



Troubleshooting Tips & Tricks

- **Clear cache/browser history.** In the majority of cases, a clean browser was able to solve the claimant's problem. This is a great first step to take in almost any case.
- **Confirm the type of browser being used.** OH|ID is not compatible with Internet Explorer (IE), so using Chrome, Safari, Firefox or Edge will give claimants the best experience.
- **Confirm the type of device being used.** OH|ID/OJI have performed best on a laptop or desktop computer, so if a claimant is using a mobile device or tablet and running into trouble, encourage switching devices.
- **Confirm mandatory fields match in OH|ID/OJI.** The 4 fields that must match between OH|ID and OJI in order for a successful account link to occur are First Name, Last Name, Date of Birth and SSN. Driver's License is not a mandatory field. *Note: If a user has a prefix/suffix, it must be entered identically in both systems for a match to occur.*
- **Distinguish between an OH|ID User ID and the email address associated to the account.** The email address a claimant uses to create their OH|ID account is not their User ID. During the account set up process, they will set up that ID (which is referred to as their "Alias" in OH|ID Help Desk). This is what they should use when signing into OH|ID.
- **Make sure the claimant does NOT deactivate their OH|ID account or create a duplicate account.** OH|IDs are unique to the claimant's email address. Once an email address has been used to create an OH|ID, it cannot be used by anyone else. If there is an issue with the OH|ID, do NOT ask the user to create a new OH|ID or deactivate their existing account.
- **OH|ID Help Form desk.iop.ohio.gov** (if you work in UI and need access to this form please contact your Supervisor, if you do not work for UI *you are unable to access desk.iop.ohio.gov, call #1-877-644-6562 or email your OUIO mentor.*) This form times out periodically and so you may need to re-login for use. You may use this form to:
 - Look up by Name, OH|ID Reference #, email or alias (the username they created for their OH|ID)

- **Issue Examples:**

- When a user has multiple OH ID accounts and cannot get into OJI
- When a user has both an employer and personal account and cannot get into OJI
- When a users' account has been confused with another and the wrong OH|ID has been associated with their OJI account
 - ****Most of the time this is because the wrong OHID account has been associated with their OJI account. The best way to troubleshoot these issues is to follow these steps. In staff view, look up their OJI account and click edit claimant. The first section (personal information) shows the new OH|ID reference # field.**
 - Then go to the IOP Help desk screen** <https://desk.iop.ohio.gov/> and search by that number. - *If you are unable to access desk.iop.ohio.gov, call #1-877-644-6562 or email your OUIO mentor with claimant information. Only UI staff are able to access desk.iop.ohio.gov.*
 - The return will show you the information for that OH|ID account that is associated with them in OJI
- When the reference number does not match OH|ID ID# send to your Supervisor.

If the wrong OH|ID is listed in OJI then forward the information to your Supervisor to enter a Remedy ticket and have the OH|ID Ref# field cleared. Once it has been cleared, the user can login to OJI re-associate the correct OH|ID with their OJI account. You must supply the correct OH|ID reference number that needs to be in this field (from the IOP help desk screen). *If you do not work for UI call #1-877-644-6562 or email your OUIO mentor with claimant information.*

- Remedy tickets will take 1-2 days for completion and the submitter will be notified when it is completed. – Remedy tickets can only be completed by UI staff. *If a Remedy ticket is needed, call #1-877-644-6562 or email your OUIO mentor with claimant information.*
 - If the OH|ID Ref# field is blank the claimants OHID has not yet been associated in OJI.
 - They need to log in to OJI with their SSN and then be redirected to OHID login. It will then take them back to the next step required in the process.
- This could be completing ID Proofing on the OH|ID side or
- Being redirected to OJI to set and IVR self- service PIN and have the ID associated on the back end.

- **Does the OJH|ID Ref# match what is in the Help screen?**

- If it is the correct OH|ID account, direct user to do a password reset (forgot password link on the login page) on their OH|ID and try again.
- If they have created more than one, direct them to log in with the one that is already associated in OJI.

- **Updating Verification Method** in OH|ID

- Have claimant login to OH|ID directly by going to <http://OHID.OHIO.GOV>
- Navigate to Account Settings>2- Step Verification>Manage >Security to update/add phone numbers
- This same basic path would be used to update other items like email, etc.