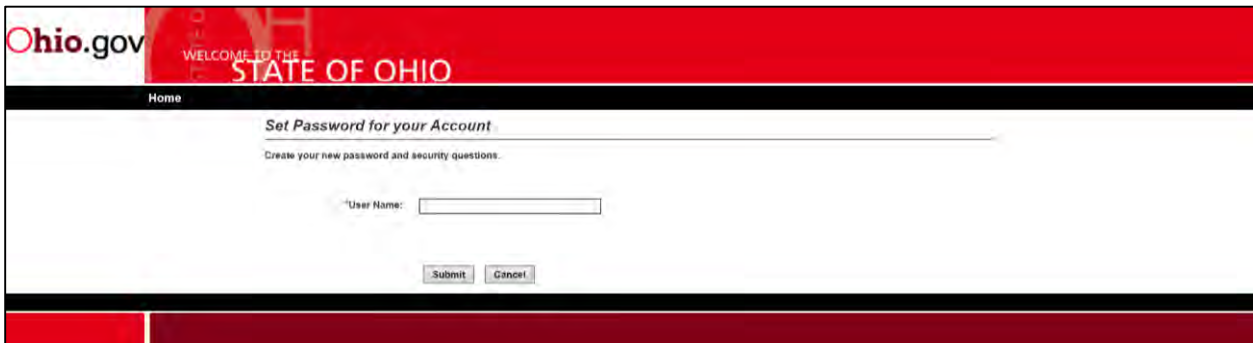
If you did not receive this email, please contact your company's Gateway administrator.

If you received this email, follow the steps outlined below.

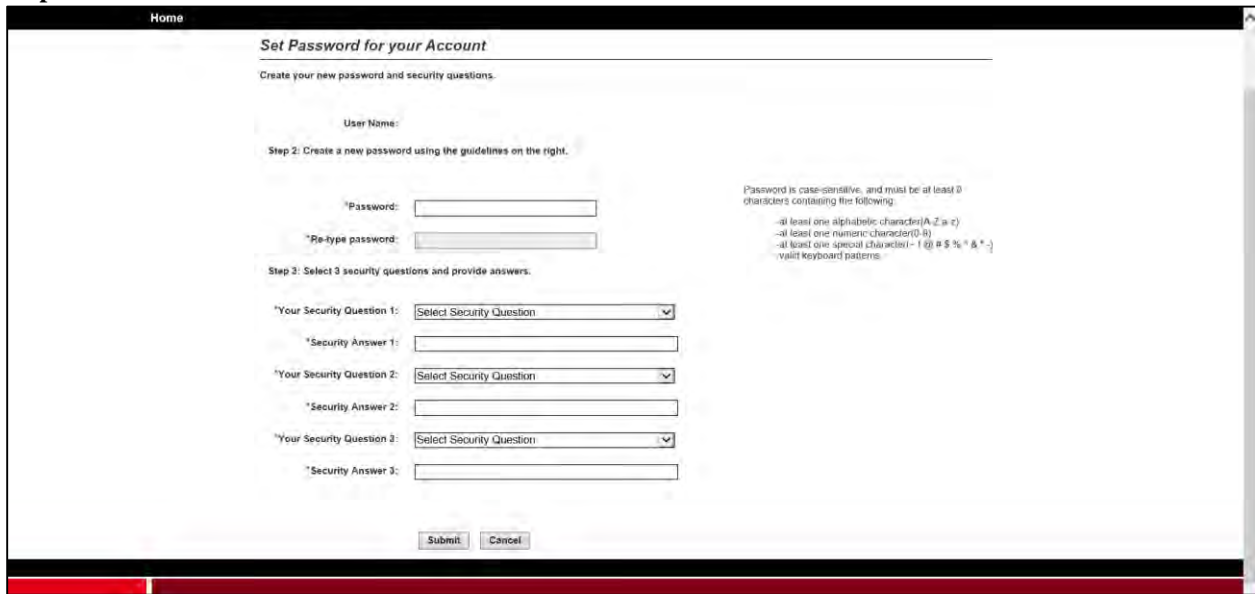
Step 1: Click on the "Complete account setup" link provided in the email.



Step 2: Verify your account as shown in the screen below by entering the username provided to you by your company's Gateway administrator. If you have not received your username, please contact your company administrator for assistance.

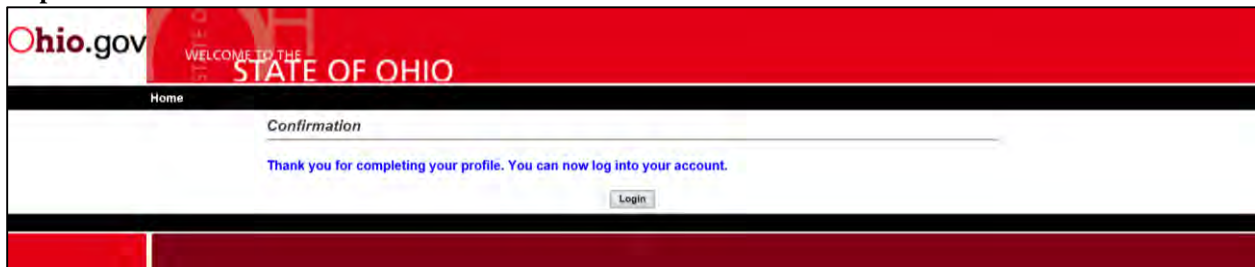


Step 3: Click Submit. You will then see the screen below.



Step 4: Enter the required information and click Submit.

Step 5: You will then see the screen below.



That's it – you have completed your profile. You will not have to complete these steps again and now you can conduct your business transactions on the Gateway by clicking Login and entering your username and password.

If you have any questions or concerns, please contact the Help Desk at 866-OHIO-GOV (866-644-6468).

2. Resetting a Forgotten Password

2.1. My profile is complete. How do I reset my forgotten password?

You can proceed with self-service password reset if your profile is complete and you have successfully logged into your account since November 19, 2015. If your profile is not complete, you will not be able to proceed with self-service password reset. Please call the Help Desk for assistance at 866-OHIO-GOV (866-644-6468).

Step 1: If your profile is complete, click “Forgot your username or password?” on the Login page.

Ohio.gov WELCOME TO THE STATE OF OHIO

Home

Ohio Business Gateway

OBG 3.0 Modernization Project
Stay up-to-date on our efforts to update the Ohio Business Gateway. Last update **November 6, 2015**.

OBG Help Desk: 866-OHIO-GOV
To make it easier and faster to get the help you need, we've streamlined the Help Desk call tree. Next time you call, be sure to listen carefully as the menu options have changed.

Existing Users

Username :

Password :

By logging in, I agree to the [terms of service](#)

[Forgot your username or password?](#) [Having trouble logging in?](#) [Review System Requirements](#)

For additional topics, please visit our [Help and Support Page](#) or call the OBG Electronic Filing Help Desk at 866-OHIO-GOV (866-644-6468).

Ohio Business Gateway
Electronic Filing

For more information about the services available through the Ohio Business Gateway, please visit our [home page](#).

Step 2: On the following screen, select Forgot Password and enter your username. Click Submit.

Ohio.gov WELCOME TO THE STATE OF OHIO

Home

User Assistance

If you have forgotten your account username or password, please complete the information below and we will send the instructions to the email address on file.

If you do not receive an email within a reasonable amount of time (1-2 hours), please try again or call the Help Desk.

Forgot Username.

Forgot Password.

Username :

The OBG Help Desk can be reached by calling 1-866-OHIO-GOV (1-866-644-6468). Please follow the prompts to speak to an agent at the agency that oversees the type of transaction or service you would like to access once you have logged on. Have your company's FEIN (or SSN if you're a sole proprietor) available when you call.

Step 3: You will then be prompted to answer your first security question. You may not see the exact same question as below, based on the questions you selected for your account.

Ohio.gov WELCOME TO THE STATE OF OHIO

Home

Reset your Forgotten Password

You can reset your forgotten password using answers to your security questions. Please answer the question below.

User Name: Tester1000

Security question: What was the color of your first car?

*Answer:

Cancel Next

Step 4: Answer the security question and click Next. Note that **answers are case sensitive**. If you answered the security question correctly you will be taken to a new screen and prompted to create a new password.

Step 4a: If you answered the first security question incorrectly, you will have two additional opportunities to correctly answer one of your security questions. If you are unable to correctly answer any of your three security questions, your Gateway account will be locked and you will need to call the Help Desk for assistance at 866-OHIO-GOV (866-644-6468).

Step 5: Create a new password and click Submit. Please note, your new password must be different than the last 10 passwords used for this account. Your screen will look similar to the image below.

Ohio.gov WELCOME TO THE STATE OF OHIO

Home

Reset your Forgotten Password

Please reset your password using the guidelines on the right.

User Name: Tester2000

*Password:

*Re-type Password:

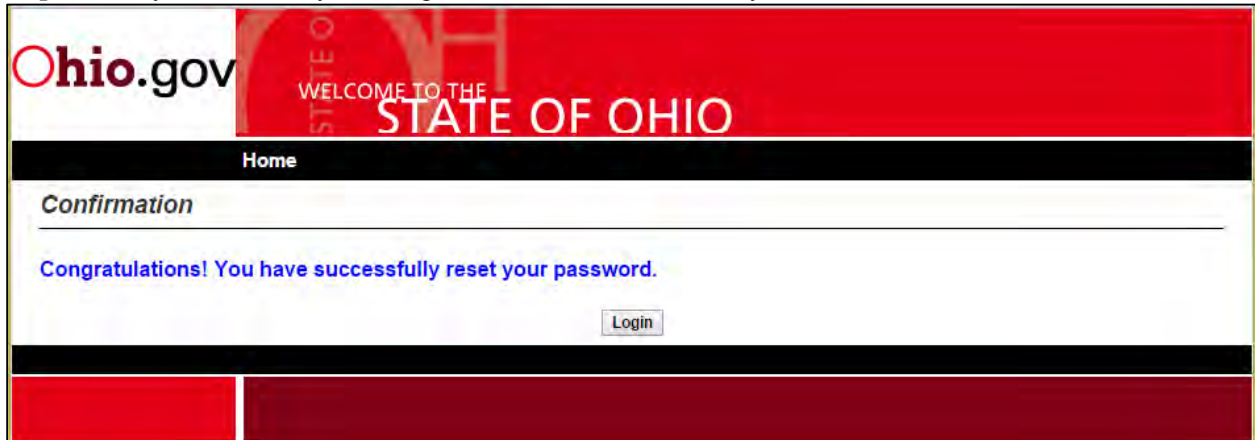
Cancel Submit

New Password must be different from the last 10 passwords used for this account, including your current password.

Password is case-sensitive, and must be at least 8 characters containing the following:

- at least one alphabetic character(A-Z,a-z)
- at least one numeric character(0-9)
- at least one special character(~ ! @ # \$ % ^ & * -)
- valid keyboard patterns

Step 6: Once you've created your new password and clicked Submit, you will see the screen below.



That's it – you have successfully reset your password. Now you can conduct your business transactions on the Gateway by clicking Login and entering your username and password.

If you have any questions or concerns, please contact the Help Desk at 866-OHIO-GOV (866-644-6468).

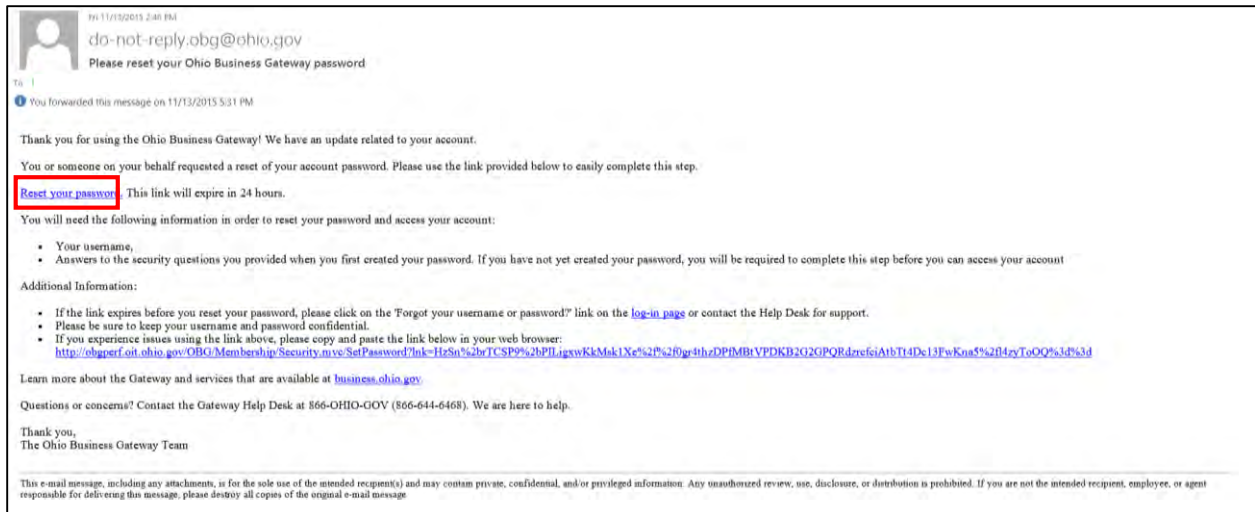
2.2. My profile is incomplete. How do I reset my forgotten password?

Your profile is incomplete if you have not logged into your account since November 19, 2015. A complete business user profile is defined by the existence of the following information for an Ohio Business Gateway user:

- Current email address
- Three security questions and answers

Step 1: On the Login Page, select “Forgot your username or password?” and then enter your username. Because your profile is not complete, you will be instructed to call either your company administrator or the Gateway Help Desk at 1-866-OHIO-GOV (1-866-644-6468).

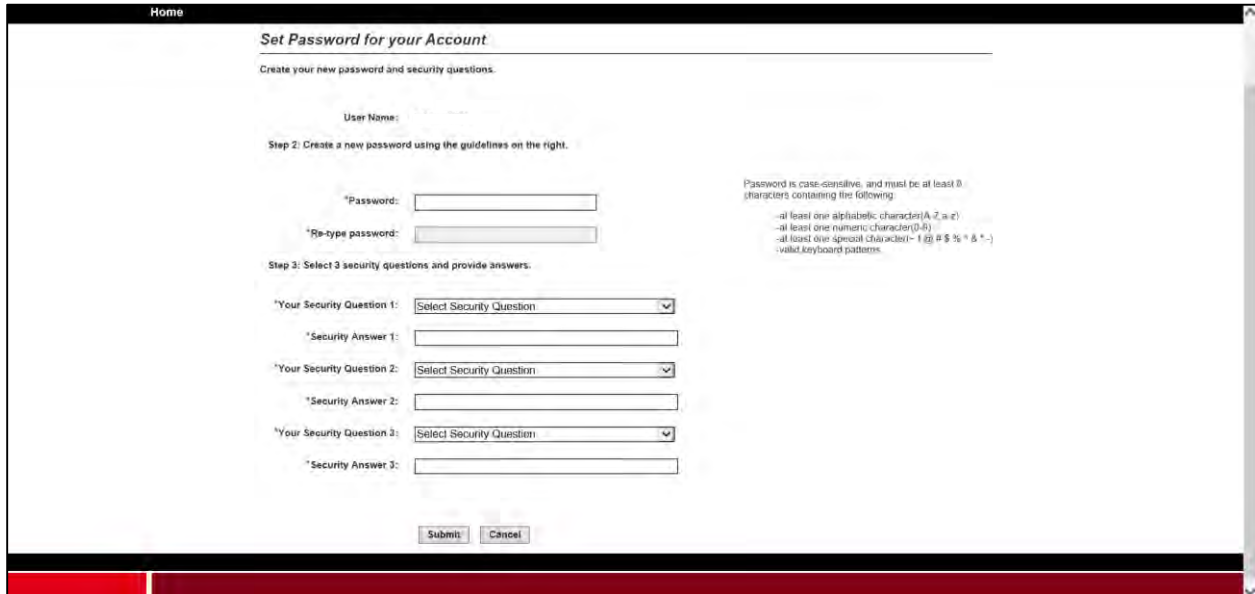
Step 2: Call your company administrator or the Help Desk to initiate the password reset process. They will be able to generate an email containing a link that will allow you to reset your password and complete your profile. The email will look similar to the one below.



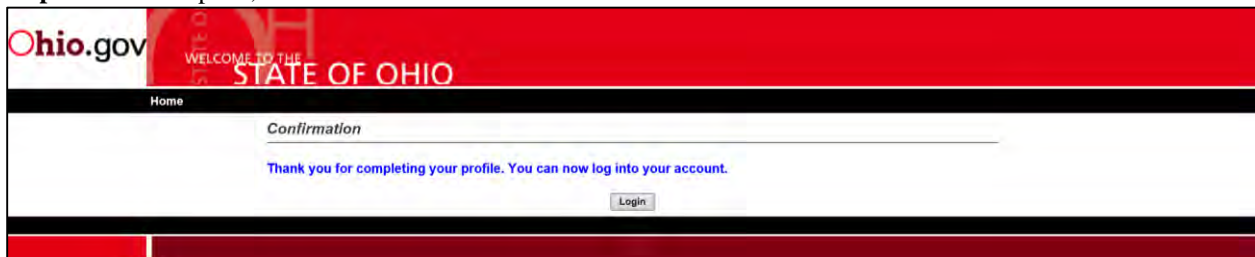
Step 3: Click the link contained in the email. Once the link opens, you will see the screen below. Enter your username and click Submit.



Step 4: On the following screen, create a new password, select three security questions and provide the answers. By populating these fields you will complete your account profile. Further, these questions will be used for self-serve password reset to verify your account in the event you forget your password.



Step 5: Once complete, click Submit. You will see the screen below.



That's it – you have completed your profile and successfully changed your password. You will not have to complete these steps again and now you can conduct your business transactions on the Gateway by clicking Login and entering your username and password.

If you have any questions or concerns, please contact the Help Desk at 866-OHIO-GOV (866-644-6468).

3. Resetting Password

3.1. As an existing business user, how do I reset my password?

3.1.1. I have forgotten my password and my profile is incomplete.

If you forgot your password and you have not logged in since November 19, 2015, your profile is incomplete. You will need to call the Help Desk for password reset assistance at 866-OHIO-GOV (866-644-6468).

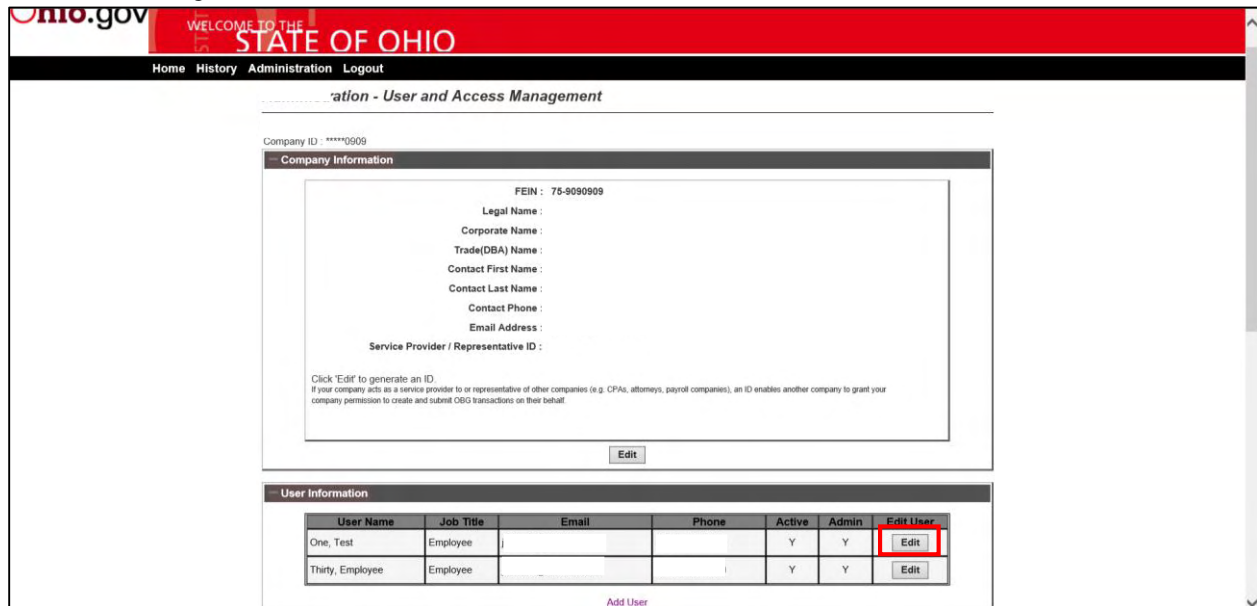
3.1.2. My password has expired and my profile is incomplete.

If your password has expired and you have not accessed your profile since November 19, 2015, your profile is incomplete. You will need to call the Help Desk for password reset assistance at 866-OHIO-GOV (866-644-6468).

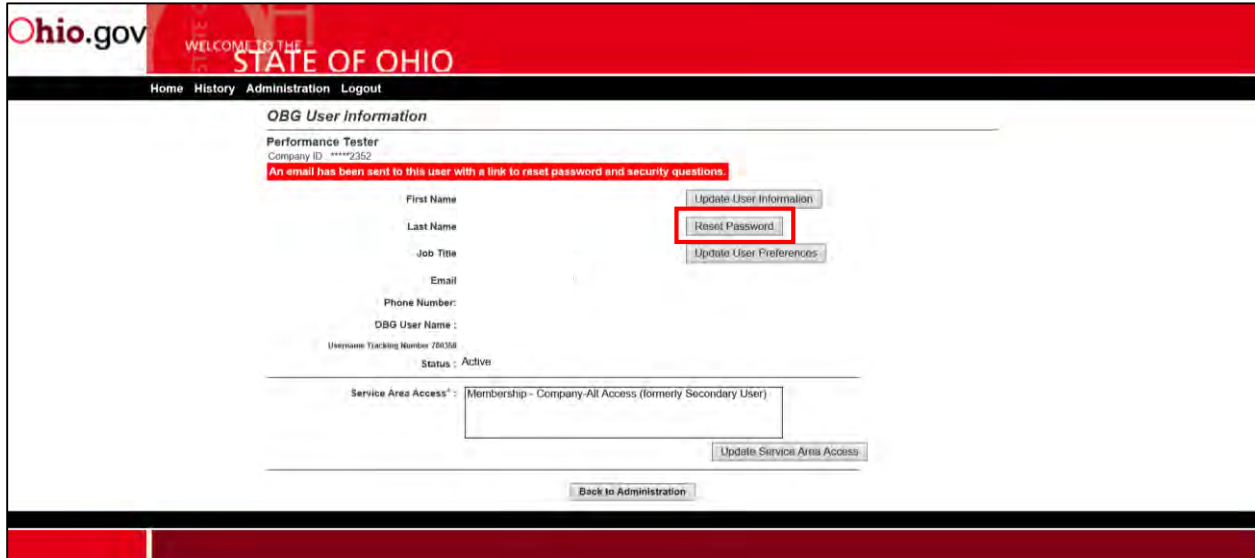
3.2. As a company administrator, how do I reset another business user's password?

Step 1: Log into your company administrator account and click the Administration tab in the top left corner.

Step 2: Locate the employee's username in the "User Information" section and click Edit. Your screen will look similar to the image below.



Step 3: After clicking Edit, you will see the screen below. Select Reset Password. This will send an auto-generated email to the user's account allowing them to reset their password.



Step 4: Instruct the user to open the email and click the link change their password. Step-by-step instructions for the password reset process can be found in section 2.2.

4. Changing Password and Security Questions

4.1. How do I change my password after logging into my account?

Step 1: Log into your account using your current password. Click on the Administration tab at the top left of the page.

Step 2: Scroll to the bottom of the page until you see the section titled “My Information” as shown in the screen below. Click Edit.

The screenshot displays a web interface with the following sections:

- User Information:** A table with columns: User Name, Job Title, Email, Phone, Active, Admin, Edit User. Below the table is an [Add User](#) link.
- Pending Users Information:** A table with columns: Name, Job Title, Email, Phone, Approve User, Reject User.
- Group (Shared Access) Administration:** A section with a "+ System Default Groups" header and a table with columns: Group Name, Service Provider / Representative Access, Edit Group. Below the table is a [Create Group](#) link.
- My Information:** A form with fields for: First Name, Last Name, Job Title, Phone Number, Email, Username, and Username Tracking Number (856417). An **Edit** button is highlighted with a red box.
- My Access:** A dropdown menu showing "Administrator (formerly Primary User)".

Step 3: You will then see the screen below populated with your account information. Click Change Password.

The screenshot shows the "Edit My Information" page with the following details:

- Header:** Ohio.gov logo and "WELCOME TO THE STATE OF OHIO". Navigation links: Home, History, Administration, Logout.
- Section:** Edit My Information
- Company ID:** *****4569
- Form Fields:** First Name, Last Name, Job Title, Email, Phone Number (with a country code dropdown).
- User Info:** OBG User Name: kohpub100, Username Tracking Number: 780340.
- Buttons:** Change Password (highlighted with a red box), Change Security Question/Answer, User Preferences, Cancel, Save.

Step 4: Enter your existing password and your desired new password. Click Save.

The screenshot shows the 'Change Password' page on Ohio.gov. At the top, there is a red header with the Ohio.gov logo and the text 'WELCOME TO THE STATE OF OHIO'. Below the header is a navigation bar with links for 'Home', 'History', 'Administration', and 'Logout'. The main content area is titled 'Change Password' and contains the following elements:

- A heading: **Change Password**
- A sub-heading: **To change your password, enter your old (existing) password and your desired new password and then click the Save button.**
- Three input fields:
 - *Existing Password:
 - *New Password:
 - *Confirm New Password:
- Two buttons: **Cancel** and **Save**
- Instructions on the right side:
 - New Password must be different from the last 10 passwords used for this account, including your current password.
 - Password is case-sensitive, and must be at least 8 characters containing the following:
 - at least one alphabetic character(A-Z,a-z)
 - at least one numeric character(0-9)
 - at least one special character(~ ! @ # \$ % ^ & * -)
 - valid keyboard patterns

Step 5: That's it! You have successfully updated your password. You will see the screen below.

The screenshot shows the 'Confirmation' page on Ohio.gov. At the top, there is a red header with the Ohio.gov logo and the text 'WELCOME TO THE STATE OF OHIO'. Below the header is a navigation bar with links for 'Home', 'History', 'Administration', and 'Logout'. The main content area is titled 'Confirmation' and contains the following elements:

- A heading: **Confirmation**
- A message: **Your information has been successfully updated.**
- An 'OK' button.

If you have any questions or concerns, please contact the Help Desk at 866-OHIO-GOV (866-644-6468).

4.2. How do I change my security questions after logging into my account?

Step 1: Log into your account. Click on the Administration tab at the top left of the page.

Step 2: Scroll to the bottom of the page until you see the section titled “My Information” as shown in the screen below. Click Edit.

The screenshot displays a web interface with several sections:

- User Information:** A table with columns: User Name, Job Title, Email, Phone, Active, Admin, Edit User. Below the table is a link: [Add User](#).
- Pending Users Information:** A table with columns: Name, Job Title, Email, Phone, Approve User, Reject User.
- Group (Shared Access) Administration:** A section with a sub-section **+ System Default Groups** and a table with columns: Group Name, Service Provider / Representative Access, Edit Group. Below the table is a link: [Create Group](#).
- My Information:** A section containing the following fields:
 - First Name :
 - Last Name :
 - Job Title :
 - Phone Number :
 - Email :
 - Username :
 - Username Tracking Number : 856417Below these fields is a button labeled **Edit**, which is highlighted with a red box.
- My Access:** A section with a dropdown menu showing "Administrator (formerly Primary User)".

Step 3: On the screen below your account information will be pre-populated. Click Change Security Questions/Answers.

Ohio.gov WELCOME TO THE STATE OF OHIO

Home History Administration Logout

Edit My Information

Company ID : ****4569

First Name *

Last Name *

Job Title * Owner

Email *

Phone Number*: () -

OBG User Name kohpub100
Username Tracking Number: 780340

Change Password

Change Security Question/Answer

User Preferences

Cancel Save

Step 4: Change your security questions and answers by selecting a question from the pull-down, and entering an answer in the blank which follows. Remember your answers are case sensitive and you must select three different questions. When finished, click the Save button.

Ohio.gov WELCOME TO THE STATE OF OHIO

Home History Administration Logout

Edit Security Question

Company ID : ****4066

To change your security question/answer, select a question from the pull-down, enter an answer in the blank which follows, and then click the Save button.

* Security Question 1: What was the name of your best friend in school? ▾

* Security Answer 1:

* Security Question 2: What was the color of your first car? ▾

* Security Answer 2:

* Security Question 3: What is your favorite color? ▾

* Security Answer 3:

Cancel Save

Step 5: That's it! You have successfully updated your security questions. You will see the screen below.



If you have any questions or concerns, please contact the Help Desk at 866-OHIO-GOV (866-644-6468).