



# OhioMeansJobs & Ohio Unemployment Online

OhioMeansJobs and Ohio Unemployment with One OH|ID Login

————— **An Extended Guide · No. 1777** —————

**Tech Made Simple. Service Made Personal.**

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## SUMMARY

## The 60-Second Version

Here is the whole guide in a nutshell. Ohio runs two helpful websites for people who need work. OhioMeansJobs.com is a free career site where you can build a resume, search for jobs, and explore training. The Ohio unemployment site, at unemployment.ohio.gov, is where you apply for unemployment benefits, file weekly requests, check your claim, and upload documents. Both use one free login called OH|ID, so you only make one account. Always type the address yourself and look for the dot gov ending. Gather your Social Security number, employer details, and email before you start. The state decides whether a claim is approved, so answer every question honestly and keep your confirmations. Never pay to file, and never give your password or a code to anyone who calls. For in-person help, OhioMeansJobs Portage County is nearby. If any of this feels tangled, call me and we will sort it out together.

## 1. Two Websites, One Sign-In

*Career help and unemployment benefits, side by side.*

This guide covers two different Ohio websites that people often mix up. The first is OhioMeansJobs.com, the state's free career site. It helps you build a resume, search for jobs, explore training, and learn what careers might suit you. Anyone can use it, whether or not they are out of work.

The second is the Ohio unemployment website, run by the Ohio Department of Job and Family Services. That is where you apply for unemployment benefits, file your weekly requests, and check on your claim. Think of the first as a helpful library and the second as an office where you handle paperwork.

The good news is that both use the same sign-in, called OH|ID. You make one free account and it opens both doors. You will not need to memorize two sets of passwords, which is a relief when life is already stressful.

- OhioMeansJobs.com is for careers, resumes, and job searching.
- The unemployment site is for benefit claims and weekly requests.
- OH|ID is the one login that works on both.

### GOOD TO KNOW

Using OhioMeansJobs costs nothing, and filing for unemployment costs nothing either. Nobody legitimate charges you to use these state services.

## 2. What OhioMeansJobs Offers

*A free toolbox for finding work and planning a career.*

OhioMeansJobs is a large website, so it helps to know what is inside before you start clicking. It is built for people at every stage, from a first job to a late-career change.

You do not have to use every part. Most people pick one or two tools that match what they need today, and that is a perfectly good way to use it.

Bill here: when I show neighbors this site, I suggest starting with the resume builder or a quick job search. Seeing real listings in your own area makes the whole thing feel less abstract, and it takes only a few minutes to get a feel for it.

- A resume builder that walks you through each section.
- A job search that pulls in openings from many employers.
- Career exploration and assessment tools to match your interests to jobs.
- Information about training programs and education.
- Links to local help, including in-person centers.

Because the site belongs to the state, the tools are free and there are no hidden upgrades to buy. If a page ever asks you to pay for a resume or a job lead, you are not on the genuine site.

### TIP

Browse first without worrying. Looking around and reading does not commit you to anything, and you can close the page whenever you like.

## 3. What the Unemployment Site Does

*Where claims, weekly requests, and messages live.*

Unemployment benefits are temporary payments for people who lose a job through no fault of their own, as the state defines it. The Ohio unemployment website is the official place to ask for them and to manage your claim afterward.

Once you are signed in, the site lets you handle most of the process yourself, without waiting on a phone line. That matters, because phone lines can be busy.

Before you begin, it helps to know that the site may use its own words for things, and the layout may change over time. Look for the plain meaning of each button. Claim, weekly,

status, and messages are the ideas to hunt for.

- File an initial claim, which starts the process.
- File your weekly requests for payment.
- Check the status of your claim.
- Upload documents the state asks for.
- Set up or change direct deposit.

Whether you qualify is decided by the state, not by this guide and not by me. I can help you use the website, but I cannot promise a claim will be approved.

#### GOOD TO KNOW

Applying does not guarantee payment. The state reviews each claim and may ask you questions before it decides.

## 4. What to Gather Before You Start

*A short list that saves a lot of stopping and starting.*

Having your information in front of you turns a stressful session into a calm one. Set everything on the table before you sit down at the computer.

- A working email address you can open, because the state sends codes and messages there.
- Your Social Security number.
- Your mailing address and phone number.
- Names, addresses, and dates for your recent employers.
- Your last day of work and the reason the job ended.
- Your bank routing and account numbers, if you want direct deposit.
- A driver's license or state ID, which some steps may ask about.

You do not need everything perfect on the first try. If one item is missing, such as a former employer's address, a quick search of that company's website or an old tax form can fill the gap. Gather first, then sit down, and the form goes quickly.

If you cannot find an exact date, give your best honest answer and check old pay stubs or a termination letter when you can. Do not guess wildly, because the state compares what you write with what employers report.

**TIP**

Keep a paper folder for this. Put pay stubs, letters from your employer, and anything you print from the site in one place.

## 5. Getting to the Real Websites

*Type the address yourself, every time.*

The most important safety habit is starting at the genuine address. For careers, type OhioMeansJobs.com into the address bar. For unemployment, type unemployment.ohio.gov. The state's help pages also point to unemploymenthelp.ohio.gov, which is another official Ohio address.

Notice that the unemployment addresses end in dot gov or sit inside ohio.gov. Dot gov is reserved for real government. Copycats often end in dot com or dot net, or use a slightly misspelled name, hoping you will hand over your Social Security number.

If you use a bookmark, make sure you created it yourself from the correct address. Bookmarks that came from an email or a friend's message could lead somewhere else. When in doubt, delete the bookmark and type the address again by hand.

- 1 Open your web browser.
- 2 Click in the long address bar at the very top.
- 3 Type the address slowly and press Enter.
- 4 Check the spelling before you type anything else.
- 5 Save the page as a bookmark so you can return safely.

**WATCH OUT**

Search engines sometimes show paid ads above the real result. Some filing-help sites are not the state at all and may charge a fee. Skip anything marked Ad and type the address yourself.

## 6. What OH|ID Is

*Your single Ohio login, written with a thin bar.*

OH|ID is the State of Ohio's single sign-in. You will see it written with a vertical bar between OH and ID. It lets one username and password open many state services, including OhioMeansJobs and the unemployment site.

Making an OH|ID is free and commits you to nothing. It is only a key. You decide which doors to open with it, and nothing happens until you actually use a service.

The bar in the middle of the name is just a typing character. On most keyboards it sits above the Enter key. You will rarely need to type it, because you reach OH|ID by pressing a sign-in button, not by spelling out its name.

I have a separate guide just on OH|ID if you want the full story. This guide covers only what you need for jobs and unemployment, so you can get your task done.

- One account for each person.
- Free to create and free to keep.
- Works on a phone, tablet, or computer.
- Use the same one on every state site that offers it.

**TIP**

If you think you made an OH|ID years ago, try the forgot-password link before creating another. A second account can split your records in two.

## 7. Creating Your OH|ID Account

*Step by step, at your own pace.*

If you do not yet have an OH|ID, you can start from either OhioMeansJobs.com or the unemployment site. Look for a sign-in button, and on that page choose the option to create an account. Screens may be reworded from time to time, so follow the plain meaning rather than exact words.

- 1 Go to OhioMeansJobs.com or unemployment.ohio.gov by typing it yourself.
- 2 Choose the sign-in or log-in button.
- 3 Pick the option to create a new OH|ID account.
- 4 Enter your email address and ask for a verification code.
- 5 Open your email, find the code, and type it into the page.
- 6 Enter your name as it appears on your official records.
- 7 Choose a username and a password, and write them in your home notebook.
- 8 Finish and sign in to confirm it works.

Take your time. The page waits for you, and you can re-read every screen. If a step seems to ask for something you do not understand, stop and call me instead of guessing.

**GOOD TO KNOW**

If the email code does not show up in a couple of minutes, check your spam or junk folder before asking for another.

## 8. Choosing a Password You Will Remember

*Long and memorable beats short and tricky.*

A strong password is long, not complicated. A short phrase that means something to you, with a capital letter and a number added, is far better than a jumble of symbols you will forget.

You will use this password during a stressful time, possibly from different devices. If you cannot remember it, you will lose time and may get locked out, so pick something you can type calmly.

Many people ask whether to let the browser remember the password. On your own device at home, that can be handy and reasonably safe. On a library or shared computer, always say no. If you are unsure which kind of computer you are using, say no.

- Make it long, like a short sentence.
- Avoid birthdays, names of pets, or the word password.
- Do not reuse your bank or email password.
- Write it in a notebook kept at home, not in your wallet.

Writing a password down at home is perfectly reasonable for most families. The real danger is using one password everywhere, or sharing it with a stranger on the phone.

**WATCH OUT**

Never give your password or a one-time code to anyone who calls, texts, or emails you. Real state staff do not ask for it.

## 9. Signing In to OhioMeansJobs

*What you will see when you arrive.*

Start by typing OhioMeansJobs.com yourself. On the home page you will find a sign-in button, usually near the top of the screen. Choose it and you will be sent to the OH|ID sign-in screen.

Type your username and password, and then any code the page asks for. After that you are handed back to OhioMeansJobs, already signed in. The first visit may ask a few questions to set up your profile, and later visits go more quickly.

Once you are in, spend a minute looking around the dashboard before doing anything. Notice where your name appears and where the menu sits. Knowing the layout makes later visits less confusing, and you can always use the site's own help or search features to find a tool.

- 1 Type OhioMeansJobs.com in your address bar.
- 2 Select the sign-in button.
- 3 Enter your OH|ID username and password.
- 4 Enter the code if one is requested.
- 5 Look for your dashboard, which is your personal home page on the site.

The site also has a guided tour for new users, which can be a gentle way to learn where things are. You can skip it and come back whenever you like.

**TIP**

You can search job listings without signing in, but you need an account to save searches and keep a resume on the site.

## 10. Signing In to the Unemployment Site

*The same OH|ID, a different front door.*

To reach the unemployment site, type unemployment.ohio.gov yourself. Look for the option to sign in or to file a claim, and choose the OH|ID sign-in. You will see the same OH|ID screen you know from OhioMeansJobs.

After signing in, you land on a home page for your claim or for starting one. The state may link your OH|ID to your unemployment record the first time, which can involve a few identity questions. Answer them honestly and carefully.

Because this site handles money and personal records, it may ask you to confirm your identity more carefully than OhioMeansJobs does. That is a good sign, not a nuisance. Slow, careful answers here protect you from someone else using your information.

- Use the same OH|ID username and password as on OhioMeansJobs.
- Have your Social Security number nearby.
- Expect an email or text code as a second check.

- Sign out when you finish.

If you filed for unemployment in the past under an older separate login, do not hunt for that account. Use your OH|ID and let the site guide you.

#### GOOD TO KNOW

If a screen looks different from what I describe, that is normal. Websites get rearranged. The meaning stays the same, so look for the closest matching words.

## 11. Building a Resume on OhioMeansJobs

*Let the site do the layout for you.*

A resume is a one or two page summary of your work history and skills. If it has been years since you wrote one, the resume builder on OhioMeansJobs takes much of the fear out of it. It asks for information in small sections and arranges it for you.

Once it is saved to your account, employers who use the site can find you, and you can apply for openings with a few clicks. You can also download a copy to print or email.

If you have been out of the workforce for a while, do not hide it. Describe what you did, whether raising a family, caring for a relative, or volunteering. Employers see many different histories. A clear, honest page is more useful than a perfect-looking one.

- 1 Sign in and find the resume area on your dashboard.
- 2 Choose to create a new resume.
- 3 Fill in your contact details.
- 4 Add each past job with dates and a few plain duties.
- 5 Add schooling, training, and skills.
- 6 Review it on screen and fix typos.
- 7 Save it and download a copy.

Write about what you actually did, in short, honest sentences. Volunteer work and family caregiving can count as real experience.

#### TIP

Ask a friend or family member to read your resume before you send it. A second pair of eyes catches small mistakes.

## 12. Searching for Jobs

*Finding openings that fit your life.*

The job search on OhioMeansJobs lets you look for openings by keyword and by place. You can type a job title, or simply a type of work you enjoy, and add your town or a nearby city.

Results appear as a list. Click any listing to read the details, such as the employer, the duties, and how to apply. Take your time reading, since the same job may be worded in a few different ways.

Try several different words for the same kind of work, since employers describe jobs in different ways. A search for driver may miss a listing titled delivery associate. Also try a larger distance if results are thin, and check back often because listings change.

- Search by job title or a plain description of the work.
- Add your location and decide how far you are willing to travel.
- Save searches you like so you can run them again.
- Apply through the site or follow the employer's instructions.

Be realistic but open. A job that looks a little different from your last one may use many of your skills.

### WATCH OUT

A real employer does not ask you to pay to apply, buy equipment before starting, or deposit a check and send money back. Those are scams.

## 13. Career Exploration and Assessments

*Ideas for what to do next.*

If you are unsure what kind of work to pursue, OhioMeansJobs includes tools to explore careers and take interest-based assessments. These ask about what you enjoy and then suggest kinds of work that line up.

This part is helpful if your old field has shrunk, or if you have always wanted to try something new. It is also useful for a grandchild thinking about their future, who can use it alongside you.

These tools are especially helpful when your body or your circumstances have changed. If heavy lifting is no longer possible, an assessment can point you to work that draws on your experience in a different way, such as training, scheduling, or customer service.

- Take an assessment, and read the career suggestions that match.
- Look at what each career involves day to day.
- See what training or schooling a career usually asks for.
- Save the ones that interest you for later.

Treat the results as ideas, not orders. Only you know your health, your schedule, and your goals. Talk it over with someone you trust.

#### GOOD TO KNOW

There is no passing or failing on these assessments. You cannot answer them wrong.

## 14. Training and Education Information

*Learning something new, with help finding where.*

OhioMeansJobs also points you toward training and education. If a new certificate or class could open a door, the site can help you learn what exists and where to look.

Some training programs have funding help, and eligibility depends on the program and on your situation. The site itself can explain the basics, and local staff can talk through the details with you.

Ask about the whole picture, including how long a program takes, what it requires from you each week, and what kinds of jobs people usually find afterward. A friendly staff member can help you compare options without any pressure or cost.

- Browse training options by subject.
- Learn what a program covers and how long it runs.
- Ask local OhioMeansJobs staff about funding that may apply.
- Compare a few choices before you decide.

Never feel pressured to sign up for a program on the spot. A trustworthy school or program will give you time to think and ask questions.

#### TIP

Write down your questions before you speak with anyone about training. It keeps the conversation focused on what matters to you.

## 15. Local Help in Portage County

*Real people, nearby, when a screen is not enough.*

You are not alone with the website. OhioMeansJobs Portage County is the local office that helps residents with job searching, resumes, and training questions. The phone number I have for it is (330) 296-2841.

Calling or visiting can be much easier than wrestling with a screen. Staff can explain what services are offered and what to bring. Hours and locations can change, so call first to confirm before you drive.

Bring a short list of what you want help with, plus a photo ID and any resume you already have. If you are nervous about going alone, ask a friend or family member to come along. Many people find a first visit much easier than they expected.

- Ask whether you need an appointment.
- Ask what to bring, such as identification and a resume.
- Ask whether computers are available for public use.
- Ask about workshops or help with resumes.

Many Portage County residents also use computers at public libraries when they need a place to work online.

### GOOD TO KNOW

The local office is a place to get help with job searching. Benefit decisions are made by the state, so questions about a claim go to the state's unemployment channels.

## 16. When You Might Apply for Unemployment

*Understanding the basics before you file.*

Unemployment insurance is a state program, paid for by employers, that gives temporary income to eligible workers who lose their jobs. Every claim is reviewed on its own facts, and that review is done by the state.

People often ask whether they qualify. I cannot answer that, and neither can a website guide. The state looks at your work history, your wages, and why the job ended. Rules also change from time to time, so the official site is the best place to read them.

Employers are asked to report separations to the state, so the state often hears about your job ending from them too. That does not replace your own application. You still need to file yourself, and your answers should match your own records.

- File as soon as you know your job has ended or your hours were cut.
- Apply even if you are unsure; the state decides, not you.
- Answer every question truthfully.
- Keep copies of anything you send.

Waiting to apply can cost you, because benefits generally cannot be paid for weeks before you filed. Do not wait because you feel embarrassed. Unemployment is very common and the program exists for this.

**WATCH OUT**

Never pay anyone to file for you. The state does not charge to apply.

## 17. Filing Your Initial Claim

*The big first step, taken slowly.*

The initial claim is the application that opens your case. You do it on the unemployment website after signing in with OH|ID. Set aside a good block of quiet time, because it asks for a lot of detail.

- 1 Type unemployment.ohio.gov and sign in with OH|ID.
- 2 Choose the option to file a new claim.
- 3 Confirm your personal details.
- 4 Enter your employment history and the reason you left each job.
- 5 Choose how you want to receive notices, such as email or mail.
- 6 Choose payment: direct deposit or a debit card, if offered.
- 7 Review each page, then submit.
- 8 Print or save the confirmation.

Do not rush the review page at the end. Read each section once more, checking dates, spellings, and numbers. A small typo in a Social Security number or an employer name is one of the most common reasons a claim gets held up for further questions.

If you must stop halfway, many sites let you save and return. If you are unsure whether yours does, finish in one sitting if you can.

**TIP**

Use the exact employer names and dates from your pay stubs or tax forms. Matching records move more smoothly.

## 18. Answering Questions Honestly

*Why accuracy protects you.*

The unemployment application asks about your job, your pay, and why you are out of work. Every answer should be true and complete. The state checks what you say against reports from your employers.

If your situation is complicated, such as being let go after a dispute, or working part time, just explain it plainly. The state has a way to review it. A true, simple explanation is always better than a tidy but false one.

If a question confuses you, look for a help link or hover text on the page before answering. If that does not clear it up, pause and call for guidance. A pause costs nothing, while a wrong answer can create problems that take weeks to untangle.

- Answer from your records, not from memory when possible.
- If you do not know, say so rather than guessing.
- Keep your story consistent from one form to the next.
- Report any work and earnings in the weeks you claim.

Giving false information on purpose to get benefits is treated seriously and can bring penalties and repayment demands. Honesty keeps you safe.

### GOOD TO KNOW

Mistakes happen. If you realize you gave a wrong answer, contact the state to correct it as soon as you can.

## 19. After You File: Watching for Messages

*The state may write back with questions.*

After you submit a claim, the state may need more information. It may send questions, request documents, or schedule a fact-finding conversation. These can arrive by email, by mail, or inside your online account.

Missing a request can slow things down or cause a problem with your claim, so make a habit of checking. Look at your email and the messages area of your account regularly, and open every envelope from the state.

Set up a routine, such as checking your email and your account each morning with your coffee. Add the state's email sender to your contacts if your email program allows it, which can keep its messages out of the spam folder.

- Check your email, including the spam folder.
- Sign in to your account and look for messages or notices.
- Read each letter carefully and note any deadline.
- Respond by the date given.

Do not ignore a letter because it seems confusing. Call me or the state and ask about it.

#### WATCH OUT

A message that only arrives as a text or email with a link, and nothing matching in your real account, may be a scam. Go to the site yourself to check.

## 20. Filing Your Weekly Requests

*Keep the payment process going.*

Filing a claim is only the start. To be paid for each week, you generally have to ask for payment by filing a weekly request. Weeks you do not request can be left unpaid, so this task matters.

The online site is available at all hours, so you can file at a time that suits you. The state also sets the schedule and rules, and those can be adjusted, so read what the site tells you rather than relying on what a neighbor did.

Each weekly form asks about that specific week, so read the dates on the screen to be sure you are answering for the right one. If you worked or earned anything, report it even if it was small. The system is built to handle part-time earnings.

- 1 Sign in at [unemployment.ohio.gov](https://unemployment.ohio.gov) using OH|ID.
- 2 Choose the option to file a weekly request.
- 3 Answer each question about the week.
- 4 Report any work or earnings honestly.
- 5 Submit and save the confirmation.

Put a reminder on your calendar or phone so you never forget. A fixed day and time each week makes it routine.

#### TIP

Mark the filing day on a paper calendar by the computer. A simple habit beats worry.

## 21. Work Search Requirements

*Keeping a record of your job hunt.*

Many people who receive unemployment are expected to look for work, and the state may ask you to show what you did. The rules depend on your situation, so read what applies to you on the official site.

This is where OhioMeansJobs and unemployment connect. State policy materials say people required to search for work should register on OhioMeansJobs, and your job search activity there can help you keep a record.

If you attend a workshop at the local OhioMeansJobs office, ask for something that shows you were there, or write down the date and topic yourself. The point is a believable, simple record that you can show if the state ever asks what you did.

- Keep a log of where you applied and the date.
- Save names of employers and contacts.
- Note workshops or training you attend.
- Keep copies of applications.

Check the state's list of acceptable work search activities instead of assuming. If you are unsure whether something counts, ask.

### GOOD TO KNOW

A simple notebook with a date, an employer, and what you did is a strong record. It does not need to be fancy.

## 22. Checking Your Claim Status

*See where things stand, any time.*

After filing, you will want to know what is happening. Sign in to the unemployment site with OH|ID and look for the area showing your claim details, payments, and messages.

The status page usually shows whether anything is pending and whether the state is waiting on something from you. A claim can take time while the state reviews it, so a pending status is common and not necessarily a bad sign.

If your status looks wrong, do not panic. Compare it with your letters and confirmations first. Often the answer is simply that a step is still waiting on you or on the state. If something truly looks off, use the official help channels to ask.

- Look for any request that needs your response.
- Check the dates of weeks you have filed.
- Review payment history when payments begin.
- Note any deadlines shown.

Checking daily will not speed anything up. Once or twice a week, plus whenever you get a notice, is usually enough.

**TIP**

Take a screenshot or print the status page when something changes. It helps if you later need to explain what happened.

## 23. Uploading Documents

*Sending the state what it asks for.*

Sometimes the state asks for documents, such as proof of identity, a separation letter from an employer, or other records. The site includes a way to upload them, which saves mailing and waiting.

A phone camera works well. Place the paper on a plain, well lit surface, line up the edges, and take a clear photo. Make sure all the words can be read before you send it.

Common file types like PDF and JPG are usually accepted, though the page will tell you the limits. If your photo is too large or rejected, try moving closer, using the lower resolution setting, or asking a library staff member to scan the page for you.

- 1 Sign in and open the message or request asking for the document.
- 2 Choose the option to upload.
- 3 Select the photo or file from your device.
- 4 Check the preview to confirm it is readable.
- 5 Submit and save the confirmation.

Only send what the state actually asks for, through the official site. If you are not sure whether a request is real, check inside your account first.

**WATCH OUT**

Never email your documents or Social Security number to someone claiming to be the unemployment office. Use only the official website.

## 24. Direct Deposit and Payment Choices

*Getting any payment safely.*

If you are paid benefits, you may be able to choose how the money reaches you. Direct deposit sends it straight to your bank account. Some programs also offer a debit card or other options, so look at what the site offers.

Direct deposit is usually the quickest and the safest, since nothing can be lost in the mail. You will need your bank's routing number and your account number, which appear on your checks or in your bank's app.

Pick an account you actually watch, and keep an eye on it after payments begin. If you share an account with someone, make sure you are comfortable with that. If anything about a payment looks wrong, report it through the official state channels quickly.

- Find the payment or direct deposit section of your account.
- Enter the numbers carefully, twice.
- Confirm the account is in your own name.
- Update the information if you change banks.

Check each number slowly. A single wrong digit can send a payment astray or delay it.

### TIP

If numbers on a check are small and hard to read, use a magnifier or call your bank to confirm them.

## 25. Phone Help and Other Ways to Reach the State

*When the website is not enough.*

Not everything has to be done online. The state has a phone line for unemployment help. A state fact sheet lists (877) 644-6562, which is also written as 877 OHIO-JOB. Check the official site to confirm that number and the hours before you call.

Phone lines can be busy, especially when many people are laid off at once. Try calling early in the day, have your information in front of you, and be patient. Write down the date, time, and name of anyone you speak with.

If you are using a hearing device or need other accommodation, mention that at the start of the call or look on the official site for accessibility options. The state wants every Ohioan to be able to use these services, and there are often alternatives.

- Keep your claim details and Social Security number nearby.
- Have a pen and paper ready.
- Write down what was said and any reference number.
- Try again later if the line is busy.

Libraries and OhioMeansJobs centers also offer public computers if you do not have internet at home.

**WATCH OUT**

Only call numbers listed on the official Ohio sites. Do not call a number from a text, pop-up, or search ad.

## 26. Scams Aimed at Job Seekers

*Spotting the tricks before they work.*

Scammers love both websites in this guide. They know people are worried about money, and they know job seekers share personal information. A few shapes of scam appear again and again.

- A text saying your claim is on hold, with a link to fix it.
- A caller asking for your password or a code sent to your phone.
- A website offering to file for you for a fee.
- A job offer that requires you to buy equipment first.
- A check sent to you with a request to send some of it back.

If a message arrives out of the blue and asks for personal information, treat it as false until you confirm it yourself on the real site.

What they share is pressure. They want you to act fast and not think. Real agencies give you time, send letters that match your account, and never ask for gift cards.

Someone may also file a claim using your name and information. If you get a letter about a claim you did not file, do not ignore it. Report it using the state's official channels and call me if you want help.

**WATCH OUT**

Real Ohio staff will not demand a password, a one-time code, or payment by gift card. Hang up and go to the official site yourself.

## 27. Using a Library or Borrowed Computer

*No home computer? You can still do all of this.*

Many people file and search for work from a library, a senior center, or a local office. Public computers are fine for this as long as you use them carefully.

- Bring your notes, ID, and email information.
- Sign out of OH|ID when you finish.
- Say no if the browser offers to save your password.
- Close the browser before you leave.
- Take all printed pages with you.

Check whether the library offers printing, and ask what it costs, since there may be a small fee per page. Print only the confirmation pages you truly need. A phone photo of the screen can serve as a backup if printing is not available.

Librarians are used to helping with state websites and will often give you a hand with the basics. They may not be able to enter private information for you, but they can show you where to start.

Allow a little extra time. A session may be limited in length, so it helps to do the tough parts first.

### TIP

Bring a small notebook and a pen. Writing down your confirmation numbers beats trying to remember them.

## 28. Making Text Easier to Read

*Zoom the page until your eyes are happy.*

If the print is small, you do not have to squint. Every browser can enlarge a page, and it will not change how the site works. It only changes how comfortable you are.

- 1 On a computer, hold Control, or Command on a Mac, and press the plus key.
- 2 Repeat until the words look right.
- 3 On a phone or tablet, spread two fingers apart on the screen.
- 4 Press Control and zero to return to normal size.
- 5 Look in your device settings for larger text everywhere.

On the unemployment site, enlarge the page before you start a form, not halfway through. Resizing in the middle can sometimes shuffle the layout and make you lose your place. A

larger starting size also helps you catch mistakes in numbers and dates. If your eyes tire, a printed copy of your notes in large type can also help you keep your place.

Take breaks, too. Long forms are tiring, and tired eyes make mistakes. Stand up, stretch, and return after a few minutes.

**TIP**

A bigger screen or a simple monitor can make a world of difference. Ask me if you would like help choosing one.

## 29. Saving and Printing Confirmations

*Your proof that you did it.*

When you submit a claim, file a weekly request, or upload a document, the site usually shows a confirmation. Keep a copy. It is your record of what you did and when.

- Use the browser's Print button to print a copy.
- Choose Save as PDF in the print window to keep it digitally.
- Write the confirmation number in a notebook.
- Note the date and what you did.

Name any digital copies clearly, with the date and the task in the file name, such as the week filed and the word weekly. Back up your folder on a USB drive or in a safe place, so a computer problem does not erase your records.

Keep these in a single folder, paper or digital. If a question ever comes up about whether you filed on time, this folder answers it quickly.

Emails from the state are useful, but they can be lost or deleted. A copy you control is steadier.

**GOOD TO KNOW**

If you cannot find a confirmation, check your account's messages area or ask for help. Do not just guess that it went through.

## 30. Forgot Your OH|ID Password

*You can reset it yourself.*

Forgetting a password is very common, and the fix is built in. On the OH|ID sign-in screen, there is a link to reset it. You will confirm who you are with a code sent to your email or phone.

- 1 On the sign-in page, choose the forgot password link.
- 2 Enter your username or email.
- 3 Wait for the code to arrive and type it in.
- 4 Choose a new password and confirm it.
- 5 Sign in and update your notebook.

If the reset code goes to an old phone number or email you can no longer open, you will need to use another recovery path or contact OH|ID help. This is why updating your contact details while things are calm matters so much.

If you forgot your username as well, look for a similar link for that. Having your email and mobile number on the account makes recovery much smoother, which is why it is worth adding them in advance.

Do not keep guessing at the password. Too many wrong tries can lock the account for a while.

### TIP

After resetting, test your new password by signing out and signing in once more, before you need it for something important.

## 31. If You Are Locked Out or Stuck

*Calm steps for the common snags.*

Locks and errors are usually temporary. A short wait or a reset typically clears them. Work through a checklist rather than repeating the same try.

- Confirm you are on the real address.
- Check that Caps Lock is off.
- Use the forgot password link instead of guessing.
- Try a different browser or device.
- Wait a little while and try again.
- Write down the exact words of any error message.

Do not create a brand new OH|ID just to get around a problem. A second account can split your records and make a claim harder to link. Fix the original one, and ask for help if the lock does not clear after a reasonable wait.

If you are still stuck, ask for help. The state has help channels for OH|ID and for unemployment, and I am glad to sit with you and sort it out.

Remember that a problem with signing in does not mean something is wrong with your claim. It is only a login hiccup.

#### GOOD TO KNOW

The words of an error message make troubleshooting much faster. Write them down or take a photo of the screen before you call anyone.

## 32. Helping a Family Member

*Sit beside them, not in their place.*

Many people help a parent, spouse, or friend through these tasks. That is kind and common. The account must still belong to that person, with their own email, name, and password.

Sit together on their device. Read the steps aloud and let them type the private parts, like the password. That way the account is truly theirs and they can use it when you are not there.

Be patient with the pace. People who are worried about money are often tired and upset, and a calm helper makes it easier to think clearly. Offer to take notes, keep the folder in order, and remind them of weekly deadlines on a shared calendar.

- Use their email address, not yours.
- Let them enter their password and Social Security number.
- Do not answer questions for them that only they can know.
- Help them save confirmations in a folder.

If you manage someone's affairs under a power of attorney, ask the agency about its process for authorized representatives rather than sharing a login.

#### WATCH OUT

Never use another person's OH|ID to file for yourself, and do not let anyone else file in your name. Each claim must be filed by the person it belongs to.

## 33. Plain Questions and Answers

*What neighbors ask me most.*

Q: Does OhioMeansJobs cost anything? A: No. It is a free state service, and any site that asks you to pay for the same help is not the real one.

Q: Do I need a different login for unemployment? A: No. Both sites use OH|ID.

Q: Should I use a free helper who found me online? A: Be careful. Only trust help you sought out yourself, and never give a stranger your password. Q: Is there a deadline to file? A: Yes, timing matters, so file promptly and read the state's pages.

Q: Will I be approved for benefits? A: The state decides each claim. No guide, helper, or website can promise approval.

Q: Can I file by phone? A: The state offers a phone line for help. Check the official site for the current number and hours before calling.

Q: I do not have a computer. What now? A: A public library or a local OhioMeansJobs center can provide one, and I can help you get started.

Q: What if I get a letter I do not understand? A: Sign in to your account to see if it matches, then call the state or call me.

### TIP

Keep a list of your own questions as they come up. Bring them to the library, the local office, or a call with me.

### CHEAT SHEET

## Everyday Cheat Sheet

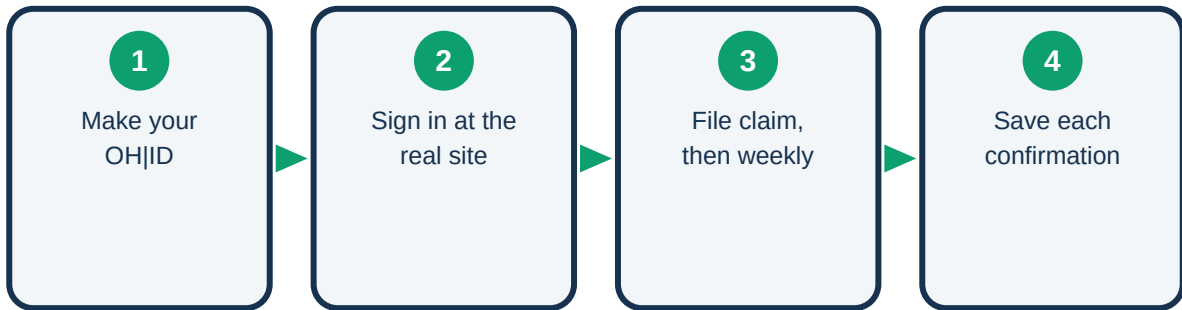
Keep this by the computer. I want to... Find career help: type OhioMeansJobs.com yourself. Apply for unemployment: type unemployment.ohio.gov and sign in with OH|ID. Make a login: choose create account and verify your email. Reset a password: use the forgot password link. File weekly: sign in and choose the weekly request. Save proof: print or save every confirmation. Get local job help: call OhioMeansJobs Portage County at (330) 296-2841. Get help: call Bill at (330) 200-8042.

AT A GLANCE

## A Picture to Follow Along

### From Sign-In to Your Claim

The path most people follow.



**Type the address yourself at every step.**

Illustration - details vary by device, plan, and provider. Always check your own setup.

## AT A GLANCE

## A Second Look

## Two Sites, One Login

Which website does what.



Same OH|ID opens both websites.

Illustration - details vary by device, plan, and provider. Always check your own setup.

## BEFORE YOU GO

## A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



## HOW I CAN HELP

### Your Visit — and My Promise

**In-home visit — \$99 flat** for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

**Remote Support — \$49** for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

#### GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: [billshometech.com/book](https://billshometech.com/book) · [bill@billshometech.com](mailto:bill@billshometech.com)

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