

SOS Application Systems

Account Management Policy

Account Management Policy

1. Board of elections' employees will be provided with access to Secretary of State's software applications only after receiving an authorization from the director, deputy director or a department manager. The Account Management Form used to provide such authorization to the Secretary of State will be available online on the BOE Portal menu.
2. The director, deputy director or a department manager is responsible for notifying the Secretary of State's staff of any changes that will necessitate the disabling of an account no later than 24 hours after any employment separation. Boards are encouraged to make this a part of its HR policies regarding employee separations.
3. If the Secretary of State's staff becomes aware of any employees who separated employment with the board, Secretary of State's staff will request that the director, deputy director or a department manager complete the Account Management Form authorizing the removal of the individual.
4. Passwords must be at least 8 characters and must contain at least one non-alphanumeric character. However, it is highly recommended that each user choose a long password of at least 12 characters.
5. After too many unsuccessful login attempts, the account will lock and the user will be instructed to contact the Help Desk.
6. Passwords must be changed every 90 days. Users will be forced to change his or her password after 90 days.
7. All BOE Portal accounts with 120 days or more of no activity (no login attempts) will automatically be disabled. To regain system access, the director, deputy director or a department manager should contact the Help Desk who may request written authorization to gain access to the application.

Requesting Password Resets

1. The director, deputy director, or a department manager may authorize a password reset for existing users by completing the Account Management Form available on the BOE Portal.
 - a. If instructed to contact the Help Desk because of a password issue (too many unsuccessful login attempts), the user may request a password reset. Note that SOS staff may request that the Account Management Form be completed by an authorized individual.
 - b. If the account was locked due to password expiration, only the director, deputy director, or a department manager may authorize the password reset.
2. Authorization must be provided by attaching the completed Account Management Form in an email to help@ohiosos.gov. The person submitting the form will receive an email showing that a ticket will be created.
3. Account information for most applications will be provided by phone to the authorized named user and will not be provided via email. Safe at Home password information will be provided by U.S. mail.
4. Each board of elections will be responsible for sharing the CBTS and SOS network/email account information with its authorized staff.

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Removing Accounts

1. The director, deputy director or a department manager must request that an account be disabled by completing the Account Management Form available on the BOE Portal. Secretary of State's staff must be notified of the employment separation of a credentialed user no later than 24 hours after the separation.
2. Requests to remove users must be provided by attaching the completed Account Management Form in an email to help@ohiosos.gov. The person submitting the form will receive an email showing that a ticket will be created.
3. If the user had access to CBTS or the SOS Email, both account passwords will be reset and information provided accordingly to the director and/or deputy director or department manager.
4. Each board of elections will be responsible for sharing the CBTS and SOS network/email account information with its authorized staff.

Adding/Updating Accounts

1. The director, deputy director or a department manager may authorize the addition of new users or changes to existing users by completing the Account Management Form available on the BOE Portal.
2. Authorization must be provided by attaching the completed Account Management Form in an email to help@ohiosos.gov. The person submitting the form will receive an email showing that a ticket will be created.
3. Account information for most applications will be provided by phone to the authorized named user and will not be provided via email. Safe at Home password information will be provided by U.S. mail
4. Each board of elections will be responsible for sharing the CBTS and SOS network/email account information with its authorized staff.

If you have any questions about this policy, please contact the help desk at help@ohiosos.gov or 1-614-466-8467.