Department of Job & Family Services

Child Support Customer Service Web Portal

Customer User Guide

Last Updated: 08/25/2025

Contents
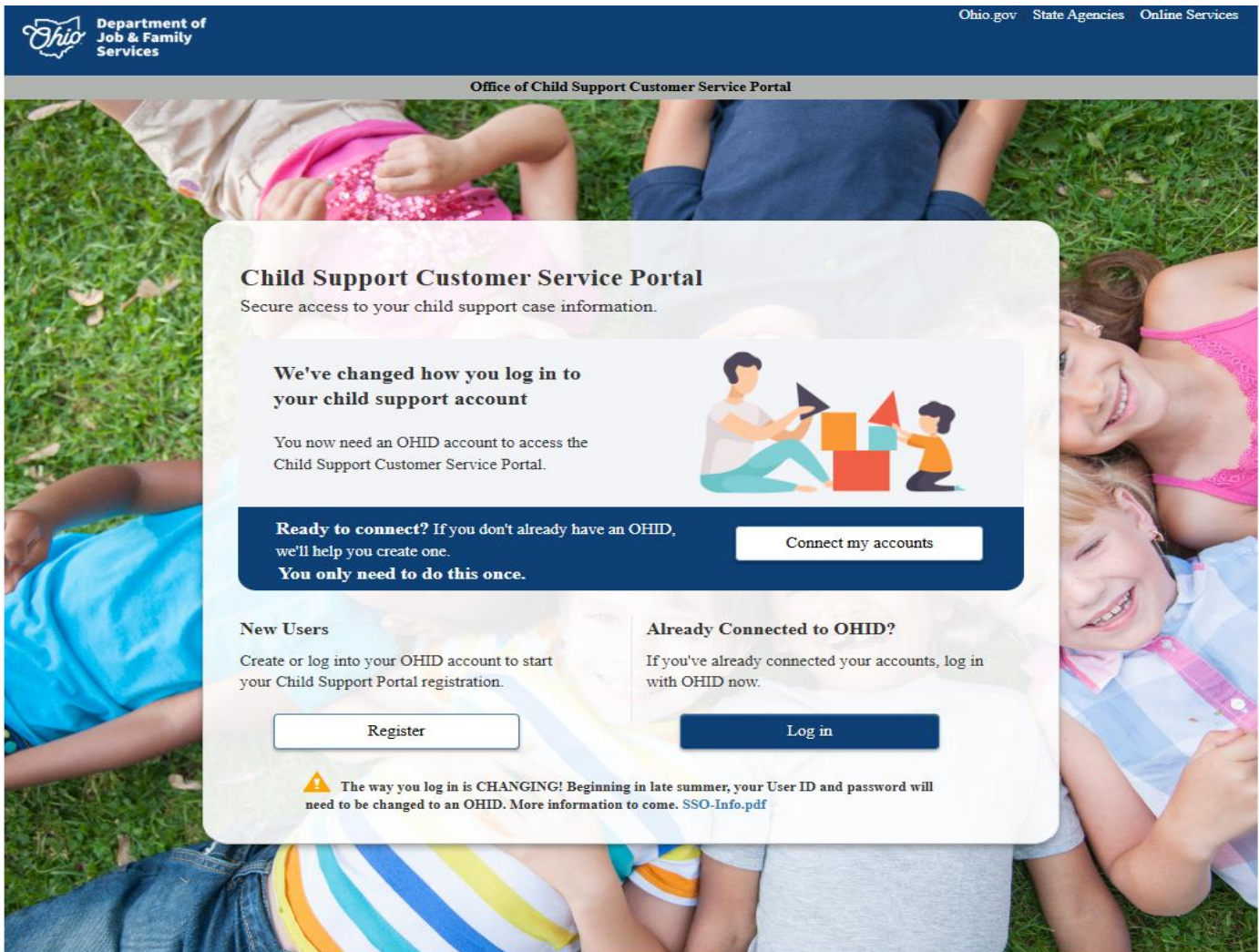
The Login page is where the customer will either:
- Establish a portal account by selecting Register
- Link their existing portal and OHID account by selecting Connect my accounts
  OR
- **Login** after completing a registration or connecting an existing portal account to OHID
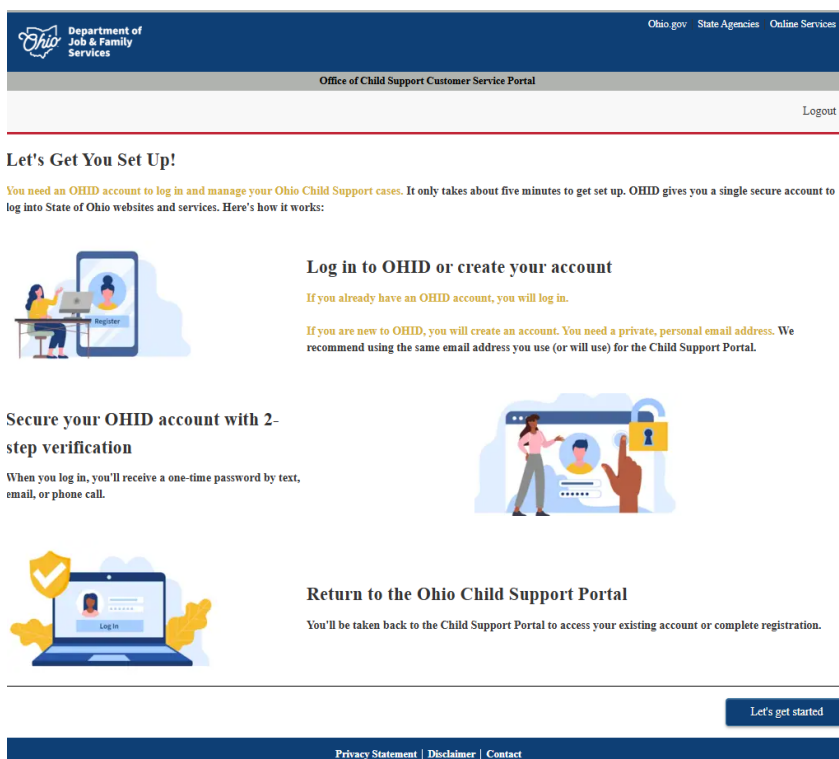
Registration

Creating a Child Support Portal account and a new OHID account

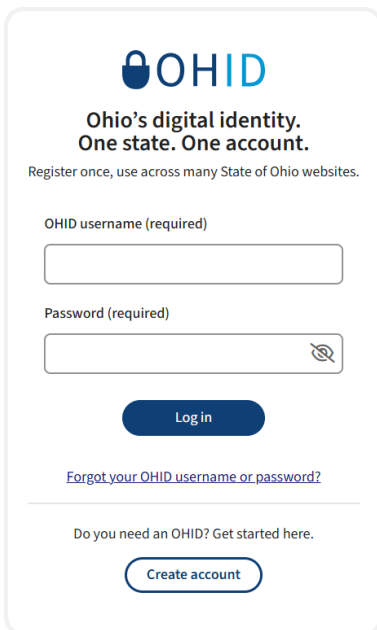**Step 1.** Go to the portal/mobile login page and click "Register"
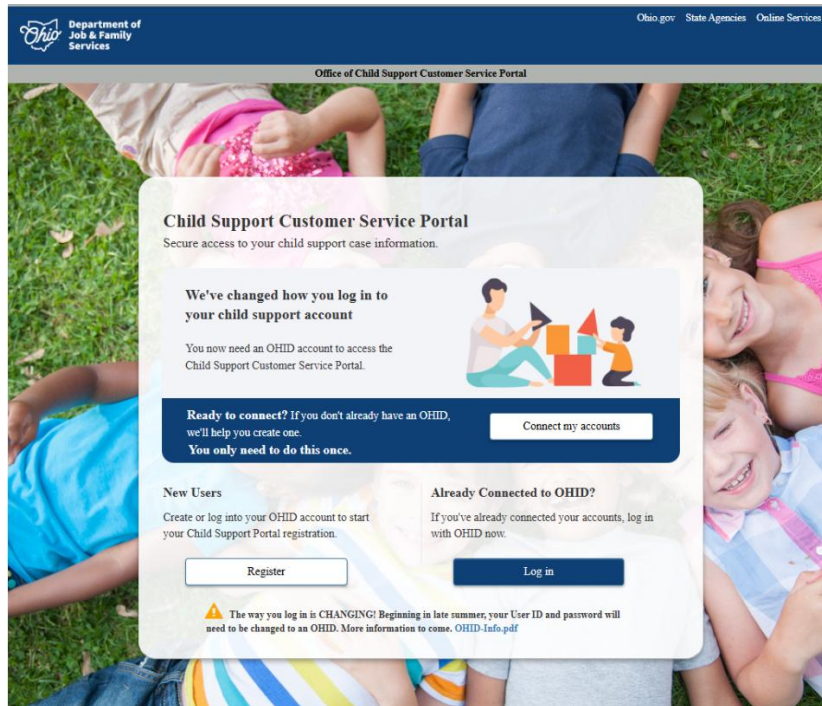
Step 2. Review the Let's Get You Set Up page and click "Let's get Started"

Step 3. Click "Create Account" to create the OHID Account

Step 4. Provide and confirm your email address and click "Send PIN"

NOTE: The e-mail address being provided must be unique and not be shared by any other registered portal customer

Step 5. Validate your email by entering the PIN sent to your email and click "Next"

Step 6. Enter legal name, date of birth, and optionally the last 4 digits of SSN and click "Submit"

Step 7. Create an OHID Username and click "Next"

NOTE: Pick a Username that's 6-64 characters in length. Keep in mind, it cannot start or end in a special character,

Cannot contain only numbers and the only allowable characters are a period, dash, underscore or @ sign.

Step 8. Create an OHID Password and click "Next"

NOTE: Create your password that's at least 12 characters, contains an uppercase letter, a lowercase letter, a number and a special character.

Step 9. Optionally add a mobile number for password recovery and click "Next", or you can choose to   skip this step

NOTE: If there's a need to recover your password, it will be sent to your email.

Step 10. Review the Terms & Conditions and select "I agree" and click the "Create Account" button

Step 11. Check your email for confirmation your account is ready. After you receive the email, click the link to log into OHID.
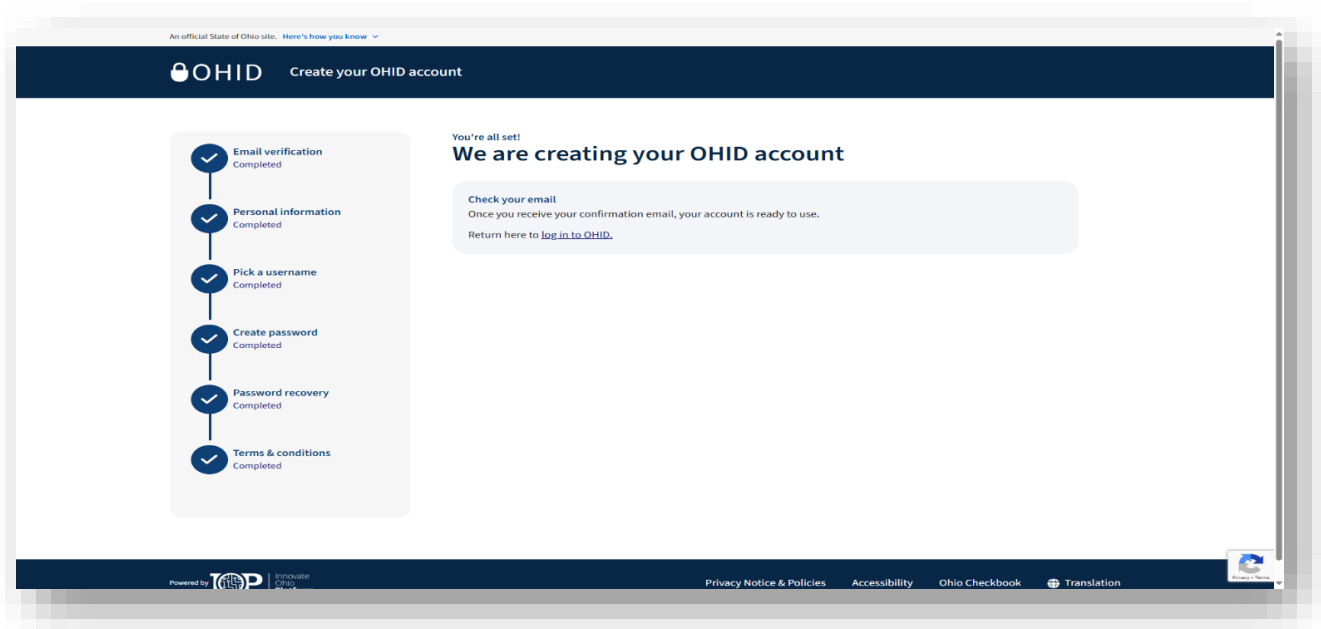
Step 12. After receiving your confirmation email, log into your new OHID account with your Username and Password.

Step 13. Set up your multi-factor authentication options. Two options are required and will help to validate your identity to keep your sensitive information secure.

Step 14. Validate the method you selected by requesting a code

Step 15. You've added 1 of 2 verification options. Select the "Add additional method" link to add the last option

Step 16. Make your second selection
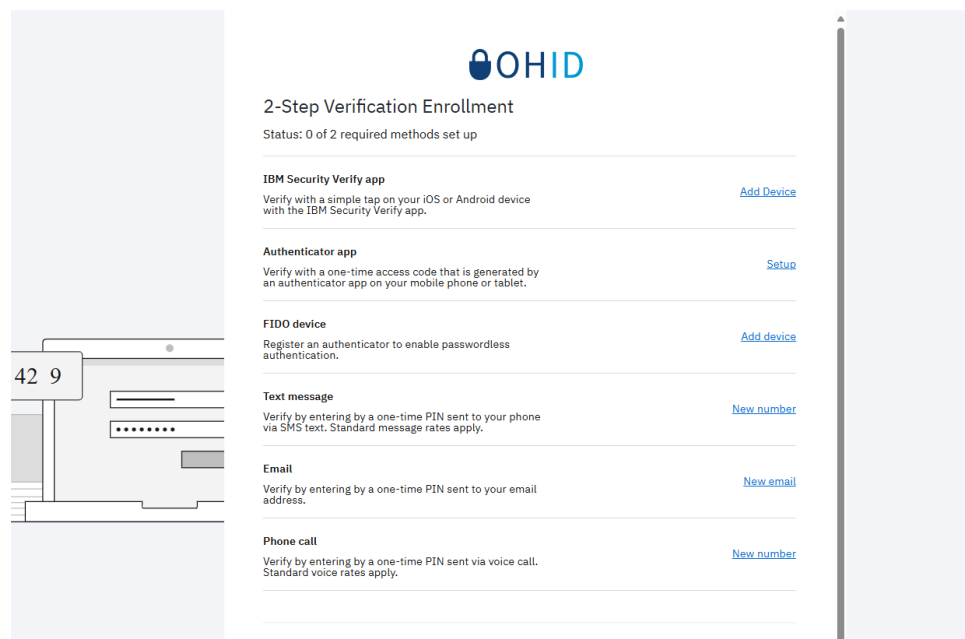
Step 17. Validate the method you selected by requesting a code

Step 18. You've successfully created an OHID account. Click "Done" to complete your Child Support Customer Service Portal registration.

Registering with an Ohio Driver's License

Step 19. Enter your license number and full social security number and click "Submit"

NOTE: We've already updated your date of birth, last name and email address from your OHID

Registering without an Ohio Driver's License

Step 19. Click the link "I do not have an Ohio Driver's License, State ID or Key Number

NOTE: You'll need your case number and the last 4 digits of the account or card your child support funds are deposited to if you receive support.

If you pay support, you'll need your case number and your Web ID. Your Web ID is located on the Child Support Program Information letter you received when your case first opened, or by contacting your local child support agency.

Step 20. Once you have completed registering with or without a license, you receive confirmation you have successfully linked your new OHID account to your new Child Support Customer Service portal account. Click on the "Continue to Child Support Portal" to access the portal to view your case information.

NOTE: In the future, you only need to click on the Log in button at the bottom of the portal Log in page and enter your OHID username and password to access the portal.
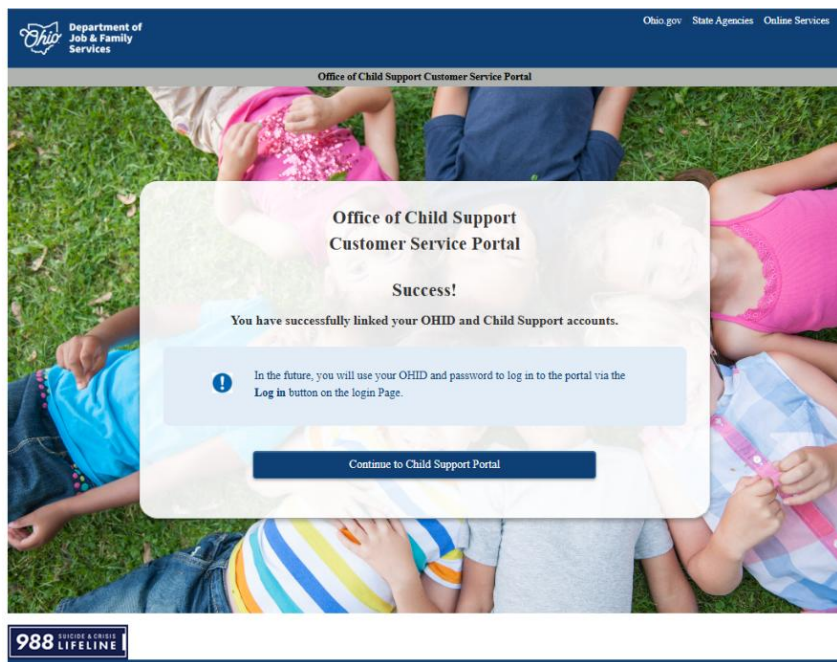
Step 21. Your now within the portal with access to your child support information
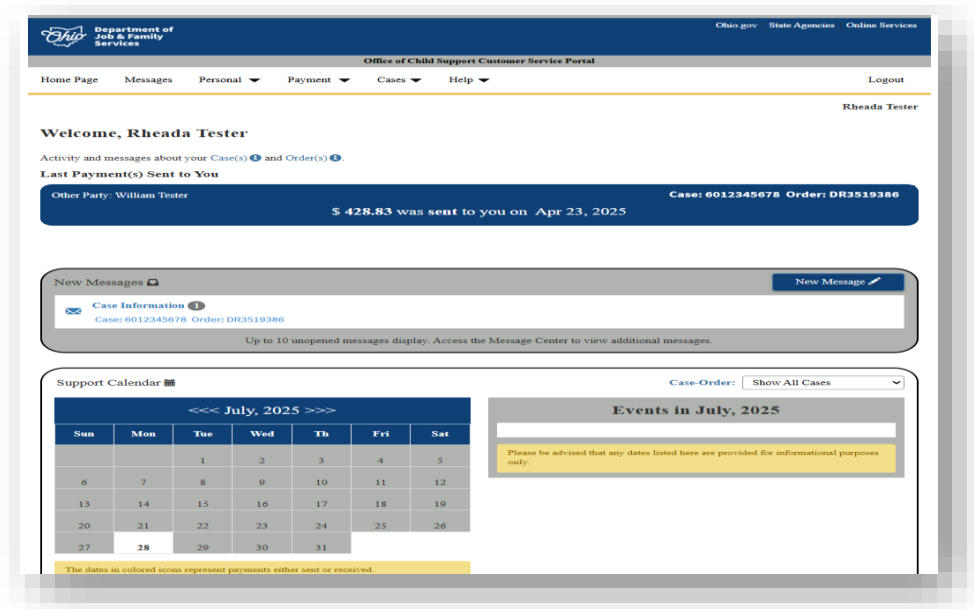
Creating a Child Support Portal account and linking to an existing OHID account
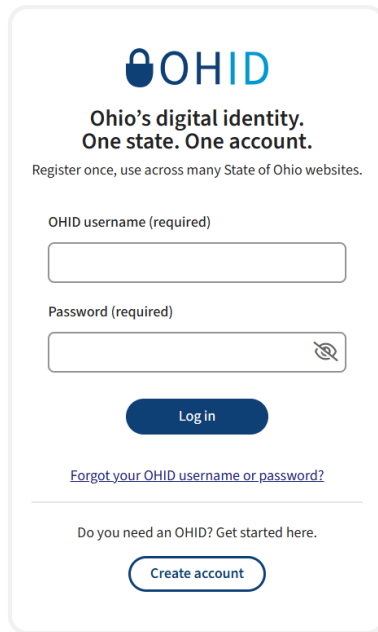
Step 1. Go to the portal/mobile login page and click "Register"
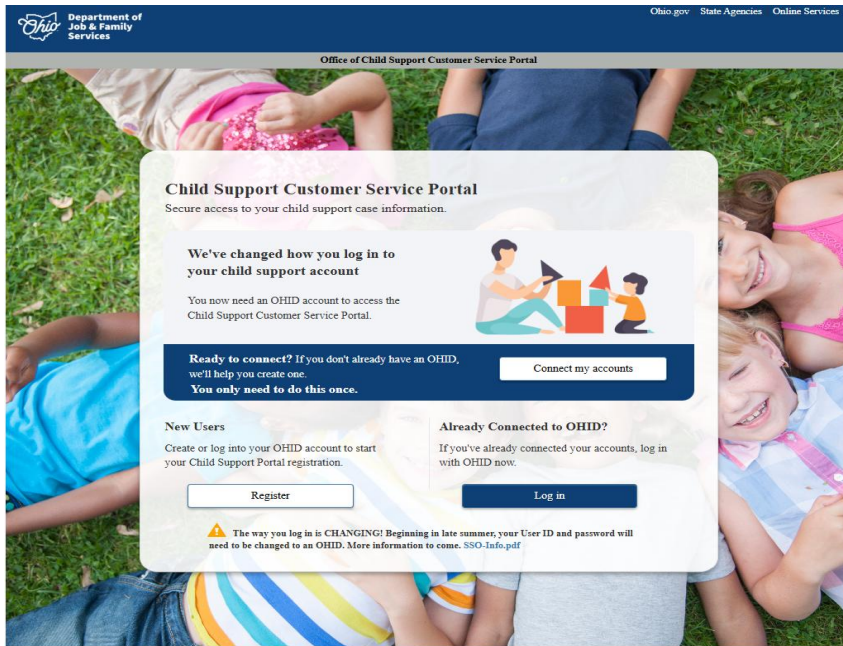
Step 2. Review the Let's Get You Set Up page and click "Let's get Started"
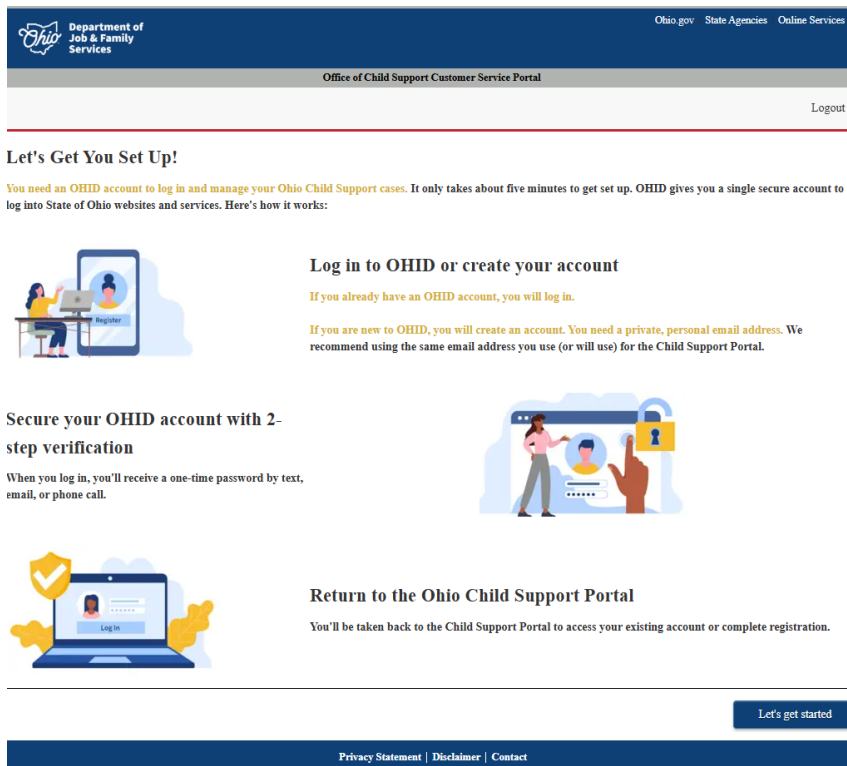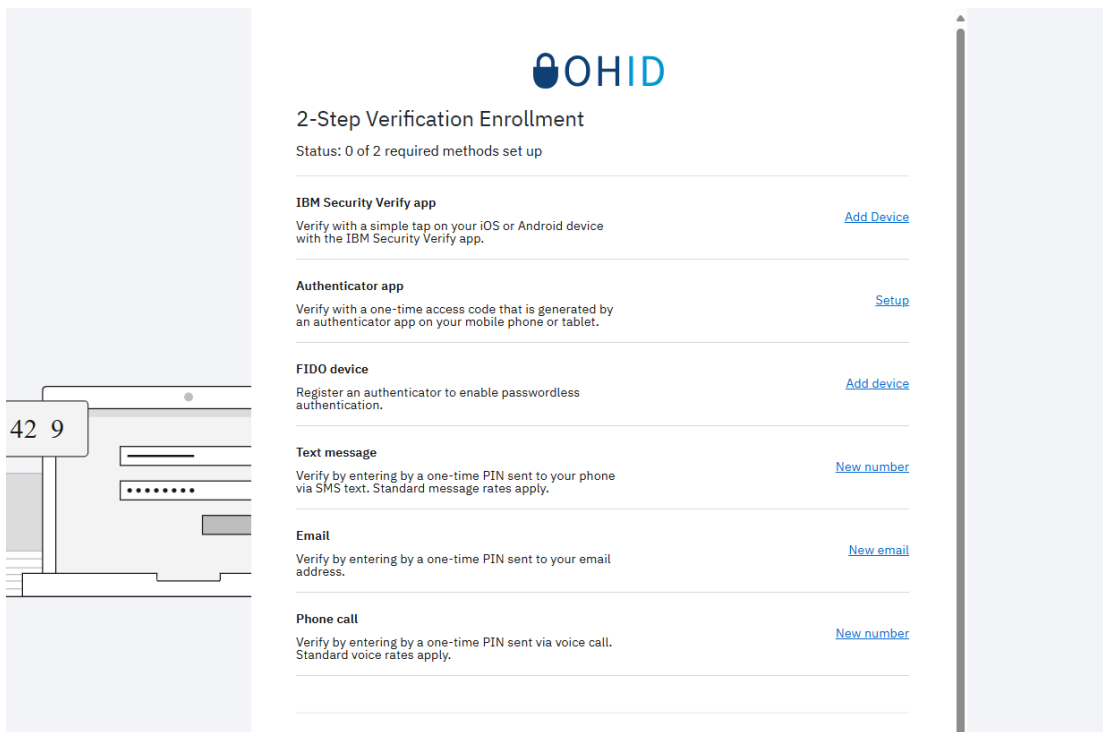
Step 3. Enter existing OHID Username and Password and click "Login"

Step 4. Set up your multi-factor authentication options. Two options are required and will help to validate your identity to keep your sensitive information secure.

Step 5. Validate the method you selected by requesting a code

Step 6: You've added 1 of 2 verification options. Select the "Add additional method" link to add the last option

Step 7. Make your second selection

Step 8. Validate the method you selected by requesting a code

Step 9: You've successfully added additional validation options to your OHID account. Click "Done" to complete your child support customer service portal registration.

Registering with an Ohio Driver's License

Step 10. Enter your license number and full social security number and click "Submit"

NOTE: We've already updated your date of birth, last name and email address from your OHID

Registering without an Ohio Driver's License

Step 10. Click the link "I do not have an Ohio Driver's License, State ID or Key Number"

NOTE: You'll need your case number and the last 4 digits of the account or card your child support funds are deposited to if you receive support.

If you pay support, you'll need your case number and your Web ID. Your Web ID is located on the Child Support Program Information letter you received when your case first opened, or by contacting your local child support agency.

Step 11. Once you have completed registering with or without a license, you receive confirmation you have successfully linked your new OHID account to your new Child Support Customer Service portal account. Click on the "Continue to Child Support Portal" to access the portal to view your case information.

NOTE: In the future, you only need to click on the Log in button at the bottom of the portal Log in page and enter your OHID username and password to access the portal.
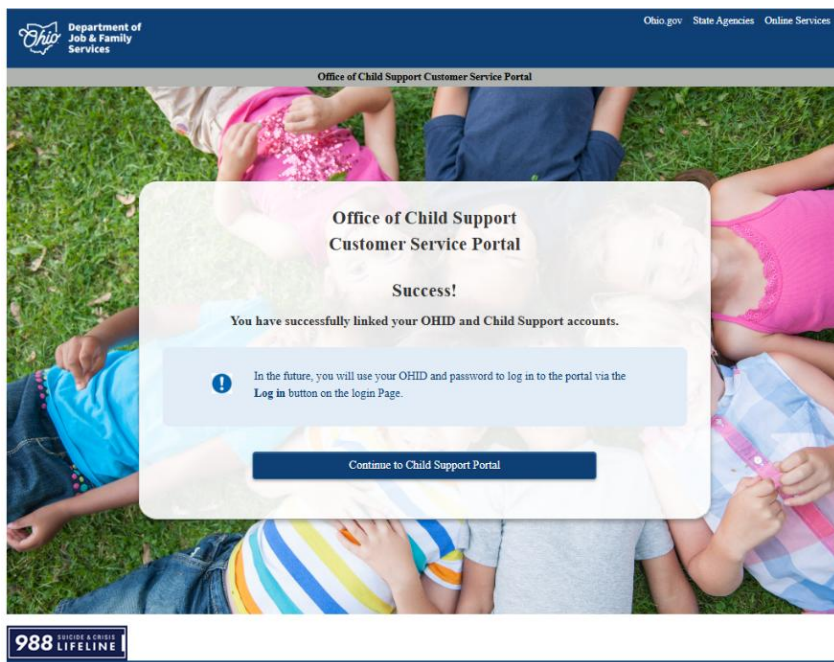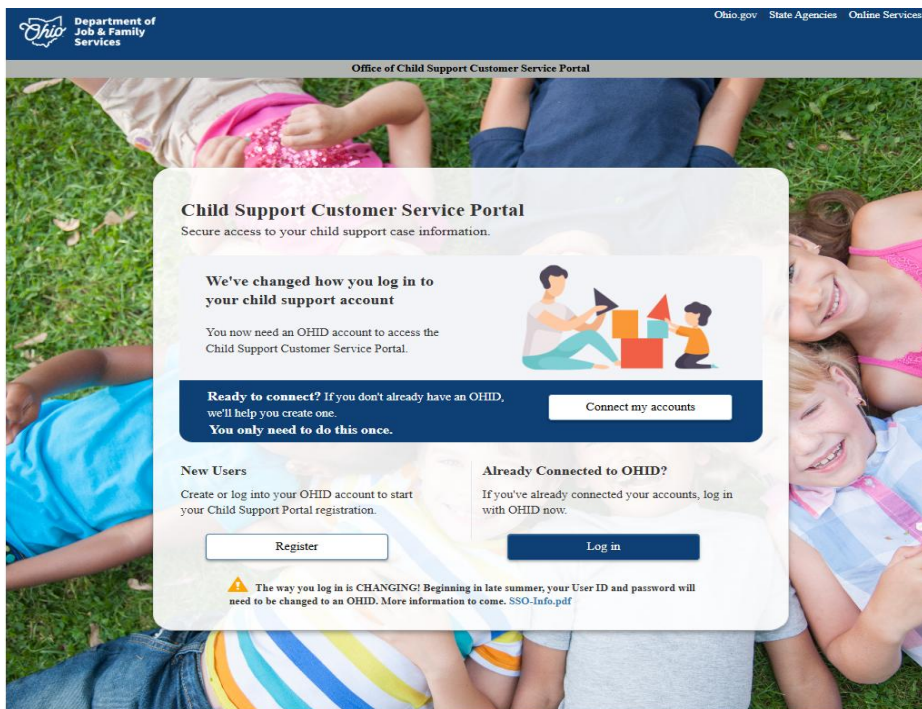
Step 12: You're now within the portal with access to your child support information
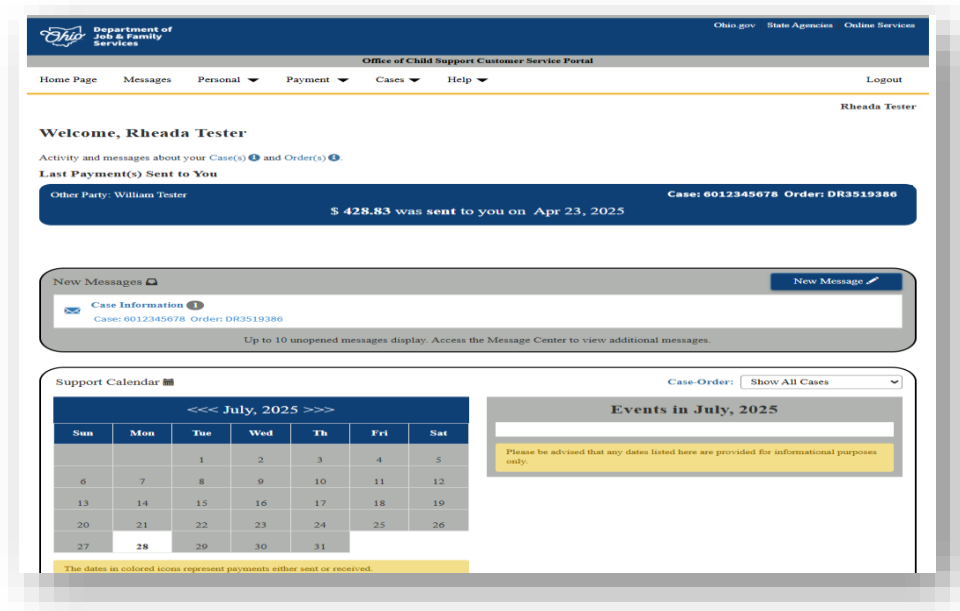
Linking an existing Child Support account to a newly created OHID account

Step 1. Go to the portal/mobile login page and click "Connect my accounts"

Step 2. Enter your current portal User ID and click "Next" to validate your identity
NOTE: If you've forgotten your Username the link at the bottom of the page will allow you to retrieve your User ID.
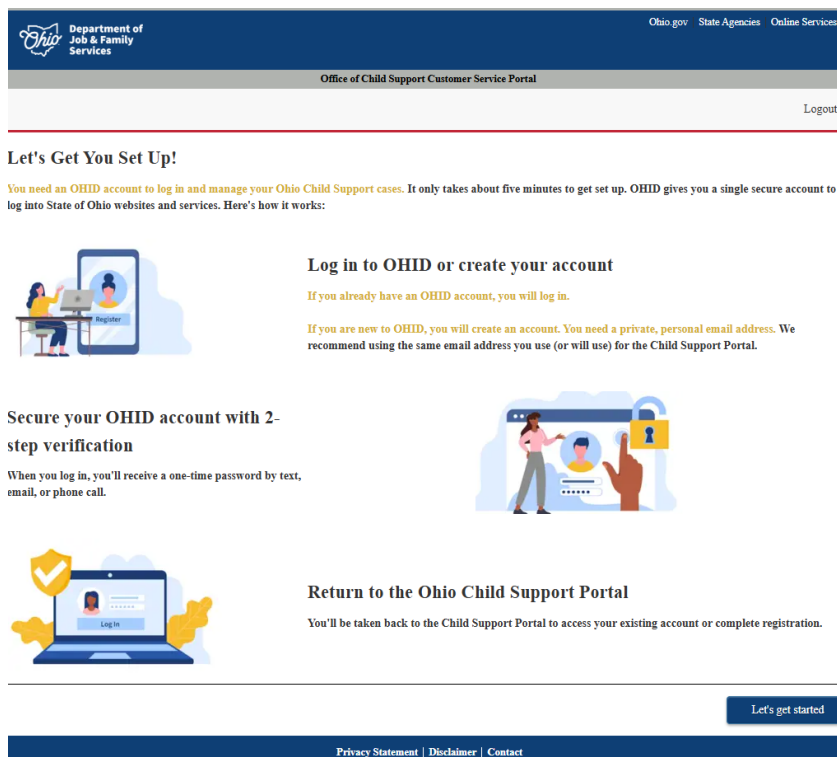
Step 3. Enter your current portal password and click "Next" to validate your identity

NOTE: If you've forgotten your password the link at the bottom of the page will allow you to reset your password

Step 4. Review the Let's Get You Set Up page and click "Let's get Started"

Step 5. Click "Create Account" to create the OHID Account

NOTE: If you already have an OHID, just login and your OHID username and password is now your new portal login. In the future, you only need to click on the Log in button at the bottom of the portal Login page and enter your OHID username and password.

Step 6. Provide and confirm your email address and click "Send PIN"

NOTE: The e-mail address being provided must be unique and not be shared by any other registered portal customer

Step 7. Enter legal name, date of birth, and optionally the last 4 digits of SSN and click "Submit"

Step 8. Create an OHID Username and click "Next"
NOTE: Pick a Username that's 6-64 characters in length. Keep in mind, it cannot start or end in a special character, cannot contain only numbers and the only allowable characters are a period, dash, underscore or @ sign.

Step 9. Create an OHID Password and click "Next"

NOTE: Create your password that's at least 12 characters, contains an uppercase letter, a lowercase letter, a number and a special character.

Step 10. Optionally add a mobile number for password recovery and click "Next", or you can choose to skip this step
NOTE: If there's a need to recover your password, it will be sent to your email.

Step 11. Review the Terms & Conditions and select "I agree" and click the "Create Account" button

Step 12. Check your email for confirmation your account is ready. After you receive the email, click the link to log into OHID.

Step 13. After receiving your confirmation email, log into your new OHID account with your Username and Password.

Step 14. Set up your multi-factor authentication options. Two options are required and will help to validate your identity to keep your sensitive information secure.

Step 15. Validate the method you selected by requesting a code

Step 16. You've added 1 of 2 verification options. Select the "Add additional method" link to add the last option

Step 17. Make your second selection

Step 18. Validate the method you selected by requesting a code

Step 19. You've successfully created an OHID account. Click "Done"

Step 20. You've successfully linked your new account to your Child Support Portal account. Click on the "Continue to Child Support Portal" to access the portal.

Step 21. You're now within the portal with access to your child support case information.

Navigating the Web Portal

Navigation of the web portal is simplified using a menu bar located at the top of every page:

- **Home Page** - Returns you to the Home Page from any page in the portal
- **Messages** - Reply to incoming messages from the county Child Support Enforcement Agency (CSEA) or send a new message to the county CSEA. Documents can be attached to New messages and replies sent to the county CESA
- **Personal** - View your contact, employer, health insurance and child information on file with the CSEA. Opt into or out of receiving system generated e-mail notifications. You can also manage your portal account by changing your E-mail address or password
- **Payment** - View payment information, enroll or change direct deposit or debit information (if you receive support), or make support payments
- **Cases** - View a breakdown of your support obligations and balances or view a summary of your child support case(s)
- **Help** - View a Help Screen providing details on the content of the page and how it can be used, view Child Support Frequently Asked Questions or view a Child Support Glossary

Menu Bar:
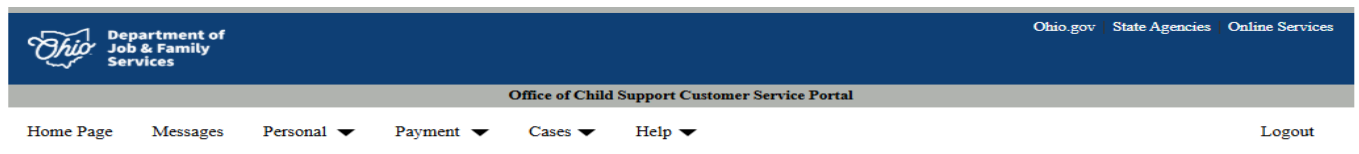
Additional web portal tools:

– Clicking the tooltip icon provides a definition for the child support term displaying
– Clicking Logout will log you out of the portal and return you to the Login page

Home Page

Payment Activity:

- – 'Last Payment(s) Sent to You' will display when payments are sent to you if you are ordered to receive support and the corresponding payment information will display in green boxes

- – 'Last Payment(s) Received from You' will display when payments are received from you and the corresponding payment information will display in yellow boxes

Customer Alerts:

- The Customer Alerts section displays when you have missing address, employer and/or health insurance in the portal.
- Each alert will display an icon, description and a link allowing you to enter and send address, employer and/or health insurance information to your county CSEA.
- Up to three alerts may display (address, employer and/or health insurance)

New Messages:

- The New Messages section displays any unopened messages received from the county CSEA
- If the new unread message is a continuation of a previously ongoing conversation thread, the number of messages in the thread will display after the message topic
- Each row will display the New Message icon, case/order number and the message subject related to the conversation thread
- Up to four rows of messages will display with a MORE icon if there are additional unopened messages available (Note: a total of 10 unopened messages display in the New Messages box on the Home Page. If you have more than 10 unopened messages, access the Message Center to view the additional messages)
- Clicking on the PREVIOUS icon will display unopened messages that were not opened before clicking the MORE icon
- Clicking on a message will take you to the View Message page where the message can be viewed and or responded to
- When no new messages have been received, the following message will display: 'NO NEW MESSAGES'

New Message (Button**):**

- Clicking on the New Message button will allow you to initiate a new message to your County CSEA without leaving the Home Page.
-

For additional information, please see the Message Center section below.

Support Calendar:

- Payment dates and payment details will display to the right of the calendar in the Events section.
- If you are ordered to pay support, payment dates will display with a Yellow icon to indicate payments received from you
- If you are ordered to receive support, payment dates will display with a Green icon to indicate payments sent you
- Clicking the <<< button will allow you to view up to 3 previous months of payments
- The calendar defaults to a view of all of your child support cases, selecting a specific case from the Case/Order drop down menu allows you to view payment activity for one specific case

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– View un-opened/unread messages
– View opened/read messages
– Transfer to view message detail
– Send a new message

My Contact Information Page

This page will display your personal and contact information, which is currently displayed in the child support computer system. If the address information is invalid, the information will not display, and you will receive an alert that the required address information is missing in our system. You can access the My Contact Information page from any page in the portal by selecting the option 'My Contact Information' from the Personal Menu.

From this page you can:

- View your contact information including your full name, birth date, home/cell phone number
- View your residential and/or mailing address
- Update personal/address information
- Transfer to view personal information frequently asked questions

Name, Date of Birth and Phone Numbers:

Address:

Link to Frequently Asked Questions:

Questions? – Personal Information

NOTE: If any of your information is incorrect, please click the Message Center link at the top of the page to access your Message Center and provide the correct information to the CSEA. Once your information is updated in the child support computer system, it appears in the Portal.

My Employer Information Page

This page will display your active employment information, which is currently displayed in the child support computer system. If the employment has ended it will not display, and you will receive an alert that the required employer information is missing in our system. From this page you can:

- Select and view multiple employers, up to ten from a drop down when applicable
- View Employer Name
- View Employer Address
- Update employer information
- Transfer to view employer frequently asked questions

NOTE: If any of your information is outdated or incorrect, please click the Message Center link at the top of the page to transfer to the Message center, to provide the correct information to the CSEA as soon as possible. Once your information is updated or changed in the child support computer system, the updated information will display immediately in the Portal.

My Health Insurance Information Page

This page will display your active health insurance information, which is currently displayed in the child support computer system. If the health insurance has ended it will not display, and you will receive an alert that the required health insurance information is missing in our system. From this page you can:

- View Health insurance information per case/order
- Select and view multiple providers from a drop down when applicable
- View Provider Name
- View Policy Number
- View Group Number
- View Policy Begin Date
- View Covered Participants
- Update health insurance Information
- Transfer to view health insurance frequently asked questions

NOTE: If any of your information is outdated or incorrect, please click the Message Center link at the top of the page to transfer to the Message center, to provide the correct information to the CSEA as soon as possible. Once your information is updated or changed in the child support computer system, the updated information will display immediately in the Portal.

Child Information Page

This page will display your child's personal information, which is currently displayed in the child support computer system.

If you are the **payee** (the person ordered to receive support), you can:

- View the following information for each child per case/order:
  - o Child's Full Name
  - o Child's Birth Date
  - o Child's Residential Address
  - o Expected emancipation information
- Transfer to view child information frequently asked questions

Payee View:

If you are the **payor** (the person ordered to pay support), you can:

- View the following information for each child per case/order:
  - Child's Full Name
  - expected emancipation information
- Transfer to view child information frequently asked questions

Payor View:

NOTE: If you select a Spousal support case from the Case Order List drop down box or if you click the 'Child Information' link from the left navigation pane, an error will be received if you attempt to view child information on a spousal support case since those cases do not have children.

My Payment Information Page

This page will provide you with the amount collected from the payor and the amount applied to each of the case obligations in blue boxes. The amount disbursed for each payment received per date displays in yellow boxes. An informational message displays if you are ordered to receive support payments on how to opt into receiving e-mail notifications when payments are sent to them. Collections returned to the obligor display as 'Refunded'. From this page, you can:

- View payment information per case/order
- View an Explanation of Payment Terms
- Select the Payment History button to view and print a Payment History Report
- Transfer to view your Support Order and Balance Information

Informational Message:

ⓘ If you would like to receive an e-mail notification when a payment is sent to you, select **E-mail Notification Options** from the **Personal** menu above.

Explanation of Terms:

> **Explanation of Terms ▼**
>
> **Transaction Date:** Date the actual processing took place.
>
> **Collection Amount:** The amount received from the obligor.
>
> **Applied to Current Support:** The amount designated for the current month's obligations.
>
> **Applied to Past Due Support:** Past due, unpaid support owed by the obligor. Payments made towards past due support will reduce the unpaid balance on the order.
>
> **Sent to Family:** Support collection sent to the family.
>
> **Sent to Other:** Support collection sent to an entity due the support other than the family.
>
> **Sent to Fees:** Support collection designated for processing and other fees.
>
> **Refunded:** Collections refunded back to the obligor.

Payment Information:

Sent to Family :	$153.20	05/02/2025

Sent to Other :	$23.39	05/02/2025
Sent to Fees :	$3.31	

Collection Amount :	$179.90 from **Disablity or Sick Pay**	05/02/2025
Applied to Current Support :	$137.88	
Applied to Past Due Support :	$38.71	

- Payment details for the current month and 3 previous months (4 months total) will display.

Link to Frequently Asked Questions:

Questions? – Payment Information

Payment History Report

After clicking the Payment History button on the My Payment Information page, a new window will open with your payment history that can be viewed or printed. The payment history displays two years of payment data. Current Month Unpaid Balance and Past Due Unpaid Balance display allowing you to distinguish between the amount still owed for the current month and the amount owed that has accrued over time.

Please use the Case/Order drop-down below to view details about other Case/Order(s):

`7140429817-29DRD7934 ⌄`

Payment History Report

FINANCIAL TRANSACTION HISTORY PERIOD:
09/01/2023 - 08/18/2025

ODJFS COUNTY CHILD SUPPORT ENFORCEMENT AGENCY
0 EAST BROAD ST.,31ST FL
COLUMBUS, OH, 43266-0423

800)686-1556

Date Printed: 08/19/2025	
Case Number: 7140429817	Obligee Name: Ztest Test
Order Number: 29DRD7934 AL007	Obligor Name: Ytest Test

Monthly Support

Child: $684.00
Additional: $13.68
Total: $697.68

As of: 08/18/2025

Current Month Unpaid Balance: $697.68   Total Credits: $0.00
Past Due Unpaid Balance: $0.00   Funds on Hold: $0.00
Total Unpaid Balance: $697.68

Transaction Date	Collection Amount	Collection Applied to:		Collection Sent to:			
		Current Support	Past Due Support	Family	Other	Refunded	Fees
03/19/2025				283.44			
03/19/2025	283.44	218.29	65.15				
03/05/2025				283.44			

Totals for 09/01/2023 - 08/20/2025

Collection Amount: $10,203.84

Applied to Current Support: $8,529.41   Sent to Family: $10,179.76   Refunded: $0.00
Applied to Past Due Support: $1,650.35   Sent to Other: $0.00   Sent to Fees: $24.08

2025 Year to Date Collections by Obligation Type

Child Support Total: $1,644.27
Spousal Support Total: $0.00
Medical Support Total: $56.37
Other Total: $0.00

Prior Year Collections by Obligation Type

Child Support Total: $7,119.88
Spousal Support Total: $0.00
Medical Support Total: $225.48
Other Total: $24.08
2024 Obligations Paid Total: $7,369.44

Obligation and Balance Information:

<table>
<tr><td colspan="2">

Date Printed: 08/19/2025
Case Number: 7140429817
Order Number: 29DRD7934 AL007

</td><td colspan="2" style="text-align:right">

Obligee Name: Ztest Test
Obligor Name: Ytest Test

</td></tr>
</table>

Monthly Support

Child: $684.00
Additional: $13.68
Total: $697.68

As of: 08/18/2025

Current Month Unpaid Balance: $697.68	Total Credits: $0.00
Past Due Unpaid Balance: $0.00	Funds on Hold: $0.00
Total Unpaid Balance: $697.68	

Payment and Disbursement Details:

Transaction Date	Collection Amount	Collection Applied to:		Collection Sent to:			
		Current Support	Past Due Support	Family	Other	Refunded	Fees
10/06/2016				92.33			
10/06/2016						20.40	
09/29/2016	112.73	92.33					
09/15/2016				107.94			

Collections by Obligation Type:

Transaction Date	Collection Amount	Collection Applied to:		Collection Sent to:			
		Current Support	Past Due Support	Family	Other	Refunded	Fees
10/06/2016				92.33			
10/06/2016						20.40	
09/29/2016	112.73	92.33					
09/15/2016				107.94			

Explanation of Key Report Fields

Explanation of Key Report Fields ▼

Case Number: A unique 10-digit, system assigned number used to identify a Child Support Case

Order Number: Court or administrative order number associated with the case number

Date Printed: Date the report is generated

Obligee / Obligor: Any person, including a state or political subdivision, owed support / The person who owes support

Monthly Support/Child: (Current Child Support) The amount designated for the current month's amount of money an obligor is required to pay to provide support for the child(ren) of the case/order

Monthly Support/Additional: Amount due for other obligations (Spousal, Medical, Past Due Support and Fees)

Monthly Support/Total: Total obligation charged for the current month (The monthly child support amount plus the monthly additional amount)

As of: Date that all information is based on

Current Month Unpaid Balance: Includes any support, payments ordered to reduce past due support (arrearages) and fee obligations due for the current month. The entire amount may not be owed to the family. Support owed to the family, other entities and fee obligations are all included in this amount

Past Due Unpaid Balance: Includes prior period unpaid support (arrearages) and fees (not including any unpaid obligations for the current month) on the As of Date. The entire amount may not be owed to the family. Support owed to the family, other entities and fee balances are all included in this amount

Total Unpaid Balance: Includes total arrearages plus any unpaid obligations for the current month on the As of Date. The entire amount may not be owed to the family. Support owed to the family, other entities and fee balances are all included in this amount. NOTE: This amount will be equal to the Current Month Unpaid Balance + Past Due Unpaid Balance minus any Past Due Support Payments displaying in the Monthly Support Obligations section of the My Support Order(S) and Balance Information page.

Total Credits: The total amount of excess funds remaining after all current monthly obligations have been met. These funds will be used to count as a payment toward next month's obligations

Funds on Hold: Support collections that are temporarily held instead of being issued, usually because there is a court order for the child support enforcement agency to hold the payments, due to a bad address, etc. The amount of these funds may already be included in the reported collections and applied to the unpaid balance

Transaction Date: Date the actual processing took place

Collection Amount: The amount received from the obligor

Applied to Current Support: The amount designated for the current month's obligations

Applied to Past Due Support: Past due, unpaid support owed by the obligor. Payments made towards past due support will reduce the unpaid balance on the order

Sent to Family: Support collection sent to the family

Sent to Other: Support collection sent to an entity due the support other than the family

Sent to Fees: Support collection designated for processing and other fees

Refunded: Collections refunded back to the obligor

Child Support Total: The total amount paid by the obligor to provide support for a child for the time period displayed

Spousal Support Total: The total amount paid by the obligor to provide support owed to a former spouse for the time period displayed

Medical Support Total: The total amount paid by the obligor to provide for a child's health care needs for the time period displayed

Other Total: The total amount paid by the obligor that was sent to an entity due the support other than the family

Make a Payment Page

This page will provide you with the ability to make a one-time support payment by credit/debit card or to schedule/edit recurring payments by credit/debit card. For a one-time payment selecting your case and order number updates the page to provide you with your current month unpaid balance and your total unpaid balance. You can select to pay either of these amounts or enter a different amount you wish to pay. Selecting Continue will direct you to a secure payment processing page where your credit card information can be entered.

To schedule/edit recurring payments select the ohio.smartchildsupport link to navigate to a secure payment processing page where you can login to provide your credit card information and frequency/amount. From this page, you can:

- Make a one-time support payment by credit/debit card
- Transfer to oh.smartchildsupport to schedule/edit recurring payments
- Transfer to **oh.smartchildsupport** to set up a checking/savings account debit to make on-line payments
- View instructions on how to submit payments by mail
- Transfer to view making payments frequently asked questions

Home Page   Messages   Personal ▼   Payment ▼   Cases ▼   Help ▼   Logout

Ytest Test

Make a One-Time Credit/Debit Card Payment

Make a support payment using your credit card. Select the case and order you want to make a payment on from the drop down below. Select one of the displayed payment amounts or enter an amount and click continue.

Currently, the following payment types are accepted:

- Only Discover®, MasterCard®, Visa®, American Express®, UnionPay®, Diners Club International® and JCB® cards are accepted.
- If you have your credit/ debit card linked to an e-wallet account such as Alipay, Apple Pay, Google Pay, PayPal, or Venmo you can make your payment using these alternate payment options.
   Note: Apple Pay is only available on Apple devices. Venmo is only available on mobile devices.

Completion of a credit card payment transaction is contingent upon the authorization of payment by your credit card company.

Your payment will be applied to the child support account in 2 to 3 business days.

Please select the Case and Order you wish to make a payment for:
(To make payments to multiple cases, you must return to this page to select another case.)

[Ztest Test : 140429817 ▼]

Please select or enter a payment amount:

○	Current Month Unpaid Balance	$0.00
○	Total Unpaid Balance	$0.00
○	Other Amount	$0.00

[Continue]

Schedule/Edit Recurring Payments

Schedule recurring credit card payments to prevent late or missed payments at **https://oh.smartchildsupport.com**

Payments by Checking/Savings Account

Payment by checking/savings account debit can be made at **https://oh.smartchildsupport.com**. There is no charge for payments sent to Ohio CSPC. During the initial registration, please allow up to seven (7) business days for the payment to be received, subsequent payments using the same bank account will be received by Ohio CSPC within 24-48 hours.

Payments by Mail

Your payment may be in the form of a personal check, money order, or cashier's check. Make checks payable to Ohio CSPC and mail via standard U.S. mail to:

Ohio CSPC
P.O. Box 182372
Columbus, OH 43218-2372

To ensure prompt and accurate posting to your child support case, please be sure to include the following with your payment:

- Your Name
- Your Social Security Number (optional)
- SETS Case Number (10-digit number that begins with a 7)

How My Payments are Received Page

This page provides **payees** with information on how to enroll to receive support payments electronically or to change the way their support payments are currently disbursed. From this page, if you are the payee, you can:

- Enroll in Direct Deposit or Child Support Debit Card
- Make changes to Direct Deposit
- Establish/Reset debit card PIN
- Print Direct Deposit and Child Support Debit Card enrollment forms
- Transfer to view frequently asked payment questions

My Cases Page

This page will display all of your open and pending closed cases, along with details such as the names of the other party and children, to further help you identify the case or cases you wish to view information for. From this page, you can:

- – View all your open and pending closed cases
- – Transfer to view a specific case/order, by clicking the case number when applicable
- – Transfer to view a specific case/order, by clicking the order number

If you have multiple cases, all of your cases will display on this page. Case information displayed will include Case Number, the name of the other party/children on the case and the order number.

- View balance information
    - Current Month Unpaid Balance
    - Past Due Unpaid Balance
    - Total Unpaid Balance
    - Total Credits
    - Funds on Hold
- View case information including:
    - Case number
    - Case status
    - Case Type
        - o Complete a IV-D application, if your case type is currently Non- IV-D.

        Note: A case becomes IV-D when it is referred for child support services or an individual completes an application. A case is Non- IV-D when an individual has a case but has not completed a IV-D application and has never been on public assistance. If your case is non-IV-D you will <u>not</u> receive certain services, such as collections through federal tax offset.
- View order Information including:
    - o monthly obligation
    - o health insurance obligor (person ordered to provide insurance) and dependents ordered to be covered by insurance
- Change the case or order information displayed by selecting another case or order from a drop down box
- View county contact information
- Transfer to view the county directory

My Support Order(s) and Balance Information

Please use the Case/Order drop-down below to view details about other Case/Order(s):

[7140429817-29DRD7934 ⌄]

Balance Information

Current Month Unpaid Balance : ⓘ $697.68	Total Credits : ⓘ $0.00
Past Due Unpaid Balance : ⓘ $0.00	Funds on Hold : ⓘ $0.00
Total Unpaid Balance : ⓘ $697.68	

Case

Case Number : ⓘ 7140429817

Status : Open

Type : ⓘ   NON IV-D (Click link to apply for IV-D services)

Order

Order Number : ⓘ 29DRD7934

Date : ⓘ April 28, 2025

Other Party Name : Ztest Test

Child(ren) : Xtest Test

Monthly Support Obligations

Current Child Support : ⓘ $684.00

Administrative Fees : ⓘ $13.68

Total : $697.68

[View My Payment Information]

Health Insurance Obligor : ⓘ Ytest Test   Ordered Dependents : Xtest Test

Child Support Contact

Odjfs County CSEA

30 East Broad St.,31st Fl
Columbus, OH 43266-0423

Phone :   - -
800 Number : 800-686-1556
Fax : 614-752-9760

For County websites, hours of operation, etc. Please click link County Agency Directory

Balance Information:

Balance Information

Current Month Unpaid Balance : ⓘ $697.68	Total Credits : ⓘ $0.00
Past Due Unpaid Balance : ⓘ $0.00	Funds on Hold : ⓘ $0.00
Total Unpaid Balance : ⓘ $697.68	

Case/Order:

Case		Order	
Case Number : ⓘ 7140429817		Order Number : ⓘ 29DRD7934	
Status : Open		Date : ⓘ April 28, 2025	
Type : ⓘ NON IV-D (Click link to apply for IV-D services)		Other Party Name : Ztest Test	
		Child(ren) : Xtest Test	

- If your case type is Non-IV-D and you want to complete an IV-D application, click the underlined case type **(Non IV-D)**, unless there are no children on the case and your order is for spousal support only.

Monthly Support Obligations:

Monthly Support Obligations

Current Child Support : ⓘ $684.00
Administrative Fees : ⓘ $13.68

Total : $697.68

[View My Payment Information]

Health Insurance Obligor : ⓘ Ytest Test   Ordered Dependents : Xtest Test

- Selecting the View My Payment Information button will take you to the My Payment Information page where your payment activity can be viewed.

Child Support Contact:

Odjfs County CSEA

30 East Broad St.,31st Fl
Columbus, OH 43266-0423

Phone : - -
800 Number : 800-686-1556
Fax : 614-752-9760

For County websites, hours of operation, etc. Please click link County Agency Directory

Change E-Mail Address Page

You can change the e-mail address on file with the portal by selecting the Change E-mail Address link under the Personal menu on any page or by clicking the 'E-mail Notification Options' link on the E-mail Notification Options page. This page gives you the option to view and change your current e-mail address. From this page, you can:

- View your current e-mail address that is on file with the web portal
- Change e-mail address
- **NOTE:** The e-mail address being provided must be unique and not be shared by any other registered portal customer
- Confirm e-mail was changed
- Cancel to go back to the Home Page
- Log out and go to the Login Page

NOTE: The e-mail address being provided must be unique and not be shared by any other registered portal customer. In addition, changing your e-mail in the portal WILL NOT change your email with OHID. To change in OHID, please login at OHID.OHIO.GOV

E-Mail Change Confirmation Page

This page will display, and an e-mail will be sent to both your old e-mail address and your new address, to confirm your e-mail address was successfully changed. From this page, you can:

- – View a message confirming the e-mail address was successfully changed
- – Return to the Home Page
- – Return to the E-mail Notification Options Page

E-mail Change Confirmation

Your E-mail address was changed successfully.
E-mails have been sent to both your previous and new E-mail address to confirm this change.

If you are currently a registered user for ODJFS online Cash, Food or Medical benefits and you use the same User ID/Password for that

and the Child Support Customer Service Portal, please note that your E-mail address was changed for both programs.

Return to the Child Support Customer Service Portal Home Page.

Return to the E-mail Notification Options page.

E-mail Notification Options Page

By clicking the E-mail Notification Options from the Personal Menu, you will be transferred to the E-mail Notification Options page. The following actions can be taken from this page:

- If you are ordered to receive support, you can select "Yes" to receive e-mail notifications when payments are sent to you and/or required address and health insurance information is missing in our system for you.

E-mail Notification Options

Child Support participants are required to provide the Office of Child Support with current employer, address and health insurance information. When this information is not displayed in our system, e-mail notifications can be sent to you to let you know what needs to be provided.

　　Your e-mail notifications will be sent to: csportaltest28@jfs.ohio.gov

　　If this is not your correct e-mail address, please **click this link to change your e-mail address** .
　　After changing your e-mail address, return to this page to select your e-mail notification preferences.

To receive e-mail notifications for missing information, select 'Yes' below.

* I would like to receive e-mail notifications when the Office of Child Support is missing employer, address, or health insurance information for me:

　○　◉
　Yes　No

To receive e-mail notifications when child support payments have been sent to you, select 'Yes' below.

* I would like to receive e-mail notification when a payment has been sent to me:

　○　◉
　Yes　No

Please add 'DoNotReply@childsupport.ohio.gov' to your e-mail contact list so the child support e-mails will not go into a spam folder.

[Cancel] [Submit]

- If you are ordered to pay support, you can select "Yes" to receive e-mail notifications when required address, employer and/or health insurance information is missing in our system for you.

E-mail Notification Options

Child Support participants are required to provide the Office of Child Support with current employer, address and health insurance information. When this information is not displayed in our system, e-mail notifications can be sent to you to let you know what needs to be provided.

　　Your e-mail notifications will be sent to: csportaltest21@jfs.ohio.gov

　　If this is not your correct e-mail address, please **click this link to change your e-mail address** .
　　After changing your e-mail address, return to this page to select your e-mail notification preferences.

To receive e-mail notifications for missing information, select 'Yes' below.

* I would like to receive e-mail notifications when the Office of Child Support is missing employer, address, or health insurance information for me:

　○　◉
　Yes　No

Please add 'DoNotReply@childsupport.ohio.gov' to your e-mail contact list so the child support e-mails will not go into a spam folder.

[Cancel] [Submit]

Frequently Asked Questions

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http://jfs.ohio.gov/Ocs/OCSFAQs.stm

This link is available from each page by clicking FAQ under the Help menu option. A new window will open providing a list of topics you may have questions about. From this Page, you can:

- – Select the topic and be transferred to view the frequently asked questions for that topic.
- – Close the page and return to the portal

Glossary

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http://jfs.ohio.gov/OCS/pdf/ChildSupportGlossary.pdf

This link is available from each page by clicking Glossary under the Help menu option. A new window will open providing child support glossary terms and definitions when needed.   From this page, you can:

- – View child support terms and definitions
- – Close the page and return to the portal

County Bulletin Board

When logging into the portal, if the county has an active bulletin the County Bulletin Board displays. Additionally, if you have missing required address, employer and/or health insurance information, up to three Customer Alerts will display. To navigate from the County Bulletin Board and/or Customer Alerts to the Home Page, click the Home Page button.

Troubleshooting*:*

Forgotten Portal User ID (before connecting portal account to OHID)

- Click "Connect my Accounts" button on the portal Login Page.

Ready to connect? If you don't already have an OHID, we'll help you create one.
You only need to do this once.

Connect my accounts
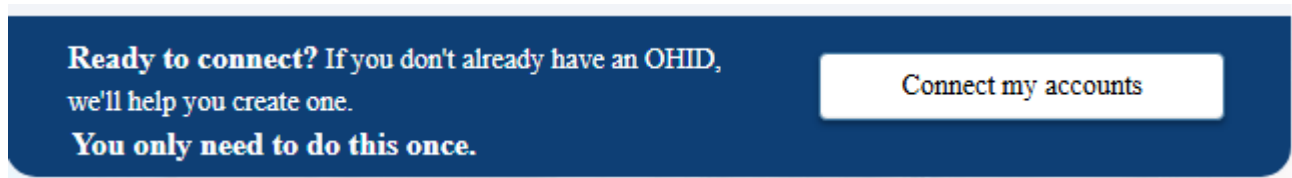
- If User ID is forgotten, click the Forgot your User ID link.

Enter your Child Support Portal account User ID

Back   Next

Forgot your User ID?

- Enter your email address. Your User ID will be emailed to you.

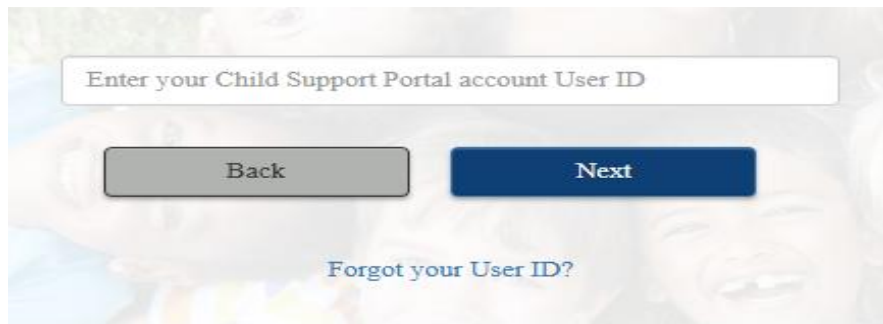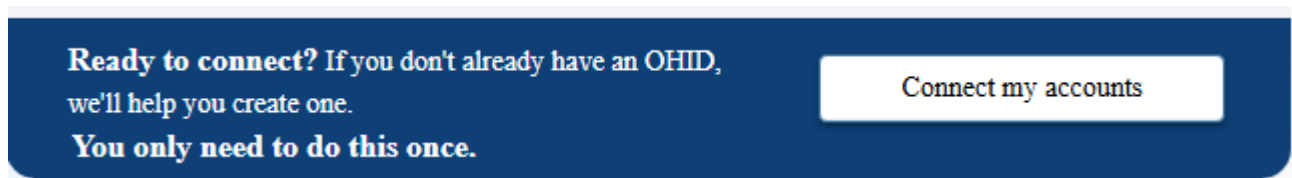- Check your e-mail account for an e-mail titled Password Reset/Unlock Request from ODJFS from DoNotReply@childsupport.ohio.gov
  - **What if I don't have the same email account?**
  - select the 'e-mail address used to register' link in blue font to update your e-mail address. Note: For security purposes, you will be asked to validate your identity as though you were creating a new account.

Forgotten Portal Password (before connecting portal account to OHID)

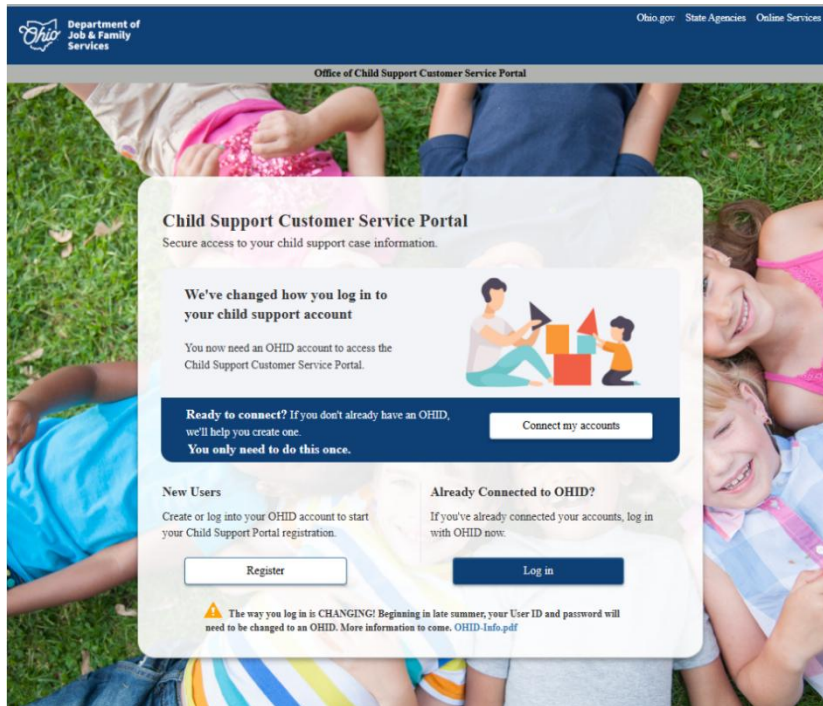- Click "Connect my Accounts" button on the portal Login Page.

Ready to connect? If you don't already have an OHID, we'll help you create one.
You only need to do this once.

Connect my accounts

- If Password is forgotten, click the Forgot your Password link.

Enter your Child Support Portal account password

Back   Next

Forgot your Password?
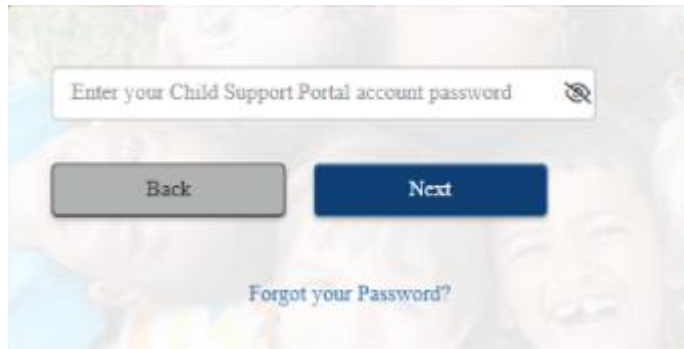
- Enter you existing User ID and click the Submit button to submit your forgotten Password request
- Check your e-mail account for an e-mail titled Password Reset/Unlock Request from ODJFS from DoNotReply@childsupport.ohio.gov
  - **What if I don't have the same email account?**
  - select the 'e-mail address used to register' link in blue font to update your e-mail address. Note: For security purposes, you will be asked to validate your identity as though you were creating a new account.

Step 1. Go to the portal/mobile login page and click "Login"

Step 2. Select Forgot your OHID username or password? link

Step 3. Select I forgot my password button

Step 4. Select I forgot my password button and enter your OHID Username

Step 5. Select a password recovery method and click Send PIN

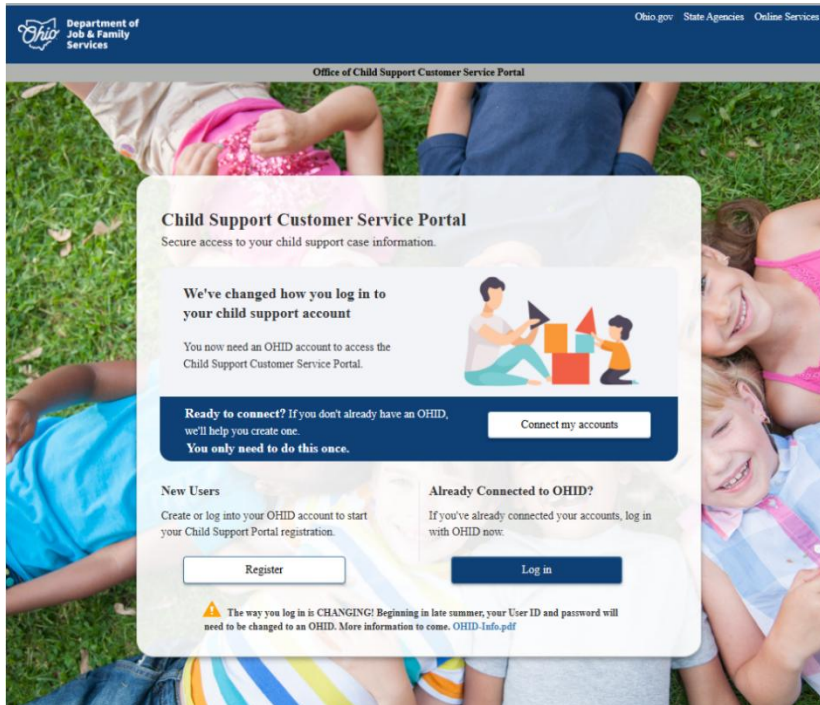**Step 6.** Enter PIN from email and click Verify

Step 7. Enter New Password and Confirm Password and press "Submit"

Step 8. You've successfully updated your password confirmation page displays. Use your new password the next time you login to OHID

Retrieving a Forgotten OHID Username

Step 1. Go to the portal/mobile login page and click "Login"

Step 2. Select Forgot your OHID username or password? link

Step 3. Select I forgot my button

Step 4. Enter your email address and click "Submit"

Step 5. Verify an email with the Username was sent and choose a response at the bottom

Step 6. Use your retrieved Username the next time you login to OHID