RESETTING YOUR OH|ID PASSWORD

The State of Ohio Supplier Portal is accessed at https://supplier.ohio.gov/ or
https://ohid.ohio.gov/wps/portal/gov/ohid/login/

The Supplier Portal is designed to provide you, a supplier or provider that is conducting business with the State of Ohio, with convenient access to information about your business's financial interactions with the state.

FIRST STEP FOR USING THE PORTAL

To begin using the Portal, State of Ohio Supplier Users will log into the site using their OH|ID. OH|ID provides an 8-digit user ID that can be used to access a variety of the State of Ohio's online applications. **OH|ID is your personal account (it is for you, not for your business).** It delivers a more secure and private experience for users during online interactions with the state – with advanced fraud detection, prevention, and analytics features.

SECOND STEP FOR USING THE PORTAL

Once you obtain and sign into the Supplier Portal with your OH|ID account, you can either:
- Register your business (or yourself if you're a Provider) to conduct business with the state.
- OR associate your personal OH|ID with one (or many) business(es) that are already in the state's accounting system to conduct business with the state

USING THE PORTAL

The Supplier Portal is meant to be explored, so make yourself at home. We encourage you to sign up for an OH|ID, log in, add your business to your account (either as a new or existing supplier), and begin clicking around. Most information you need (such as invoices, purchase orders, payments – and the financial details in them) is only a few clicks away – and can be found through the top menu bar options and/or by searching for specific items on the applicable pages.

If you run into challenges, don't hesitate to reach out by email (ohiosharedservices@ohio.gov) or phone (877-644-6771).

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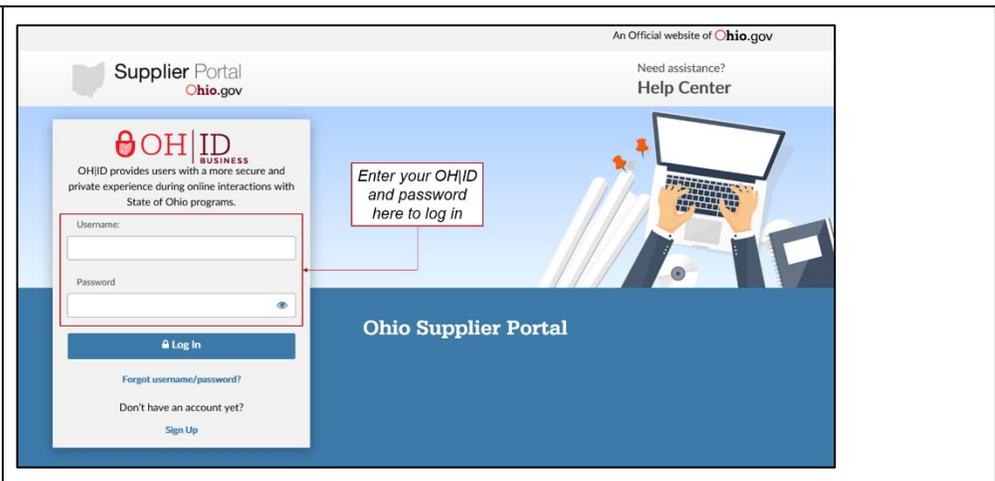
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How to Reset Your Password

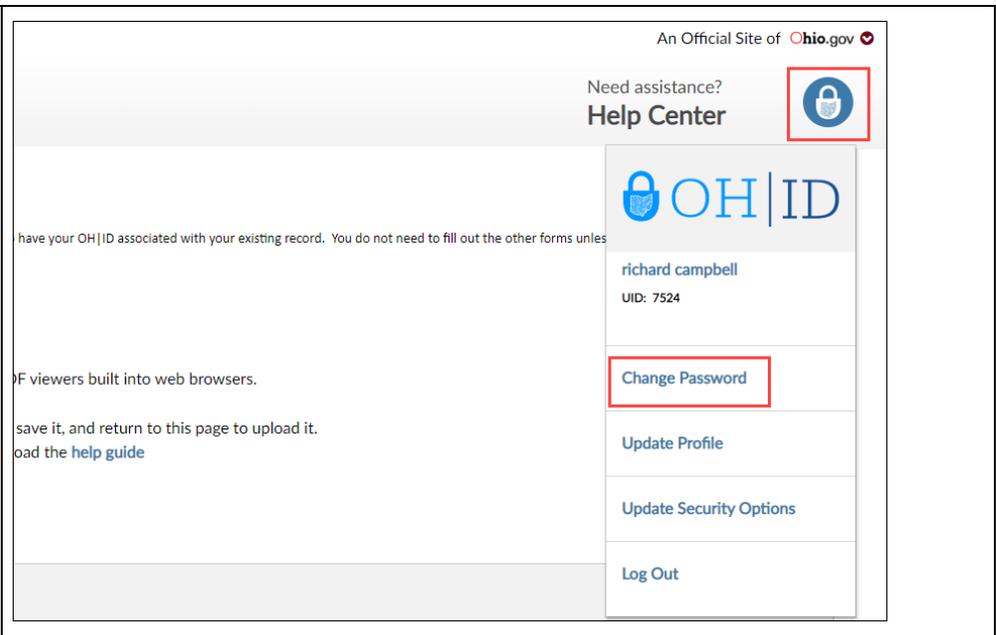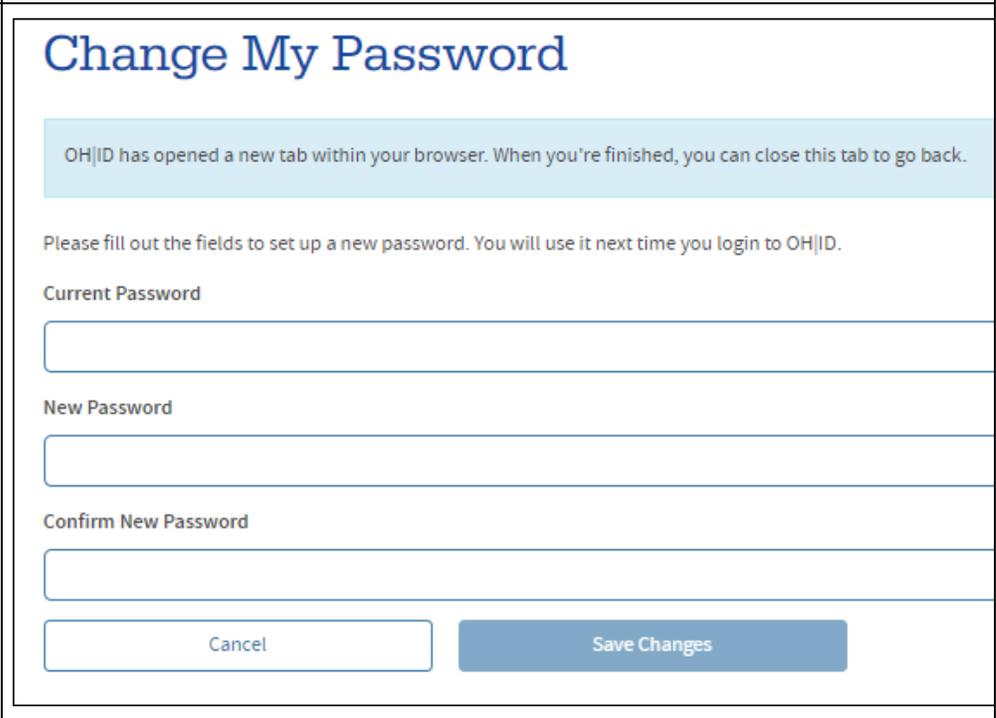There are two ways to reset your password in the Supplier Portal:
1) *When you know your current password* – log in and change your password in your profile information
2) *When you do NOT know your current password* – use self-service password reset, accessed via the 'Forgot username/password?' link on the Supplier Portal login page.
   - The email address entered must be the address associated with the OH|ID account.

Note: you can only reset your password if you already have an OH|ID account. If you think you have an OH|ID account, but do not know your username, you can follow the instructions for "When you do NOT know your current password" to retrieve your password using the email associated with your account. If you do not yet have an OH|ID account and/or the username lookup does not find an account associated with your email, please follow the "How to create an OH|ID Account" instructions on page 3.
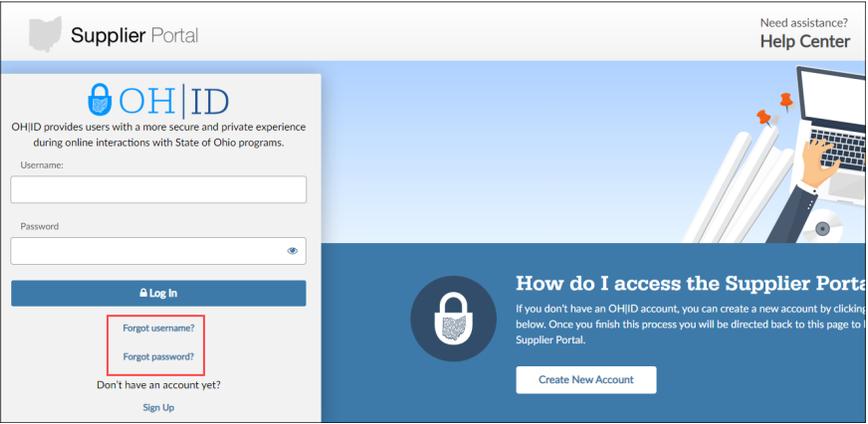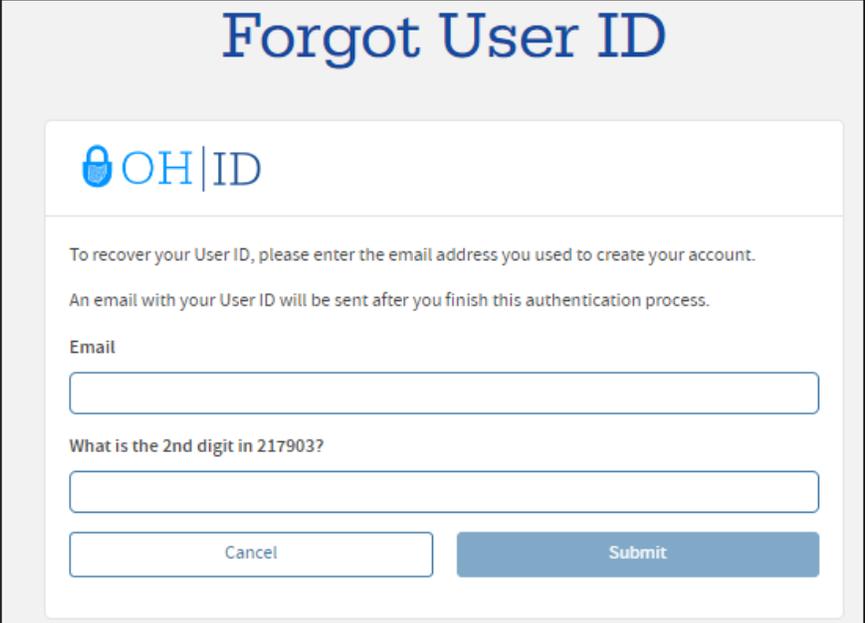
When You Know Your Current Password

1. Log in to the Supplier Portal (https://supplier.ohio.gov/) using your OH|ID and current password.	

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2. Click on the lock icon to open the profile menu and then select '**Change Password**.'	An Official Site of Ohio.gov Need assistance? **Help Center** OH|ID have your OH|ID associated with your existing record. You do not need to fill out the other forms unless richard campbell UID: 7524)F viewers built into web browsers. save it, and return to this page to upload it. oad the help guide **Change Password** Update Profile Update Security Options Log Out
3. This will bring up the 'Change Password' screen, where you will be prompted to enter your current password and a new password that follows the password strength rules shown on screen. Click **Save Changes** to finalize the password change.	# Change My Password OH|ID has opened a new tab within your browser. When you're finished, you can close this tab to go back. Please fill out the fields to set up a new password. You will use it next time you login to OH|ID. Current Password New Password Confirm New Password Cancel Save Changes

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When You Do NOT Know Your Current Password

1. Go to the Supplier Portal (https://supplier.ohio.gov/) login page and click **'Forgot User ID or Forgot Password?'**	
2. If you clicked Forgot User ID you will be prompted to enter your Email and answer a question. Click **Submit** when completed.	

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3. Click **Continue** to return to the Login. You will receive an email with your User ID.	**OH|ID** Success! If the email address provided matches one registered with an OH|ID account, your username will be provided via email to that address within 5-10 minutes. If you do not receive an email, please verify the address provided and try again. Click the button below to be taken to the OH|ID login screen. **Continue**
4. If you click Forgot Password you will be prompted to enter your User ID and answer a question. Click **Next** when completed.	**Forgot Password** **OH|ID** Please enter the Username associated with your account **User ID** _____ User ID is required **What is forty six thousand and fifty eight as a number?** _____ Answer is required Cancel Next
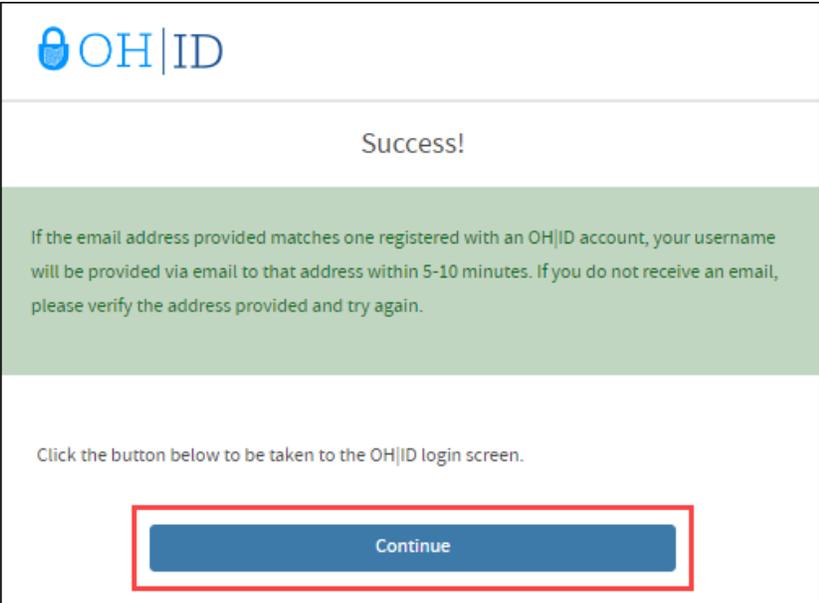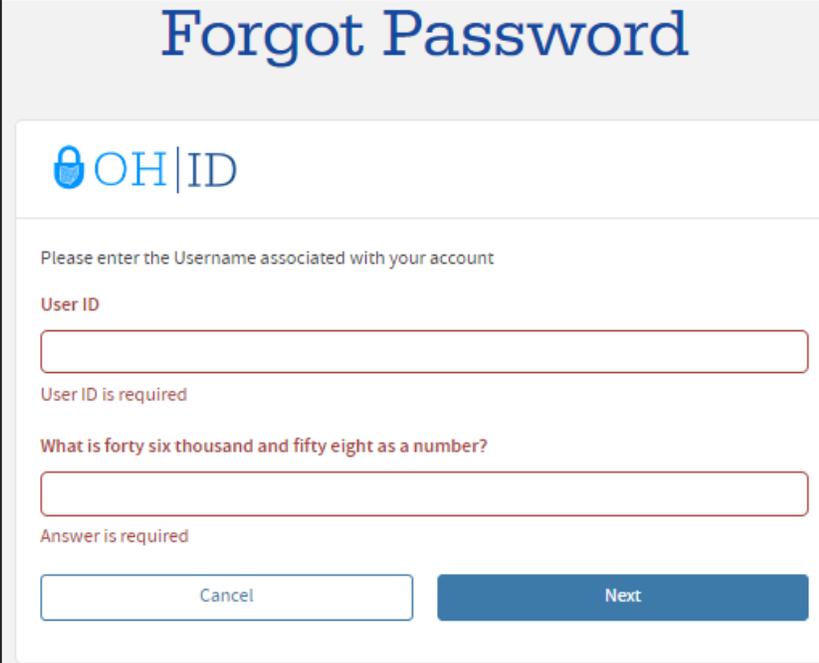
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5. Select one of the options and click **'Next.'** You will then either be asked to answer security questions or input the PIN sent to your phone or email.	**Forgot Password** 🔒 OH|ID To recover your password, please select one of the options below to use **Two-factor Authentication** to proceed. **Text Message** You will receive a PIN via a text message on your mobile ***-***-6384 ○ **Email** You will receive a PIN in your email r*******@yahoo.com ○ **Security Questions** You can answer some security questions to prove your identity. ○ **Experian** You can answer some identity validation questions instead. ○ Cancel ▢ Next

Note: Only security options that you have set up for your account will display on this screen. You can update your security options on the 'Ohio lock' profile icon in the upper right corner of the Supplier Portal site after you log in.

6. Upon entering the PIN you received or answering security questions, you will be prompted to enter and confirm a new password that follows the password strength rules shown on screen.	**Forgot Username or Password?** **New Password** Password 👁 Confirm New Password 👁 *Enter a new password, typing it the same in each field (click the 'eye' icon to reveal the characters) and then click **Next** on the right* **Password Guidelines:** **Password Guidelines:** ○ Must have at least 8 and no more than 30 characters in length ○ Must contain 1 character from each of the following categories: • Upper case letters (A-Z) • Lower case letter (a-z) • Numbers (0-9) • Special characters (!$#,%@~^&*_-+=><) ○ Cannot be one of the last 4 used passwords ○ Cannot be based on your Username or Name ○ Cannot repeat a similar sequence from user name Cancel Next

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