



Business Gateway

OSCPA Webinar Q & A

Oct. 30, 2024

What is the proper way to access a client's Ohio Business Gateway account? Do we need to add each client's EIN to our personal OHID account and request access to each client's Ohio Business Gateway?

The proper way to access a client's account on the Ohio Business Gateway is to request access to that account. First, you would want to associate your OHID account with the company account that you work for prior to requesting access to your clients' company account. You will need to request access to all your client's accounts individually. After approval, the client's account will be shown on your Ohio Business Gateway Dashboard under the dropdown menu.

Do we need to request access to the company that we work for to get associated with our company like the way we request access to client's accounts?

Yes. In the Ohio Business Gateway, you need to first associate your OHID account with your company account before requesting access to your clients' company account. This way when you request access to your client's account, the request will show your name and your company as the requestor.

There are times when I am granted access to Employer withholding for all the services for a client, but when I go to the home page, the transactions don't show up even though it shows I have access. Is there something I can do on my end or does this have to be a call to Ohio Business Gateway services?

This occurs when access to a transaction type wasn't properly requested, and a filing administrator approved the access. There is a specific order for the process of requesting access and getting approval to the Service Areas first then the Transaction Types. If a step is missed and the filing administrator grants permission, then the transaction won't show on the dashboard. Contact the Ohio Business Gateway Help Desk for assistance in removing the permissions so it can be requested properly.

If I have Filing Administrator access, shouldn't I be able to approve Requests for access? Or remove others?

If you have Filing Administrator access, you can approve/remove access to other Filing Administrators, Filers, and Non-Filers who are related to the same account as you. Your client must be the Primary Filing Administrator of their account and should be the only one who can approve requests for access from their own employees.



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In Ohio Business Gateway, I want to use my Doing Business As name versus my name, can I update it online the business name?

No. Your OHID account must have your own first and last name, not your business name. The company account in which you are associated on the Ohio Business Gateway will be under your business name.

So, will the taxpayer need to grant access again to the CPA?

If you already have an OHID account and are associated with your client in the Ohio Business Gateway, you don't have to request access again. If you are creating a new OHID account and there is no Filing Administrator on the client's account from your company then yes, the client will need to approve access to the CPA.

Is there a way to access the banking information saved in the Ohio Business Gateway without going through the process of filing so we can manually add the banking information to the new system?

No. To maintain information security, banking information isn't stored on the Ohio Business Gateway. It is only made available via our third-party payment processor while submitting payment instructions.

Can you choose to have multiple administrators with one company?

Yes, you can have as many administrators as you want from your company associated to each client's account. Please note that the Primary Administrator of the client's account needs to be a representative of the client.

Will all the companies we have access to on the Ohio Business Gateway show up automatically?

If you are logging into the Ohio Business Gateway with an existing OHID account, you will see all your established clients listed in the dropdown menu on your dashboard.

If you are logging into the Ohio Business Gateway with a new OHID account, you won't see any clients. You will need to request access to your clients.



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What are the various roles and permissions?

Roles are the access level you have with your client's account (Filing Administrator, Filer, non-filer). Permissions are the level of access you can request/receive for the transaction types (Create, Edit, Read, Submit, Delete).

Why do we have to request access again to accounts already associated with our Ohio Business Gateway?

If you are logging into the Ohio Business Gateway with your existing OHID account, you will see all your established clients listed in the dropdown menu on your dashboard. You won't need to request access again to your client's accounts.

If you are logging into the Ohio Business Gateway with a new OHID account, you won't see any clients. You will need to request access to your clients.

Will we continue to be able to access the Ohio Business Gateway from the current landing page?

Yes. There is no change in where you will log into the Ohio Business Gateway.

If we already have an OHID, do we need to go through the process of using the OHID.ohio.gov site?

Utilizing OHID.ohio.gov isn't a requirement to log into the Ohio Business Gateway. You can continue to log in from gateway.ohio.gov.

Note: If you use a single OHID to access multiple State of Ohio systems, utilizing ohid.ohio.gov will allow you to access all of the systems from a single location.

Do you need separate secure access for business and separate secure access for you as an individual, when you are working for a different accounting firm?

It is recommended you have a single OHID account that represents you as an individual. That OHID account can then be associated with your accounting firm's business account on the Ohio Business Gateway.



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I've seen emails saying we need to connect to our clients before Dec. 2, 2024, or else we won't have access to them. What happens when we get a new client in January? Will there still be a request access function?

If your new client's business is already registered with the Ohio Business Gateway, you will request access to the account as usual.

If your new client's business isn't registered with the Ohio Business Gateway, the client will have to first register their account before you can request access to the account.

I am logged into OHID with the Ohio Business Gateway active with my clients and authentication is setup. Should the Ohio Business Gateway now operate the same as always for filing for my clients?

Starting Dec. 9, the following Service Areas will no longer be shown on the Ohio Business Gateway:

- Sales and Use Tax
- Employer and School District Withholding
- Adult Use Cannabis Tax

Users who currently have access to these Service Areas on their dashboard will see the Ohio Department of Taxation Service Area.

OH|TAX eServices transaction on the Ohio Business Gateway will redirect to the OH|TAX eServices application where you will file and make payment for those specific transactions.

Will State of Ohio unemployment and city taxes eventually go to OH Tax services or stay on the Ohio Business Gateway platform?

State unemployment will remain on the Ohio Business Gateway.

City taxes (NPR and Municipal Withholding) will continue to be filed as usual at this time.



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Where will I make my payment after OH|TAX eServices is live?

For Transactions filed on the Ohio Business Gateway, payment must be completed on the Ohio Business Gateway.

For Transactions filed on OH|TAX eServices, payment must be completed on OH|TAX eServices.