



Requesting Access to Additional Gateway Application(s): A How-To Guide

Purpose: Step-by-step instructions on how to request access to additional ODI Gateway application(s). ODI realizes many people need access to more than one Gateway application – and we are adding new applications in the Gateway all the time. This document describes how to request access to more applications. Keep in mind that access to some applications are subject to review by ODI staff and it may take up to forty-eight (48) hours before being notified of approval or denial.

Also, some applications require you to request affiliation to an entity after access has been granted. Specifics of this process are explained in detail in the User Guide for that particular application.

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

Step 1: Open a browser and log in as you normally would. The screen should look like Figure 1 below. Click the link as shown in Figure 1.

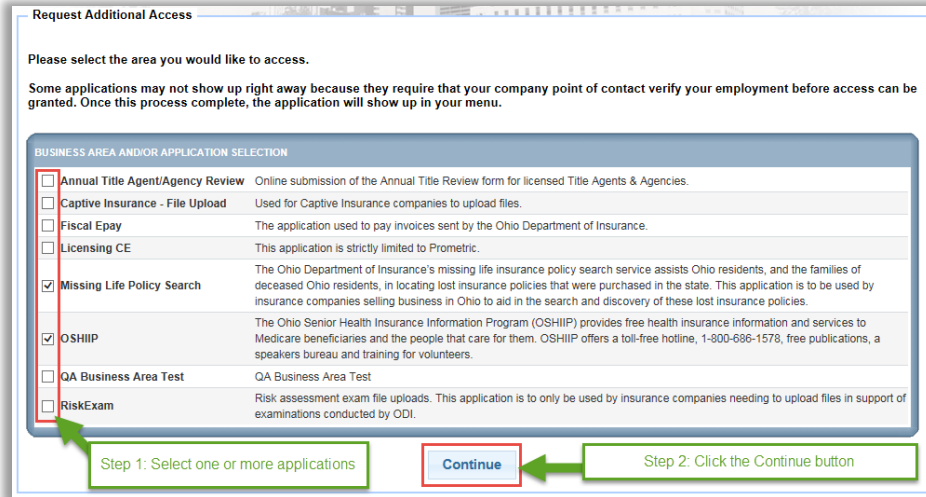
Note: The red outlines will not appear on your screen.

Figure 1:



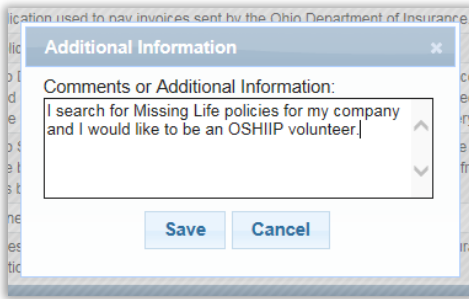
Step 2: Select one or more application(s) for which you need access, then click the Continue button. **Note: The image below does not show all possible applications!**

Figure 2:



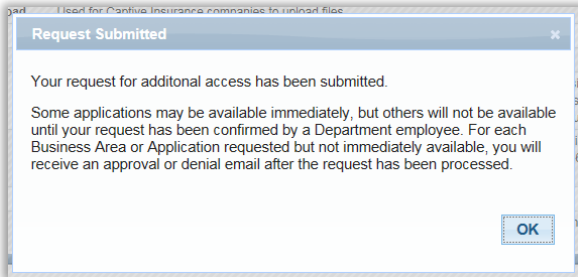
Step 3: You can enter information that would be helpful for ODI when evaluating access approval. This is not required, however. Click the save button to submit your request.

Figure 3:



Step 5a: Figure 4 shows the message you will receive after submitting your request. Any application access request that does not need additional approval will be in your list of applications after you log in. Application access requests that require additional approval will be processed with an approval or denial within forty-eight (48) hours. Click the OK button.

Figure 4:

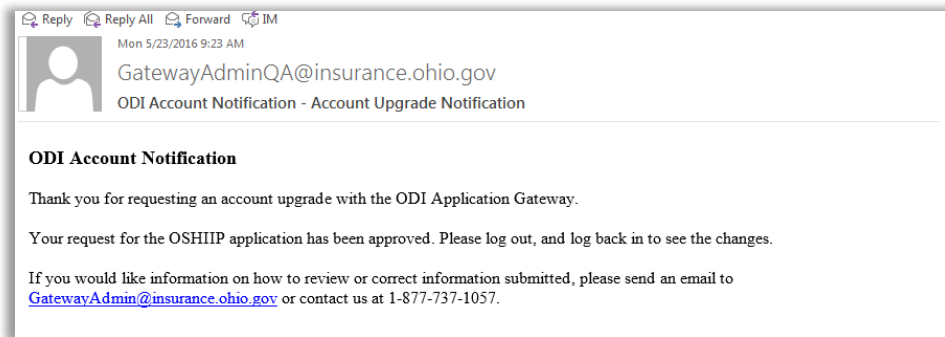


Step 5b: You will now be redirected to your list of approved applications. Any application that do not need additional approval, they will now be in this list. See Figure 5. You will also receive an email indicating your approval (Figure 6).

Figure 5:



Figure 6:

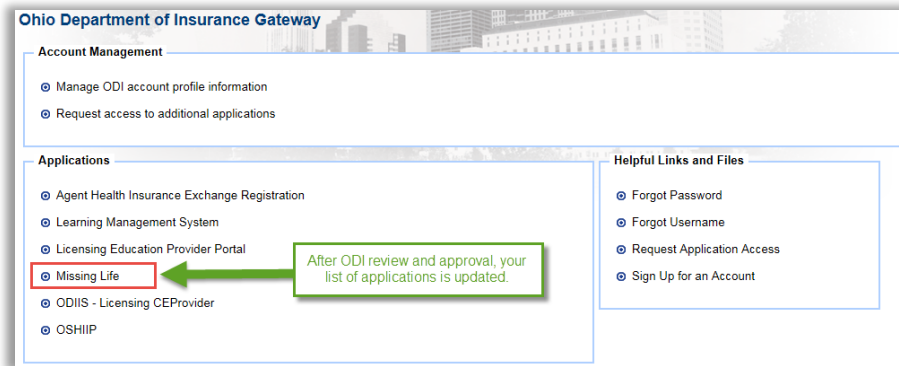


Step 6 – Approval: After ODI review of any applications needing further approval, you will also receive an email indicating approval or denial. Figure 7 shows the approval email. Figure 8 shows the additional application access.

Figure 7:

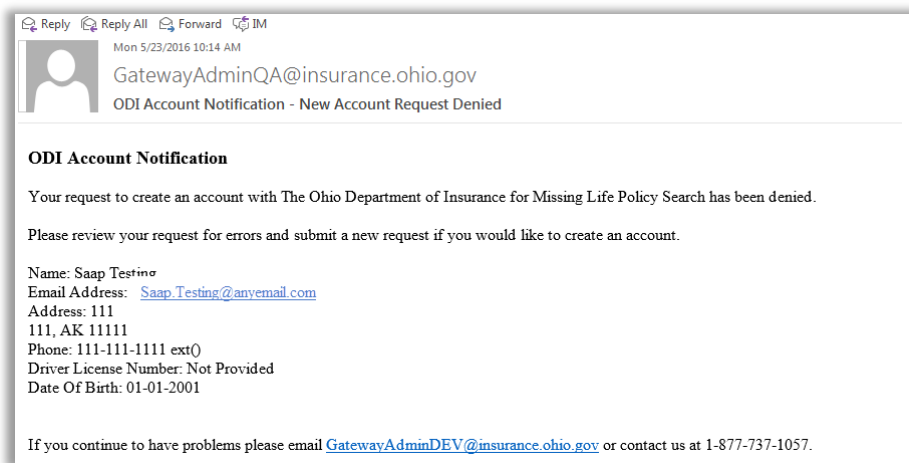


Figure 8:



Step 6 – Denial: Should your request be denied, you will receive an email such as the one shown in Figure 9.

Figure 9:



Finished! You have now completed the process to add additional ODI Gateway application access to your account!

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