FINDER Tool - Resource Request Submission Guide
Resource Submission Overview

The new OWT FINDER tool will allow Ohio citizens to search and locate businesses located near them that can provide digital services, digital literacy programs, or places to donate digital devices. In order to be listed in the FINDER database, the business must register themselves via the IOP website with an OH|ID account.
Step 1. Navigate to the FINDER Site link

Start by navigating to the FINDER Site by clicking here!
Step 2. Login with an OHID Account

The user will be taken to the **OH|ID Login** page where they will log-in with their OHID credentials. If the user does not have an OHID, then follow the **OH|ID Account Creation** guide.
Step 3. Viewing the Requestor Dashboard

After logging in, the user will be directed to the **Requestor Dashboard** page. On the Requestor Dashboard, the user can view their **Existing Requests**, or submit a **New Request**.
Step 4. Using the Requestor Dashboard

**New Requests** show the user their request submissions that have not been approved. **Existing Requests** show the user their approved submissions that are listed in the FINDER Tool.

To Submit a new request, the user will click the **New Request** button on the Requestor Dashboard.
Step 5. Fill Out the FINDER Request Form

There are three different request forms within the FINDER Tool:

• **Services Deals**
• **Digital Resources** and **Digital Literacy Classes**
• **Device Donation Drop-off**

Resources will need the following information to submit a **Service Deals**, **Digital Resources** or **Device Donation Drop-off** request to be featured in the FINDER Tool:

• Listing Type
• Resource Category
• Name of Resource
• Resource Location
• Region
• Offer Start Date
• Offer Expiration Date
• Brief description of resource
• Resource website link
• Resource contact information including: Name, Phone and Email
Step 6. Digital Resource Request Form

Digital Resources and Digital Literacy have the following **Categories** that will be used by the FINDER search to filter services:

```
New Entry Form
Listing Type
- Service Deals

Categories (select all that applies)
- Low-Cost Internet Services or Deals
- Low-Cost or Subsidized Devices

Categories (select all that applies)
- Locations That Offer Free Wi-Fi/Public Devices
- Rentable/Loaner Hotspots
- Rentable/Loaner Devices
- Digital Literacy Trainings
- Assistance for Devices and Software
- Assistance Getting a Small Business Online

New Entry Form
Listing Type
- Digital Resources

Categories (select all that applies)
- Donate Devices

Categories (select all that applies)
- Laptops and Desktops
- Mobile Devices
- Networking Devices
```
Example: Digital Resource Record

Here is an example of the **Digital Resource Submission** record in the FINDER tool:

![Example Digital Resource Record](image-url)
Step 8. Submitting a Request

To submit a new request, the user will fill in the Resource information and scroll to the bottom of the page and click the **Submit** button.

Once submitted, the request will be reviewed by the Admin staff for approval/denial. When the status changes, IOP will send out an email to the requestor.
Here is an example of the Approval Email sent to the requester:

**FINDER Request - Approved**

DONOTREPLY-EnterpriseIdentityDEV@ohio.gov

Congratulations! Your request form has been approved. Please visit the FINDER website to view your resource listing.

Note: This is an auto-generated e-mail and replies to this email will not be monitored.

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.
Example: Request Form Deny Email

Here is an example of the **Deny Email** sent to the requester:

```plaintext
FINDER Request - Denied

DONOTREPLY-EnterpriseIdentityDEV@ohio.gov

To

Unfortunately, your request form has been denied.

Note: This is an auto-generated e-mail and replies to this email will not be monitored.

CAUTION: This is an external email and may not be safe. If the email looks suspicious, please do not click links or open attachments and forward the email to csc@ohio.gov or click the Phish Alert Button if available.
```
Resource Submission Form Hints

Make a mistake? No problem. Go to the requestor dashboard and click Edit to fix the incorrect information or click Delete to delete the request.

Need help? Feel free to call or contact the OWT Admin Staff to help you manage your Resource Submissions.

Frequently Asked Questions? Navigate to the FINDER home page and click on the FAQ icon in the upper right corner.