CCIP Note # 523

Re: **CCIP / ED STEPS: Contact Verification**

Date: March 27, 2023

To: Superintendents, Treasurers, Authorized Representatives, Fiscal Representatives and Consolidated Funding Application Contacts, Nonpublic School Principals

CCIP / ED STEPS: Contact Verification

Beginning March 29th , the Ohio Department of Education will begin asking anyone with an ODE user profile to verify their contact information once a year.

What is an ODE user profile?

Like other online services, Department of Education applications need some basic information about you including your name, address and how to contact you. Once collected, your profile information will be used in all of the Department applications you use.

An ODE user profile is not the same as an OH|ID. Even though the OH|ID signup process also collects some contact information, OH|IDs are only used to login to state systems and the contact information they collect is only used to enable secure logins.

An ODE user profile is unique to the Department of Education. If you use applications from another state agency and have provided similar information to them, the Department of Education does not have access to that information and must create our own user profile for you.

Why are we asking for updated contact information?

Like other online services, we are now asking for everyone with an ODE profile to verify their contact information once a year.

The Department uses the information in your ODE user profile to contact you when necessary, for example to alert you to status changes to a license or grant application you may have submitted. If you move or change your phone number or email address, the Department's messages may not reach you if your ODE user profile still has the old contact information. The purpose of this new functionality is to ensure your profile information is current so the Department can reach you with these important updates or alerts about our services.

When does this change take effect?

The Department will begin asking for contact information updates on Wednesday, March 29.

Do I need to do anything special to verify my contact information?

No, the Department automatically will check if it is time to verify your contact information each time you use a Department application. If it has been more than a year since your last verification, you will be asked to verify your contact information before you proceed to the application.

How long will it take to verify my contact information?
If you have no changes to make, verification is very fast. If you make updates to your information, it takes most users only a few minutes to enter the updated contact information.

Where do I go if I have questions?
You can contact the Department by calling (877) 644-6338 or emailing contact.center@education.ohio.gov.