

First Time User

In many cases, agencies send a hard-copy notification to a new or returning employee welcoming them to State of Ohio employment. This letter generally imparts information such as hire date, location, and salary. A new enhancement will supplement this welcome letter by generating an email notification to new hires and rehires that Self Service is available to them. This email will be generated the day after an effective-dated row is picked up through batch processing; **for example**, John Smith begins employment on a Monday; if the job data entry is completed proactively, the email will be generated two days later on Wednesday. The user will be given their State of Ohio user id and directed to call the OAKS Helpdesk (see below for an example of content) for assistance in logging in for the first time.

Subject: : State of Ohio UserID Information

Dear (name of state employee),

Welcome to employment with the State of Ohio. Below is information you need to access/update your information (e.g., payroll earnings, benefits coverage, W-2's, travel expenses, tuition reimbursement, and training opportunities) through myOhio.gov. myOhio.gov is accessible anywhere you have access to the Internet. In order to access myOhio.gov, you will need your State of Ohio user id and a temporary password provided by the system's customer service helpdesk staff. Please keep this information in a secure location as it will be required to access myOhio.gov for the first time.

THIS IS YOUR State of Ohio UserID:

Upon receipt of this email, please contact the customer service helpdesk staff by phone at 614.466.8857 or 1.800.409.1205, Option 1. The staff will authenticate your information by the first and last name, employee id, birth date and last four digits of your social security number. In compliance with State of Ohio IT Policy No. ITP-B-3, the help desk staff will then assist you with creating a new password during your initial sign-on.

Please note that myOhio.gov requires a "strong password." This means that your password must:

- 1) be at least 8 characters in length;
- 2) contain at least one numeral (0-9); and
- 3) contain at least one special character (! # \$ % & () * + - , / : ; < = > ? _).

After creating a new password, you must sign in to the system in order to view your employee information, e.g., ePay statements. The first ePay statement will not be available for review until after you have completed two pay periods of service, or about three weeks after your hire date. Please contact your agency human resources office if you have any questions regarding your ePay information.

Please also note that you will be required to reset your password every 90 days. When resetting your password, you cannot use any of the previous 10 passwords.

For Password assistance please contact 1-800-409-1205, Option 1. Help Desk hours of operation are 7 a.m. to 5 p.m. Monday - Friday.
