



Resetting an ODI Gateway Account Password: A How-To Guide

Purpose: Step-by-step instructions on how to reset your ODI Gateway account password. In order to implement better security standards, ODI will now require a password change every ninety days. We have also given you more options for changing your password; and we have made the process simpler and more robust.

Note: This applies to accounts that use the ODI Gateway to access applications. Gateway location: <https://gateway.insurance.ohio.gov>

Step 1: Open a browser and navigate to the Gateway location. The screen should look like Figure 1 below.

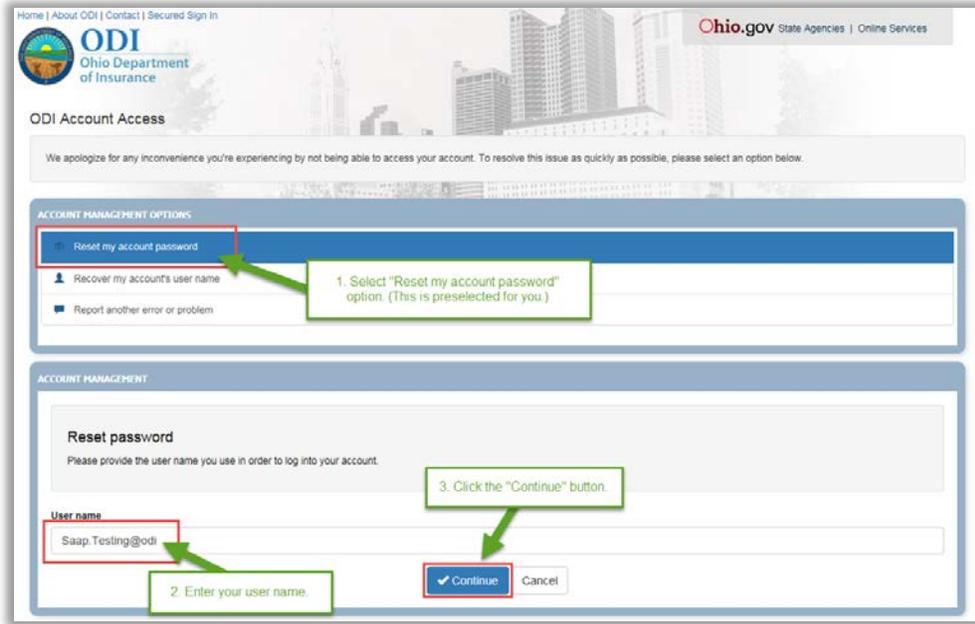
Step 2: Using your mouse, click on the link to reset your password; located in Figure 1 by the red outline.

Note: The red outlines will not appear on your screen.

Figure 1:

Step 3: The screen in Figure 2 will allow you to select the from a few options. Select the option to reset your password (it should already be selected for you). Follow the steps as defined in Figure 2.

Figure 2:



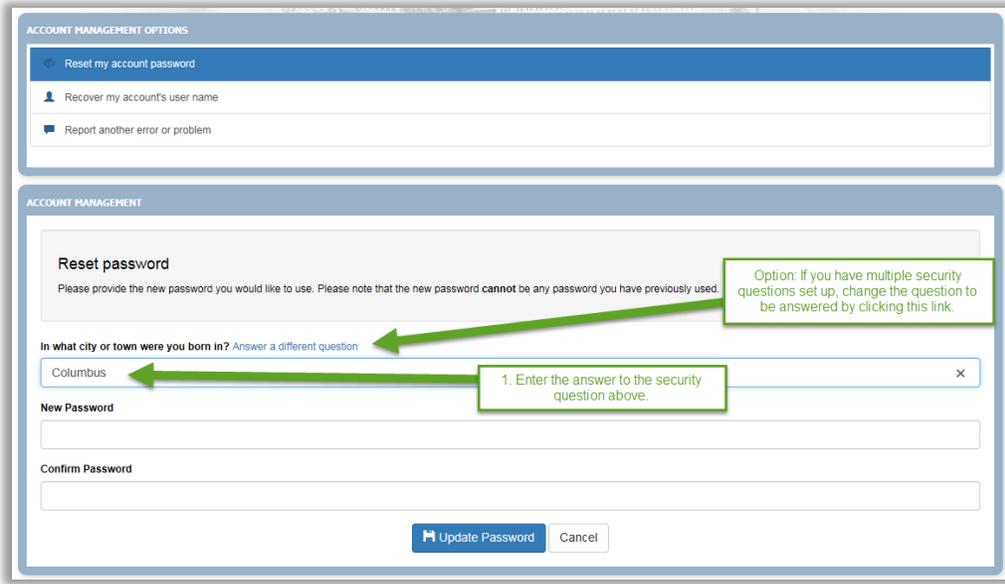
Step 4: Verify you are human by entering the letters and/or numbers from the image, then click to continue. (See Figure 3.)

Figure 3:



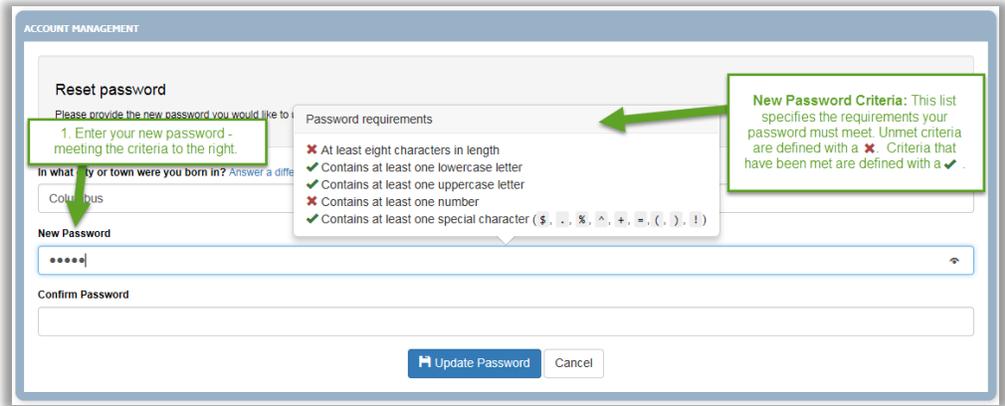
Step 5a: Enter the answer to the security question that is displayed in Figure 4. If you provided multiple security questions when you set up your account, you can click the link that is displayed to change the question that needs to be answered. (If you only have one question specified, you will be given the option to add more the next time you log in.)

Figure 4:



Step 5b: Enter the new password. As you meet the listed criteria, the icon will change to a checkmark to show that portion has been met (as shown in Figure 5). Please note that the only special characters allowed are listed – and you **MUST** include one in your password.

Figure 5:



Step 5b, cont.: Similarly, when you confirm your password, the message will indicate if you have entered your new password a second time exactly as you did the first. Click the “Update Password” button when finished. See Figure 6 for an example.

Figure 6:

ACCOUNT MANAGEMENT

Reset password
Please provide the new password you would like to use. Please note that the new password cannot be any password you have previously used.

In what city or town were you born in? Answer a different question
Columbus

New Password
.....

Confirm Password
.....

Confirm password
✓ Must match your new password

Update Password Cancel

2. Enter your new password a second time.

Note: When you type your new password correctly a second time, the icon will change from x to ✓.

3. Click the Update Password button.

Finished! Your password has been changed and you can now click the login link to log into the ODI Gateway!

Figure 7:

ACCOUNT MANAGEMENT OPTIONS

- Reset my account password
- Recover my account's user name
- Report another error or problem

ACCOUNT MANAGEMENT

Your password has been changed to the value you provided.
When you are ready, please login to the Ohio Department of Insurance Gateway.

Contact: If you need further assistance, please contact GatewayAdmin@insurance.ohio.gov