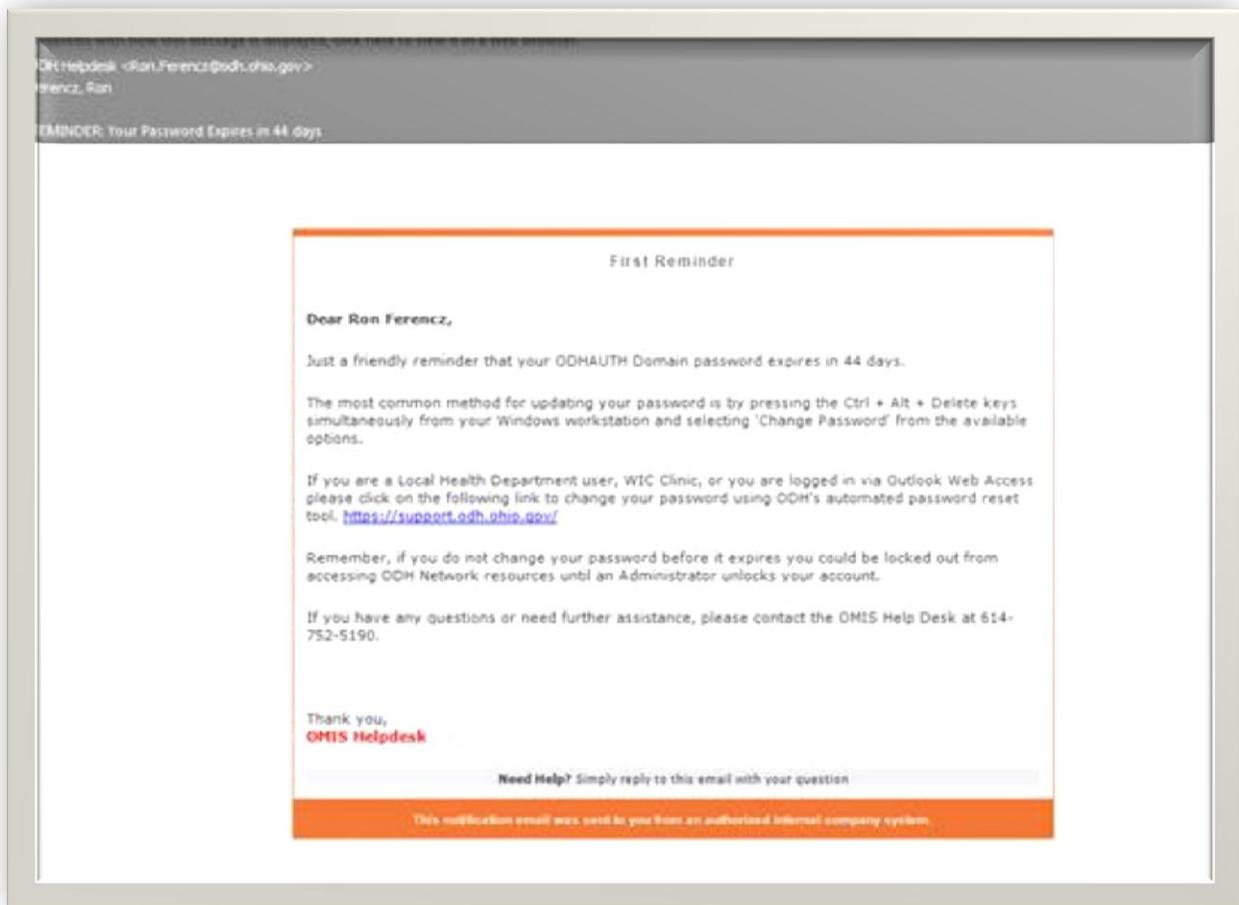


Ohio Department of Health

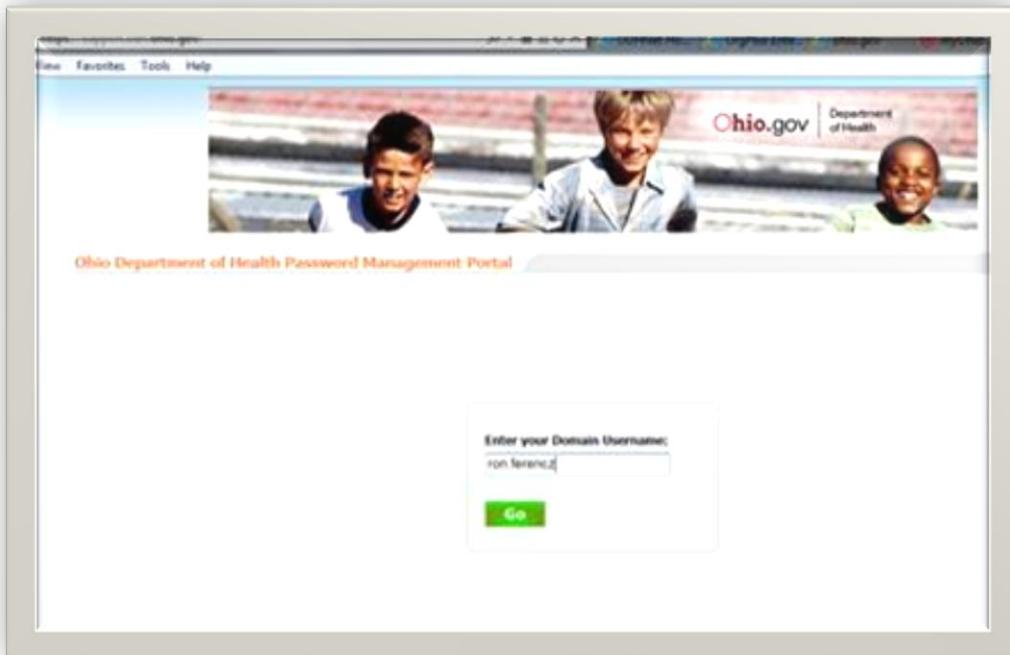
OMIS Help Desk

Self-Help for Password Resets

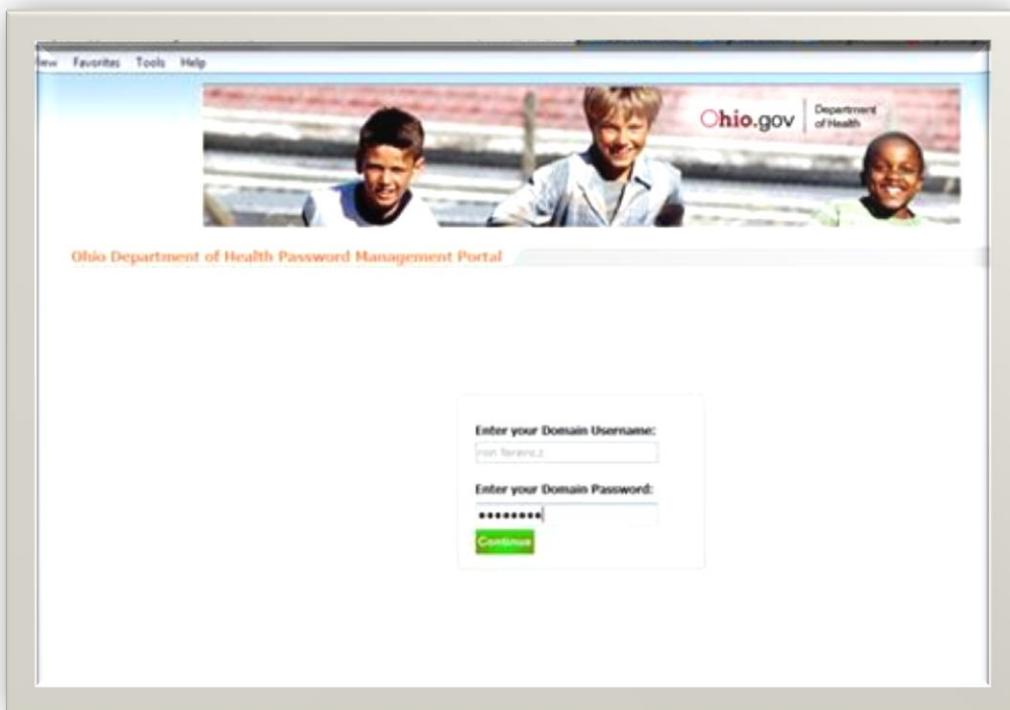
The Office of Management Information Systems has recently installed a self-help tool to allow you to reset your own Network/ODH E-mail password. If you receive the below e-mail reminder, you may want to consider resetting your password. If this e-mail is not in your in-box, it may appear in your junk/spam folder and can be moved to your in-box. Also, this e-mail will indicate it is being sent from the ODH Helpdesk, which is a little different than our past practice. If the e-mail is like the below, it actually is from us. From the e-mail, select the link for <https://support.odh.ohio.gov>.



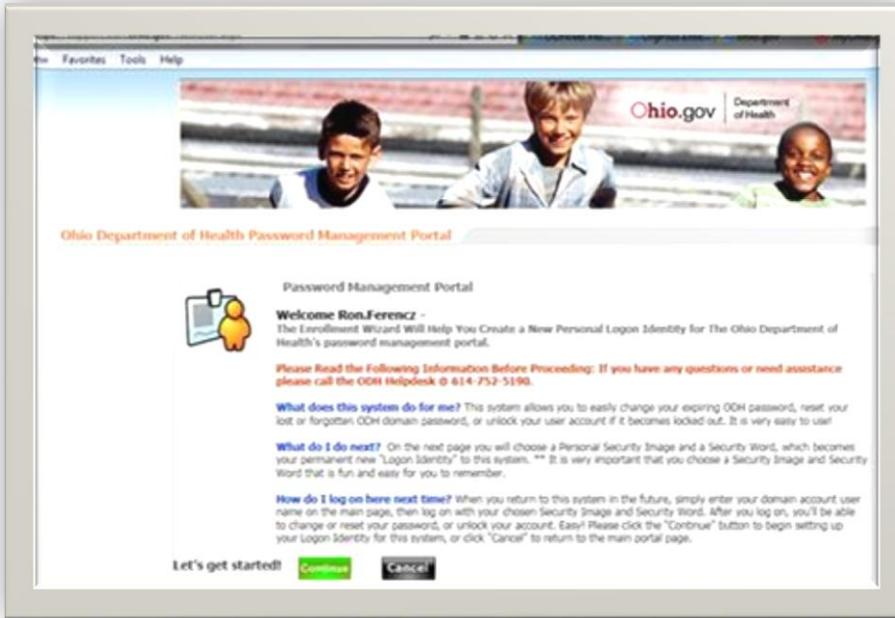
Type in your login username: firstname.lastname. Select Go.



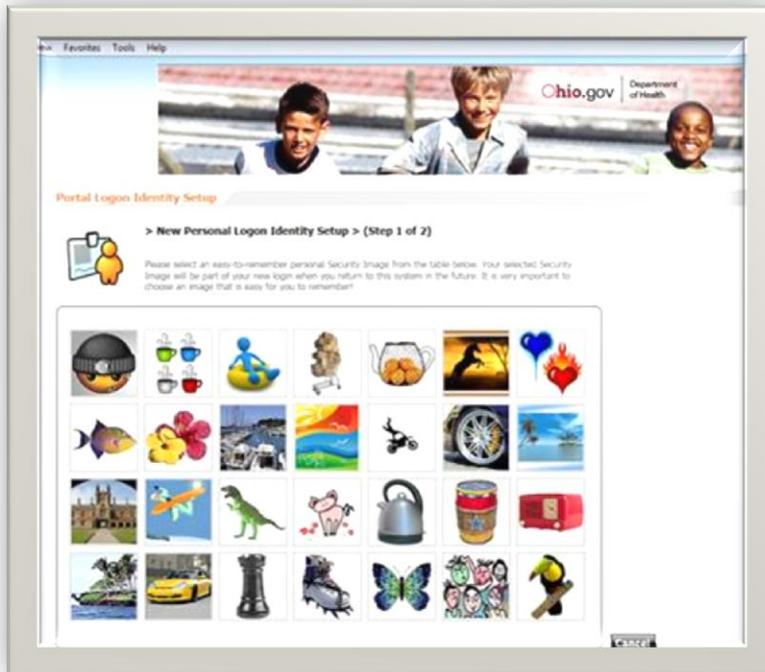
Type in your current password and select continue.



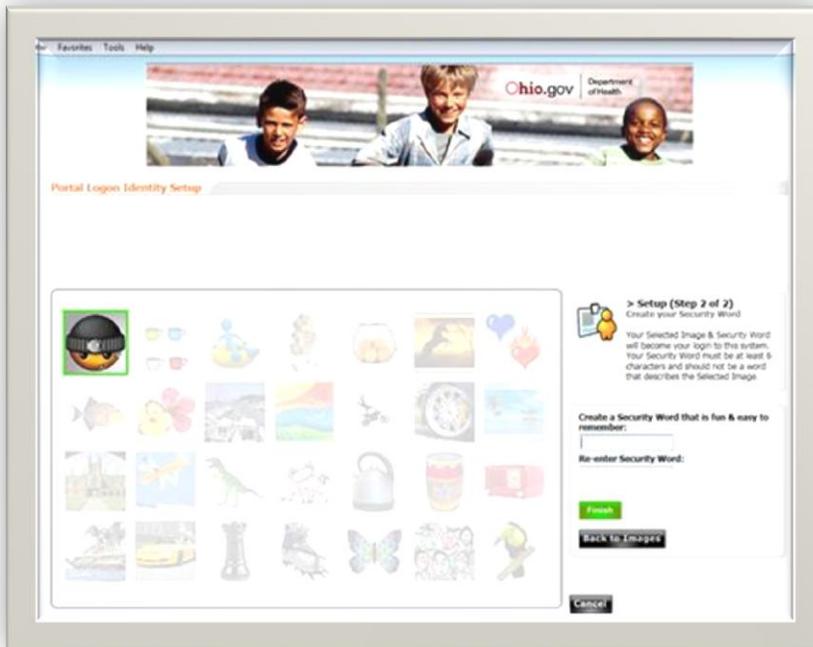
Read the below and select continue.



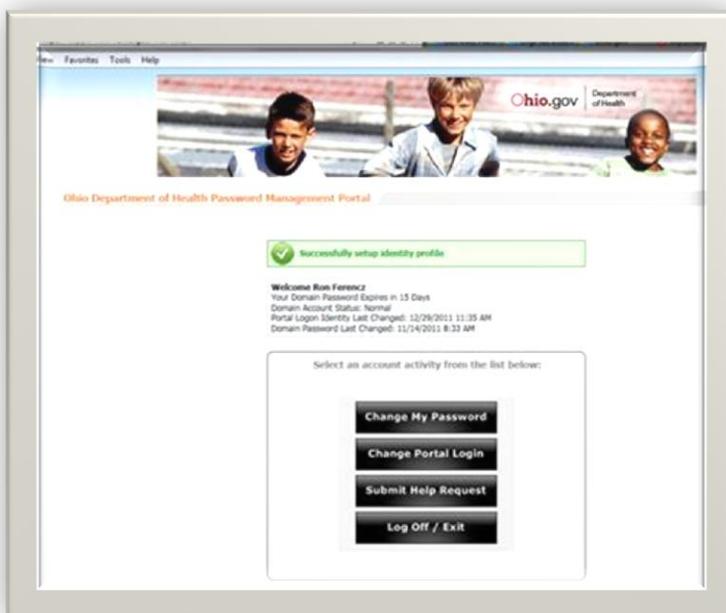
Select one of the below images as part of your identity.



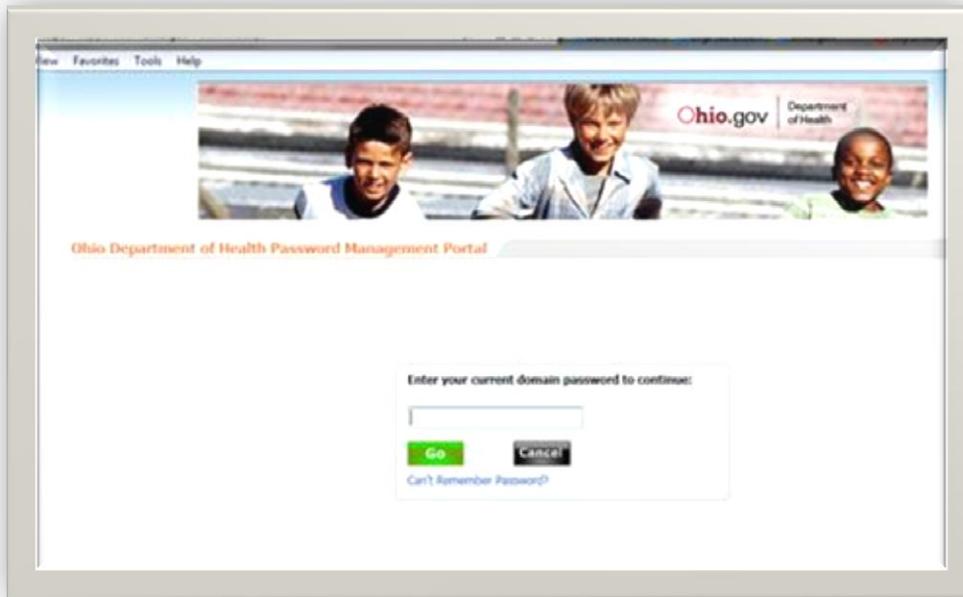
You will then be prompted to enter a Security Word and then reenter your Security Word. Please note, this is case sensitive and you will want to remember and keep this Security Word secure like your other passwords.



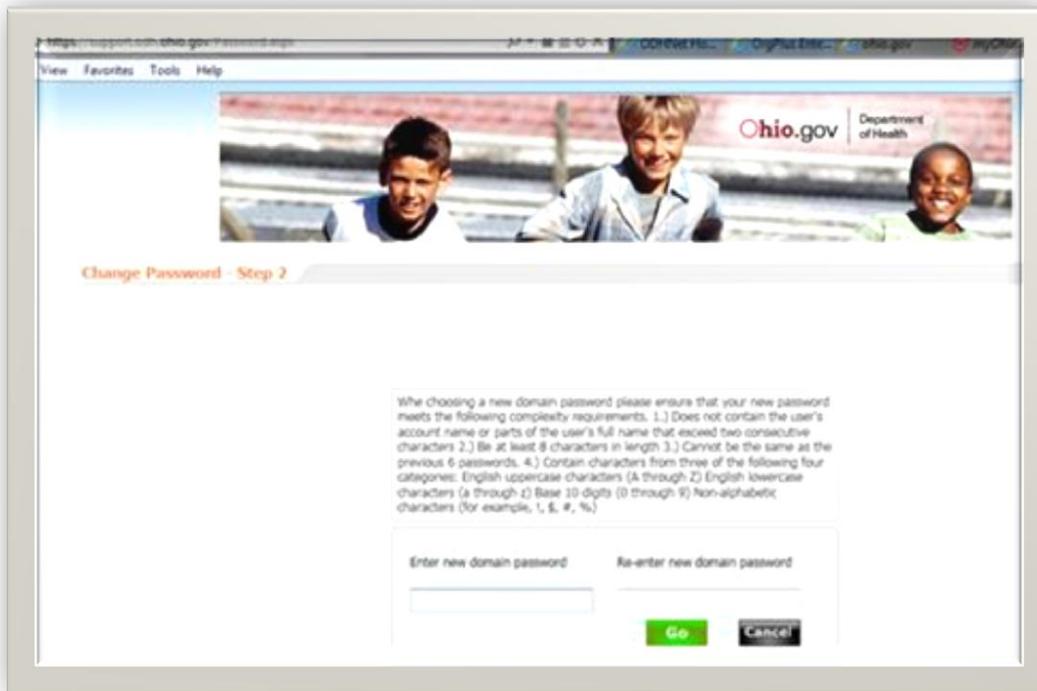
Select the Change My Password button.



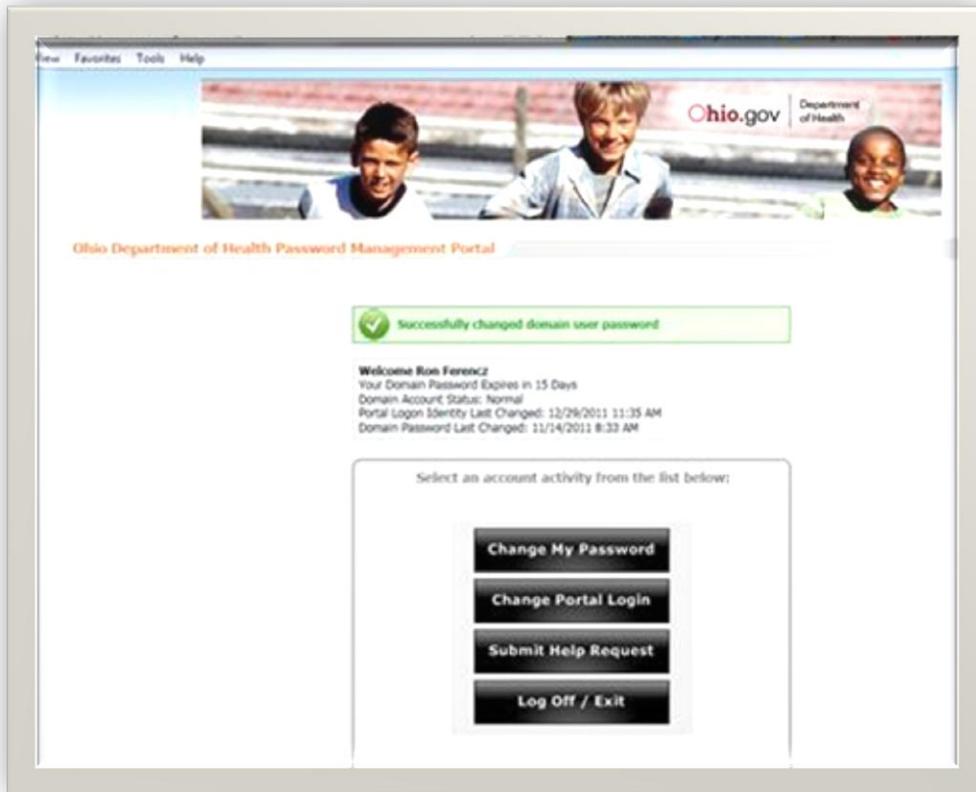
Enter your current password and select Go.



Enter a new password and then re-enter it your new password to confirm it. Select Go.



Your password has now been changed. You can select the Log Off/Exit button.



If you are still experiencing problems with resetting your password, you may contact the ODH Help Desk at 614-752-5190 or by e-mailing us at helpstar@odh.ohio.gov.