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

Contents

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:
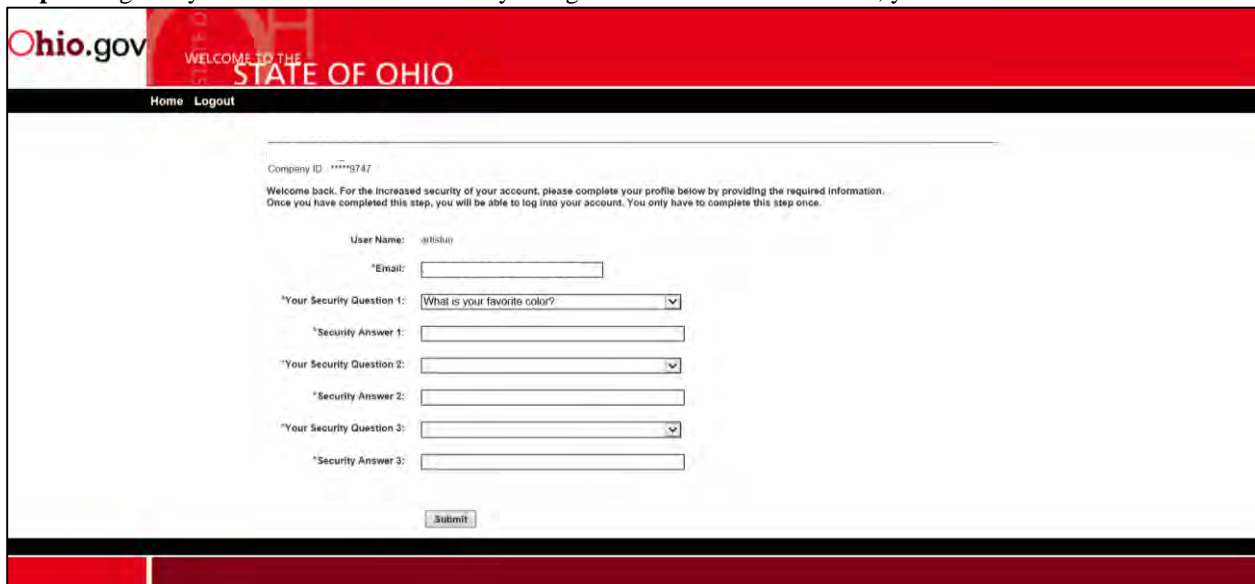- Current email address
- Three security questions and answers

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.


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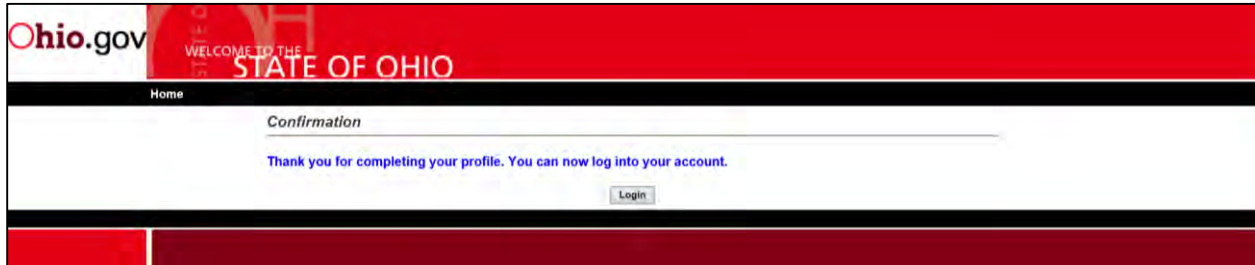
That's it – you have completed your profile. You will not have to complete these steps again and now you can conduct your business transactions on the Gateway by clicking Login and entering your username and password.

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.

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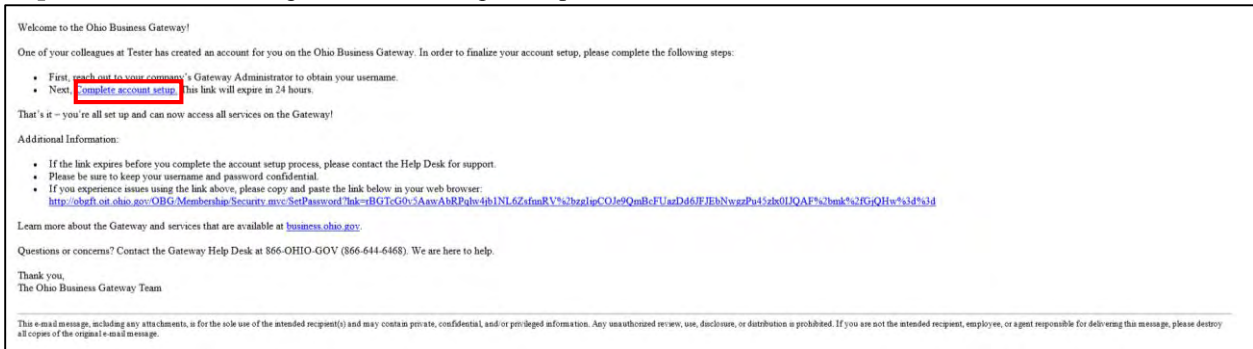
1.2.2. I was added to an existing company account by a company administrator.

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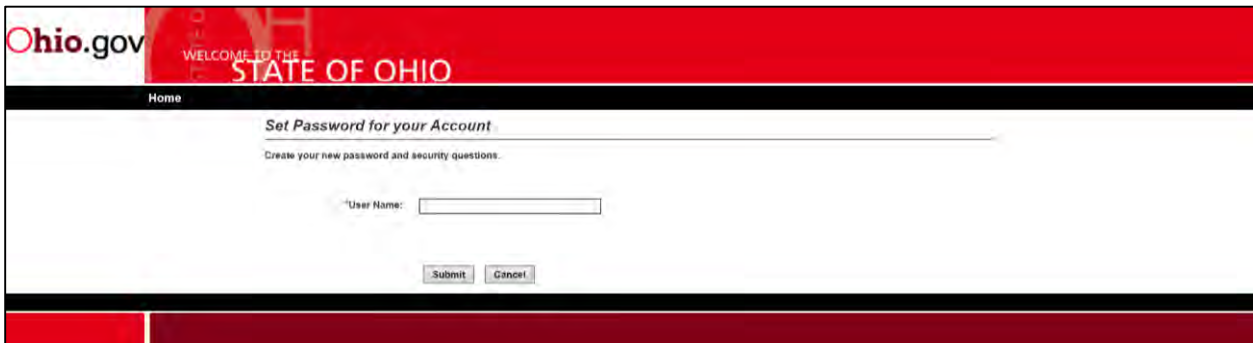
If you did not receive this email, please contact your company's Gateway administrator.

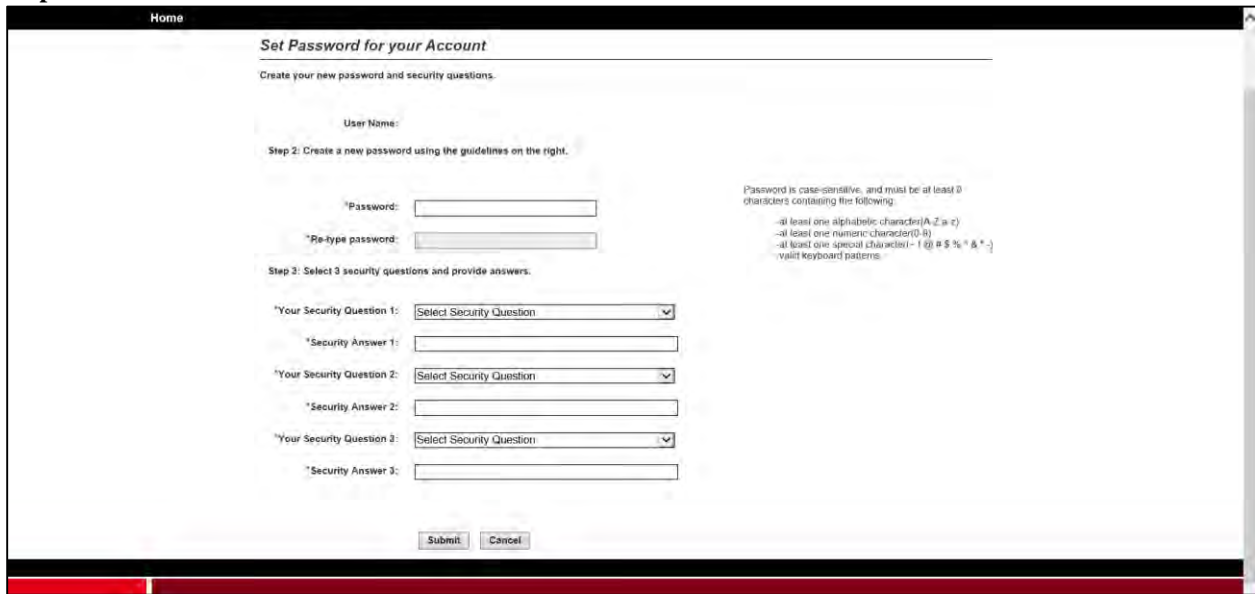If you received this email, follow the steps outlined below.

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

Welcome to the Ohio Business Gateway!

One of your colleagues at Tester has created an account for you on the Ohio Business Gateway. In order to finalize your account setup, please complete the following steps:

- First, reach out to your company's Gateway Administrator to obtain your username.
- Next, Complete account setup. This link will expire in 24 hours.

That's it – you're all set up and can now access all services on the Gateway!

Additional Information:

- If the link expires before you complete the account setup process, please contact the Help Desk for support.
- Please be sure to keep your username and password confidential.
- If you experience issues using the link above, please copy and paste the link below in your web browser:
  http://obgft.oit.ohio.gov/OBG/Membership/Security.mvc/SetPassword?lnk=rBGTcG0v5AawAbRPqlw4jb1NL6ZsfunRV%2bzgJipCOJe9QmBcFUazDd6JFJEbNwgzPu45zlx0lJQAF%2bmk%2fGrQHw%3d%3d

Learn more about the Gateway and services that are available at business.ohio.gov.

Questions or concerns? Contact the Gateway Help Desk at 866-OHIO-GOV (866-644-6468). We are here to help.

Thank you,
The Ohio Business Gateway Team

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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.
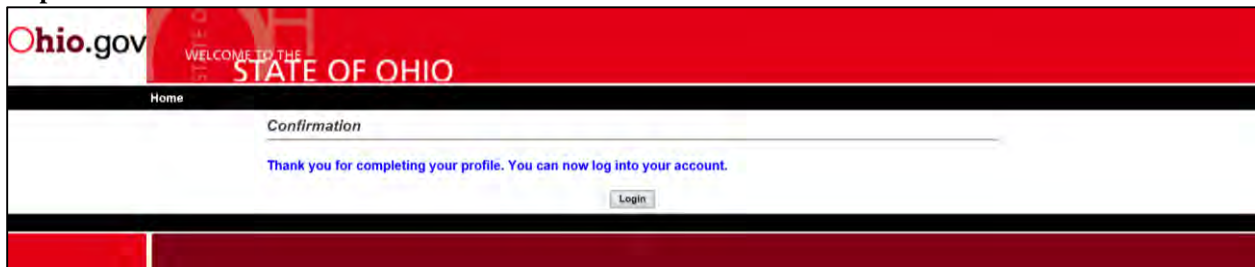
Ohio.gov WELCOME TO THE STATE OF OHIO

Home

Set Password for your Account

Create your new password and security questions.

*User Name: [   ]

Submit   Cancel

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.

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

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.

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.

Step 6: Once you've created your new password and clicked Submit, you will see the screen below.
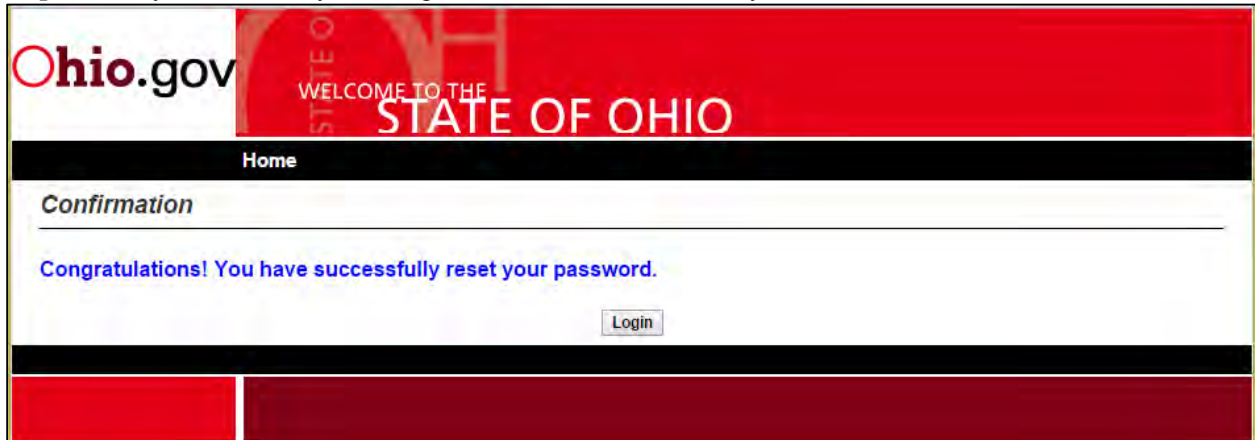
That's it – you have successfully reset your password. Now you can conduct your business transactions on the Gateway by clicking Login and entering your username and password.

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:
- o   Current email address
- o   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).
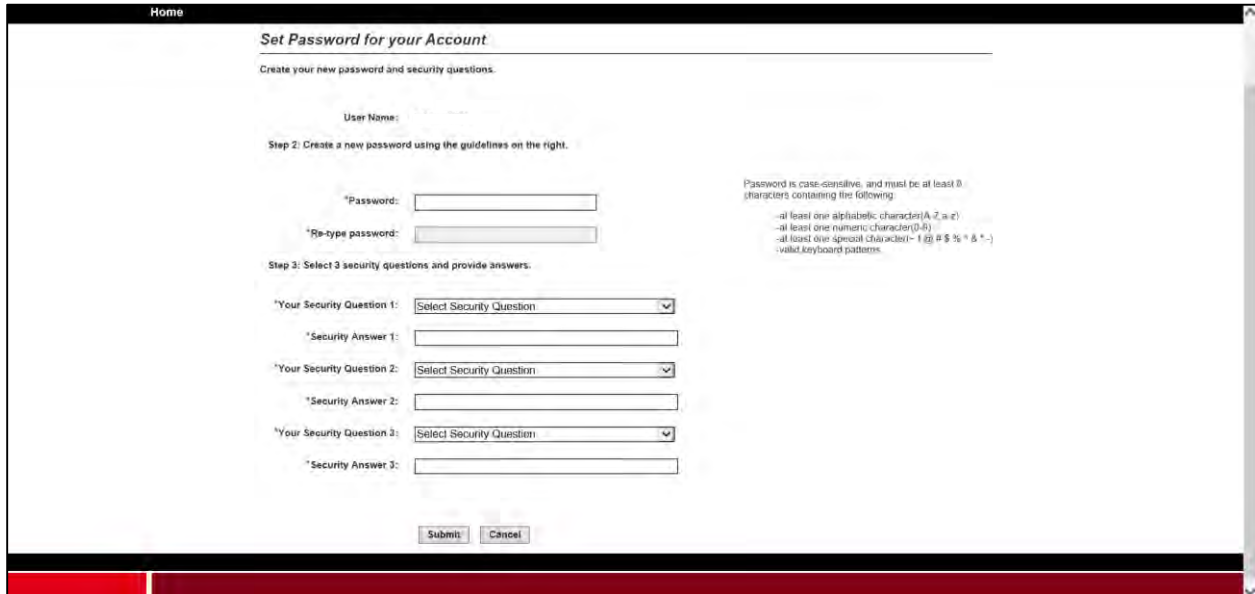
Step 2: Call your company administrator or the Help Desk to initiate the password reset process. They will be able to generate an email containing a link that will allow you to reset your password and complete your profile. The email will look similar to the one below.
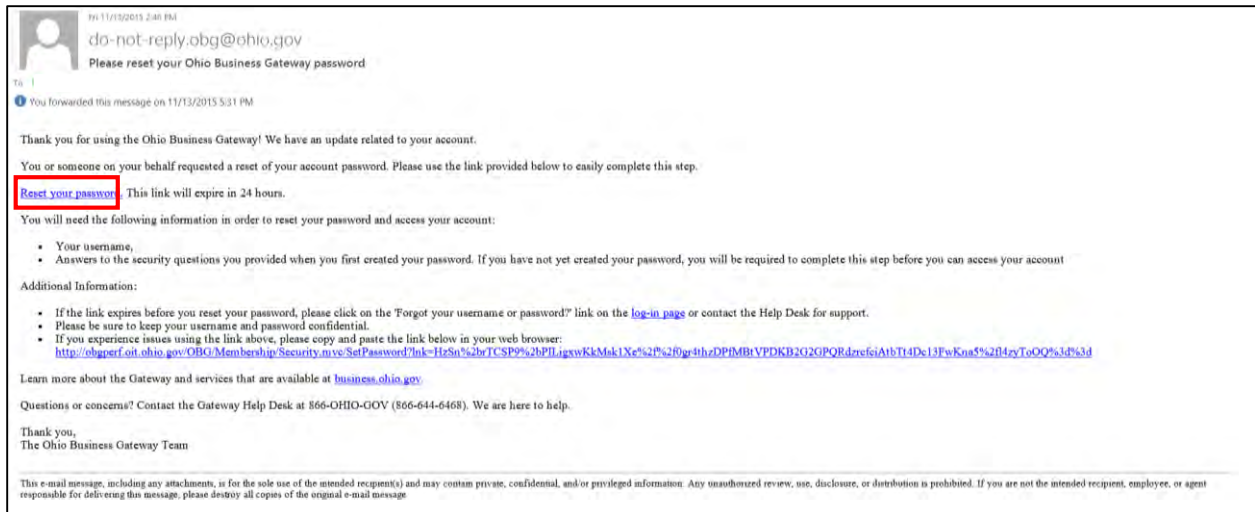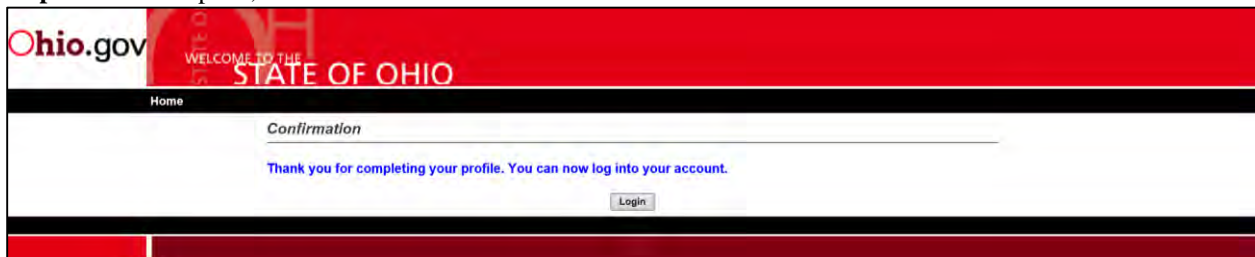
Step 3: Click the link contained in the email. Once the link opens, you will see the screen below. Enter your username and click Submit.

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.
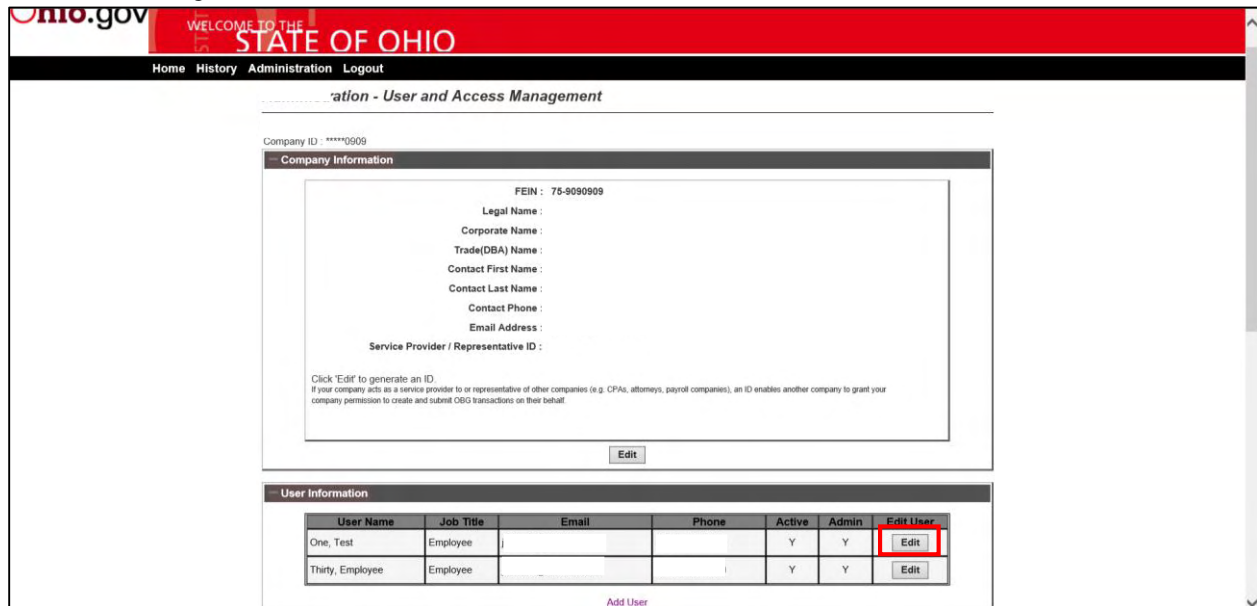
Step 3: After clicking Edit, you will see the screen below. Select Reset Password. This will send an auto-generated email to the user's account allowing them to reset their password.
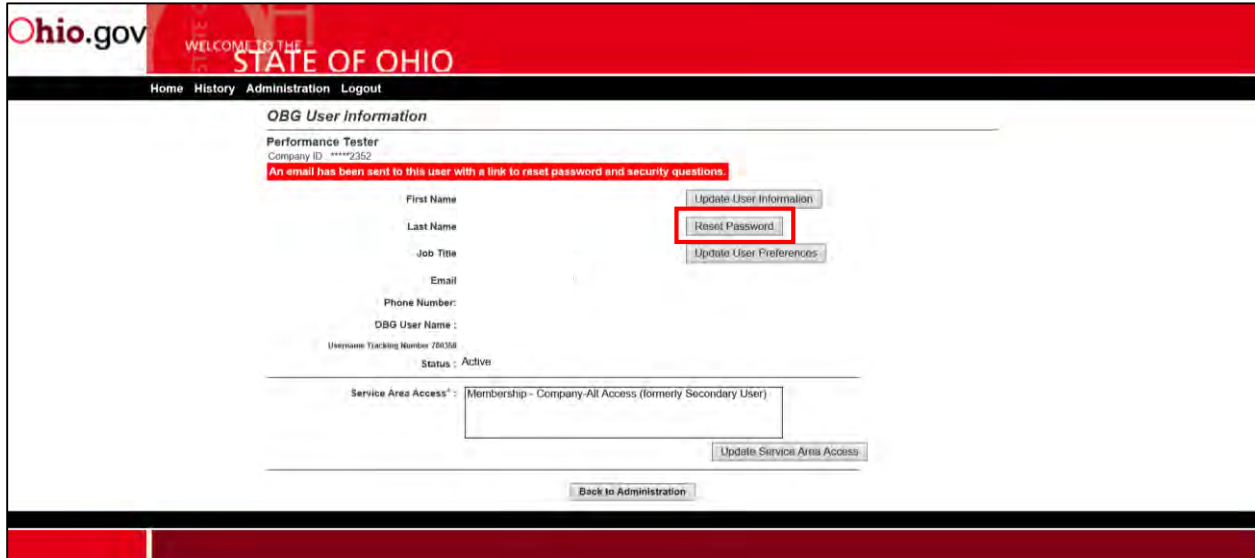
Step 4: Instruct the user to open the email and click the link change their password. Step-by-step instructions for the password reset process can be found in section 2.2.

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.

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

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

Step 5: That's it! You have successfully updated your password. 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).

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.

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

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.

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).