

PUCO Community

Integration with OH|ID Guide

Review the following instructions:

1. [Creating a new OH|ID account](#)
2. [Requesting/launching applications in OH|ID](#)
3. [Requesting access to the PUCO Community for new users](#)

If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [online](#).

1. Creating a new OH|ID account

Creating a new OH|ID account

Overview

This job aid is intended to provide an overview for creating a new account via OH|ID.

Step-by-step guide

Step 1 – Click the “Create New Account” hyperlink

Navigate to <https://ohid.ohio.gov> and click the “Create New Account” hyperlink.

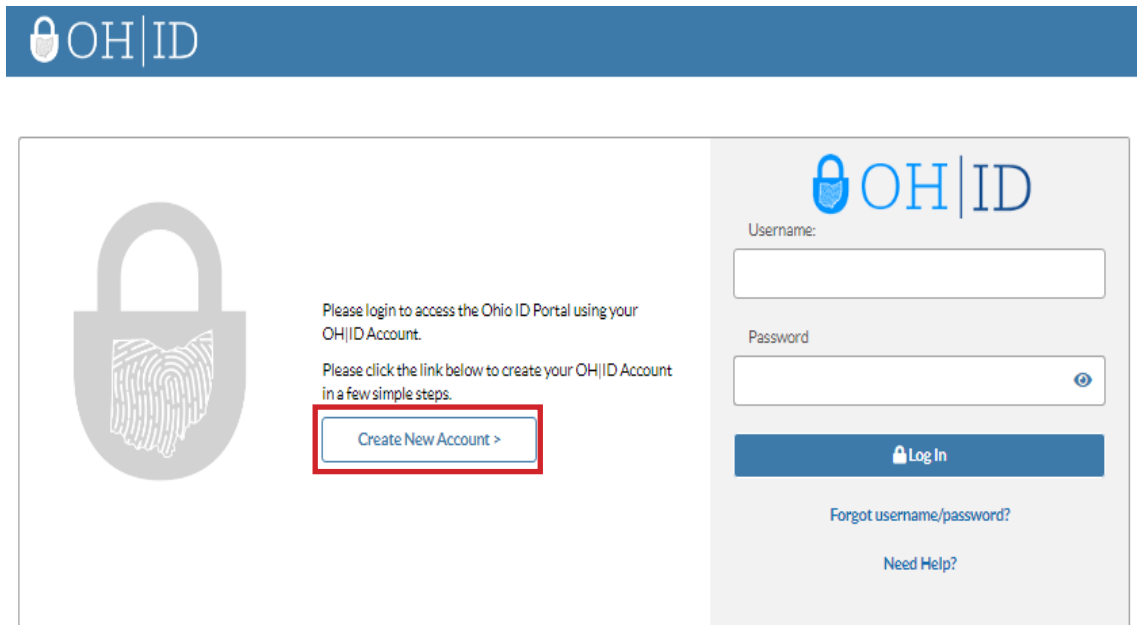


Figure 1 - OH|ID Homepage

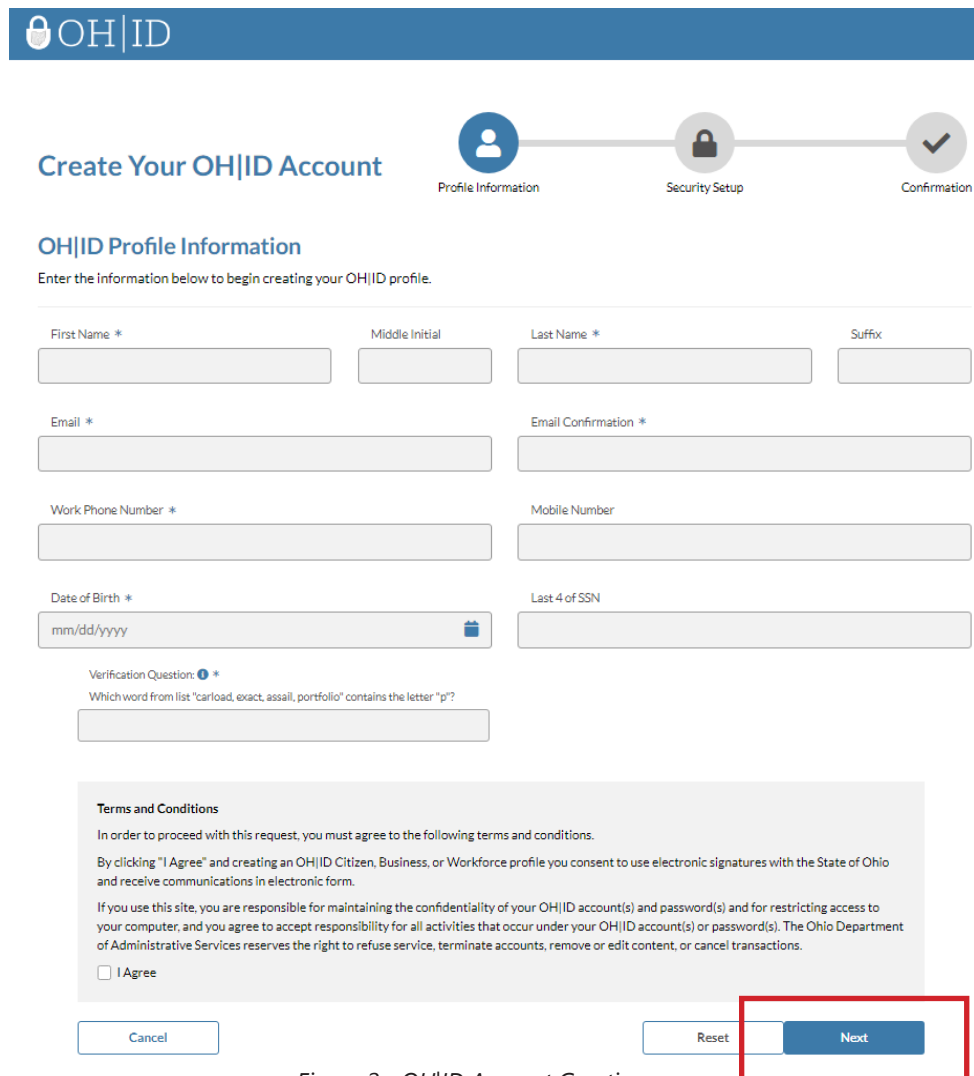
Step 2 – Fill out the information on the Profile Information page

The first step of the OH|ID account creation process is completing the **Profile Information** page. To do this:

- Enter your contact and demographic information.
NOTE: Required fields are marked with an asterisk (*). The last 4 digits of a SSN and mobile number are **not** required fields.
- Answer the verification question.
- Read and accept the OH|ID terms and conditions by checking the box next to "I Agree."

We recommend using the same email address as your PUCO Community account so access to the PUCO Community is automatic.

Once you have entered all the necessary information and accepted the Terms and Conditions, click "Next."



OH|ID

Create Your OH|ID Account

Profile Information Security Setup Confirmation

OH|ID Profile Information

Enter the information below to begin creating your OH|ID profile.

First Name * Middle Initial Last Name * Suffix

Email * Email Confirmation *

Work Phone Number * Mobile Number

Date of Birth * Last 4 of SSN

Verification Question: *
Which word from list "carload, exact, assail, portfolio" contains the letter "p"?

Terms and Conditions

In order to proceed with this request, you must agree to the following terms and conditions.

By clicking "I Agree" and creating an OH|ID Citizen, Business, or Workforce profile you consent to use electronic signatures with the State of Ohio and receive communications in electronic form.

If you use this site, you are responsible for maintaining the confidentiality of your OH|ID account(s) and password(s) and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your OH|ID account(s) or password(s). The Ohio Department of Administrative Services reserves the right to refuse service, terminate accounts, remove or edit content, or cancel transactions.

I Agree

Cancel Reset **Next**

Figure 2 - OH|ID Account Creation page

Step 3 – Complete the **Create Your OH|ID Account** page

On the **Create Your OH|ID account** page, create your OH|ID username and password following the password guidelines on the right-hand side of the page. Then establish at least one password recovery option. **It is recommended you enable all three (email, mobile phone, security questions).**

Note: If you choose to enter a mobile phone number as a password recovery option, a one-time PIN will be sent to validate the number. You will be prompted to enter it onscreen before moving on.

Once you have entered all information, click "Create Account".

Create Your OH|ID Account

Profile Information Security Setup Confirmation

Create OH|ID Username and Password

Provide username and password information to complete your profile.

Username

Password

Confirm New Password

Username Guidelines:

- Must have at least 6 and no more than 64 characters in length
- Username cannot start or end in a special character
- Username cannot contain only numbers
- The following are valid characters that can be used in an OH|ID username:
 - Upper case letters (A-Z)
 - Lower case letter (a-z)
 - Numbers (0-9)
 - Select special characters (. _ - @) Note: No other special characters are permitted

Password Guidelines:

- Must have at least 8 and no more than 30 characters in length
- Must contain 1 character from each of the following categories:
 - Upper case letters (A-Z)
 - Lower case letter (a-z)
 - Numbers (0-9)
 - Special characters (!\$#,%@-^&*~_+><(){}%":;V?)
- Password cannot include your first name, last name, username, or OH|ID
 - Example: If your name or username is John Smith, your password cannot contain "John" or "Smith"

Choose Password Recovery Methods

You can select more than one method.

Email
You will receive a temporary PIN on your email address to reset the forgotten password.

Mobile Number
You will receive a temporary PIN on your mobile number to reset the forgotten password.

Security Questions
Security Questions can be used to reset the forgotten password.

Cancel Back **Create Account**

Figure 3 - OH|ID Security Setup page

Step 4 – Click the “Go to Login” button to enter the OH|ID platform

Your account has been created. Click “Go to Login” to return to the OH|ID login page. Log in to your OH|ID account to access the PUCO Community.

Create Your OH|ID Account



Confirmation

Success

Your OH|ID account has been requested. You will not be able to log in until you've received a confirmation email with the subject "Confirmation: OH|ID Account Creation" from DONOTREPLY-Platform@innovateohio.gov. This may take a few minutes.

[Go to Login](#)

Figure 5 - Create Your Account page

2. Setting up/launching applications in OH|ID

Setting up/launching applications in OH|ID

Overview

This job aid is intended to provide an overview for setting up and launching applications via OH|ID.

Step-by-step guide

Step 1 – Log in to OH|ID

Navigate to <https://ohid.ohio.gov> and log in using your OH|ID username and password. If you do not know your username or password, click "Forgot username/password?"

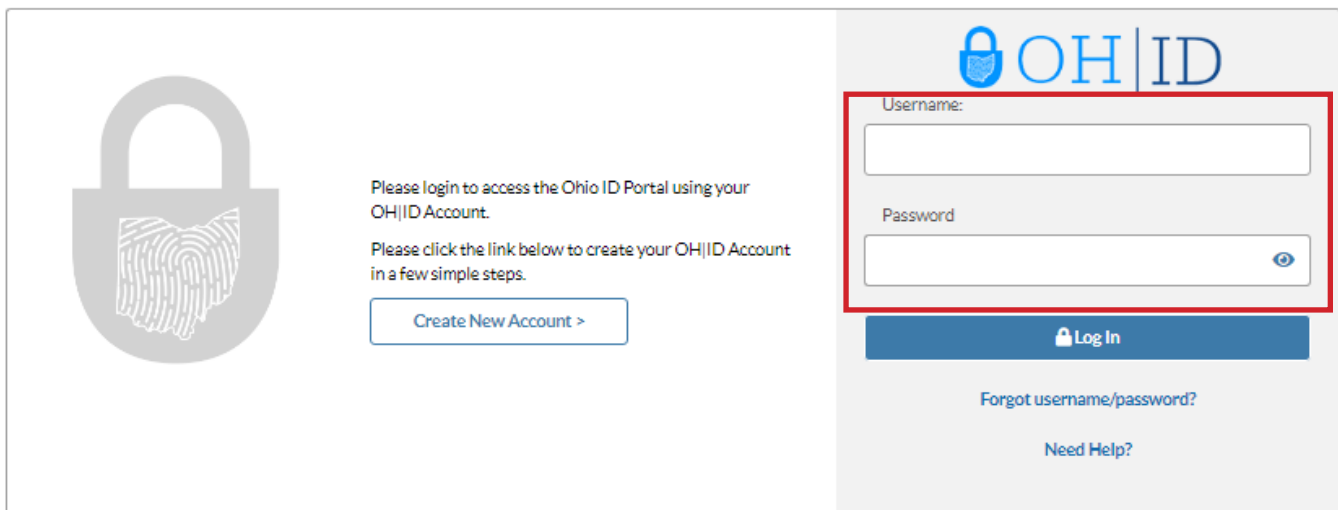


Figure 1 - OH|ID Homepage

Step 2 – Locate the **My Apps** section if you *have not* accessed the application tile before

The next section of the **OH|ID homepage** is the *Available Apps* section, which displays tiles for applications that you can set up/request. To request access to an application, click on the tile for the application you wish to access.

Additionally, you can utilize the **Search** bar to find tiles in the *Available Apps* section.

Select the **PUCO Community** tile in the *Available Apps* section.

My Apps

You are currently subscribed to the apps below - clicking the "X" on the app tile will unsubscribe you from the app and reinstating your subscription may require additional approval. You do not have access to any applications. You can request access by selecting an application below.

Available Apps Search...

- Complaint Tracking Local**
Local Complaint Tracking
- PUCO Community**
Public Utilities Commission of Ohio online system for regulated businesses
- Liquor Permitting System**
Liquor Control Customer Permitting Portal
- My DODD**
Access DODD applications
- Ohio Learn**
Connect to training offered by State of Ohio agencies.
- The Ohio Business Gateway**
Ohio Business Gateway Back-Office Portal

Figure 3 - OH|ID Dashboard - Available Apps

Step 3 – Locate the **My Apps** section if you *have* accessed the application tile before

At the top of the **OH|ID homepage** is the *My Apps* section, which displays tiles for applications that you have previously accessed. If you have already gone through the setup process for the tile you wish to access, click on the tile in the *My Apps* section to launch the application.

**Please note that this screenshot shows a representative example of an OH|ID dashboard. The tiles on each dashboard may vary.*

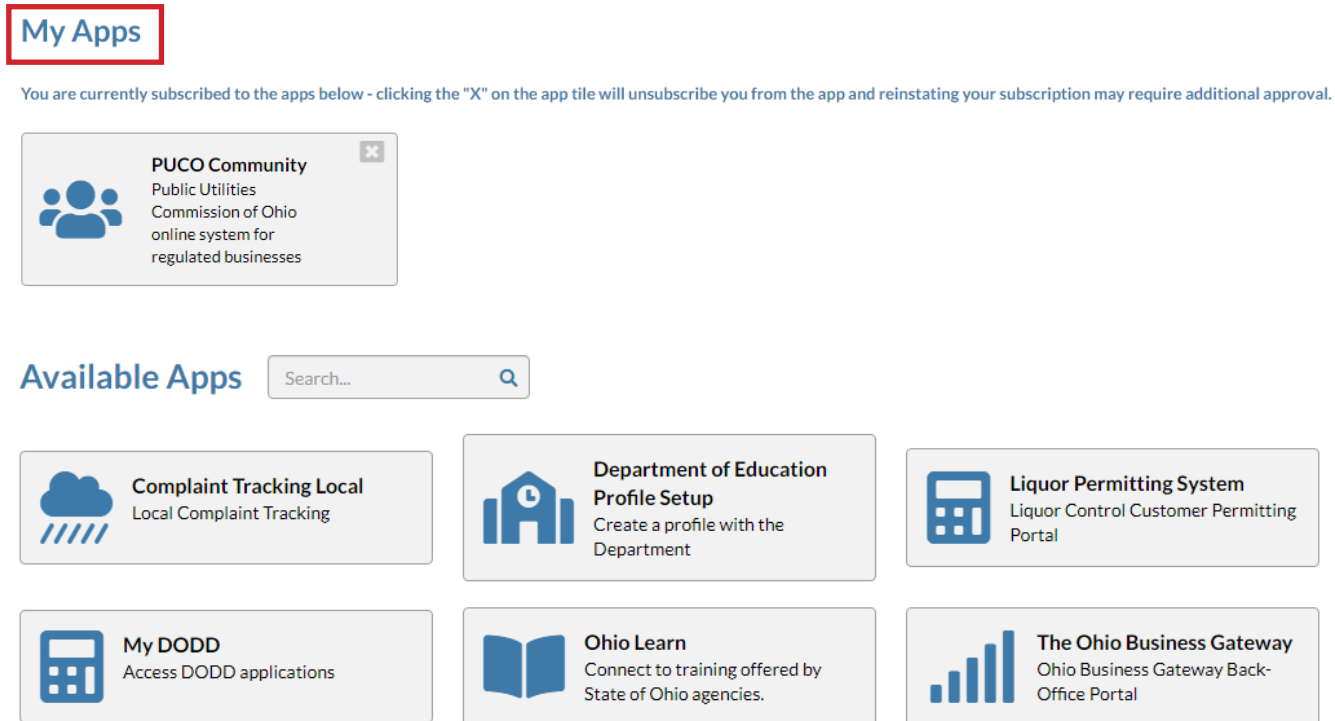


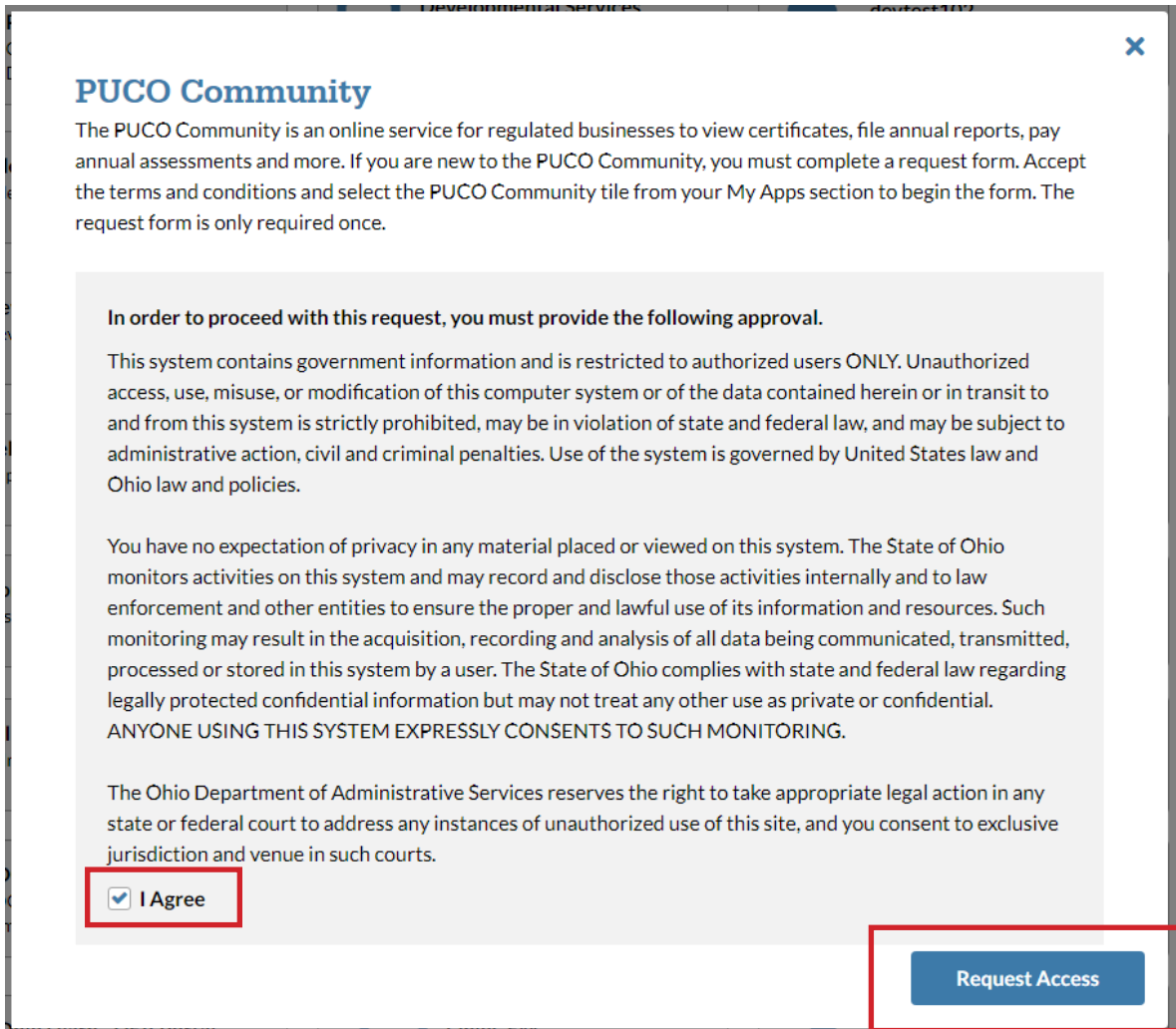
Figure 2 - OH|ID Dashboard - My Apps

Step 4 – Review and accept the Terms and Conditions

After you click on the PUCO Community tile, the **Terms and Conditions** will pop up.

Scroll to the bottom of the pop up and click the box next to "I Agree." A checkmark will appear indicating you have accepted the Terms and Conditions.

After accepting the Terms and Conditions, click the "Request Access" button to request access to the application.



PUCO Community

The PUCO Community is an online service for regulated businesses to view certificates, file annual reports, pay annual assessments and more. If you are new to the PUCO Community, you must complete a request form. Accept the terms and conditions and select the PUCO Community tile from your My Apps section to begin the form. The request form is only required once.

In order to proceed with this request, you must provide the following approval.

This system contains government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by United States law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

The Ohio Department of Administrative Services reserves the right to take appropriate legal action in any state or federal court to address any instances of unauthorized use of this site, and you consent to exclusive jurisdiction and venue in such courts.

I Agree

Request Access

Figure 4 - Terms and Conditions

Step 5 – Return to the *Applications* menu and select the **PUCO Community** tile

After submitting your access request, you will receive a confirmation email that your access request has been received. Click "Go to Login." The PUCO Community tile should now appear in your *My Apps* section. Click the PUCO Community tile to go to the PUCO Community.

IMPORTANT:

If you have previously accessed the PUCO Community and the email address for your OH|ID and your PUCO Community account are the same, you will automatically have access to the PUCO Community and may proceed into the PUCO Community.

If you have not previously accessed the PUCO Community, you must complete a request for access form. **See Section 3 for instructions.**

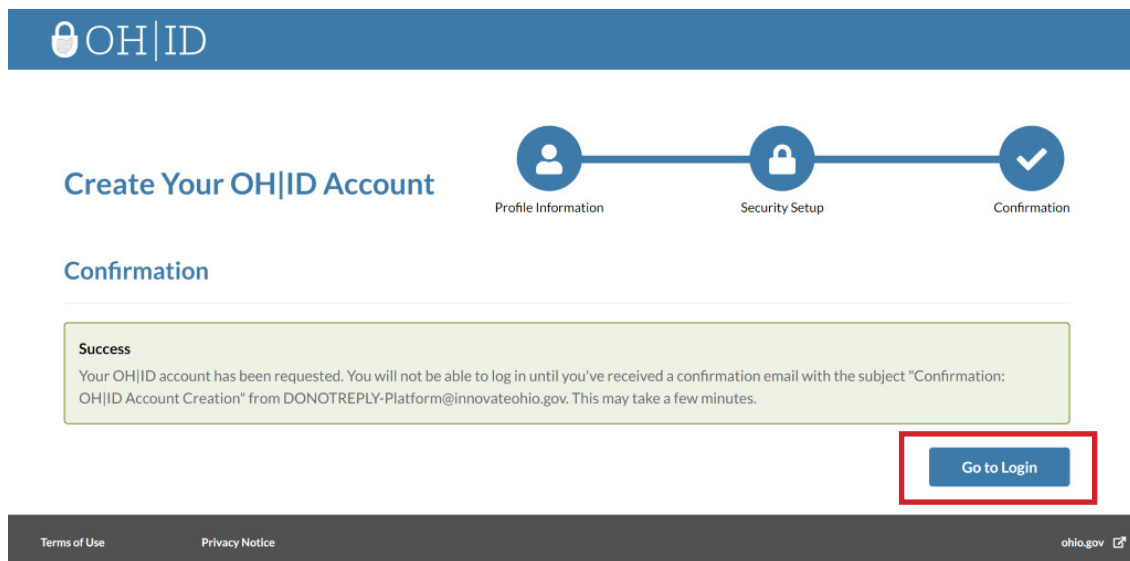


Figure 5 - Confirmation and return to applications

3. Requesting access to the PUCO Community for new users

Requesting access to the PUCO Community for new users

Overview

This job aid is intended to provide an overview for requesting access to the PUCO Community for users who have never accessed the PUCO Community.

Step-by-step guide

Step 1 – Verify your contact information

If you have never accessed the PUCO Community, the first time you select the tile from the *My Apps* section in OH|ID, you must complete a request form. See [Section 2](#) of this guide if you have not yet requested the PUCO Community tile. We need a little more information from you to ensure you have access to the correct services in the PUCO Community. Please provide your contact information. All fields are required. Click "Next."

HOME NOTICES INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS ELECTRIC DO NOT AGGREGATE LIST HELP MORE ▾

Welcome to the PUCO Community!

In order to set up your account on the PUCO community, you will need to complete and submit this form. If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [online](#).

Step 1: Verify your contact information (all fields required)

*First name
PUCO

*Last name
Community

*Email
pucocommunity@mailinator.com

*Phone
Phone...

Please enter your mailing address:

*Street
Street...

*City
City...

*Country
United States

*State / Province
Select your State

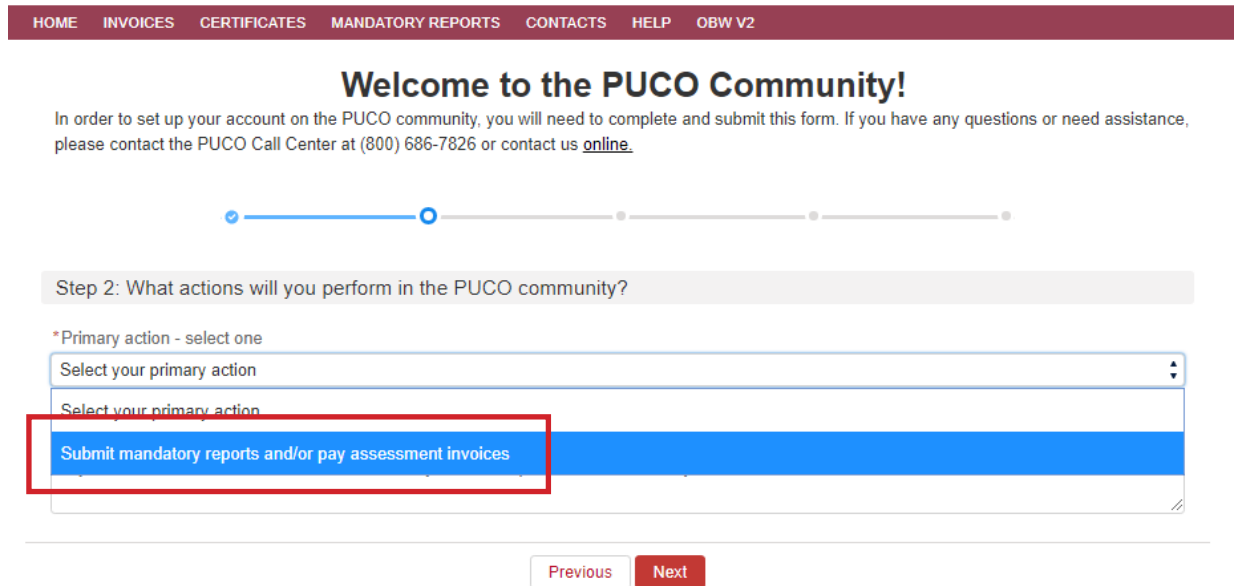
*Zip code
Zip code

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Figure 1 - Contact information form

Step 2 – Select your Primary action

Select your **Primary action** in the PUCO Community from the drop down menu. If you are an annual report filer or regulatory contact, select "Submit mandatory reports and/or pay assessment invoices."



HOME INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS HELP OBW V2

Welcome to the PUCO Community!

In order to set up your account on the PUCO community, you will need to complete and submit this form. If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [online](#).

Step 2: What actions will you perform in the PUCO community?

*Primary action - select one

Select your primary action

Select your primary action

Submit mandatory reports and/or pay assessment invoices

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Figure 2 Primary action - Submit mandatory reports and/or pay assessment invoices

Step 3 – Select which actions you need to perform in the PUCO Community

Select which actions you need to perform in the PUCO Community.

If you select "Telecommunication Relay Service reports" your request will be submitted for PUCO staff review.

If you do not see the function you need or if you have additional information to share with the PUCO about your access needs, enter notes in the textbox provided.

Click "Next."

Figure 3 - Select actions or enter notes

Step 4 – Select “I do not have a PIN”

Users who submit mandatory reports and/or pay assessment invoices will not have a PUCO issued PIN. Select “I do not have a PIN.” A PIN is different than a certificate number; do not enter a certificate number.

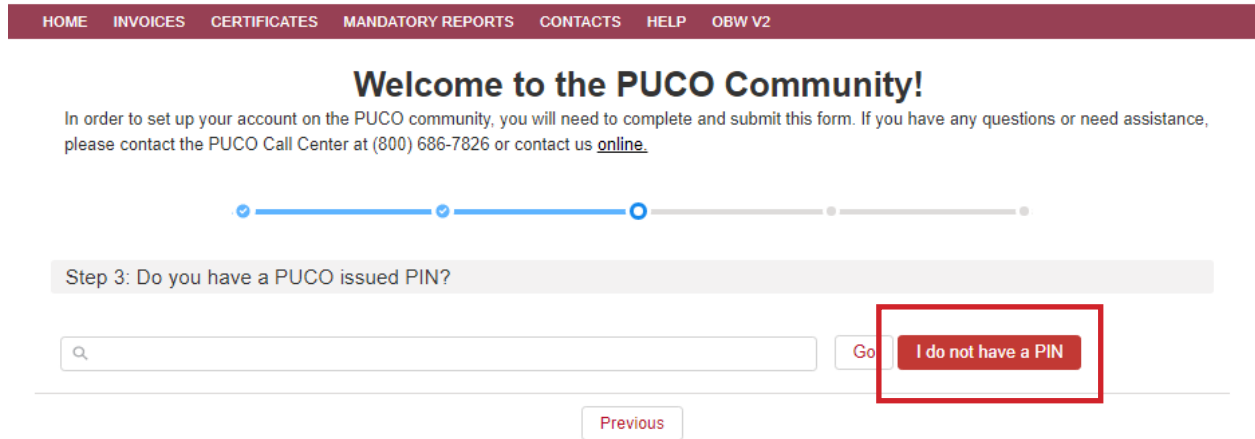
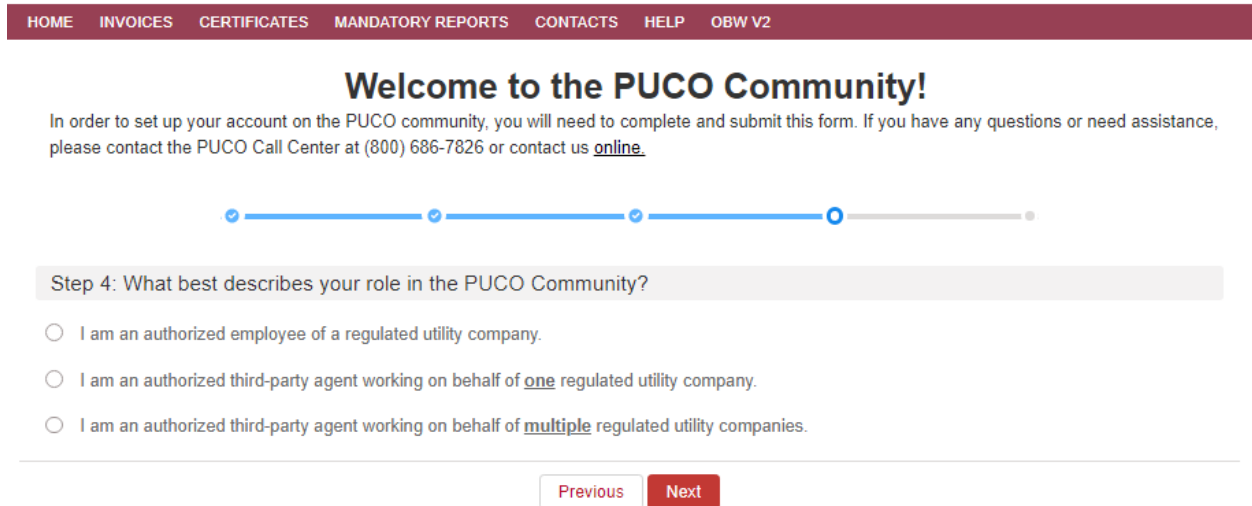


Figure 4 - Select “I do not have a PIN”

Step 5 – Describe your role in the PUCO Community

Select which function best describes your role in the PUCO Community. A search window will automatically appear. If you are an authorized employee of a regulated utility, proceed to [Step 6](#) in this guide. If you are an authorized third-party agent, proceed to [Step 7](#) in this guide.



HOME INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS HELP OBW V2

Welcome to the PUCO Community!

In order to set up your account on the PUCO community, you will need to complete and submit this form. If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [online](#).

Progress indicator: 4 steps, step 4 is active.

Step 4: What best describes your role in the PUCO Community?

- I am an authorized employee of a regulated utility company.
- I am an authorized third-party agent working on behalf of one regulated utility company.
- I am an authorized third-party agent working on behalf of multiple regulated utility companies.

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Figure 5 - Describe your role in the PUCO Community

Step 6 – Search for your account - authorized employee of regulated utility company

If you are an **authorized employee of a regulated utility company**, enter your company's certificate number and click "Go." A search box will appear with results related to that certificate number. If it is your company, click "Yes" to move to the next step.

If your company is not in the search results and you entered your certificate number incorrectly, click "Re-enter Certificate Number". If your company is not in the search results and you entered the certificate number correctly, click "No" and your request will be sent for PUCO staff review. If you do not know your company's certificate number, click "I do not have a certificate number" and your request will be sent to PUCO staff for review.

NOTE: If you previously selected "Telecommunication relay service reports/assessments", after entering your certificate number or company information, you will proceed to the next step and your request will be sent to PUCO staff for review.

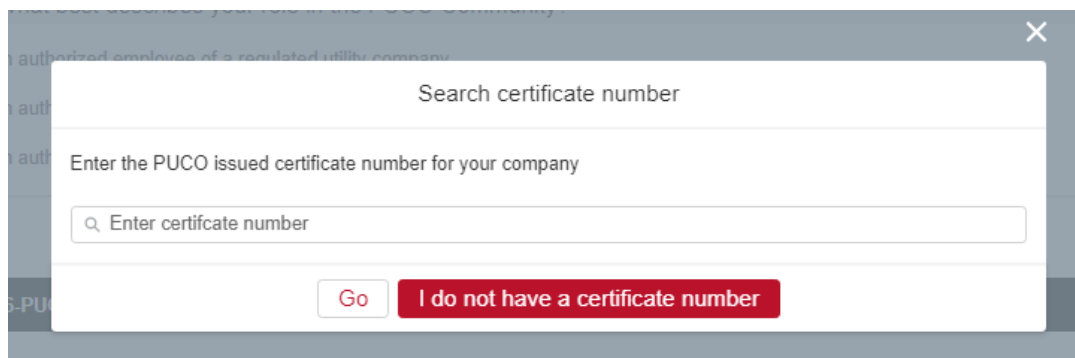


Figure 6 - Search for your account

Step 7 – Search for your account - authorized third-party agent

If you are an **authorized third-party agent**, search for your employer, not one of the companies you represent. Enter your employer’s name and click “Search.” Select your employer from the search results provided and click “Next.” If your employer does not appear in the search results and you incorrectly entered the information, click “Previous” to re-enter your employer’s information. If your employer does not appear in the search results, click “Enter New Account Information.” Enter your employer’s information and click “Save” and your request will be sent to PUCO staff for review.

If you represent one regulated utility company, enter its certificate number. A search box will appear with results related to that certificate number. Select the company you represent and click “Yes” to move to the next step. If you do not know the certificate number of the company you represent, click “I do not have a certificate number” and your request will be sent to PUCO staff for review.

If you represent more than one regulated utility companies, after selecting your employer from the search results or entering new account information, your request will be sent to PUCO staff for review.

NOTE: If you previously selected “Telecommunication relay service reports/assessments”, after entering your certificate number or company information, you will proceed to the next step and your request will be sent to PUCO staff for review.

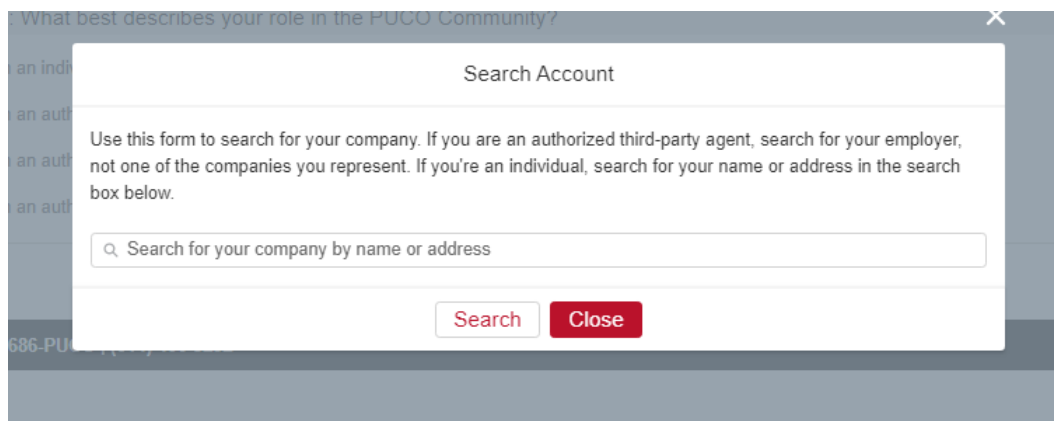


Figure 7 - Search for your account

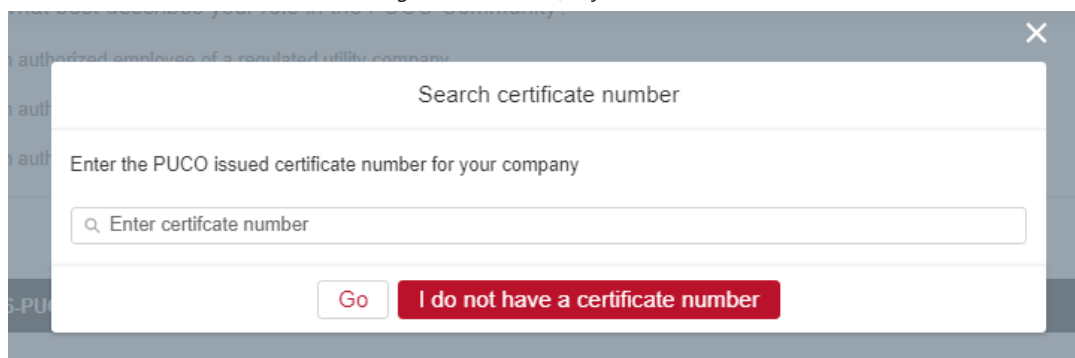


Figure 8 - Enter certificate number

Final step – Review and submit the Terms and Conditions

Review the **Terms and Conditions** and click “Submit.”

HOME INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS HELP OBW V2

Welcome to the PUCO Community!

In order to set up your account on the PUCO community, you will need to complete and submit this form. If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [online](#).



Final Step: Terms and Conditions

I certify that I am authorized to provide the information contained in this submission and that the information submitted is true, accurate and complete. I acknowledge that I have read and understand the Public Utilities Commission of Ohio [Privacy Notice](#). This submission constitutes an electronic signature pursuant to R.C. 1306.06.

Previous **Submit**

Figure 9 - Terms and Conditions

Confirmation

If you selected your account from the results shown and entered a certificate number, you will have automatic access to the PUCO Community. Please click "Log Out" to log out of the PUCO Community. On the PUCO Community log in page, click "Log in with OH|ID" and log back in using the PUCO Community tile on the [OH|ID My Apps section](#) to complete the set up process.

If you did not enter a certificate number, your employer information was not found or you represent multiple entities, your request has been sent to PUCO staff for review. A member of our staff will be in touch shortly.

If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [online](#).

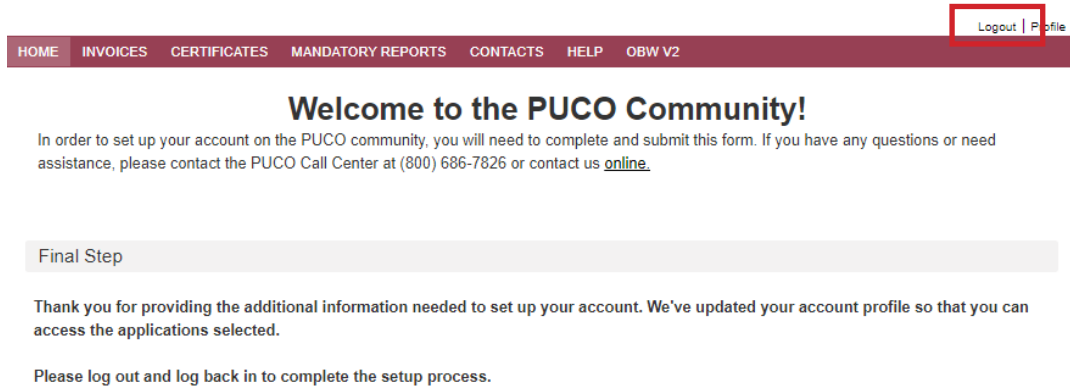


Figure 10 - Access Granted

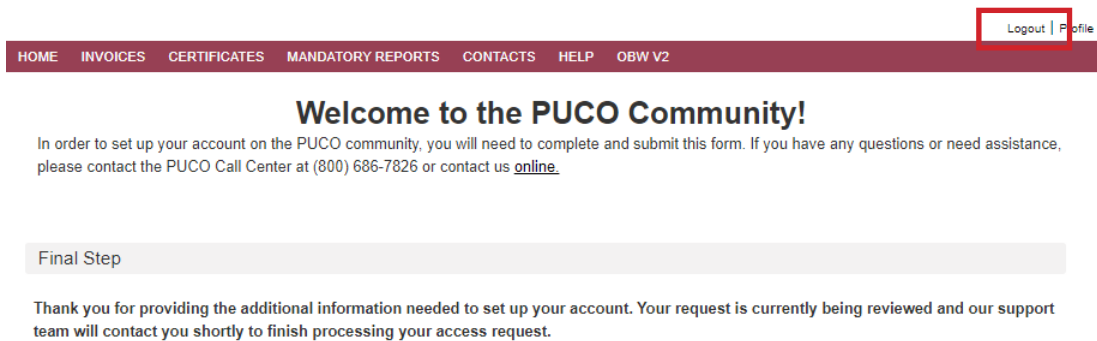
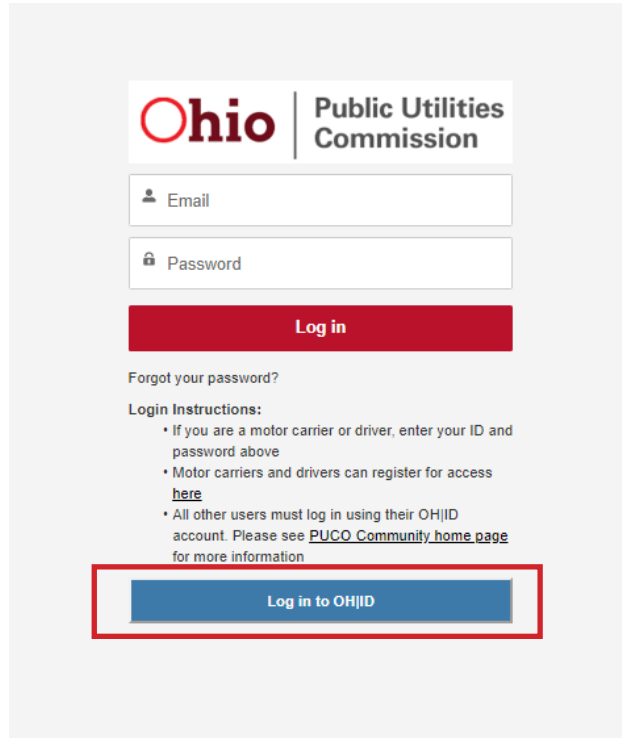



Figure 11 - Request sent for PUCO staff review

Log in to PUCO Community

When you log out, you will be directed the PUCO Community log in page. Click “Log in using OH|ID” to access the PUCO Community.



 | Public Utilities Commission

Email

Password

Log in

Forgot your password?

Login Instructions:

- If you are a motor carrier or driver, enter your ID and password above
- Motor carriers and drivers can register for access [here](#)
- All other users must log in using their OH|ID account. Please see [PUCO Community home page](#) for more information

Log in to OH|ID

Figure 12 - Access Granted

PUCO Community – homepage

Once you have access to and have successfully launched the PUCO Community tile, your homepage will allow you to view certificates, file reports and pay assessments. Your homepage may look similar to the one below.

HOME NOTICES INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS ELECTRIC DO NOT AGGREGATE LIST UTC PORTAL HELP

PUCO Community dashboard

Welcome to the PUCO Community! Pay your annual assessments with *no additional fees*, file your annual report, view certificates and business contacts with the PUCO, and resolve consumer concerns. Motor carriers: pay fines, request conferences, view inspections or certify repairs.

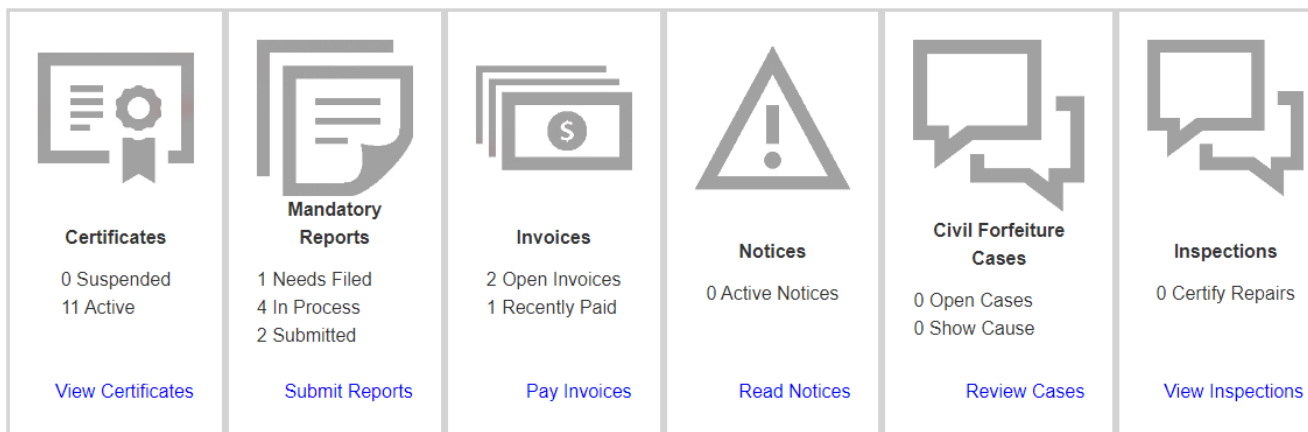


Figure 13 - PUCO Community homepage