Setting Your Password

After pre-registering for the Second Chance Grant Pilot Program, ODHE will email you a blank authorization form that must be completed prior to your account being created. Once the signed authorization form is returned to ODHE, an account will be created.

When your account is created, you will receive an email from heiauth-admin@highered.ohio.gov with the subject “Password Notification for HEI Authentication Management” (Figure 1). This email contains a link that will allow you to set your password for the HEI system. **The link will expire in two hours.**

If you use the link before it has expired, you will see the Reset Password page (Figure 2).

Enter and confirm a password meeting the listed requirements:

- Contains 3 of the 4 following character classes:
  - Lower-case letters
  - Upper-case letters
  - Numbers
  - Special characters (!'"#$%&'()*+,-./:;<=>?@[\]^`{|}~)
- Does not contain the first, middle, or last name
- Does not contain the username
- Must be at least 10 characters long
- New passwords must match
Click the Change Password button after setting the new password. An error message will appear if any requirements are not met. If there are no errors, it will reload to a confirmation page (Figure 3).

You will receive an email confirming your password change with the subject “Your HEI Portal password has been changed” (Figure 4).

After this you are ready to log into the HEI Portal: https://hei.ohiohighered.org.
Resetting Your Password

If you do not use the password link before it expires, clicking the link will show you this message (Figure 5):

If you see this message, you will need to reset your account password. You may also need to reset your password if you have forgotten the one you set.

There is a Forgot Your Password button on the HEI Portal login page (Figure 6), or you can use this reset link: https://heiauth.ohiohighered.org/apexprod/rws_hei/r/512/forgot_password.

Clicking the Forgot Your Password button takes you to the Forgot Password form (Figure 7). Enter your email address and click Submit.

You will see a confirmation message (Figure 8).

You will receive an email confirming your password change with the subject “Your HEI Portal password has been changed.” (Figure 9)

After this you are ready to log into the HEI Portal: https://hei.ohiohighered.org.
Adding Second Chance Grant application data uses the HEI Portal: [https://hei.ohiohighered.org/](https://hei.ohiohighered.org/).

Log into the HEI Portal using your HEI username and password (Figure 10).

To log in, you will need to read and accept the terms presented (Figure 11).

After logging in to the portal, there will be a File Submission menu. Open it and go to the Second Chance Grant Program (Figure 12).
You will be directed to the Second Chance Grant Program – Application Management page. This page will list any student applications already entered and includes a button to **Add New Application**.

The page will display “No data found” until any applications have been entered (*Figure 13)*.

The **Add New Application** button opens the Second Chance Grant Program – Application Entry form (*Figure 14)*:

All fields on the Application form are required:

- **Institution Code** – Select your institution.
- **Student Identifier** – Enter the unique student identifier for the applicant.
- **Previous Institution Code** – Select the institution from which the applicant disenrolled; this must be an Ohio public university or community college.
- **Previous Enrollment Month** – Select the last month of enrollment at the previous institution.
- **Previous Enrollment Year** – Select the last year of enrollment at the previous institution.
- **Census Date** – Enter the census date for the applicant reflecting that applicant’s first term (semester or quarter) of attendance. For most students this will be the start of a traditional academic term, but if the institution does not operate on traditional terms or the student will be taking their first course(s) in an alternate term, please indicate the census date for that alternate term or program. For more information, view the FAQ at https://www.ohiohighered.org/second-chance.
- **Credential Level** – Select the level of degree or credential being sought by the applicant at your institution.
All eight of the Acknowledgment items need to be checked (Figure 15).

Checking each Acknowledgement item turns that item bold (Figure 16).

If you have not checked all of the Acknowledgement boxes, this error will be shown, preventing the application from being saved (Figure 17).

Once the application has been saved, it will appear in the list on the Application Management page with any other saved applications (Figure 18). A green text box will appear in the top right corner. A system-generated email will also be delivered to your email address for your records.

If an application needs deleted, please email secondchancegrant@highered.ohio.gov and reference the Date Entered column; you must include the timestamp of the application that needs deleted. DO NOT SEND PROTECTED PERSONAL INFORMATION (PPI) SUCH AS SSN/SSID VIA EMAIL.