



**ODI**  
Ohio Department  
of Insurance

**Setting a Gateway Account  
Security Question &  
Answer and Confirming  
Your Email Address**

Last Updated: September 12, 2013

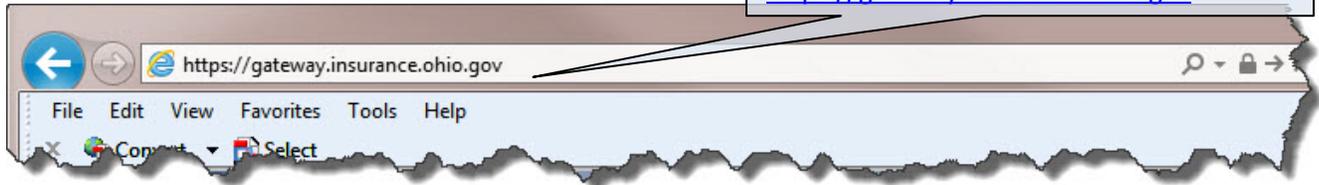
**John Kasich**  
*Governor*

**Mary Taylor**  
*Lt. Governor / Director*

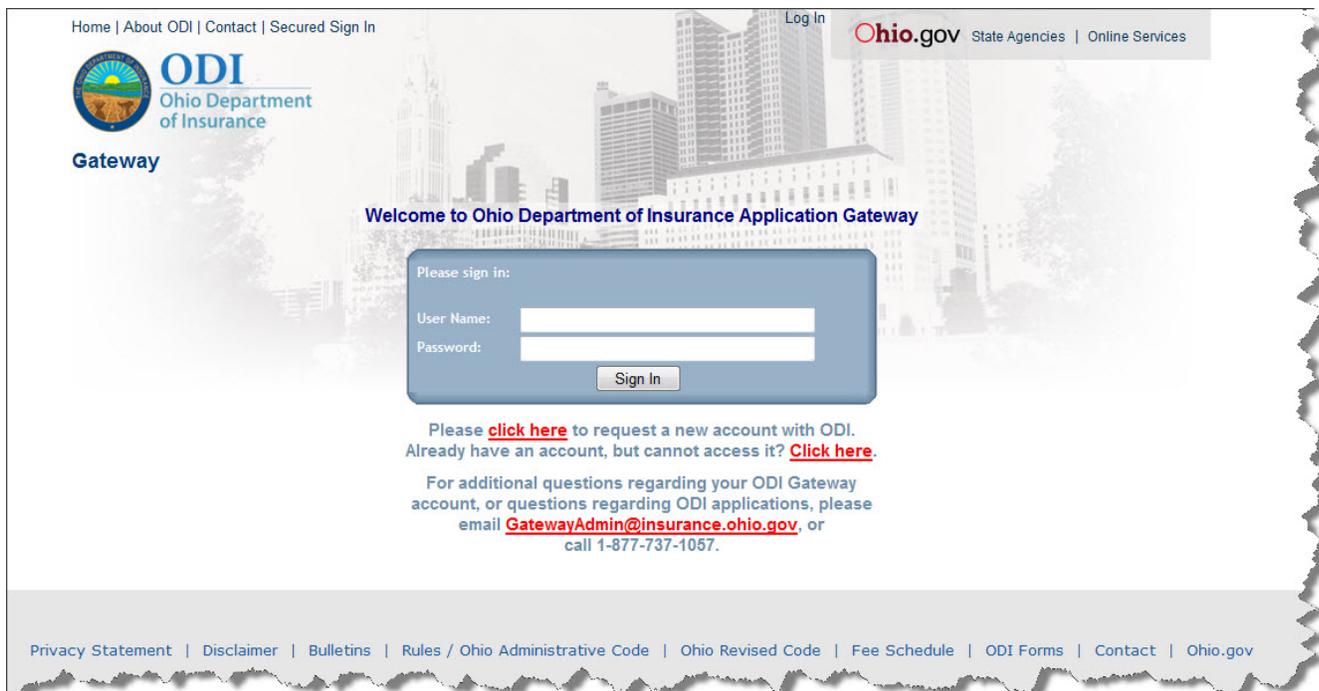
## Setting a Security Question & Answer

Open an internet browser window and type in the following URL:

<https://gateway.insurance.ohio.gov>



The Gateway page is displayed:



Log in:

Home | About ODI | Contact | Secured Sign In

Log In Ohio.gov State Agencies | Online Services

**ODI**  
Ohio Department  
of Insurance

Gateway

Welcome to Ohio Department of Insurance Application Gateway

Please sign in:

User Name: John.Doe9999@odi

Password: ●●●●●●●●

Sign In

Please [click here](#) to request a new account with ODI.  
Already have an account, but cannot access it? [Click here](#).

For additional questions regarding your ODI Gateway  
account, or questions regarding ODI applications, please  
email [GatewayAdmin@insurance.ohio.gov](mailto:GatewayAdmin@insurance.ohio.gov), or  
call 1-877-777-1057.

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Enter your User Name and Password. (For Missing Life account holders, this is your Missing Life account information. In the Gateway, you do **NOT** need to put “:missinglife” after your User Name.) After entering your account information, click the “Sign In” button.

The Security Question & Answer page is displayed:

Home | About ODI | Contact | Secured Sign In      Logged in as: John.Doe9999@odi Log Off      Ohio.gov State Agencies | Online Services

**ODI**  
Ohio Department of Insurance

**ODI Account**

You have not yet specified your security question and answer. Please complete the form below.

Please select the question you would like to use, and provide the answer and the current account password.

Security Question: -- None --  
Security Answer:  
Confirm Answer:  
Current Password:

Submit Cancel

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The Select a Security Question from the dropdown:

Home | About ODI | Contact | Secured Sign In      Logged in as: John.Doe9999@odi Log Off      Ohio.gov State Agencies | Online Services

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**ODI Account**

You have not yet specified your security question and answer. Please complete the form below.

Please select the question you would like to use, and provide the answer and the current account password.

Security Question: -- None --  
Security Answer: -- None --  
Confirm Answer:  
Current Password:

What is your primary frequent flyer number?  
What is your library card number?  
What was your first phone number?  
What was your first teacher's name?  
What school did you attend for sixth grade?  
What street did you live on in third grade?  
In what city or town was your first job?  
What was the make and model of your first car?  
What was your high school mascot?  
What is the name of the first school you attended?  
Who was your childhood hero?  
What is your oldest cousin's first and last name?

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Select a Security Question from the dropdown.

Fill in the Security Answer, Confirm Answer and your current password:

The screenshot shows the ODI Account page with a navigation bar at the top containing links for Home, About ODI, Contact, and Secured Sign In. The user is logged in as John.Doe9999@odi. The main content area has a header for 'ODI Account' and a message: 'You have not yet specified your security question and answer. Please complete the form below.' Below this is a form with the following fields: 'Security Question:' with a dropdown menu showing 'What is your library card number?'; 'Security Answer:' with a masked input field; 'Confirm Answer:' with a masked input field; and 'Current Password:' with a masked input field. There are 'Submit' and 'Cancel' buttons at the bottom of the form. A footer contains various links including Privacy Statement, Disclaimer, Bulletins, Rules / Ohio Administrative Code, Ohio Revised Code, Fee Schedule, ODI Forms, Contact, and Ohio.gov.

After filling out the form click the "Submit" button.

Confirmation page is displayed:

The screenshot shows the ODI Account page with a confirmation message: 'We have updated your security question and answer. Thank you. When you are ready, please [click here](#) to navigate back to Ohio Department of Insurance Applications gateway.' The rest of the page layout is identical to the previous screenshot, including the navigation bar and footer.

Select the red "click here" link to continue.

Account Profile page is displayed with verification warning message:

You will receive an email after saving your security question and answer:

## Confirming Your Account

The red text at the top of the page will alert you to the fact that your email address has not been confirmed. Please follow these steps to confirm your email address.

Select the Manage ODI Account Profile Information link:

Home | About ODI | Contact | Secured Sign In      Logged in as: John.Doe9999@odi Log Off      Ohio.gov State Agencies | Online Services

**ODI**  
Ohio Department of Insurance

**Ohio Department of Insurance Gateway**

We have not yet received a verification of your email address. Please click on the link we have provided in the confirmation email you have received in order to verify that we have a correct address on file.

Manage ODI Account Profile Information

**Applications**

- Licensing Education Provider Portal
- Missing Life Policy Search

**Administration Tools**

**Helpful Links and Files**

- Forgot Password
- Forgot Username
- Sign Up for an Account
- Point of Contact Form
- Point of Contact Email

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Select the "Manage ODI Account Profile Information" link.

The Manage User Account page is displayed:

Home | About ODI | Contact | Secured Sign In      Logged in as: John.Doe9999@odi Log Off      Ohio.gov State Agencies | Online Services

**ODI**  
Ohio Department of Insurance

**ODI Account**

Please select the option below to make the desired changes to your ODI Account.

**I would like to:**

- Change My Contact Email
- Change My Account Password
- Change My Security Question and Answer

[Click here](#) to return to the home page.

Privacy Statement | Disclaimer | Bulletins | Rules / Ohio Administrative Code | Ohio Revised Code | Fee Schedule | ODI Forms | Contact | Ohio.gov

Select "Change My Contact Email". The email address currently on file with ODI will appear in the Email field:

Home | About ODI | Contact | Secured Sign In Logged in as: John.Doe9999@odi Log Off Ohio.gov State Agencies | Online Services

**ODI**  
Ohio Department of Insurance

**ODI Account**

Please select the option below to make the desired changes to your ODI Account.

I would like to:

- Change My Contact Email
- Change My Account Password
- Change My Security Question and Answer

Please update the email address we have on file for your account. We will send a confirmation email to that address shortly.

Email:

[Click here](#) to return to the home page.

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Select the "Change My Contact Email" button. (Missing Life account holders do not need to actually change their email address unless the email address ODI has on file is different from the email address you currently use.)

Select the "Submit" button. You will receive an email with a confirmation link that when clicked, will confirm your email address.

Confirmation message is displayed:

Home | About ODI | Contact | Secured Sign In Logged in as: John.Doe9999@odi Log Off Ohio.gov State Agencies | Online Services

**ODI**  
Ohio Department of Insurance

**ODI Account**

Please select the option below to make the desired changes to your ODI Account.

I would like to:

- Change My Contact Email
- Change My Account Password
- Change My Security Question and Answer

We have sent you a confirmation email with instructions on how to confirm this change. Thank you.

When you are ready, please [click here](#) to navigate back to Ohio Department of Insurance Applications gateway.

[Click here](#) to return to the home page.

Privacy Statement | Disclaimer | Bulletins | Rules / Ohio Administrative Code | Ohio Revised Code | Fee Schedule | ODI Forms | Contact | Ohio.gov

Select the red "click here" link to continue.

Account Profile page is displayed with verification warning message:

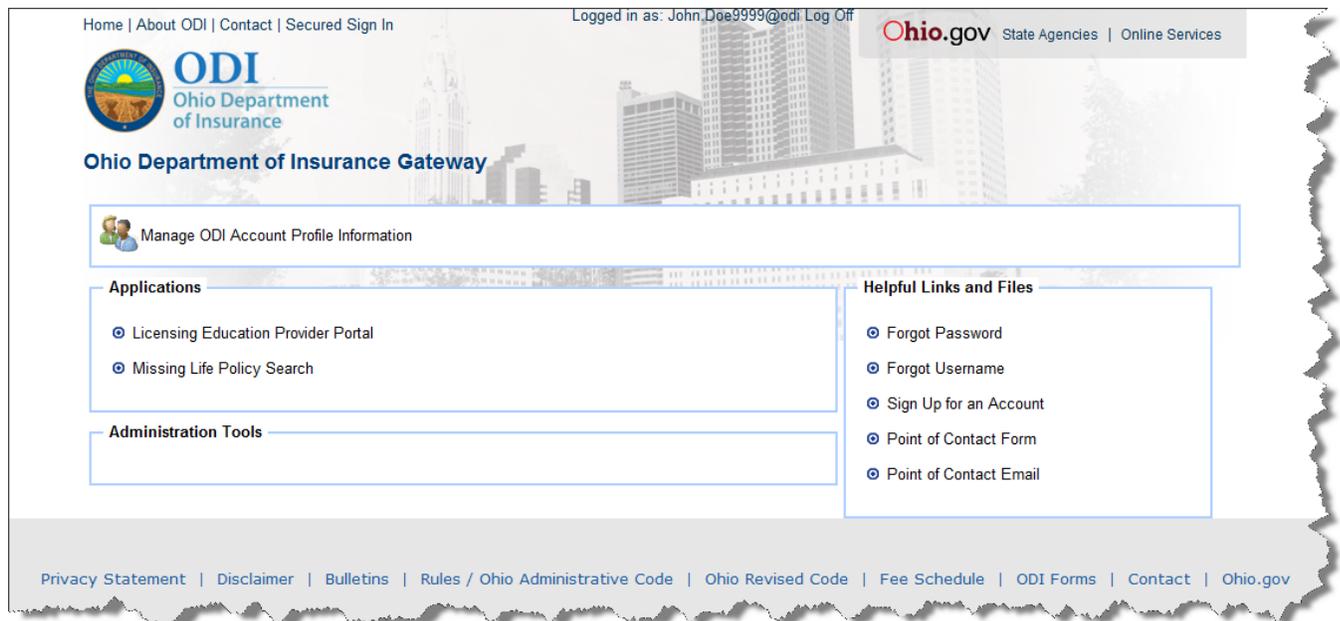
You will receive an email with a link:

When the system has successfully completed the confirmation process you will see the following Account Confirmation message:



The screenshot shows the Ohio Department of Insurance Gateway interface. At the top, there is a navigation bar with links for Home, About ODI, Contact, and Secured Sign In. The user is logged in as John.Doe9999@odi and can log off. The Ohio.gov logo and links for State Agencies and Online Services are also present. The main content area features the ODI logo and a confirmation message: "Your new email address had been successfully confirmed. When you are ready, please [click here](#) to navigate back to Ohio Department of Insurance Applications gateway." A red underline is under the "click here" link. A callout box with an arrow points to this link, containing the text: "Select the red 'click here' link to continue." The footer contains various utility links such as Privacy Statement, Disclaimer, Bulletins, Rules / Ohio Administrative Code, Ohio Revised Code, Fee Schedule, ODI Forms, Contact, and Ohio.gov.

Account Profile page is displayed without the email verification warning message:



The screenshot displays the Ohio Department of Insurance Gateway Account Profile page. The top navigation bar is identical to the previous screenshot. Below the ODI logo, the page title is "Ohio Department of Insurance Gateway". A "Manage ODI Account Profile Information" section is visible. The main content area is divided into three sections: "Applications" with links for "Licensing Education Provider Portal" and "Missing Life Policy Search"; "Administration Tools" (which is currently empty); and "Helpful Links and Files" with links for "Forgot Password", "Forgot Username", "Sign Up for an Account", "Point of Contact Form", and "Point of Contact Email". The footer is also identical to the previous screenshot.

After following these steps, you have now successfully set up your security question and answer and confirmed your email address.