

For those having issues with OHID – for unemployment filing:

The following process has been successful in resolving some of the issues with unemployment such as being unable to log in or being locked out using OHID (now required for online unemployment filing).

Step 1. On the main page for unemployment, click contact us. On the computer it's right next to the Apply/Log In button. On a phone it's on the bottom of the screen.

Step 2. Once the page loads, scroll down to Claimant Unemployment Program Inquiry Form

Step 3: Members need to fill in the information (first and last name, their email that they used for OHID, representative's email is morgan.hughes@navistar.com, their SSN if you don't know your claimant ID, and your phone number). Then put a description of the issue that's going on. If a password was changed and you cannot log in due to the social security number being linked to another OHID account, you should put that. If you are locked out, you need to include the steps you took that led that to happening and then click submit.

If you also include Morgan Hughes' email address: morgan.hughes@navistar.com, she will also get an email notification that the inquiry was received. You will also get another email when the issue has been resolved along with step-by-step instructions for how to get back in.