



APS Online Referral Access

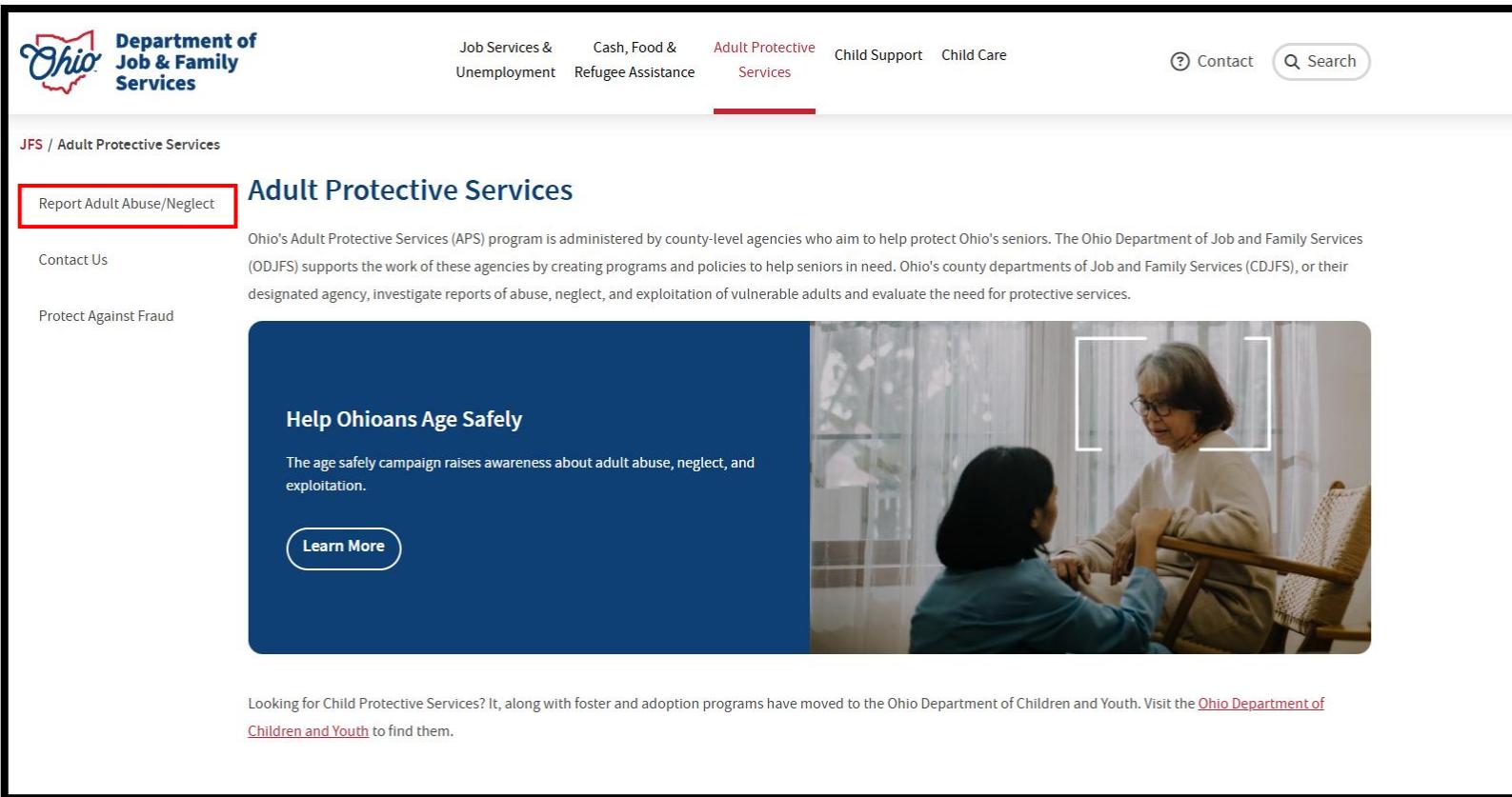


Department of
Job & Family
Services



APS Online Referral Access

To create an online APS referral, go to the ODJFS Online Portal [Adult Protective Services | Job and Family Services](#) and select the link titled *Report Adult Abuse/Neglect*.



The screenshot shows the official website of the Ohio Department of Job & Family Services (ODJFS). The top navigation bar includes links for Job Services & Unemployment, Cash, Food & Refugee Assistance, Adult Protective Services (which is currently selected and highlighted with a red underline), Child Support, Child Care, Contact, and a Search function. The main content area is titled "Adult Protective Services". On the left, there are links for "Report Adult Abuse/Neglect" (which is highlighted with a red box), "Contact Us", and "Protect Against Fraud". The main content area contains a paragraph about the APS program and a large image titled "Help Ohioans Age Safely" showing a younger woman interacting with an older woman in a chair. At the bottom, a note states: "Looking for Child Protective Services? It, along with foster and adoption programs have moved to the Ohio Department of Children and Youth. Visit the [Ohio Department of Children and Youth](#) to find them."

Select the link to report Adult Abuse, Neglect and Exploitation.

JFS / Adult Protective Services / Report Adult Abuse/Neglect / Report Child or Adult Abuse/Neglect

[Report Adult Abuse/Neglect](#)

Contact Us

Protect Against Fraud

Report Child or Adult Abuse/Neglect

The first step in helping children or adults who have been abused or neglected is learning to recognize the signs of maltreatment. The presence of a single sign does not necessarily mean that maltreatment is occurring, but a closer look at the situation may be warranted when these signs appear repeatedly or in combination.





Report Adult Abuse, Neglect, and Exploitation

If you suspect a vulnerable adult is being abused, neglected, or exploited, you may report it online or by calling our Referral Line at: 1-855-OHIO-APS or 1-855-644-6277

[Report Adult Abuse](#)

Report Child Abuse and Neglect

Ohioans who suspect child abuse or neglect now only need to remember one phone number. Reports can be anonymous. Call 1-855-OH-CHILD or 1-855-642-4453

[Learn More](#)

Select the Launch button to report Adult Abuse.

 **Department of
Job & Family
Services**

Job Services & Cash, Food & Adult Protective Child Support Child Care
Unemployment Refugee Assistance Services

>Contact Search

[JFS / Adult Protective Services / Report Adult Abuse/Neglect / Report Adult Abuse, Neglect, and Exploitation](#)

[Report Adult Abuse/Neglect](#)

Contact Us

Protect Against Fraud

Report Adult Abuse, Neglect, and Exploitation



LAUNCH Report Adult Abuse

Share this   

For more information

Contact Info

To report adult abuse call: [1-855-OHIO-APS](#) or contact your [county JFS agency](#)

Select the Log in From OH|ID

If this is an emergency or life-threatening situation Call 911.

The Ohio Department of Job and Family Services (ODJFS) oversees the investigation of vulnerable adults ages 60 and older in cases of abuse, neglect, and exploitation. If you suspect a vulnerable adult is being abused, neglected, or exploited, you may report it by either using this online reporting system or calling the State of Ohio's Adult Protective Services Hotline at 855-644-6277 (855-OHIO-APS). If you wish to report anonymously, please call the State of Ohio's Adult Protective Services Hotline.

For Technical Assistance email ODAPS-Helpdesk@jfs.ohio.gov. Please do not send reports of suspected abuse to this e-mail.

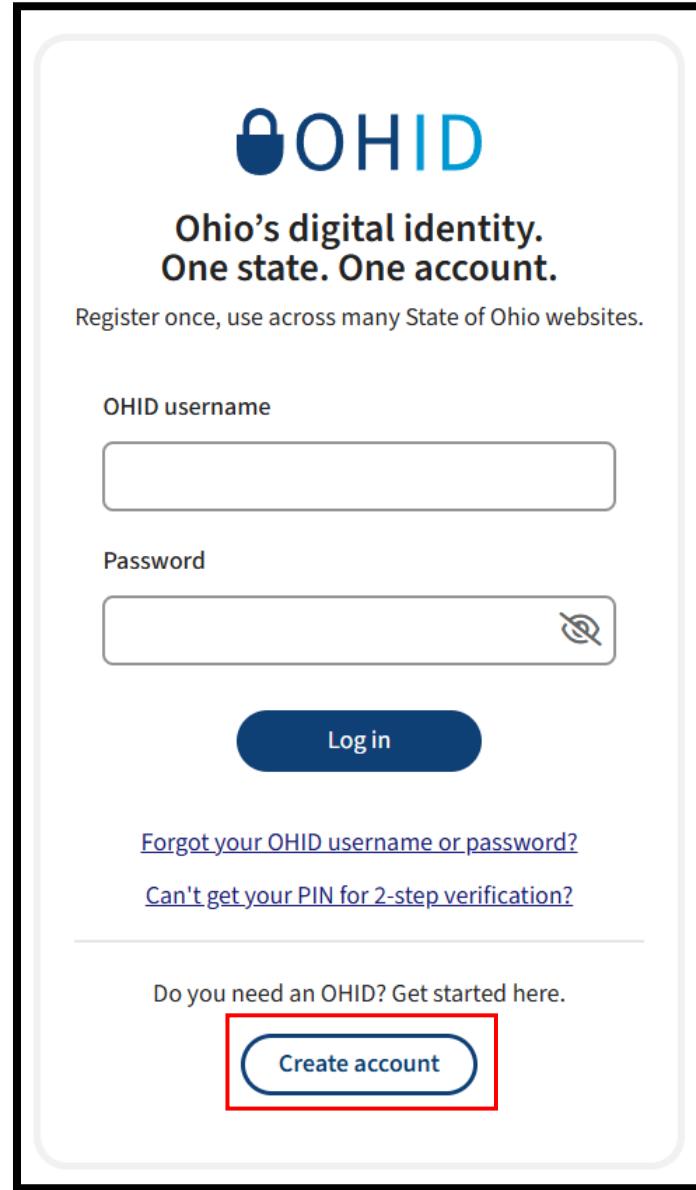


ODAPS

Ohio Adult Protective Services Online Referral

Log in From OH|ID

Select Create Account.



The image shows the OHID login page. The page features a logo with a lock icon and the text "OHID" in blue. Below the logo, the tagline "Ohio's digital identity. One state. One account." is displayed, followed by the subtext "Register once, use across many State of Ohio websites." The page includes two input fields: "OHID username" and "Password", each with a clear button. A "Log in" button is located below the password field. Below the login area, there are two links: "Forgot your OHID username or password?" and "Can't get your PIN for 2-step verification?". A horizontal line separates this from the bottom section. The bottom section contains the text "Do you need an OHID? Get started here." and a "Create account" button, which is highlighted with a red rectangular border.

OHID

Ohio's digital identity.
One state. One account.

Register once, use across many State of Ohio websites.

OHID username

Password

Log in

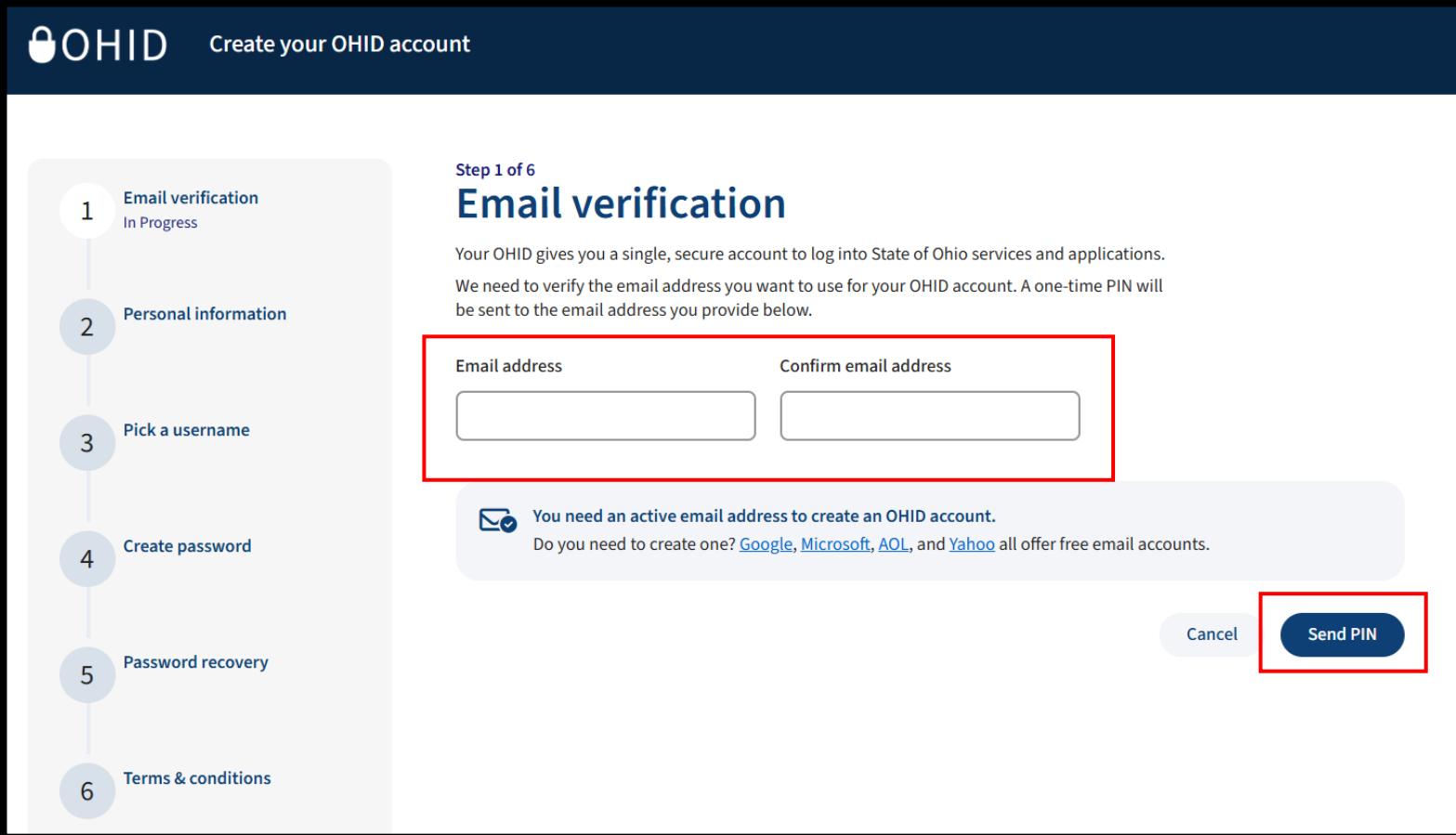
[Forgot your OHID username or password?](#)

[Can't get your PIN for 2-step verification?](#)

Do you need an OHID? Get started here.

Create account

Enter your email address, then select *Send PIN*.



The screenshot shows the OHID account creation process at Step 1 of 6, titled "Email verification". The left sidebar lists steps 1 through 6: 1. Email verification In Progress (current step), 2. Personal information, 3. Pick a username, 4. Create password, 5. Password recovery, and 6. Terms & conditions. The main content area displays the "Email verification" step with instructions: "Your OHID gives you a single, secure account to log into State of Ohio services and applications. We need to verify the email address you want to use for your OHID account. A one-time PIN will be sent to the email address you provide below." Below this are two input fields: "Email address" and "Confirm email address", both of which are highlighted with a red box. A callout bubble provides a tip: "You need an active email address to create an OHID account. Do you need to create one? [Google](#), [Microsoft](#), [AOL](#), and [Yahoo](#) all offer free email accounts." At the bottom right are "Cancel" and "Send PIN" buttons, with "Send PIN" also highlighted with a red box.

OHID Create your OHID account

Step 1 of 6

Email verification

Your OHID gives you a single, secure account to log into State of Ohio services and applications. We need to verify the email address you want to use for your OHID account. A one-time PIN will be sent to the email address you provide below.

Email address

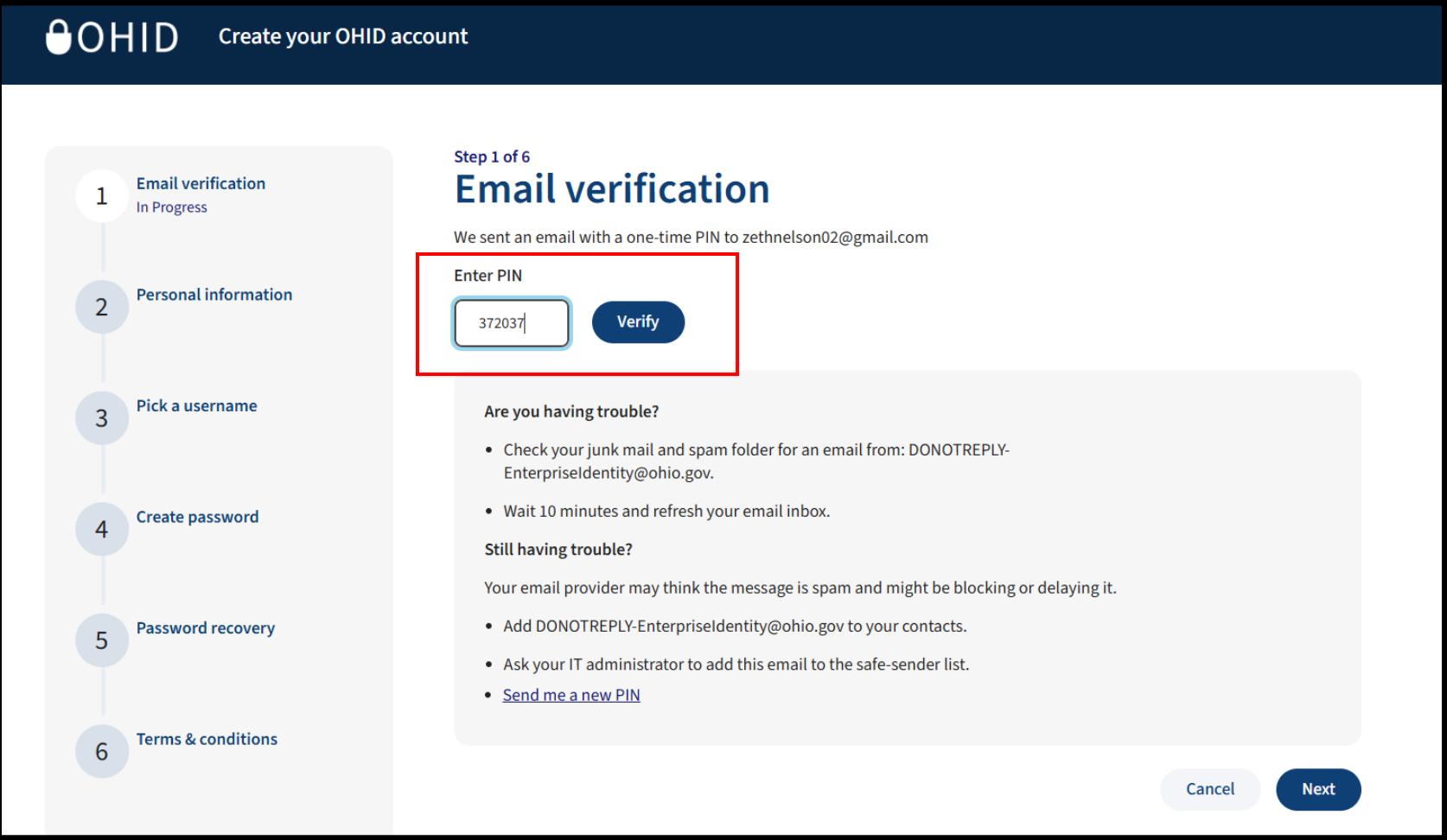
Confirm email address

✉ You need an active email address to create an OHID account.
Do you need to create one? [Google](#), [Microsoft](#), [AOL](#), and [Yahoo](#) all offer free email accounts.

Cancel

Send PIN

Enter the PIN sent to the email address you provided, then select *Verify*.



OHID Create your OHID account

Step 1 of 6

Email verification

We sent an email with a one-time PIN to zethnelson02@gmail.com

Enter PIN

372037

1 Email verification
In Progress

2 Personal information

3 Pick a username

4 Create password

5 Password recovery

6 Terms & conditions

Are you having trouble?

- Check your junk mail and spam folder for an email from: DONOTREPLY-Enterpriseldentity@ohio.gov.
- Wait 10 minutes and refresh your email inbox.

Still having trouble?

Your email provider may think the message is spam and might be blocking or delaying it.

- Add DONOTREPLY-Enterpriseldentity@ohio.gov to your contacts.
- Ask your IT administrator to add this email to the safe-sender list.
- [Send me a new PIN](#)

Cancel

Once your PIN verification is confirmed, select *Next*.

The screenshot shows the OHID account creation process at Step 1 of 6: Email verification. The left sidebar lists steps 1 through 6: 1. Email verification (In Progress), 2. Personal information, 3. Pick a username, 4. Create password, 5. Password recovery, and 6. Terms & conditions. The main content area is titled "Email verification" and displays the message: "We sent an email with a one-time PIN to zethnelson02@gmail.com". Below this is a form field labeled "Enter PIN" containing "372037", with a "Confirmed" checkbox checked. A red box highlights this form field. To the right, there are sections for troubleshooting: "Are you having trouble?" with a list of items, "Still having trouble?", and a link to "Send me a new PIN". At the bottom right are "Cancel" and "Next" buttons, with "Next" also highlighted by a red box.

OHID Create your OHID account

Step 1 of 6

Email verification

We sent an email with a one-time PIN to zethnelson02@gmail.com

Enter PIN

372037 Confirmed

Are you having trouble?

- Check your junk mail and spam folder for an email from: DONOTREPLY-Enterpriseldentity@ohio.gov.
- Wait 10 minutes and refresh your email inbox.

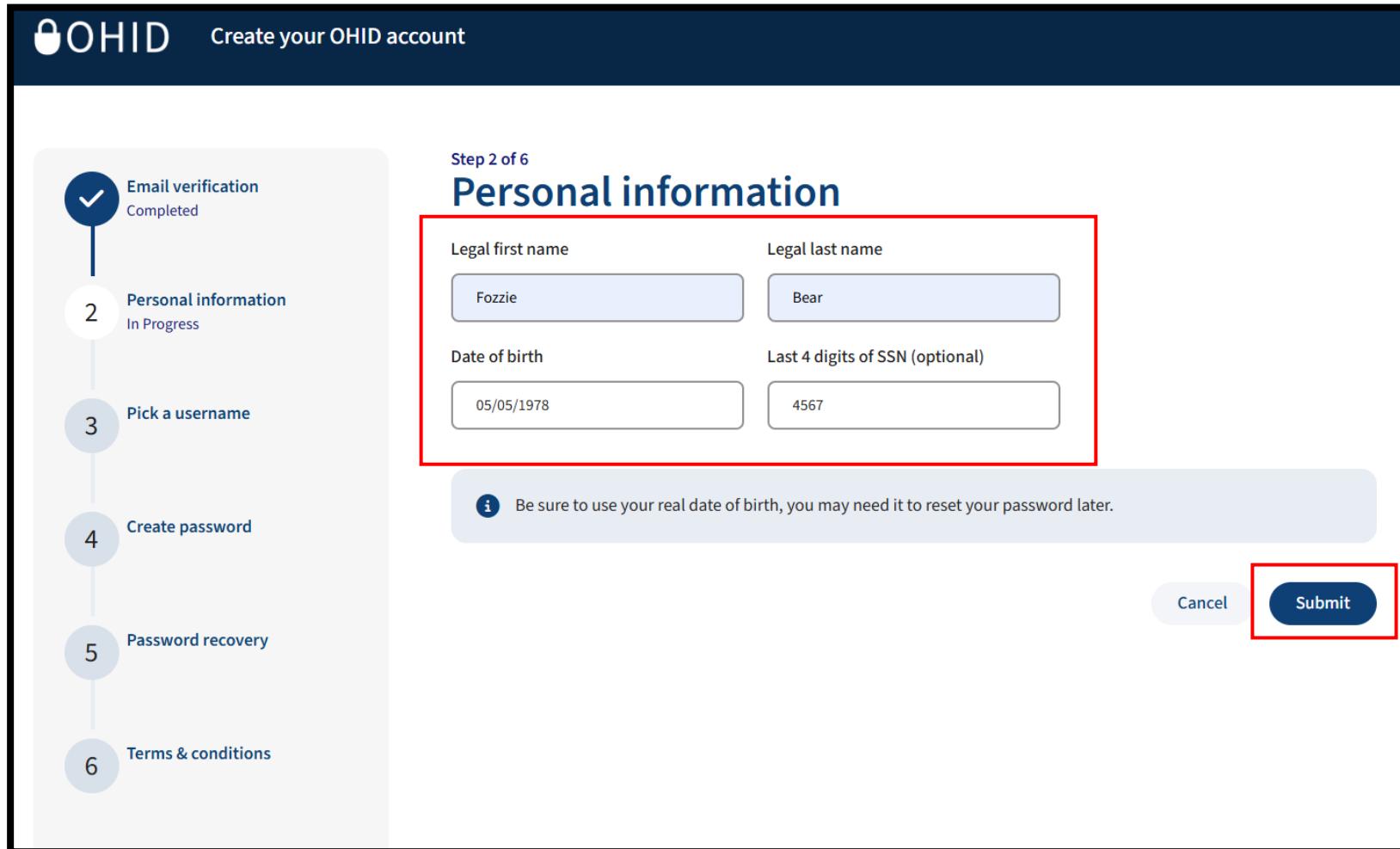
Still having trouble?

Your email provider may think the message is spam and might be blocking or delaying it.

- Add DONOTREPLY-Enterpriseldentity@ohio.gov to your contacts.
- Ask your IT administrator to add this email to the safe-sender list.
- [Send me a new PIN](#)

Cancel Next

Enter your legal first and last name, date of birth, and the last four digits of your SSN, then select *Submit*.



OHID Create your OHID account

Step 2 of 6

Personal information

Legal first name: Fozzie

Legal last name: Bear

Date of birth: 05/05/1978

Last 4 digits of SSN (optional): 4567

Be sure to use your real date of birth, you may need it to reset your password later.

Cancel Submit

1 Email verification Completed

2 Personal information In Progress

3 Pick a username

4 Create password

5 Password recovery

6 Terms & conditions

Create a username that meets the listed requirements, then select **Next**.

If the username you enter does not meet the requirements, you will be prompted to choose a new one.

The screenshot shows the 'Create your OHID account' process at 'Step 3 of 6'. The left sidebar lists steps 1 through 6: 1. Email verification (Completed), 2. Personal information (Completed), 3. Pick a username (In Progress, highlighted in blue), 4. Create password, 5. Password recovery, and 6. Terms & conditions. The main content area is titled 'Pick a username' and displays 'Username requirements' with the following list:

- Must be between 6-64 characters
- Cannot start or end in a special character
- Cannot contain only numbers; and
- Cannot contain special characters other than a period (.), dash (-), underscore (_), or at sign (@).

The 'OHID username' input field contains the text 'FantasticFozzie' and is highlighted with a red border. The 'Next' button at the bottom right is also highlighted with a red border.

Step 3 of 6

Pick a username

Username requirements

- Must be between 6-64 characters
- Cannot start or end in a special character
- Cannot contain only numbers; and
- Cannot contain special characters other than a period (.), dash (-), underscore (_), or at sign (@).

OHID username

FantasticFozzie

Cancel

Next

Create a password that meets the listed requirements, then re-enter it to confirm and select **Next**. If the password does not meet the requirements, you will be prompted to create a new one.

The screenshot shows the OHID account creation process at Step 4 of 6. The left sidebar lists the steps: 1. Email verification (Completed), 2. Personal information (Completed), 3. Pick a username (Completed), 4. Create password (In Progress), 5. Password recovery, and 6. Terms & conditions. The main content area is titled "Create password" and displays the following:

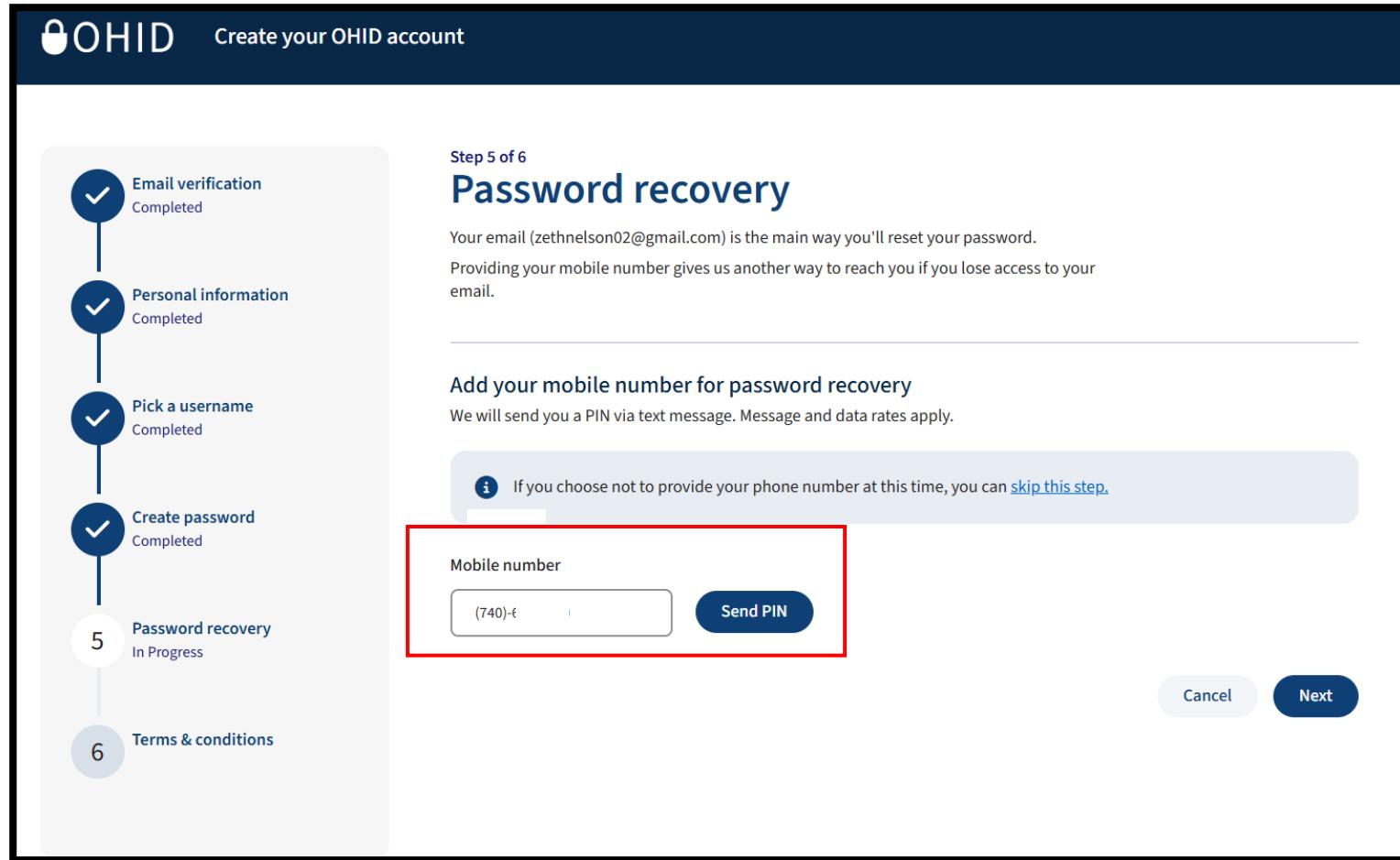
Your password must contain:

- At least 12 characters
- An uppercase letter
- A lowercase letter
- A number
- A special character (!\$#,.%@~^&*_-+=>()[]%"“;;/?‘)

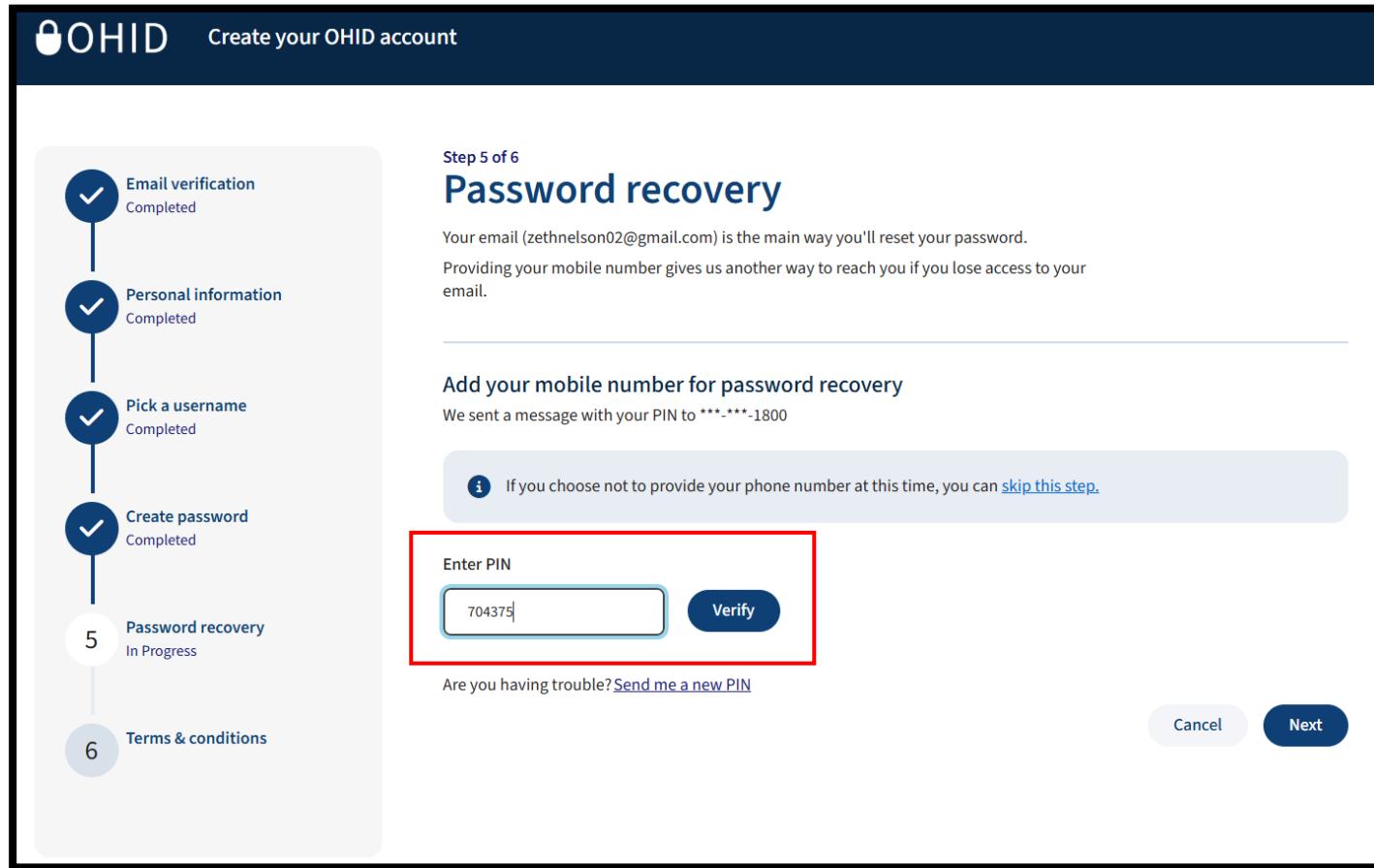
Your password cannot contain your first name, last name, or OHID username.

Two input fields are shown: "Password" and "Confirm password", both with red outlines. The "Next" button at the bottom right is also outlined in red.

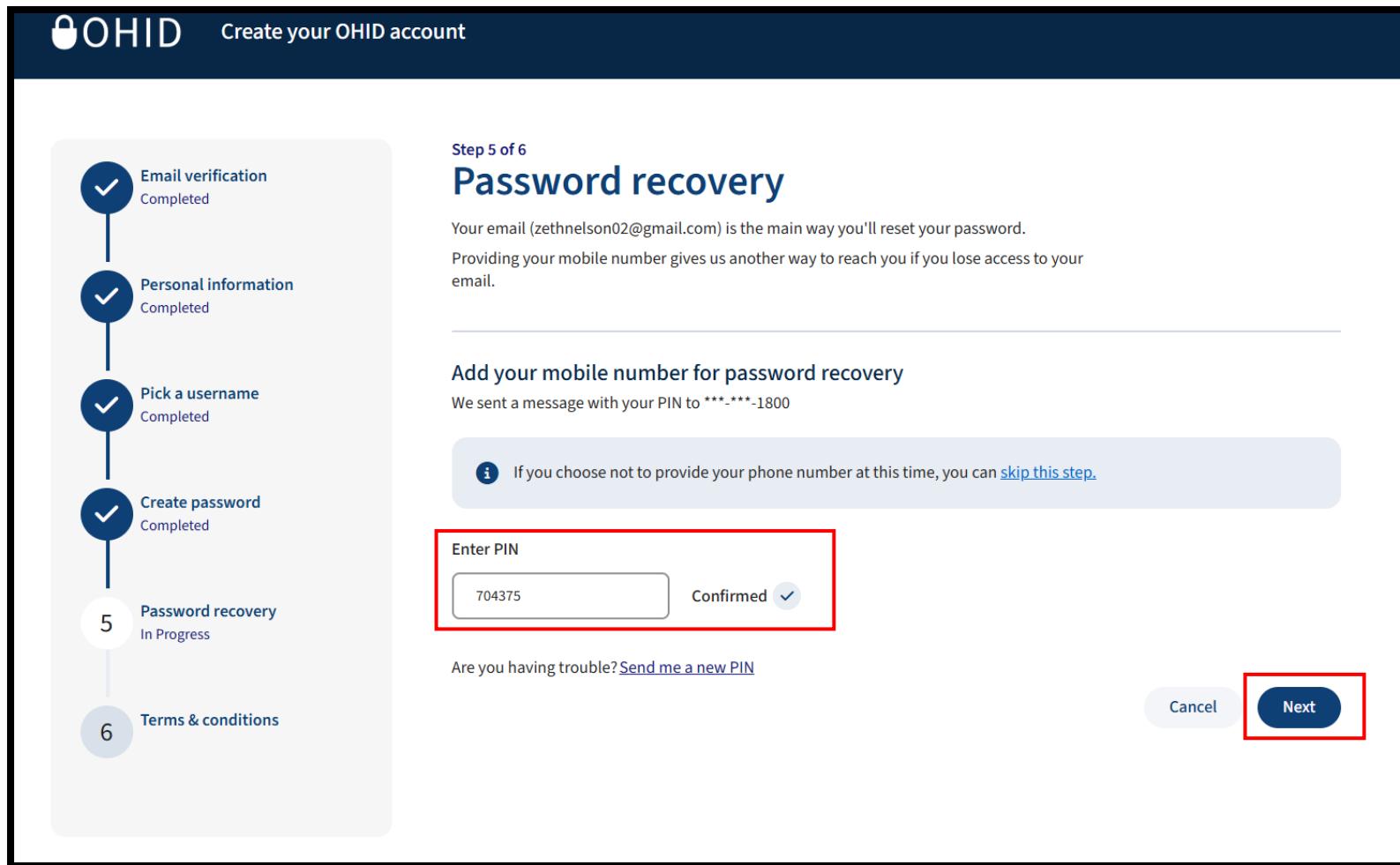
For password recovery, enter your mobile number and select *Send PIN*.



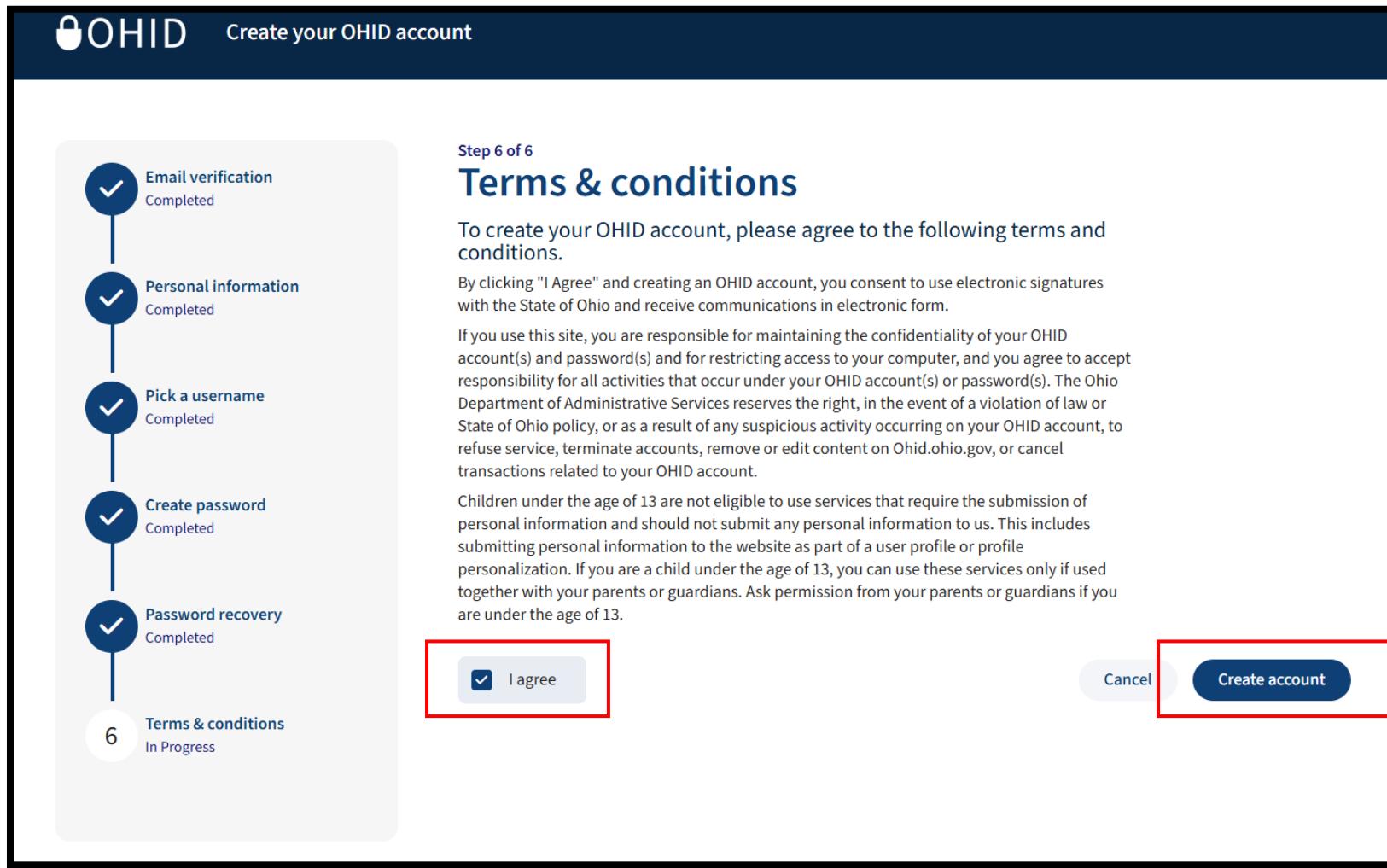
Enter the PIN you received on your mobile device, then select *Verify*.



Once the Pin you entered is confirmed, select Next

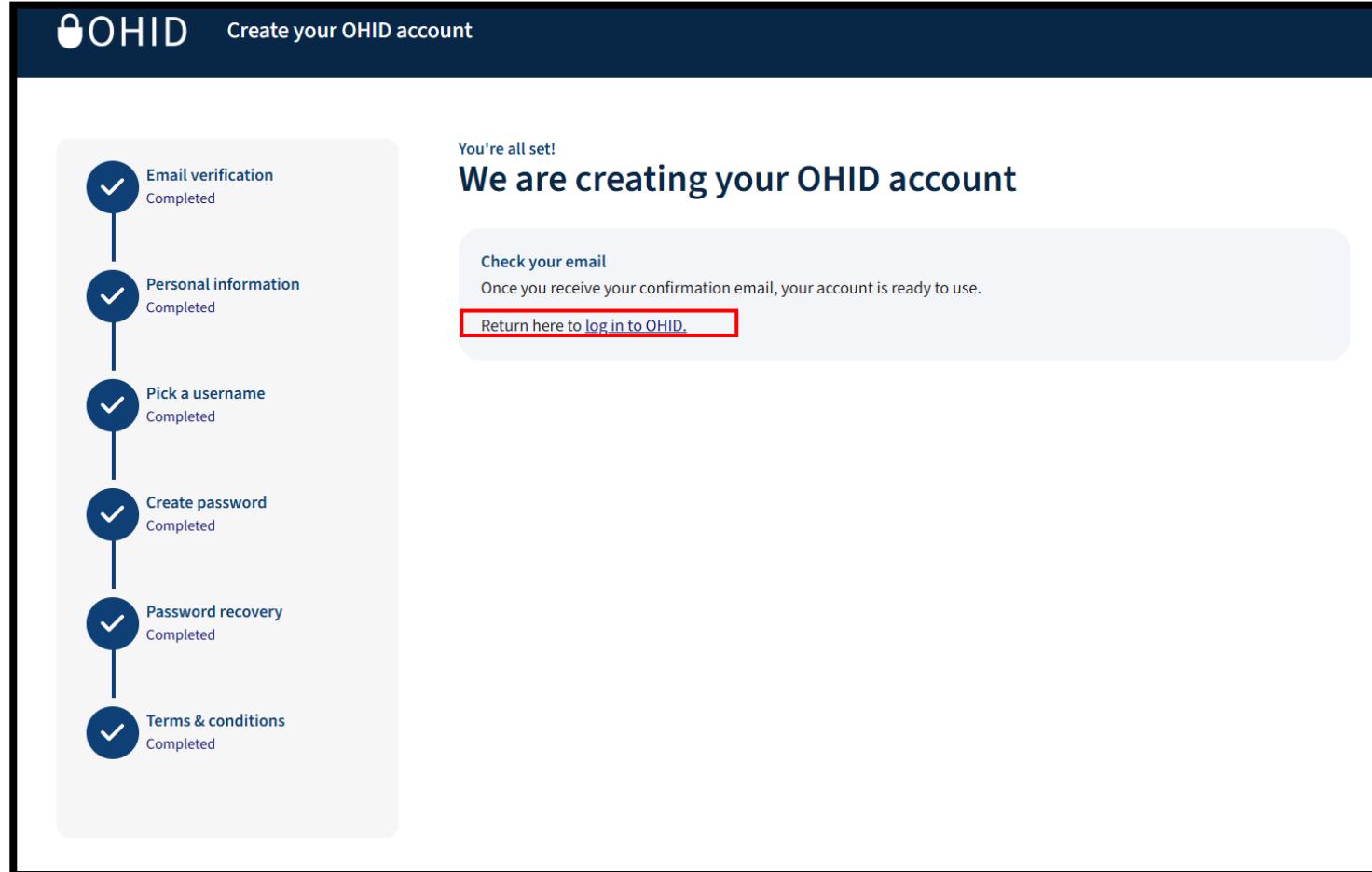


Review the Terms & conditions and select the I agree button followed by the Create account button.

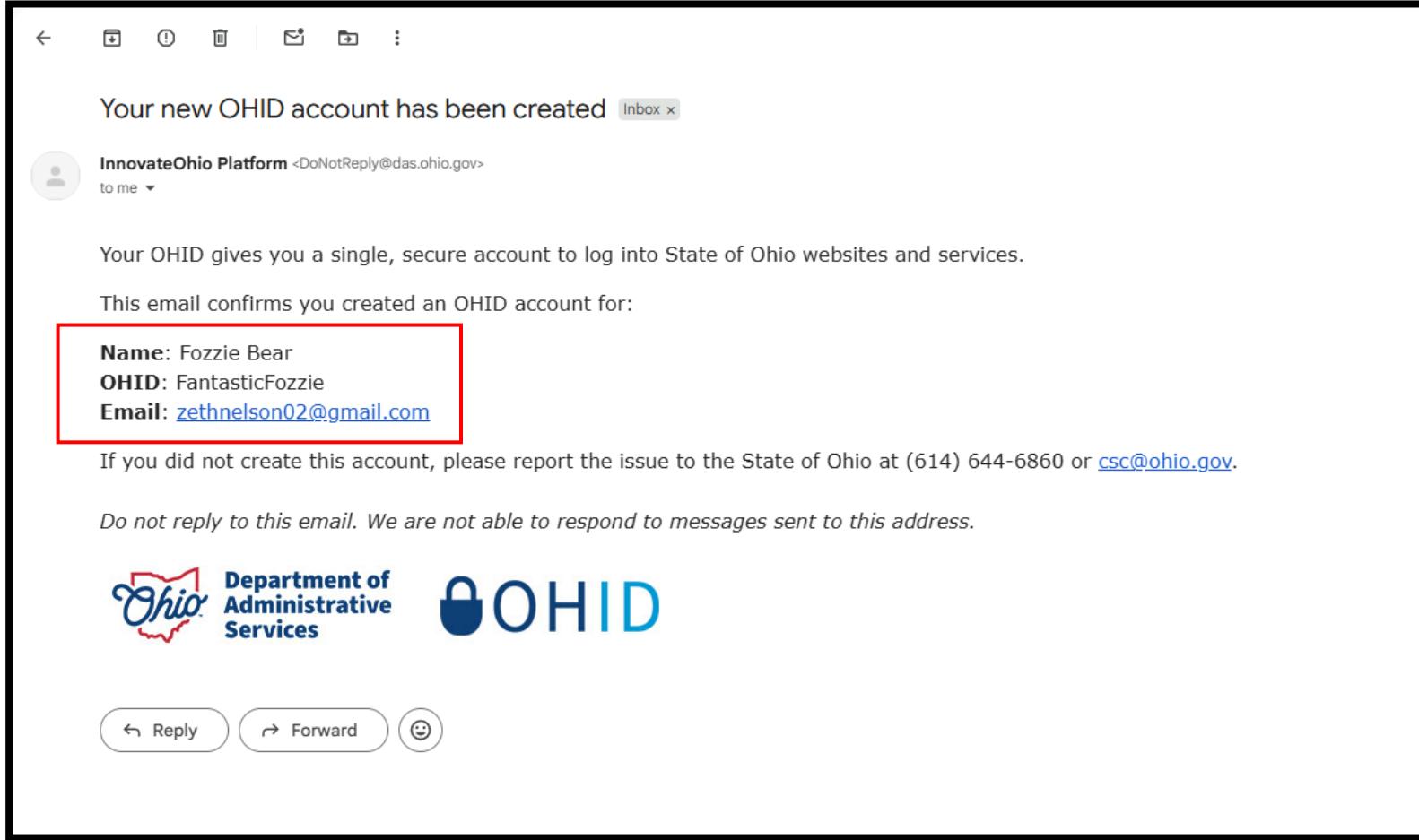


Check your email for confirmation your account is ready to use.

Select the Log in to OH|ID button after your account is created and you will be directed to the online referral.



Example of email confirmation you will receive upon creation of your new OH|ID.



The image is a screenshot of an email message. The subject line is "Your new OHID account has been created" and the sender is "InnovateOhio Platform <DoNotReply@das.ohio.gov> to me". The message body contains the following text:

Your OHID gives you a single, secure account to log into State of Ohio websites and services.

This email confirms you created an OHID account for:

Name: Fozzie Bear
OHID: FantasticFozzie
Email: zethnelson02@gmail.com

If you did not create this account, please report the issue to the State of Ohio at (614) 644-6860 or csc@ohio.gov.

Do not reply to this email. We are not able to respond to messages sent to this address.

At the bottom of the email, there is a logo for the "Department of Administrative Services" featuring a stylized "Ohio" state outline and the text "Department of Administrative Services". To the right of the logo is the "OHID" logo, which consists of a blue padlock icon followed by the text "OHID". Below the logo are three circular buttons with icons: a left arrow and "Reply", a right arrow and "Forward", and a smiley face.

Instructions for the online referral can be found on the main APS referral page.

