Creating an ODI Gateway Account: A How-to Guide

Purpose: Step-by-step instructions on how to create a new ODI Gateway account.

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

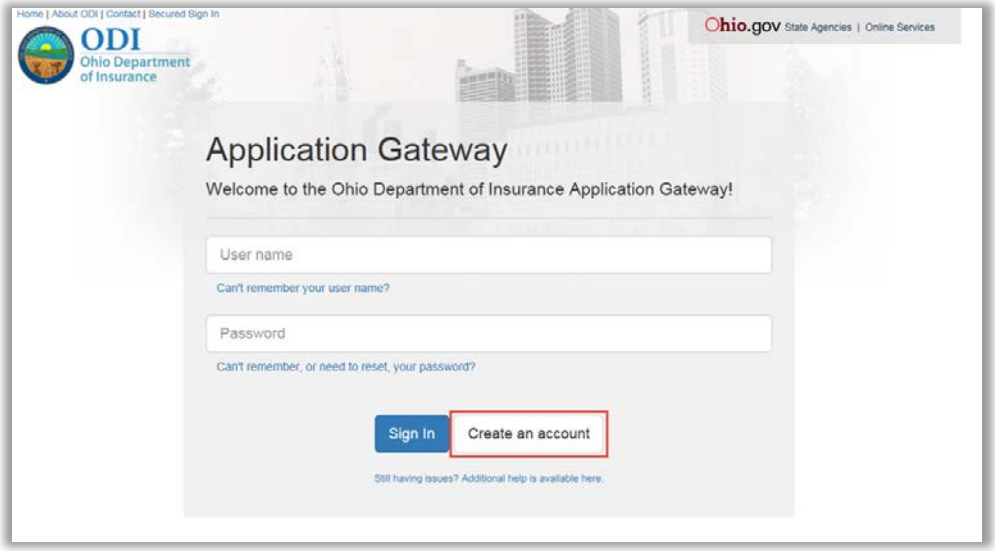
Note: *ODI takes our responsibility to safeguard user data seriously. As such, ODI reserves the right to verify information submitted and, if the account is for business purposes, verify that the requestor is authorized to perform the functions inherent to the application access being requested. This is true for initial account requests and/or upgrade requests.*

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 button to create an account; located in Figure 1 by the red outline.

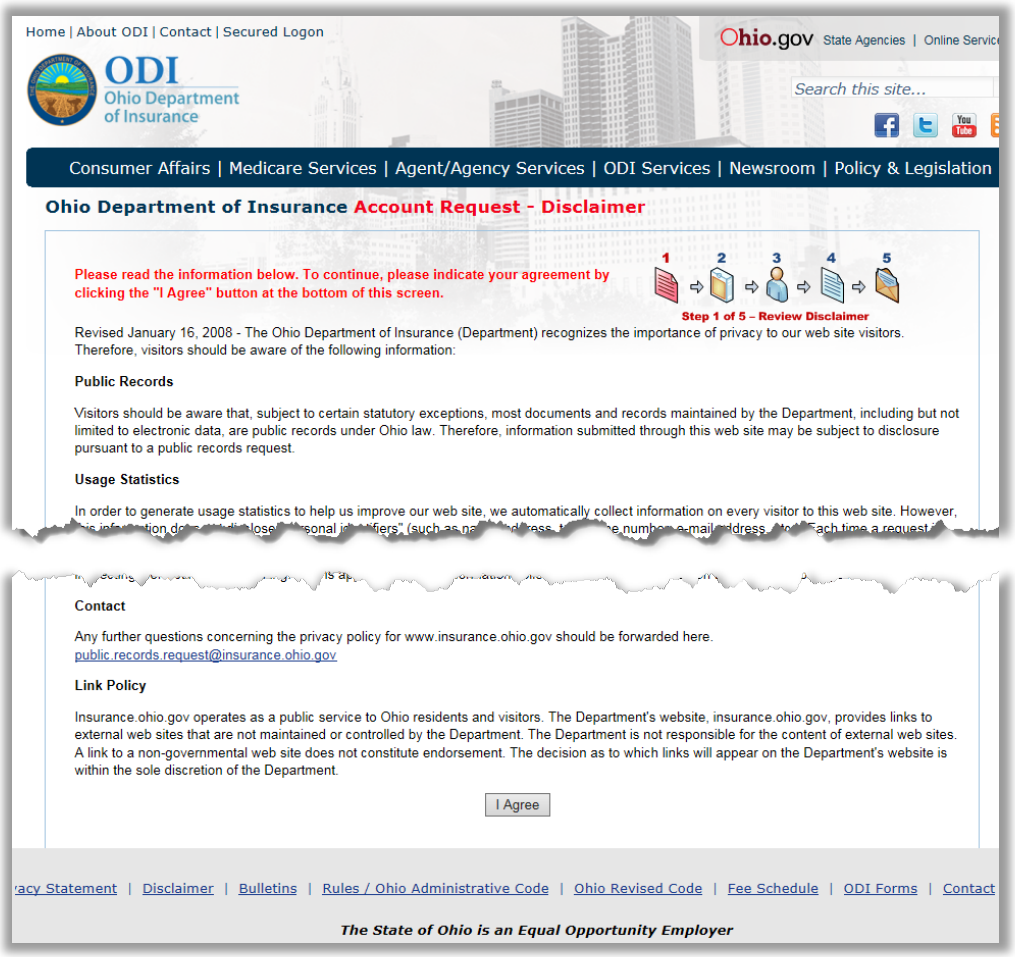
Notes: The red outlines will not appear on your screen. Also, the account information shown is not for a valid Gateway account. You must enter information specific to your situation when requesting an account.

Figure 1:



Step 3: The screen on the next page (Figure 2) explains some of the measures ODI takes to safeguard data and how we may use that data. Figure 2 is only a partial image of this screen. *You must agree to the information on this screen or you will not be able to proceed.*
Click the "I Agree" button at the bottom to continue.

Figure 2:

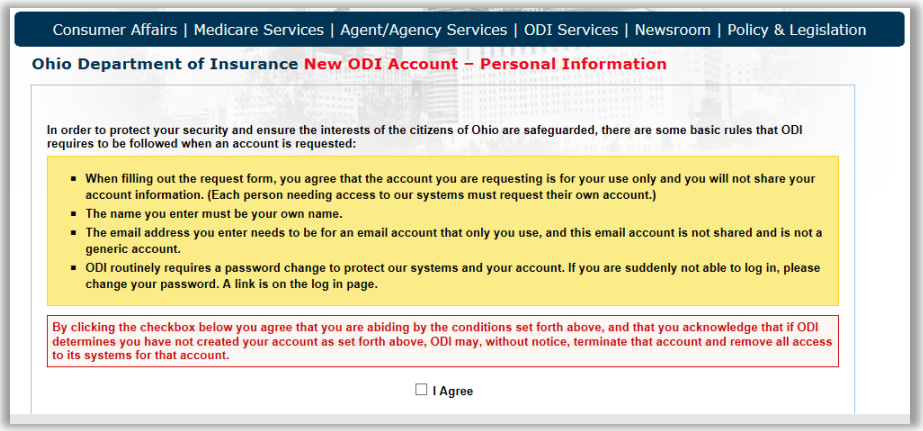


Step 4: On the following page, you will be asked to select the application to which you are requesting access. (If you already have a Gateway account, you are in the wrong place. Please read the document on requesting additional application access.) Figure 3 shows the list of applications with one already selected. Keep in mind the list of available applications can change over time.

Figure 3:

Step 5: The next screen (Figure 4) explains that you must only create an account for yourself to use and the rules that govern your use of this account. It also states that ODI may terminate an account without notice should these rules not be followed. ODI takes very seriously our commitment to securing the data you provide to us as well as the information we may collect from citizens of Ohio. Adhering to these rules is one way we maintain security. If you have any questions about the rules in Figure 4, please contact ODI. Click the checkbox affirming that you agree to follow these rules.

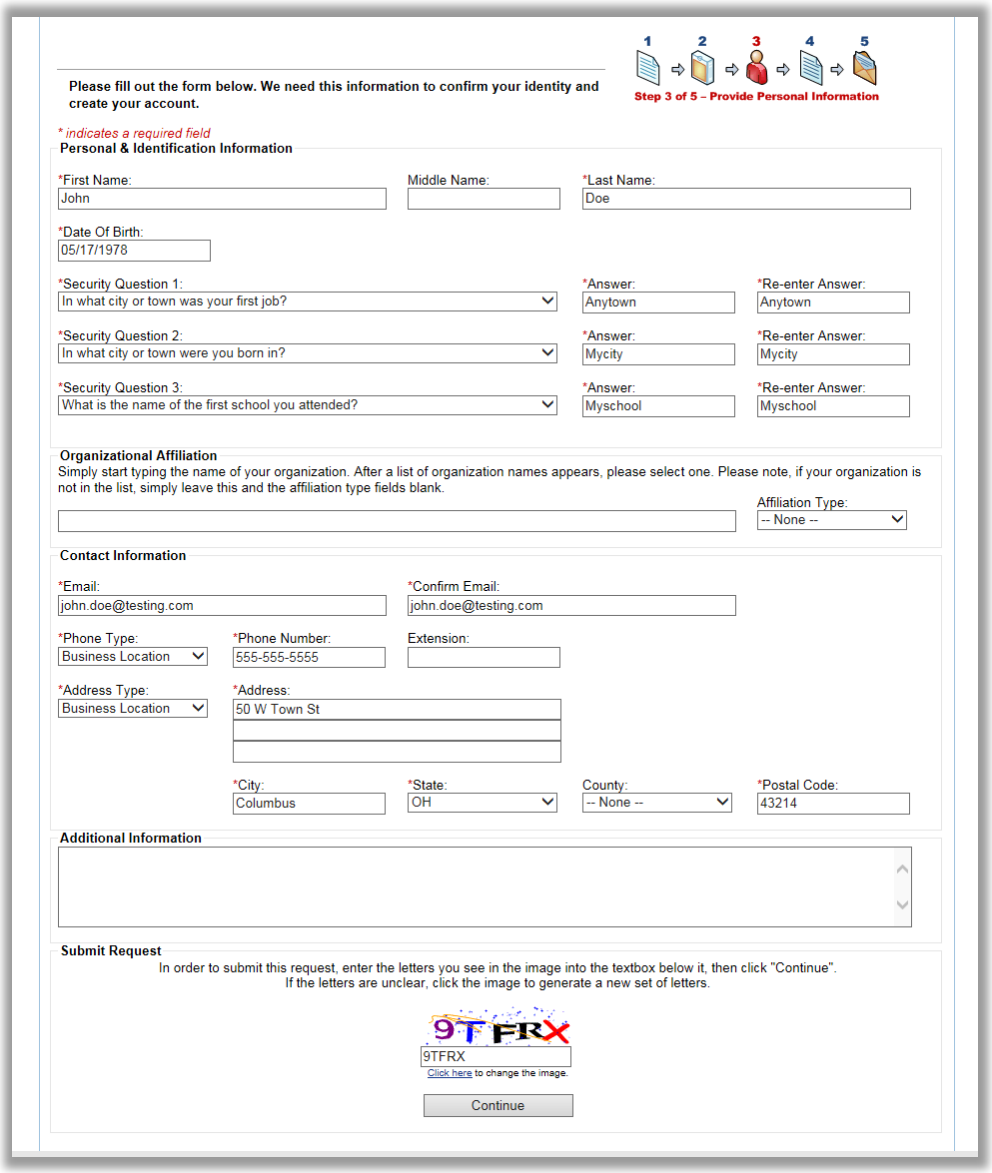
Figure 4:



Step 6: Please enter all required fields on the Personal Information screen (Figure 5). Access to some applications may require more detailed information than access to other applications. At the bottom, enter the

letters and/or numbers to verify you are human, the click the Continue button.

Figure 5:



Step 7: The screen will now display a confirmation message (Figure 6) and you will receive an email at the email address you entered (Figure 7). If the application you requested access to requires review by an ODI employee, you will not receive the confirmation email immediately. If you do not receive the confirmation email within 48 hours, please check your spam filter and (if a business) ask your IT department if the email could have been stopped before it was delivered to you. If you still can't find the email, please contact ODI using the contact information at the top of this document, citing the confirmation number.

Figure 6:

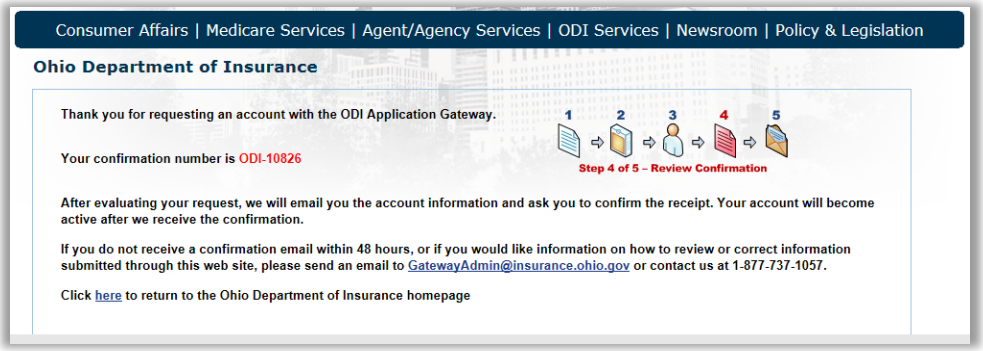
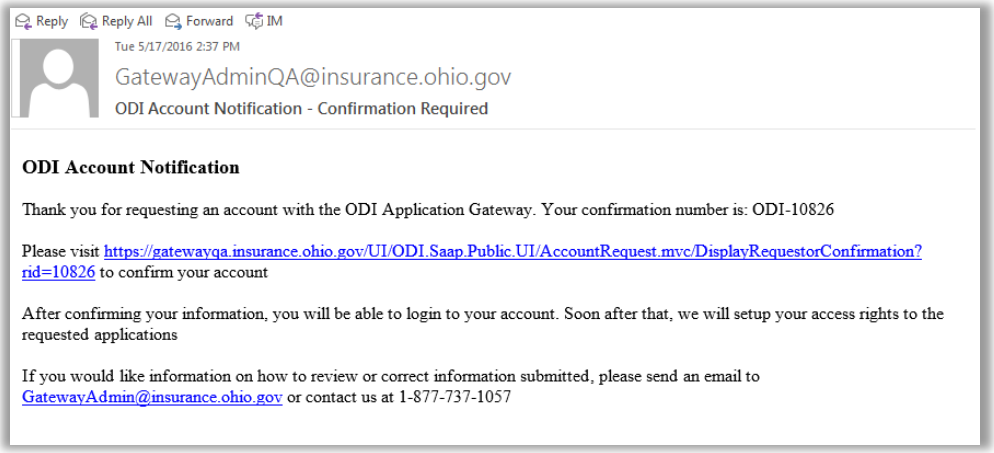


Figure 7:



Step 8: Please click the link in the confirmation email. You will now create your password. Follow the steps in the next three images (Figures 8, 9 and 10).

Figure 8:

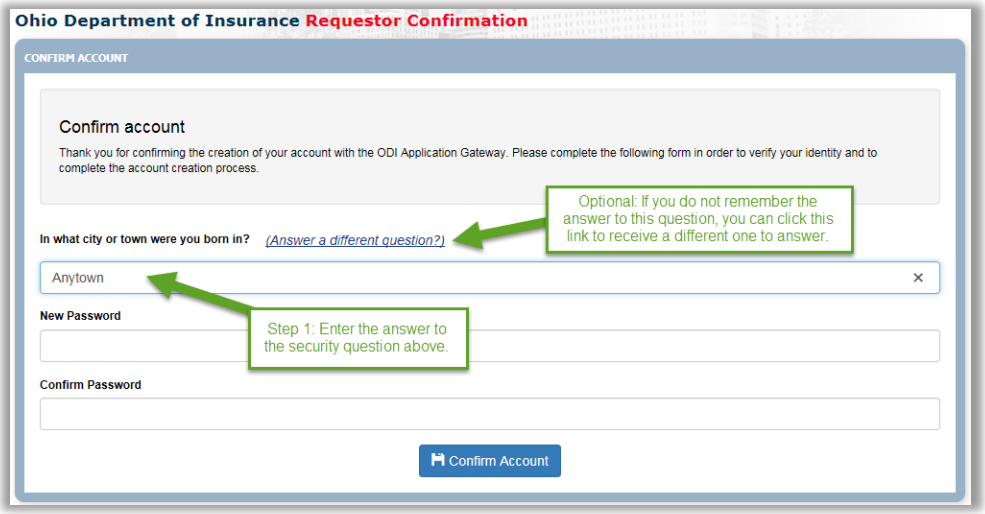


Figure 9:

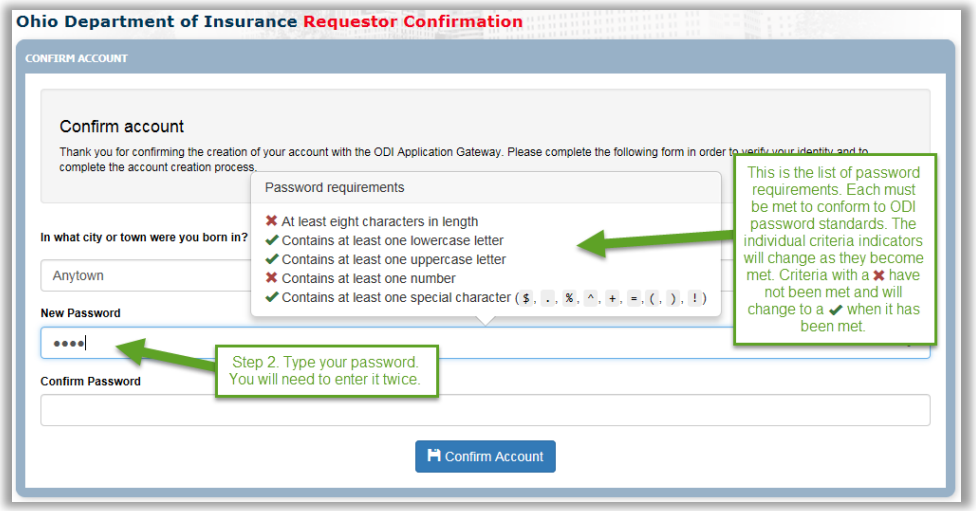
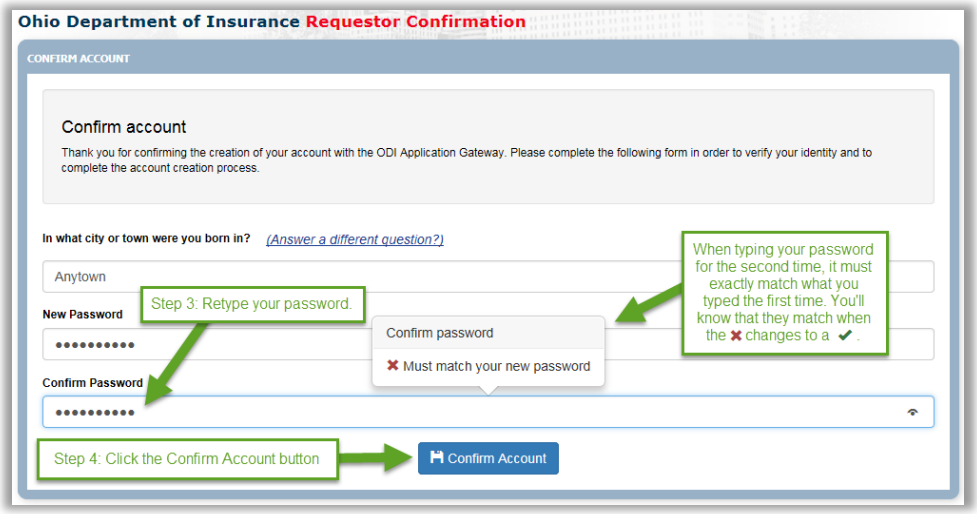
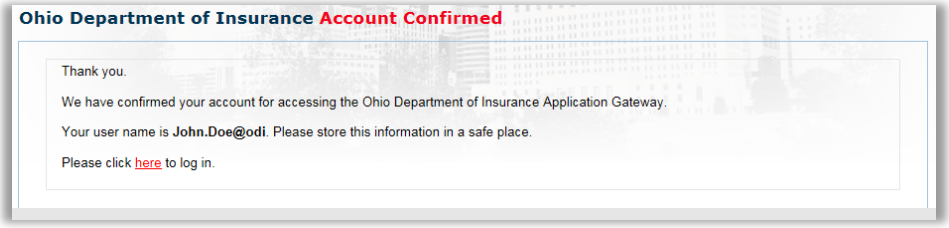


Figure 10:



Finished! You have now successfully created your Gateway account. Your username is displayed on the screen (Figure 11), and your password is what you entered in the previous step.

Figure 11:



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