First time Log- On Instruction

1. GO to mybenefits.ocgov.com (Chrome, Edge or Firefox only)

2. On the log-in screen appears, click "**New User?**"
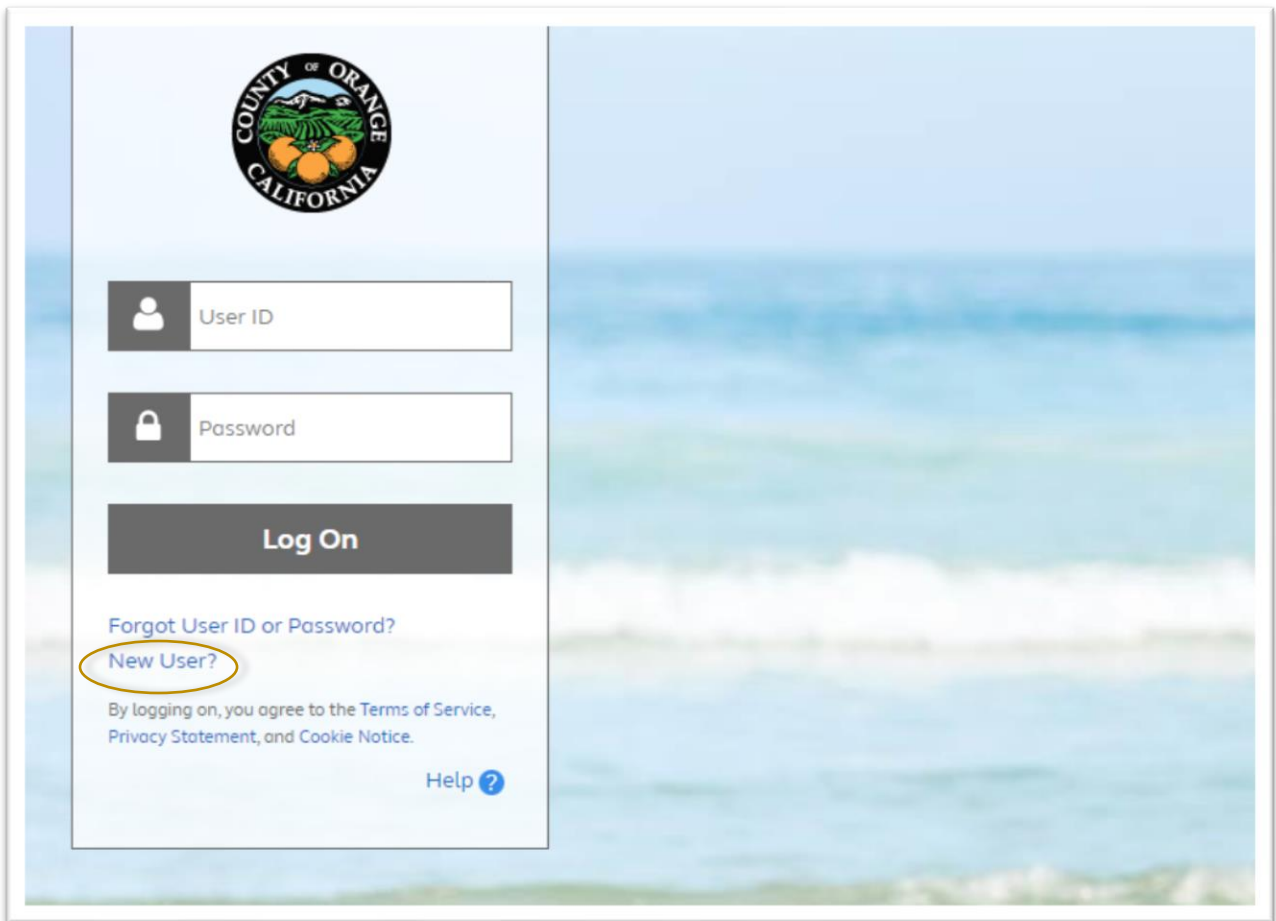
3. Enter personal information that includes:
   - The last 4 digits of your social security number
   - Your date of birth

Enter Your Personal Identification ? Help

Before you can access your account, you need to confirm your identity.

Last 4 Digits of SSN

Birth Date

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Continue   Cancel

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4. Enter zip code.

Provide Additional Identification ? Help

To help verify your identity, you must enter the information requested below. You'll then be prompted to create a new user ID and password.

Zip Code

Continue

5. Create New User ID - Be sure to follow the New User ID guideline under User ID Tips.

You must create your own user ID for increased security and flexibility.

A user ID is an ID that uniquely identifies you on this site. Your user ID gives you access to your benefits information while protecting the confidentiality of your Social Security Number.

New User ID

User ID Tips
- Enter 8 to 60 characters.
- Spaces aren't allowed.
- User IDs aren't case sensitive.
- Only the following special characters are allowed: @ - _ .
- Can't contain the password.

Learn More

6. Establish password - Be sure to follow the password requirements when creating your password. Note that for every password requirement you complete, the circle will be replaced with a green check mark.

New Password

Reenter New Password

☐ Show Password

Password Tips
- Enter 10 to 64 letters, numbers or special characters.
- Use a password that's easy for you to remember but hard for others to guess.
- Don't include public or known information about yourself.

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Hint (optional)

Enter up to 60 characters or numbers. Hints aren't case sensitive.

Password requirements:

○ Within 10 - 64 characters

○ Reentry must match

Password must meet 3 of 4 difficulty rules:

○ Upper case

○ Lower case

○ Special character

○ Number

7. Create Phone Personal Identification Number (Phone-PIN). Be sure to follow the requirement when creating your PIN. Keep PIN in safe place. The PIN will be required when you make contact to the Benefits Service Center.

New Phone PIN

Reenter New Phone PIN

☐ Show Phone PIN

Phone PIN Tips
- Enter 6 to 20 numbers only.
- Avoid numbers that others may know, such as your phone number.
- Don't repeat numbers (999999) or enter them in order (123456).

Learn More

Hint (optional)

Enter up to 60 characters or numbers. Hints aren't case sensitive.

Phone PIN requirements:

◯ Within 6 - 20 numbers

◯ Reentry must match

8. Complete Security Questions. Click on the drop-down arrows to select a question to answer.

9. Once done, click the **Continue** button and the prompt below will appear. Choose Yes or No then click the **Continue** button.
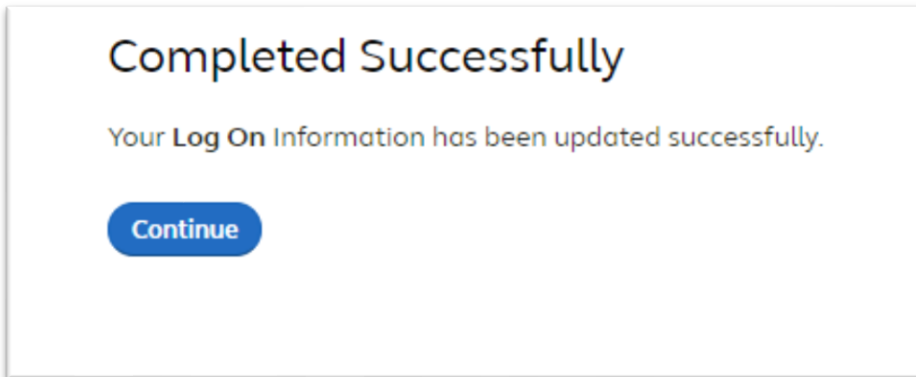
10. You will get a confirmation of your successful registration. Click the **Continue** button.

Completed Successfully

Your **Log On** Information has been updated successfully.

[Continue]

11. You are ready to navigate the Benefits Service Center site.