



# Department of Job & Family Services

## Child Support Customer Service Web Portal



## Customer User Guide

Last Updated: 08/25/2025

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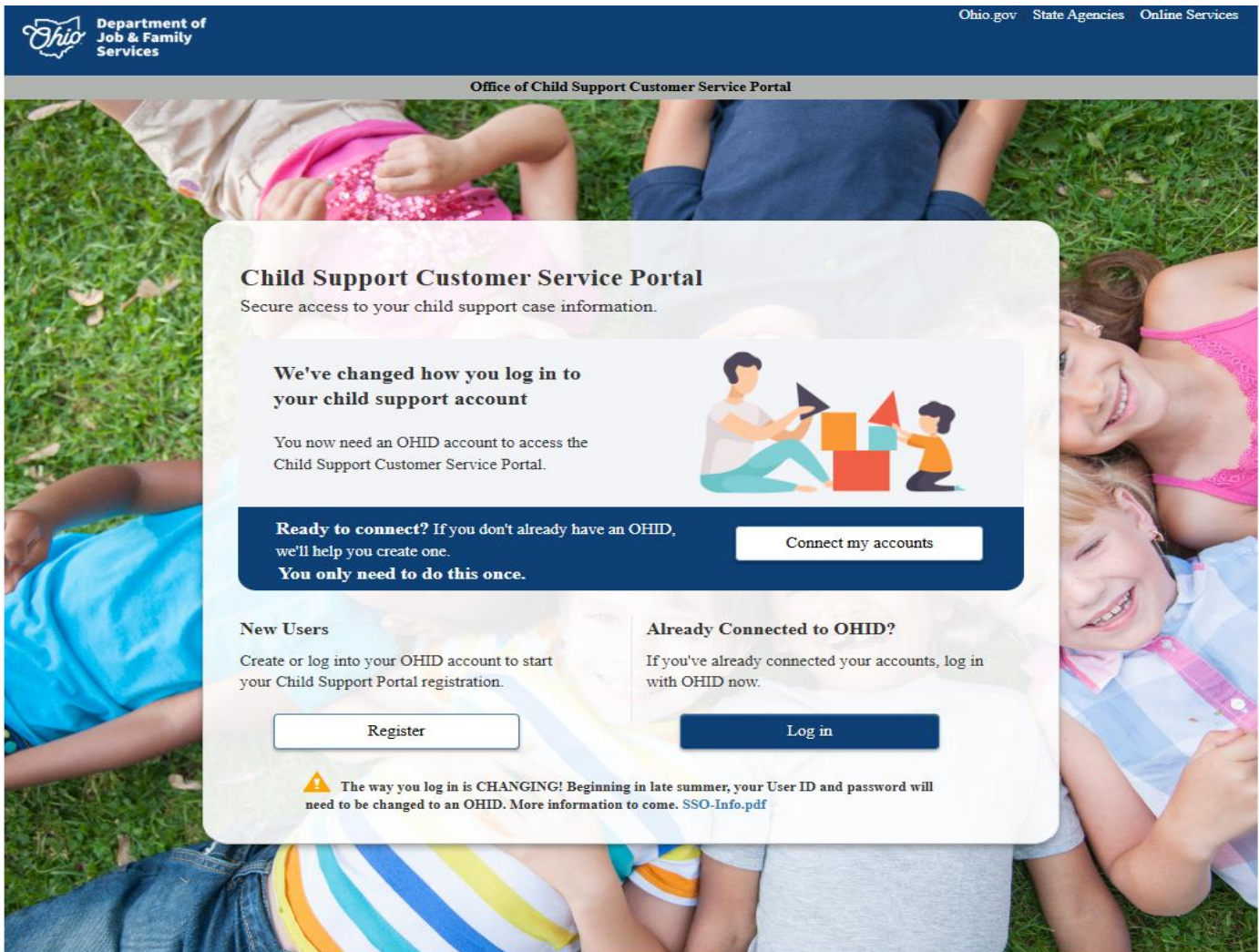
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## Login Page

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The Login page is where the customer will either:

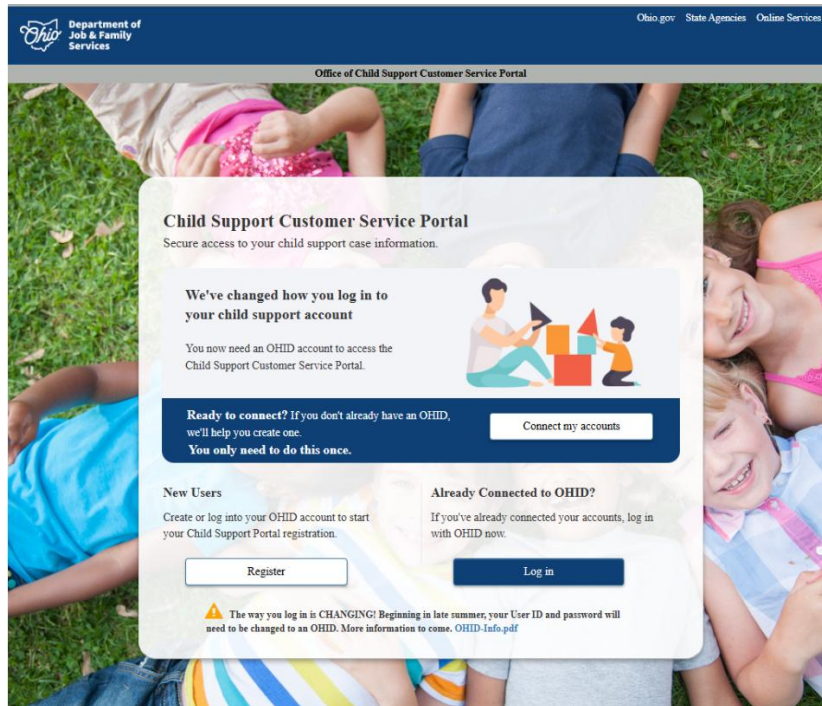
- Establish a portal account by selecting Register
  - Link their existing portal and OHID account by selecting Connect my accounts
- OR
- **Login** after completing a registration or connecting an existing portal account to OHID



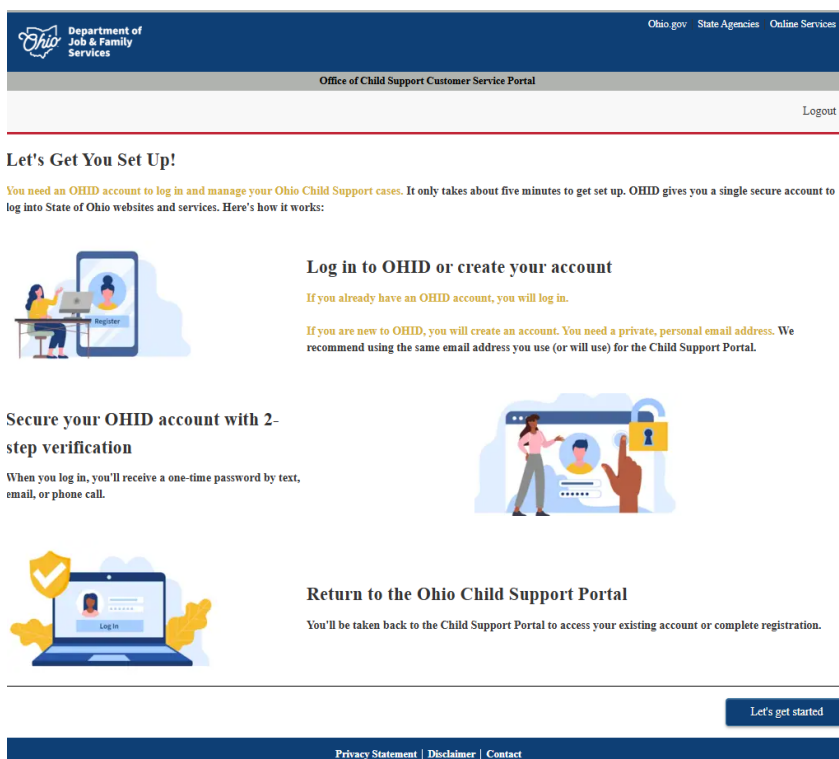
## Registration

### Creating a Child Support Portal account and a new OHID account

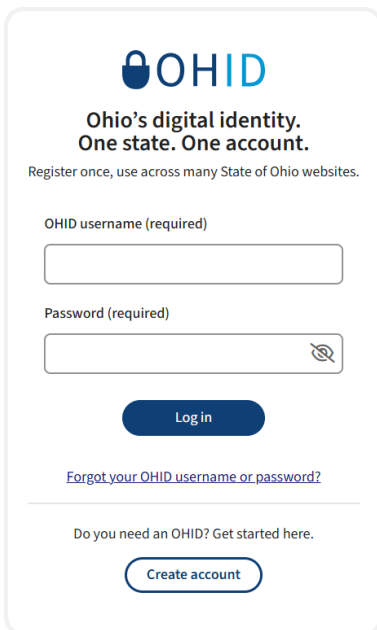
**Step 1.** Go to the portal/mobile login page and click “Register”



**Step 2.** Review the Let's Get You Set Up page and click “Let's get Started”



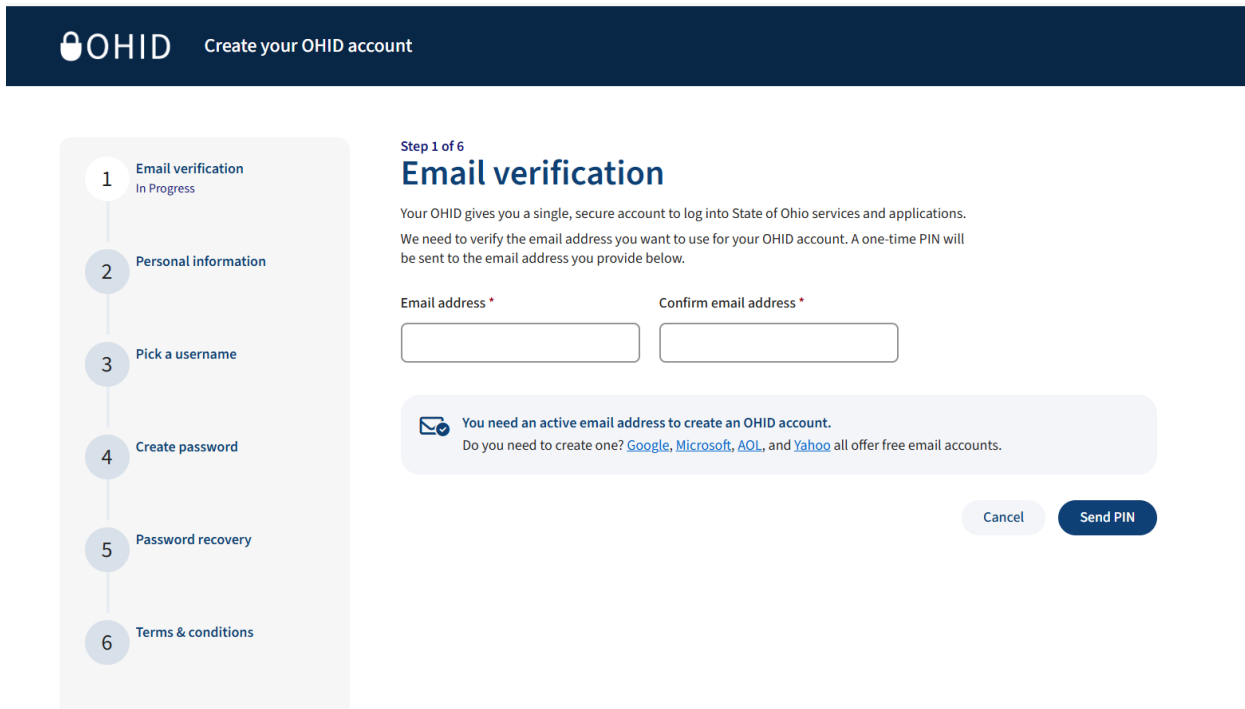
### Step 3. Click “Create Account” to create the OHID Account



The image shows the OHID login and registration interface. At the top is the OHID logo with the tagline "Ohio's digital identity. One state. One account." and a subtext "Register once, use across many State of Ohio websites." Below this are two input fields: "OHID username (required)" and "Password (required)". A "Log in" button is positioned below the password field. A link "Forgot your OHID username or password?" is located below the "Log in" button. At the bottom, there is a section titled "Do you need an OHID? Get started here." with a "Create account" button.

### 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



The image shows the "Email verification" step of the OHID account creation process. The header bar includes the OHID logo and the text "Create your OHID account". On the left, a vertical progress bar shows six steps: 1. Email verification (In Progress), 2. Personal information, 3. Pick a username, 4. Create password, 5. Password recovery, and 6. Terms & conditions. The main content area is titled "Step 1 of 6 Email verification". It explains that the user's OHID gives them a single, secure account to log into State of Ohio services and applications, and that they need to verify their email address to use for their OHID account. A one-time PIN will be sent to the email address provided. Below this text are two input fields: "Email address \*" and "Confirm email address \*". A light blue informational box states: "You need an active email address to create an OHID account. Do you need to create one? Google, Microsoft, AOL, and Yahoo all offer free email accounts." At the bottom right, there are two buttons: "Cancel" and "Send PIN".



**Step 5.** Validate your email by entering the PIN sent to your email and click “Next”

The screenshot shows the 'Email verification' step of the OHID account creation process. On the left, a vertical progress bar lists six steps: 1. Email verification (In Progress), 2. Personal information, 3. Pick a username, 4. Create password, 5. Password recovery, and 6. Terms & conditions. The main content area is titled 'Step 1 of 6 Email verification'. It states, 'We sent an email with a one-time PIN to ocstesting7+90@gmail.com'. Below this is a text input field labeled 'Enter PIN (required)' and a 'Verify' button. A help box titled 'Are you having trouble?' contains instructions: check junk mail/spam for an email from DONOTREPLY-Enterprisidentity@ohio.gov, wait 10 minutes, and still having trouble, add the email to contacts and ask an IT administrator. At the bottom right are 'Cancel' and 'Next' buttons.

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

The screenshot shows the 'Personal information' step of the OHID account creation process. The progress bar on the left now shows Step 1 as 'Completed' and Step 2 as 'In Progress'. The main content area is titled 'Step 2 of 6 Personal information'. It contains four input fields: 'Legal first name (required)', 'Legal last name (required)', 'Date of birth (required)', and 'Last 4 digits of SSN (optional)'. Below these fields is an information box stating, 'Be sure to use your real date of birth, you may need it to reset your password later.' At the bottom right are 'Cancel' and 'Submit' buttons. The footer includes the Ohio State logo, 'Powered by TOP Innovate Ohio', and links for 'Privacy Notice & Policies', 'Accessibility', 'Ohio Checkbook', and 'Translation'.

## 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.

The screenshot shows the 'Step 3 of 6: Pick a username' screen of the OHID account creation process. On the left, a vertical progress bar indicates the status of each step: 'Email verification' (Completed), 'Personal information' (Completed), 'Pick a username' (In Progress), 'Create password' (Not started), 'Password recovery' (Not started), and 'Terms & conditions' (Not started). The main content area is titled 'Step 3 of 6 Pick a username'. It lists 'Username requirements' with four bullet points: 'Must be between 6-64 characters', 'Cannot start or end in a special character', 'Cannot contain only numbers; and', and 'Cannot contain special characters other than a period (.), dash (-), underscore (\_), or at sign (@)'. Below these requirements is a text input field labeled 'OHID username (required)'. At the bottom right, there are 'Cancel' and 'Next' buttons.

## 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.

The screenshot shows the 'Step 4 of 6: Create password' screen of the OHID account creation process. The progress bar on the left now shows 'Pick a username' as 'Completed' and 'Create password' as 'In Progress'. The main content area is titled 'Step 4 of 6 Create password'. It lists 'Your password must contain:' with four bullet points: 'At least 12 characters', 'An uppercase letter', 'A lowercase letter', 'A number', and 'A special character (\\[!@,;%@~^&\*~+!<>(){}%\"'~;~?')'. Below this is a note: 'Your password cannot contain your first name, last name, or OHID username.' There are two text input fields: 'Password (required)' and 'Confirm password (required)', each with a toggle icon to show or hide the password. At the bottom right, there are 'Cancel' and 'Next' buttons. The footer of the page includes the text 'Powered by' followed by the 'Innovative Ohio' logo, and links for 'Privacy Notice & Policies', 'Accessibility', 'Ohio Checkbook', and 'Translation'.

**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.

An official State of Ohio site. [Here's how you know](#)

**OHID** Create your OHID account

**Step 5 of 6**  
**Password recovery**

Your email (ocstesting7+90@gmail.com) is the main way you'll reset your password. Providing your mobile number gives us another way to reach you if you lose access to your email.

**Add your mobile number for password recovery**  
We will send you a PIN via text message. Message and data rates apply.

1 If you choose not to provide your phone number at this time, you can [skip this step](#).

Mobile number (required)

Progress bar: 1. Email verification Completed, 2. Personal information Completed, 3. Pick a username Completed, 4. Create password Completed, 5. Password recovery In Progress, 6. Terms & conditions

Powered by [Privacy Notice](#)

[Privacy Notice & Policies](#) [Accessibility](#) [Ohio Checkbook](#) [Translation](#)

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

An official State of Ohio site. [Here's how you know](#)

**OHID** Create your OHID account

**Step 6 of 6**  
**Terms & conditions**

To create your OHID account, please agree to the following terms and conditions.

By clicking “I Agree” and creating an OHID account, you consent to use electronic signatures with the State of Ohio and receive communications in electronic form.

If you use this site, you are responsible for maintaining the confidentiality of your OHID account(s) and password(s) and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your OHID account(s) or password(s). The Ohio Department of Administrative Services reserves the right, in the event of a violation of law or State of Ohio policy, or as a result of any suspicious activity occurring on your OHID account, to refuse service, terminate accounts, remove or edit content on [Ohid.ohio.gov](#), or cancel transactions related to your OHID account.

Children under the age of 13 are not eligible to use services that require the submission of personal information and should not submit any personal information to us. This includes submitting personal information to the website as part of a user profile or profile personalization. If you are a child under the age of 13, you can use these services only if used together with your parents or guardians. Ask permission from your parents or guardians if you are under the age of 13.

☐ I agree

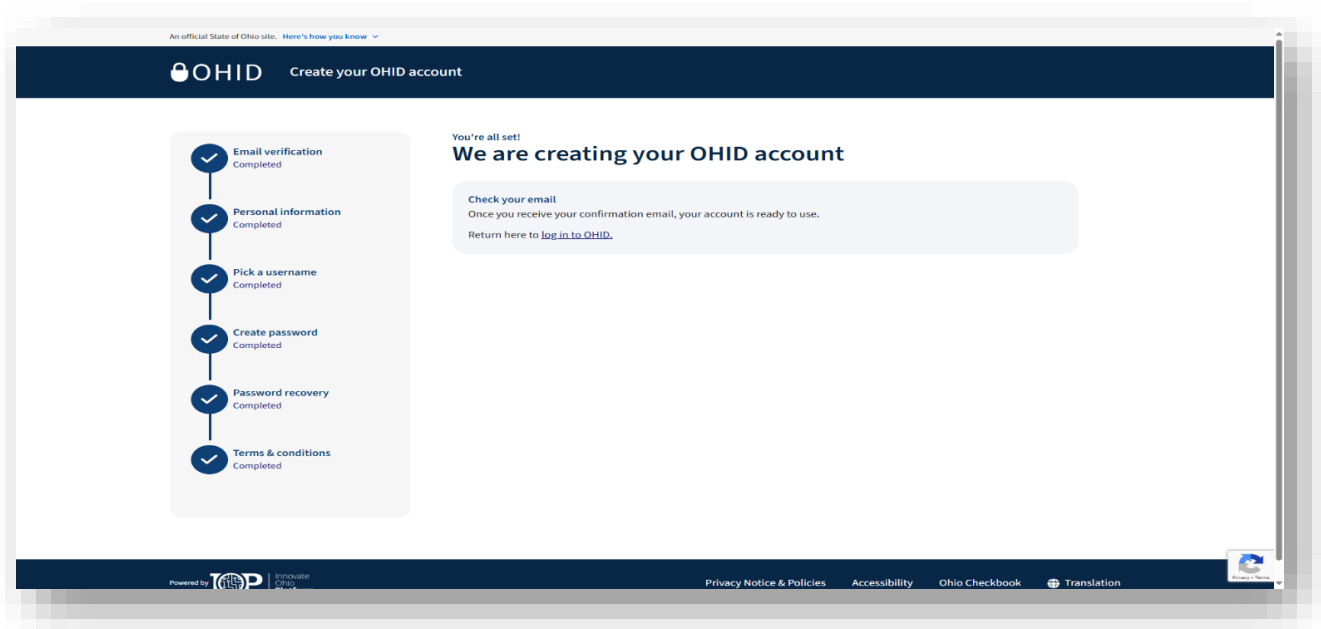
Progress bar: 1. Email verification Completed, 2. Personal information Completed, 3. Pick a username Completed, 4. Create password Completed, 5. Password recovery Completed, 6. Terms & conditions In Progress

Powered by [Privacy Notice](#)

[Privacy Notice & Policies](#) [Accessibility](#) [Ohio Checkbook](#) [Translation](#)



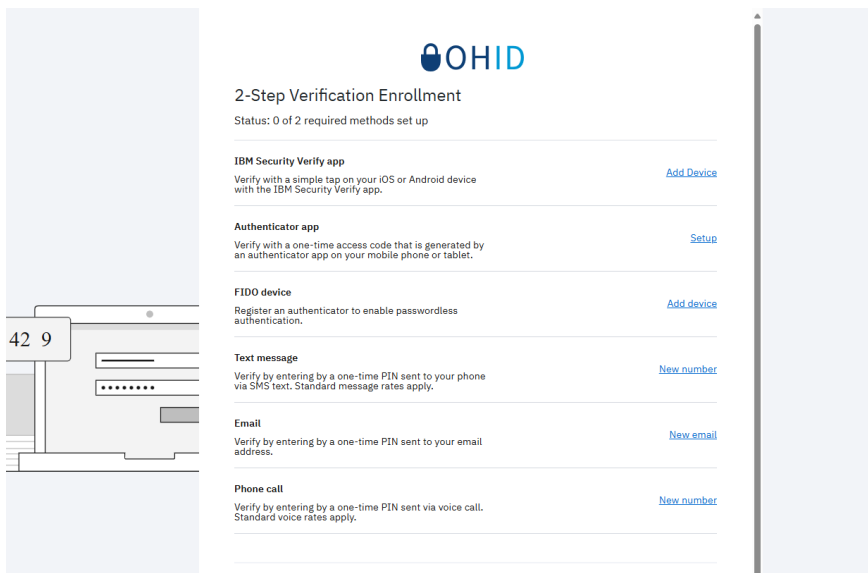
**Step 11.** Check your email for confirmation your account is ready. After you receive the email, click the link to log into OHID.



**Step 12.** After receiving your confirmation email, log into your new OHID account with your Username and Password.

A screenshot of the OHID login and registration form. The form features the OHID logo and the tagline 'Ohio's digital identity. One state. One account.' Below this, it says 'Register once, use across many State of Ohio websites.' The form has two input fields: 'OHID username (required)' and 'Password (required)', both with placeholder text. A 'Log in' button is positioned below the password field. A link for 'Forgot your OHID username or password?' is located below the login button. At the bottom, there is a link 'Do you need an OHID? Get started here.' and a 'Create account' button.

**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.



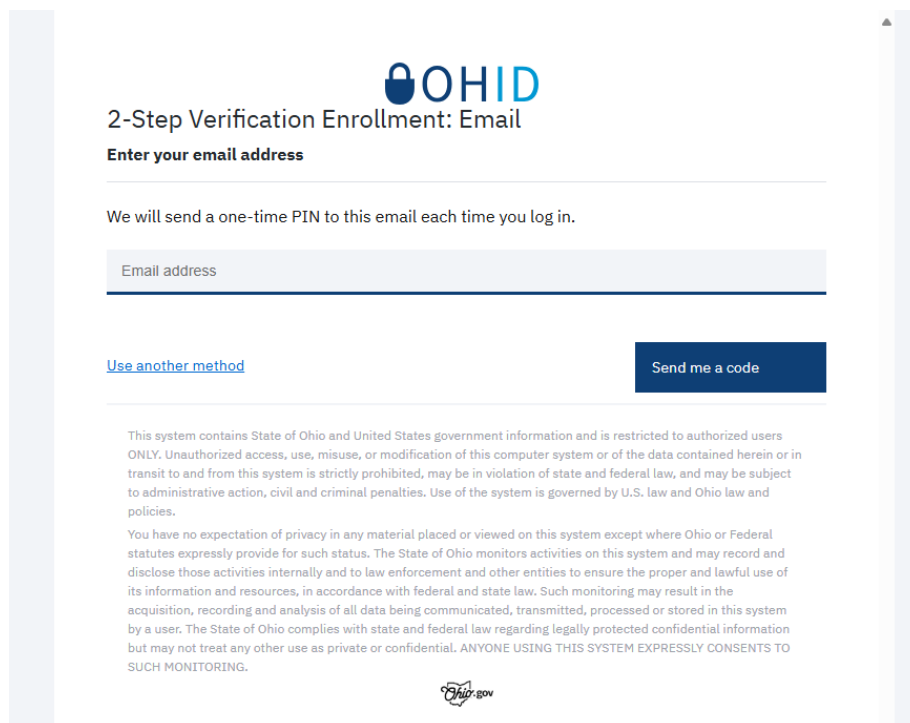
**OHID**

### 2-Step Verification Enrollment

Status: 0 of 2 required methods set up

<b>IBM Security Verify app</b> Verify with a simple tap on your iOS or Android device with the IBM Security Verify app.	<a href="#">Add Device</a>
<b>Authenticator app</b> Verify with a one-time access code that is generated by an authenticator app on your mobile phone or tablet.	<a href="#">Setup</a>
<b>FIDO device</b> Register an authenticator to enable passwordless authentication.	<a href="#">Add device</a>
<b>Text message</b> Verify by entering by a one-time PIN sent to your phone via SMS text. Standard message rates apply.	<a href="#">New number</a>
<b>Email</b> Verify by entering by a one-time PIN sent to your email address.	<a href="#">New email</a>
<b>Phone call</b> Verify by entering by a one-time PIN sent via voice call. Standard voice rates apply.	<a href="#">New number</a>

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



**OHID**

### 2-Step Verification Enrollment: Email

**Enter your email address**


We will send a one-time PIN to this email each time you log in.

Email address

[Use another method](#) [Send me a code](#)

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

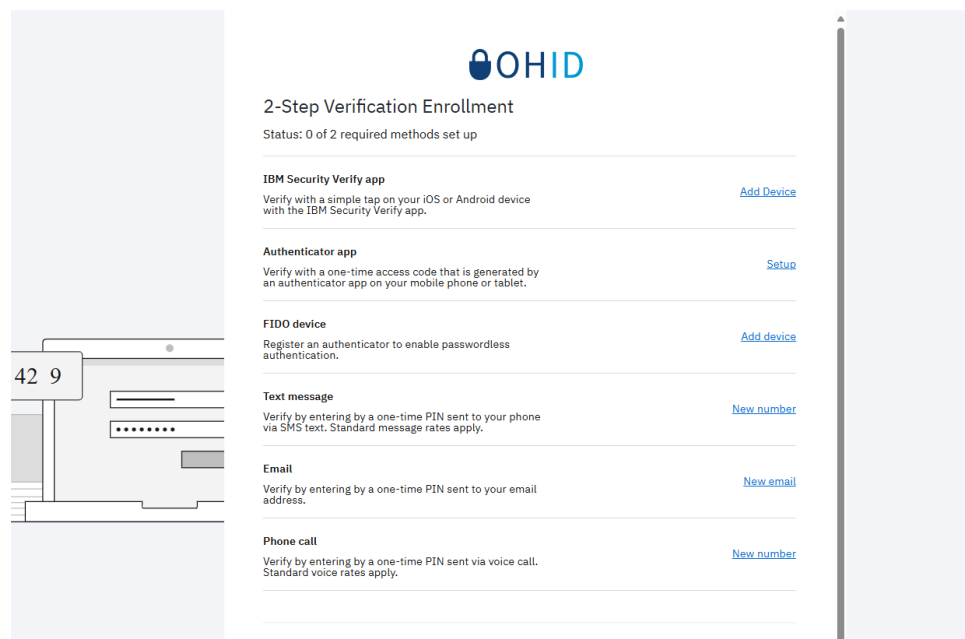
You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.



**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

The screenshot shows the '2-Step Verification Enrollment: Text Message' screen. At the top is the OHID logo. Below it, the title '2-Step Verification Enrollment: Text Message' is displayed. A prompt 'Enter your phone number' is followed by a text input field. Below the input field, a message states: 'We will send a one-time PIN to this number via text (SMS) each time you log in.' Another message follows: 'To use Text Message and Phone Call as two methods, you must use a different phone number for each.' There is a dropdown menu showing 'United States +1' and a 'v' icon. Below this is a text input field for the phone number. At the bottom left is a link 'Use another method' and at the bottom right is a blue button 'Send me a code'. A disclaimer at the bottom states: 'This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies. You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.' The Ohio State logo is at the bottom center.

## Step 18. You’ve successfully created an OHID account. Click “Done” to complete your Child Support Customer Service Portal registration.

The screenshot shows the 'Enrollment successful' screen. At the top is the OHID logo. Below it, the title 'Enrollment successful' is displayed. A message 'Phone number was added' is followed by 'Status: 1 of 2 required methods set up'. Below this is the phone number '+17404038052' and a message: 'You can manage your verification methods and devices from Security settings.' At the bottom left is a link 'Add additional methods' and at the bottom right is a blue button 'Done'. A disclaimer at the bottom states: 'This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies. You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.' The Ohio State logo is at the bottom center.

## 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

The screenshot shows the 'New User Authorization' form. At the top is a blue header with the Ohio Department of Job & Family Services logo and navigation links for 'Ohio.gov', 'State Agencies', and 'Online Services'. Below the header is a grey bar with the text 'Office of Child Support Customer Service Portal'. The main content area is white and titled 'New User Authorization'. It includes an 'IMPORTANT NOTICE' stating that the driver's license number is not stored and is used for authentication with the Bureau of Motor Vehicles (BMV). The form has three input fields: '\*Ohio Driver's License, State ID or Key Number' (containing '03-09-2000'), '\*Social Security Number' (containing 'Teter'), and an email field (containing 'ocstesting7+86@gmail.com'). There are 'Cancel' and 'Submit' buttons. A link 'I do not have an Ohio Driver's License, State ID or Key Number' is located below the buttons. At the bottom of the page is a dark blue footer with a '988 Suicide & Crisis Lifeline' logo, navigation links for 'Home', 'Privacy Statement', and 'Contact', and release information: 'Date of Release: February 2025; Version 8.0.0 - SETS\_CHRO0110406; Ohio Department of Job and Family Services; Wednesday July 23 17:39:11 EDT 2025'.

Department of Job & Family Services

Ohio.gov State Agencies Online Services

Office of Child Support Customer Service Portal

### New User Authorization

**IMPORTANT NOTICE:**  
Your driver's license number will not be stored or maintained on this website and is used solely for the purpose of authenticating your driver's license number with the Bureau of Motor Vehicles (BMV) during registration.

\*Ohio Driver's License, State ID or Key Number \*Social Security Number

03-09-2000 Teter ocstesting7+86@gmail.com

Cancel Submit

[I do not have an Ohio Driver's License, State ID or Key Number](#)

988 SUICIDE & CRISIS LIFELINE

Home | Privacy Statement | Contact

Date of Release: February 2025; Version 8.0.0 - SETS\_CHRO0110406;  
Ohio Department of Job and Family Services  
Wednesday July 23 17:39:11 EDT 2025

## Registering without an Ohio Driver's License

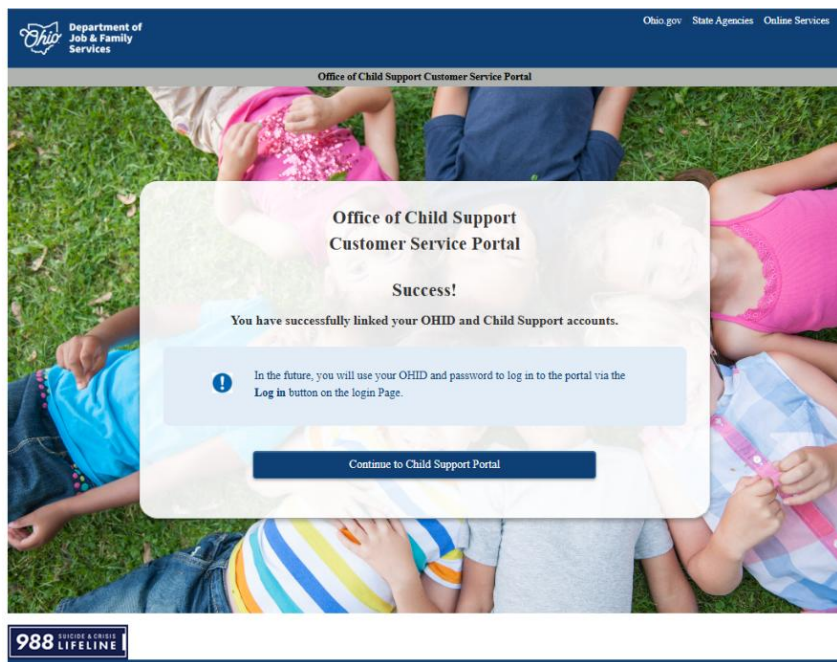
**Step 19.** Click the link “I do not have an Ohio Driver's License, State ID or Key Number

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.

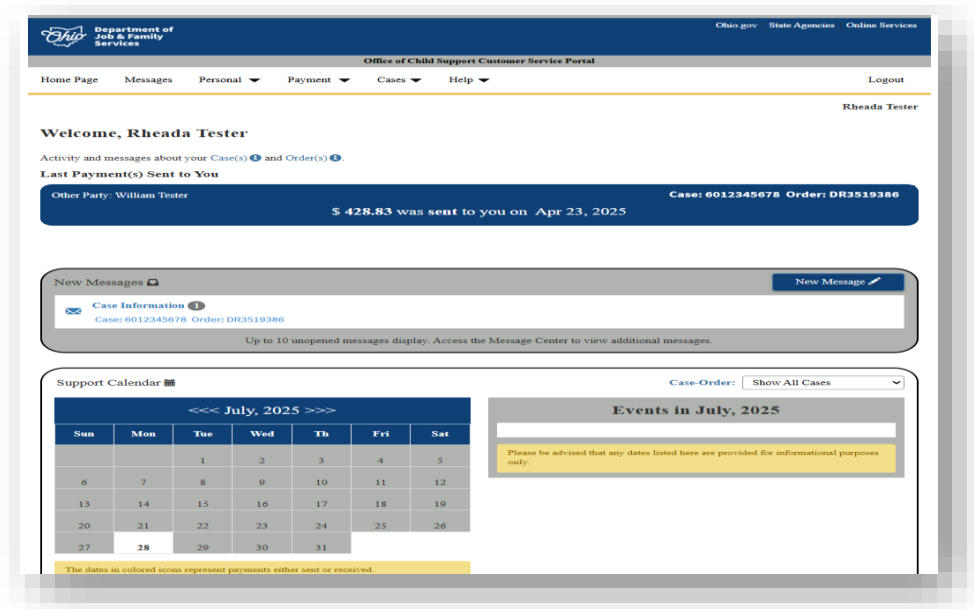
If you pay support, you'll need your case number and your Web ID. Your Web ID is located on the Child Support Program Information letter you received when your case first opened, or by contacting your local child support agency.

**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.



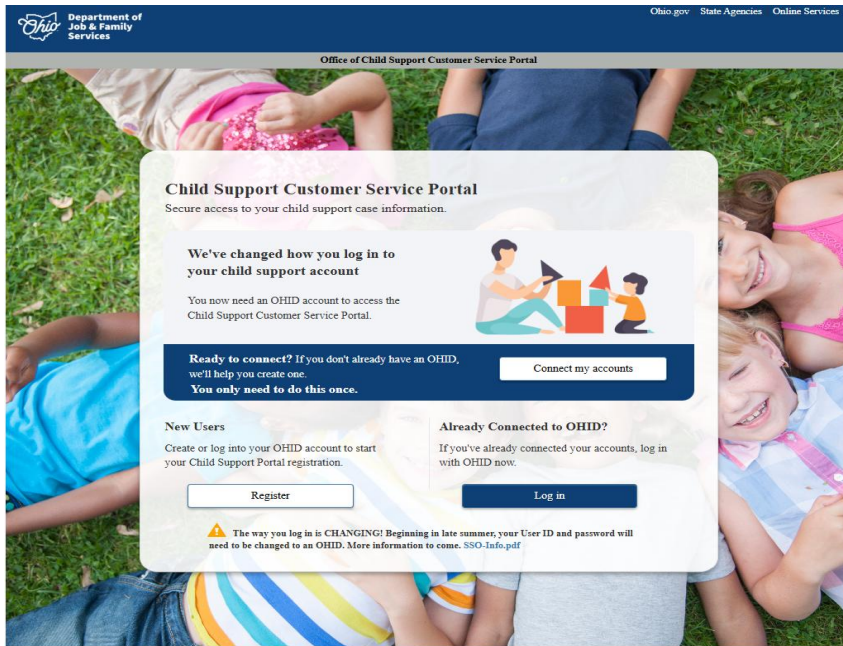
**Step 21.** You are now within the portal with access to your child support information



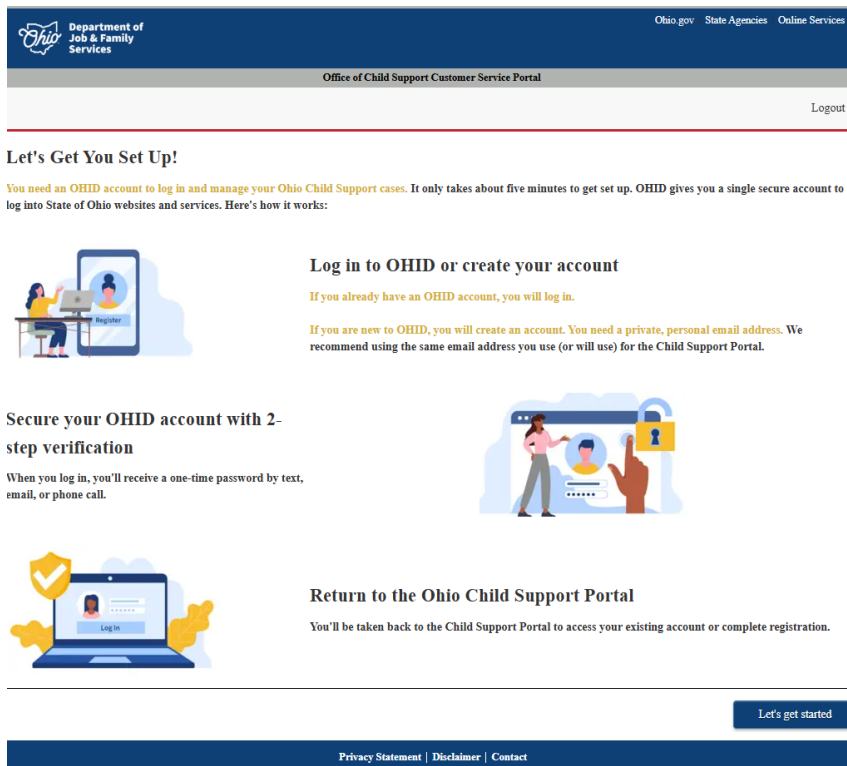


## Creating a Child Support Portal account and linking to an existing OHID account

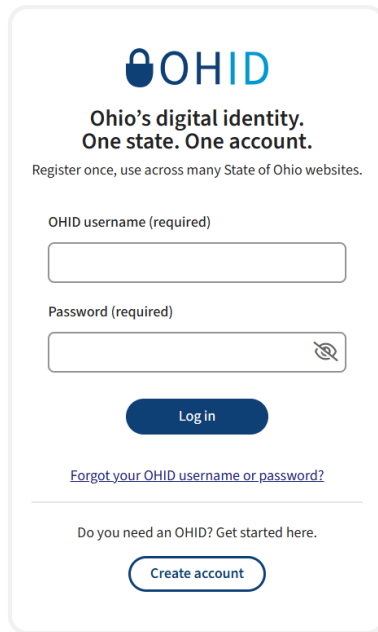
### Step 1. Go to the portal/mobile login page and click “Register”



### Step 2. Review the Let's Get You Set Up page and click “Let's get Started”

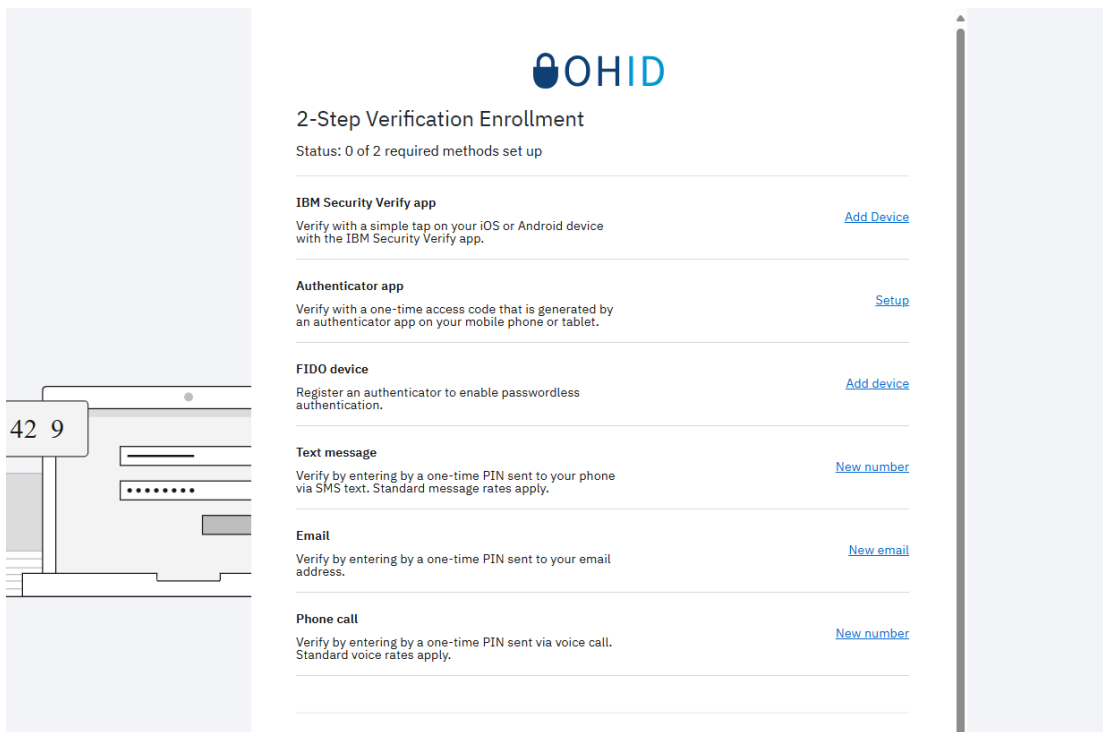


**Step 3.** Enter existing OHID Username and Password and click “Login”



The login form features the OHID logo at the top, followed by the tagline "Ohio's digital identity. One state. One account." and a note: "Register once, use across many State of Ohio websites." Below this are two input fields: "OHID username (required)" and "Password (required)" with a toggle icon. A blue "Login" button is positioned below the password field. A link "Forgot your OHID username or password?" is located below the login button. At the bottom, there is a link "Do you need an OHID? Get started here." and a "Create account" button.

**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.



The enrollment page displays the OHID logo and the title "2-Step Verification Enrollment". It shows a status of "0 of 2 required methods set up". A list of seven authentication methods is provided, each with a description and a link to add or setup the method:

- IBM Security Verify app**: Verify with a simple tap on your iOS or Android device with the IBM Security Verify app. [Add Device](#)
- Authenticator app**: Verify with a one-time access code that is generated by an authenticator app on your mobile phone or tablet. [Setup](#)
- FIDO device**: Register an authenticator to enable passwordless authentication. [Add device](#)
- Text message**: Verify by entering by a one-time PIN sent to your phone via SMS text. Standard message rates apply. [New number](#)
- Email**: Verify by entering by a one-time PIN sent to your email address. [New email](#)
- Phone call**: Verify by entering by a one-time PIN sent via voice call. Standard voice rates apply. [New number](#)

On the left side of the page, there is a graphic of a computer monitor displaying the number "42 9".

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

The screenshot shows the '2-Step Verification Enrollment: Email' screen. At the top is the OHID logo. Below it, the text 'Enter your email address' is followed by a text input field. A message states: 'We will send a one-time PIN to this email each time you log in.' Below the input field is a blue button labeled 'Send me a code' and a link 'Use another method'. At the bottom, there is a disclaimer about system security and a privacy policy, followed by the Ohio.gov logo.

**OHID**

### 2-Step Verification Enrollment: Email

Enter your email address

We will send a one-time PIN to this email each time you log in.

Email address

[Use another method](#) **Send me a code**

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

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

The screenshot shows the 'Enrollment successful' screen. At the top is the OHID logo. Below it, the text 'Email was added' is followed by 'Status: 1 of 2 required methods set up'. Below this is the email address 'ocstesting7+101@gmail.com' and a message: 'You can manage your verification methods and devices from Security settings.' Below the message is a blue button labeled 'Done' and a link 'Add additional methods'. At the bottom, there is a disclaimer about system security and a privacy policy, followed by the Ohio.gov logo.

**OHID**

### Enrollment successful

**Email was added**  
Status: 1 of 2 required methods set up

ocstesting7+101@gmail.com

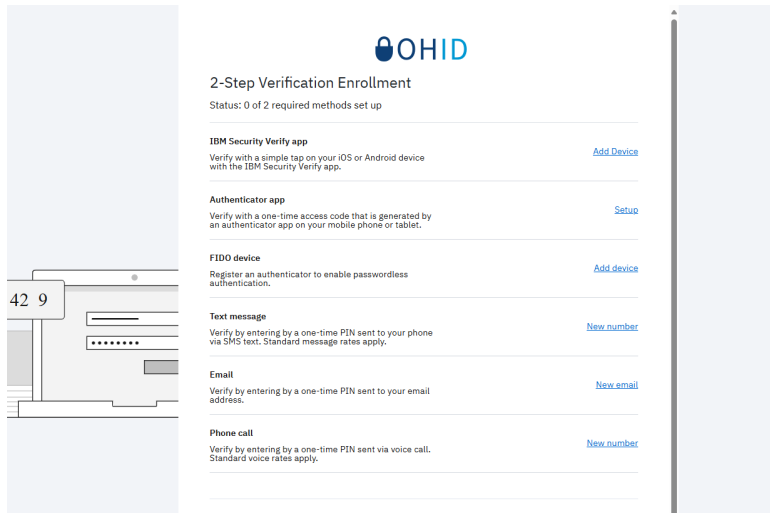
You can manage your verification methods and devices from Security settings.

[Add additional methods](#) **Done**

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

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## Step 7. Make your second selection



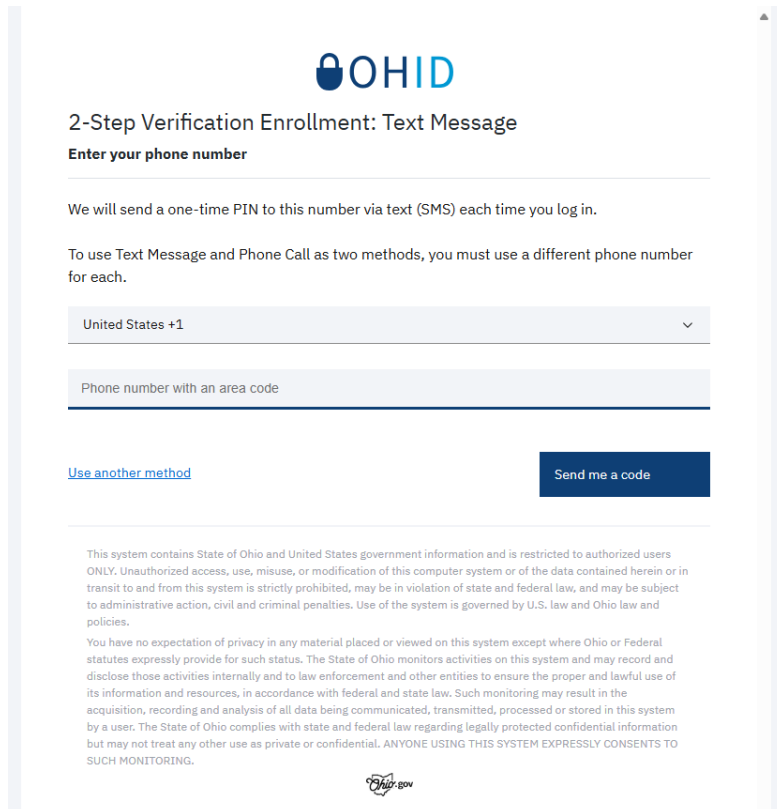
**OHID**

### 2-Step Verification Enrollment

Status: 0 of 2 required methods set up

<b>IBM Security Verify app</b> Verify with a simple tap on your iOS or Android device with the IBM Security Verify app.	<a href="#">Add Device</a>
<b>Authenticator app</b> Verify with a one-time access code that is generated by an authenticator app on your mobile phone or tablet.	<a href="#">Setup</a>
<b>FIDO device</b> Register an authenticator to enable passwordless authentication.	<a href="#">Add device</a>
<b>Text message</b> Verify by entering by a one-time PIN sent to your phone via SMS text. Standard message rates apply.	<a href="#">New number</a>
<b>Email</b> Verify by entering by a one-time PIN sent to your email address.	<a href="#">New email</a>
<b>Phone call</b> Verify by entering by a one-time PIN sent via voice call. Standard voice rates apply.	<a href="#">New number</a>

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



**OHID**

### 2-Step Verification Enrollment: Text Message

**Enter your phone number**

We will send a one-time PIN to this number via text (SMS) each time you log in.

To use Text Message and Phone Call as two methods, you must use a different phone number for each.


United States +1

Phone number with an area code


[Use another method](#) [Send me a code](#)

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



## Enrollment successful

**Phone number was added**  
Status: 1 of 2 required methods set up

---

+17404038052  
You can manage your verification methods and devices from Security settings.


[Add additional methods](#)

Done

---

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## 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

The screenshot shows the 'New User Authorization' page. At the top is a blue header with the Ohio Department of Job & Family Services logo and links for 'Ohio.gov', 'State Agencies', and 'Online Services'. Below the header is a grey bar with the text 'Office of Child Support Customer Service Portal'. The main content area is titled 'New User Authorization' and includes an 'IMPORTANT NOTICE' stating that the driver's license number is not stored and is used solely for authentication with the Bureau of Motor Vehicles (BMV). The form contains three input fields: '\*Ohio Driver's License, State ID or Key Number' (with the value '03-09-2000'), '\*Social Security Number' (with the value 'Teter'), and an email field (with the value 'ocstesting7+86@gmail.com'). There are 'Cancel' and 'Submit' buttons. Below the form is a link that says 'I do not have an Ohio Driver's License, State ID or Key Number'. At the bottom of the page is a dark blue footer with a '988 Suicide & Crisis Lifeline' logo, links for 'Home', 'Privacy Statement', and 'Contact', and release information: 'Date of Release: February 2023; Version 8.0.0 - SETS\_CHGO110406; Ohio Department of Job and Family Services; Wednesday July 23 17:39:11 EDT 2023'.

## 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

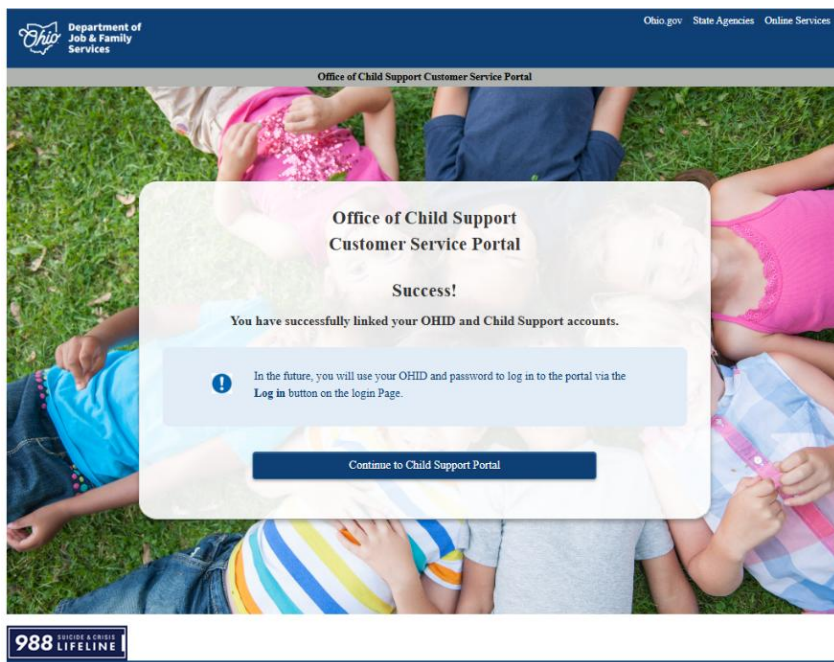
NOTE: You'll need your case number and the last 4 digits of the account or card your child support funds are deposited to if you receive support.

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.

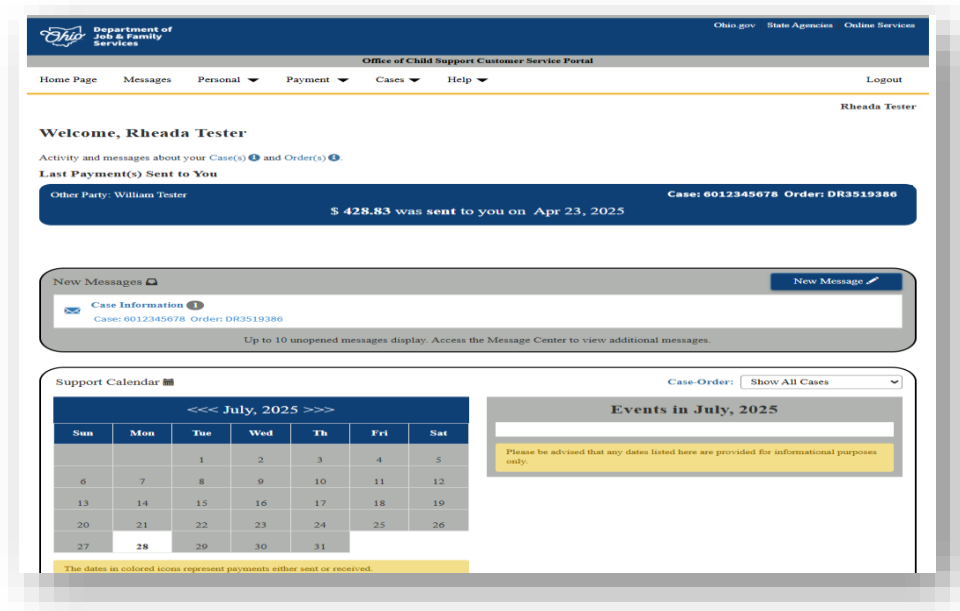


**Step 11.** Once you have completed registering with or without a license, you receive confirmation you have successfully linked your new OHID account to your new Child Support Customer Service portal account. Click on the “Continue to Child Support Portal” to access the portal to view your case information.

**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.

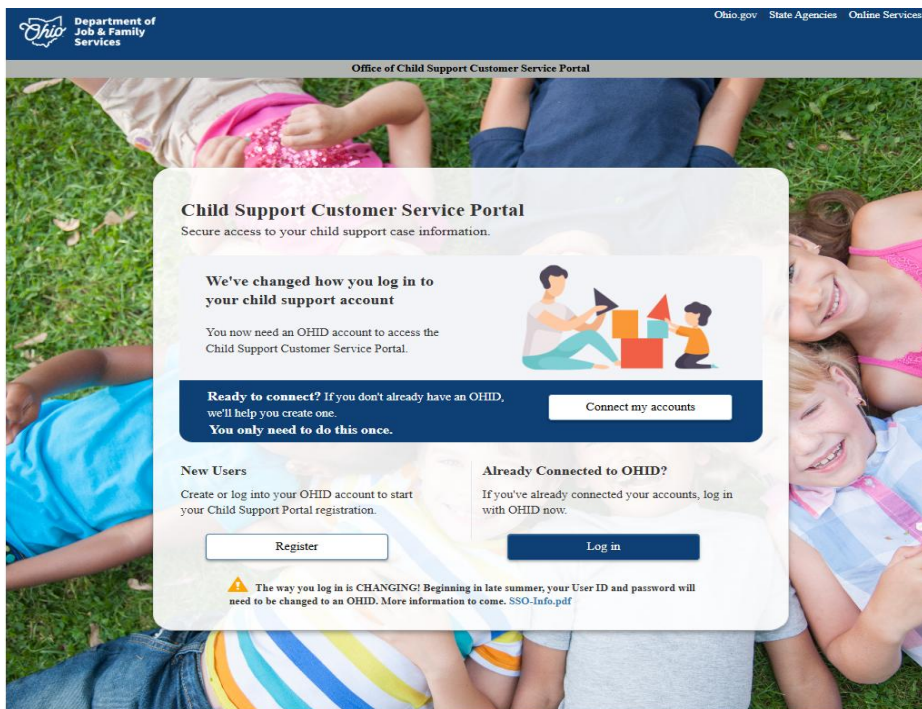


**Step 12:** You're now within the portal with access to your child support information



## 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”

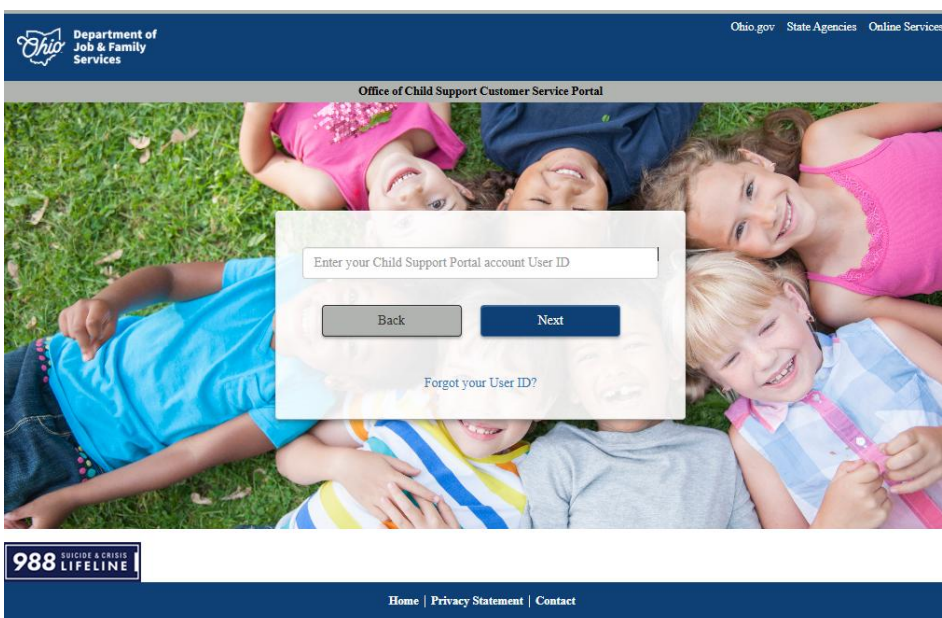


The screenshot shows the 'Office of Child Support Customer Service Portal' login page. The page has a dark blue header with the Ohio Department of Job & Family Services logo and links to 'Ohio.gov', 'State Agencies', and 'Online Services'. The main content area features a large white box with a background image of children playing. The box contains the following text and elements:

- Child Support Customer Service Portal**  
Secure access to your child support case information.
- We've changed how you log in to your child support account**  
You now need an OHID account to access the Child Support Customer Service Portal.
- 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](#)
- New Users**  
Create or log into your OHID account to start your Child Support Portal registration. [Register](#)
- Already Connected to OHID?**  
If you've already connected your accounts, log in with OHID now. [Log in](#)
- A warning icon and text: **The way you log in is CHANGING!** Beginning in late summer, your User ID and password will need to be changed to an OHID. More information to come. [SSO-Info.pdf](#)

**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.



The screenshot shows the 'Office of Child Support Customer Service Portal' User ID entry page. The page has a dark blue header with the Ohio Department of Job & Family Services logo and links to 'Ohio.gov', 'State Agencies', and 'Online Services'. The main content area features a large white box with a background image of children playing. The box contains the following text and elements:

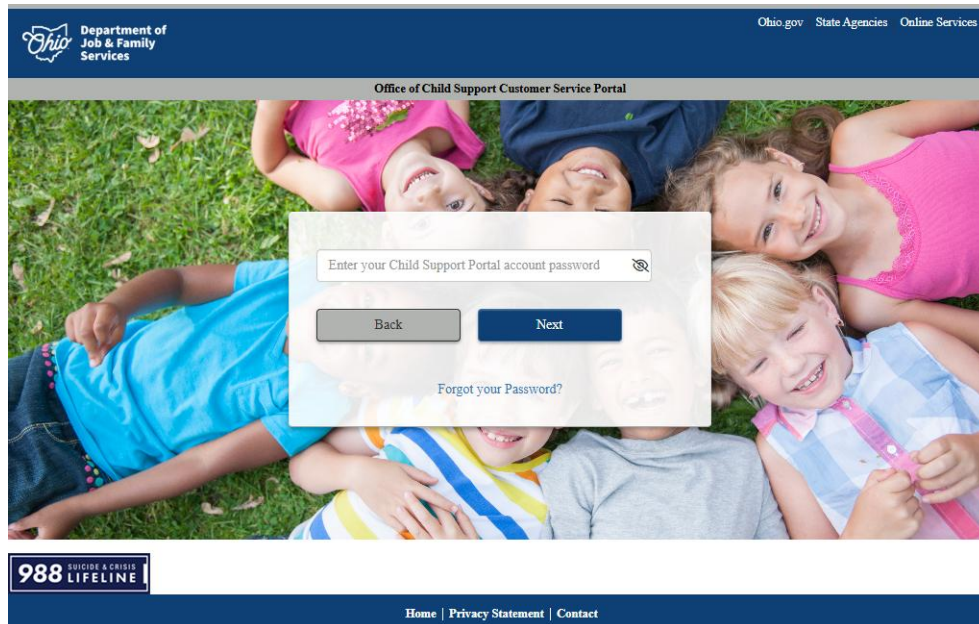
- Enter your Child Support Portal account User ID**
- [Back](#) [Next](#)
- [Forgot your User ID?](#)

At the bottom of the page, there is a dark blue footer with the following text and elements:

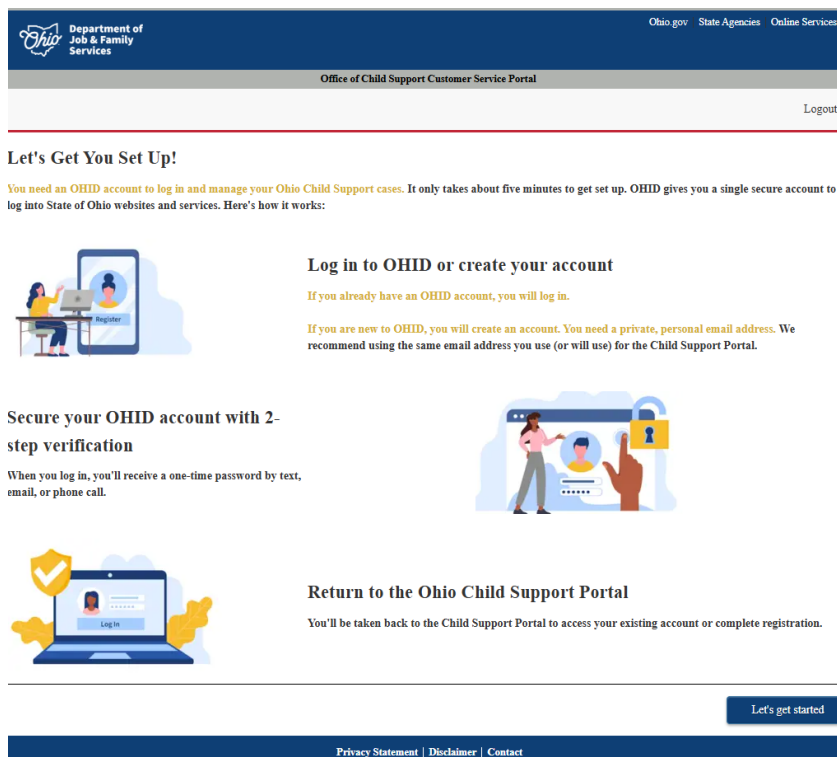
- 988** [SUICIDE & CRISIS LIFELINE](#)
- [Home](#) | [Privacy Statement](#) | [Contact](#)

**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”



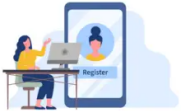
Department of Job & Family Services Ohio.gov State Agencies Online Services

Office of Child Support Customer Service Portal

Logout

### Let's Get You Set Up!

You need an OHID account to log in and manage your Ohio Child Support cases. It only takes about five minutes to get set up. OHID gives you a single secure account to log into State of Ohio websites and services. Here's how it works:




#### Log in to OHID or create your account


If you already have an OHID account, you will log in.

If you are new to OHID, you will create an account. You need a private, personal email address. We recommend using the same email address you use (or will use) for the Child Support Portal.

#### Secure your OHID account with 2-step verification

When you log in, you'll receive a one-time password by text, email, or phone call.





#### Return to the Ohio Child Support Portal

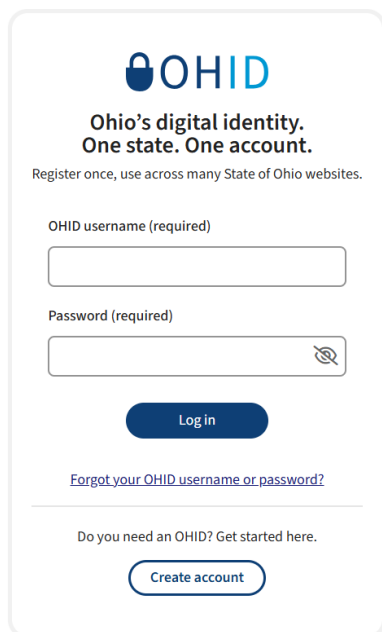
You'll be taken back to the Child Support Portal to access your existing account or complete registration.

Let's get started

Privacy Statement | Disclaimer | Contact

**Step 5.** Click “Create Account” to create the OHID Account

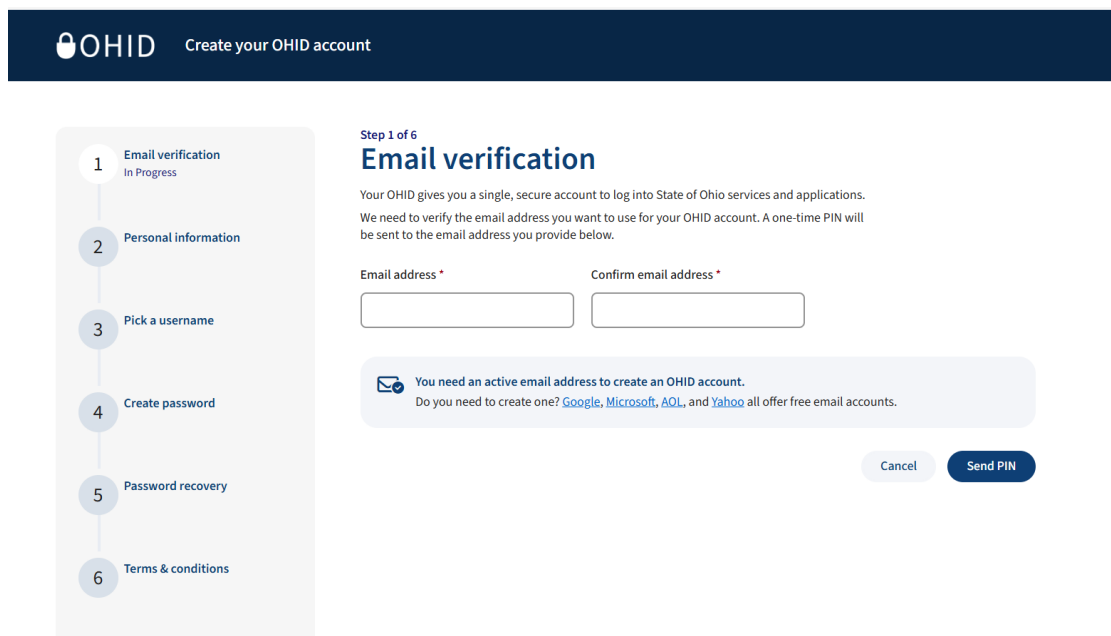
NOTE: If you already have an OHID, just login and your OHID username and password is now your new portal login. In the future, you only need to click on the Log in button at the bottom of the portal Login page and enter your OHID username and password.



The image shows the OHID login and registration interface. At the top is the OHID logo with the tagline "Ohio's digital identity. One state. One account." and a subtext "Register once, use across many State of Ohio websites." Below this are two input fields: "OHID username (required)" and "Password (required)". A "Log in" button is positioned below the password field. A link "Forgot your OHID username or password?" is located below the login button. At the bottom, there is a "Create account" button and a link "Do you need an OHID? Get started here."

**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



The image shows the "Email verification" step of the OHID account creation process. The header bar says "OHID Create your OHID account". On the left, a vertical progress bar shows six steps: 1. Email verification (In Progress), 2. Personal information, 3. Pick a username, 4. Create password, 5. Password recovery, and 6. Terms & conditions. The main content area is titled "Step 1 of 6 Email verification". It explains that the OHID provides a single, secure account and that an email address is needed for verification, with a one-time PIN being sent to that address. There are two input fields: "Email address \*" and "Confirm email address \*". Below these fields is a blue informational box stating: "You need an active email address to create an OHID account. Do you need to create one? Google, Microsoft, AOL, and Yahoo all offer free email accounts." At the bottom right, there are "Cancel" and "Send PIN" buttons.

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

The screenshot shows the 'Create your OHID account' page at Step 2 of 6, titled 'Personal information'. On the left, a vertical progress bar shows six steps: 1. Email verification (Completed), 2. Personal information (In Progress), 3. Pick a username, 4. Create password, 5. Password recovery, and 6. Terms & conditions. The main content area contains four input fields: 'Legal first name (required)', 'Legal last name (required)', 'Date of birth (required)', and 'Last 4 digits of SSN (optional)'. Below these fields is a blue information box with a question mark icon and the text: 'Be sure to use your real date of birth, you may need it to reset your password later.' At the bottom right of the form are 'Cancel' and 'Submit' buttons. The footer includes the text 'Powered by TOP' and links for 'Privacy Notice & Policies', 'Accessibility', 'Ohio Checkbook', and 'Translation'.

**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.

The screenshot shows the 'Create your OHID account' page at Step 3 of 6, titled 'Pick a username'. The vertical progress bar on the left now shows 'Personal information' as 'Completed' and 'Pick a username' as 'In Progress'. The main content area features a 'Username requirements' box with four checkmarks: 'Must be between 6-64 characters', 'Cannot start or end in a special character', 'Cannot contain only numbers; and', and 'Cannot contain special characters other than a period (.), dash (-), underscore (\_), or at sign (@)'. Below this is an input field for 'OHID username (required)'. At the bottom right are 'Cancel' and 'Next' buttons. The footer is consistent with the previous step.



## 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.

The screenshot shows the 'Create your OHID account' page at Step 4 of 6, titled 'Create password'. On the left, a progress bar indicates the following steps: 1. Email verification (Completed), 2. Personal information (Completed), 3. Pick a username (Completed), 4. Create password (In Progress), 5. Password recovery, and 6. Terms & conditions. The main content area lists password requirements: at least 12 characters, an uppercase letter, a lowercase letter, a number, and a special character (from a set including \$, %, @, -, ^, \*, \_, +, =, <, >, [], !, ~, ", ', /, ?). A warning states: 'Your password cannot contain your first name, last name, or OHID username.' Below these are two input fields: 'Password (required)' and 'Confirm password (required)', each with a visibility toggle icon. 'Cancel' and 'Next' buttons are at the bottom right. The footer includes 'Powered by TOP', 'Privacy Notice & Policies', 'Accessibility', 'Ohio Checkbook', 'Translation', and a 'Help' icon.

## 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.

The screenshot shows the 'Create your OHID account' page at Step 5 of 6, titled 'Password recovery'. The progress bar on the left shows: 1. Email verification (Completed), 2. Personal information (Completed), 3. Pick a username (Completed), 4. Create password (Completed), 5. Password recovery (In Progress), and 6. Terms & conditions. The main content area explains that the email (occtest7+90@gmail.com) is the primary way to reset the password, but providing a mobile number offers an alternative. It states: 'Add your mobile number for password recovery. We will send you a PIN via text message. Message and data rates apply.' A blue information box notes: 'If you choose not to provide your phone number at this time, you can skip this step.' Below is a 'Mobile number (required)' input field and a 'Send PIN' button. 'Cancel' and 'Next' buttons are at the bottom right. The footer is identical to the previous screenshot.



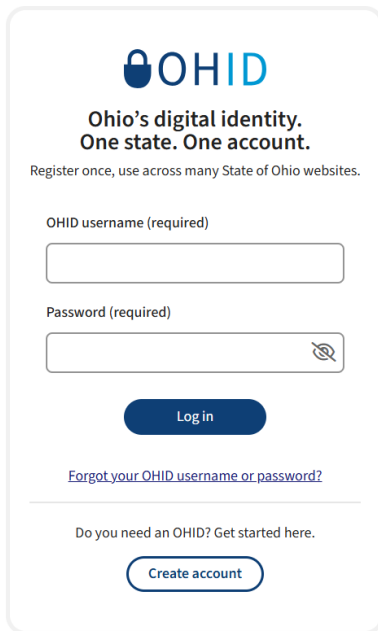
**Step 11.** Review the Terms & Conditions and select “I agree” and click the “Create Account” button

This screenshot shows the 'Terms & conditions' step (Step 6 of 6) in the OHID account creation process. On the left, a vertical progress bar lists six steps: 'Email verification Completed', 'Personal information Completed', 'Pick a username Completed', 'Create password Completed', 'Password recovery Completed', and 'Terms & conditions In Progress'. The main content area is titled 'Terms & conditions' and includes the following text: 'To create your OHID account, please agree to the following terms and conditions. By clicking "I Agree" and creating an OHID account, you consent to use electronic signatures with the State of Ohio and receive communications in electronic form. If you use this site, you are responsible for maintaining the confidentiality of your OHID account(s) and password(s) and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your OHID account(s) or password(s). The Ohio Department of Administrative Services reserves the right, in the event of a violation of law or State of Ohio policy, or as a result of any suspicious activity occurring on your OHID account, to refuse service, terminate accounts, remove or edit content on Ohid.ohio.gov, or cancel transactions related to your OHID account. Children under the age of 13 are not eligible to use services that require the submission of personal information and should not submit any personal information to us. This includes submitting personal information to the website as part of a user profile or profile personalization. If you are a child under the age of 13, you can use these services only if used together with your parents or guardians. Ask permission from your parents or guardians if you are under the age of 13.' Below this text is an unchecked checkbox labeled 'I agree'. To the right of the checkbox are two buttons: 'Cancel' and 'Create Account'. The footer contains the text 'Powered by TOP | Private Ohio', links for 'Privacy Notice & Policies', 'Accessibility', 'Ohio Checkbook', and 'Translation', and a 'Contact Us' button.

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

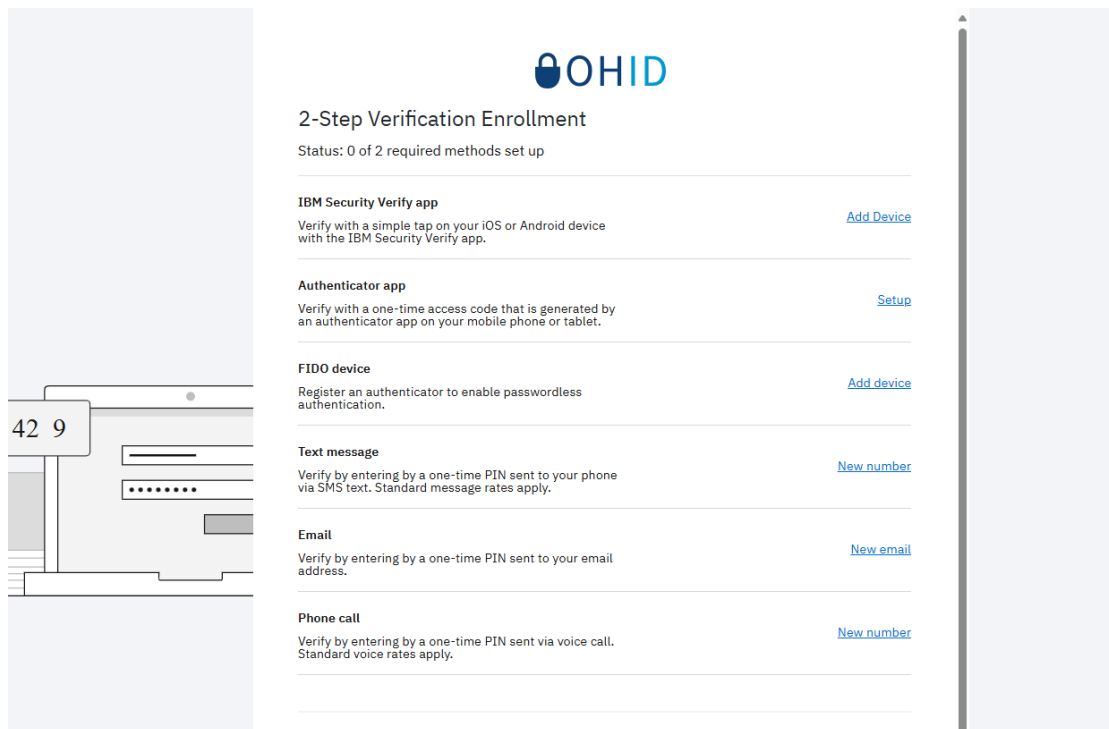
This screenshot shows the 'You're all set!' page after the OHID account creation process is complete. The vertical progress bar on the left now shows all six steps as 'Completed', including 'Terms & conditions Completed'. The main content area is titled 'You're all set! We are creating your OHID account'. It includes a section titled 'Check your email' with the text: 'Once you receive your confirmation email, your account is ready to use. Return here to [log in to OHID](#).' The footer is identical to the previous screenshot, showing 'Powered by TOP | Private Ohio', links for 'Privacy Notice & Policies', 'Accessibility', 'Ohio Checkbook', and 'Translation', and a 'Contact Us' button.

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



The image shows a mobile app interface for OHID. At the top is the OHID logo (a blue padlock icon followed by the text 'OHID') and the tagline 'Ohio's digital identity. One state. One account.' Below this is a sub-header 'Register once, use across many State of Ohio websites.' The form contains two input fields: 'OHID username (required)' and 'Password (required)'. The password field has an eye icon to toggle visibility. Below the fields is a blue 'Log in' button. A link 'Forgot your OHID username or password?' is positioned below the login button. At the bottom, there is a link 'Do you need an OHID? Get started here.' and a 'Create account' button.

**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.



The image shows a mobile app interface for '2-Step Verification Enrollment'. The OHID logo is at the top. The title is '2-Step Verification Enrollment' with a status 'Status: 0 of 2 required methods set up'. Below this is a list of six authentication methods, each with a description and a link to set it up:

- IBM Security Verify app**: Verify with a simple tap on your iOS or Android device with the IBM Security Verify app. [Add Device](#)
- Authenticator app**: Verify with a one-time access code that is generated by an authenticator app on your mobile phone or tablet. [Setup](#)
- FIDO device**: Register an authenticator to enable passwordless authentication. [Add device](#)
- Text message**: Verify by entering by a one-time PIN sent to your phone via SMS text. Standard message rates apply. [New number](#)
- Email**: Verify by entering by a one-time PIN sent to your email address. [New email](#)
- Phone call**: Verify by entering by a one-time PIN sent via voice call. Standard voice rates apply. [New number](#)

On the left side of the screen, there is a partial view of a mobile app interface showing a screen with the number '42 9' and a password field with dots.

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

The screenshot shows the '2-Step Verification Enrollment: Email' screen. At the top is the OHID logo. Below it, the title '2-Step Verification Enrollment: Email' is displayed, followed by the instruction 'Enter your email address'. A text input field is provided for the email address. Below the field is a 'Send me a code' button. A link 'Use another method' is located to the left of the button. A disclaimer paragraph is at the bottom, followed by the Ohio.gov logo.

**OHID**

### 2-Step Verification Enrollment: Email

Enter your email address

We will send a one-time PIN to this email each time you log in.

Email address

[Use another method](#) **Send me a code**

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

The screenshot shows the 'Enrollment successful' screen. At the top is the OHID logo. Below it, the title 'Enrollment successful' is displayed, followed by the status 'Email was added' and 'Status: 1 of 2 required methods set up'. A text input field shows the email address 'ocstesting7+101@gmail.com'. Below the field is a 'Done' button. A link 'Add additional methods' is located to the left of the button. A disclaimer paragraph is at the bottom, followed by the Ohio.gov logo.

**OHID**

### Enrollment successful

Email was added  
Status: 1 of 2 required methods set up

ocstesting7+101@gmail.com

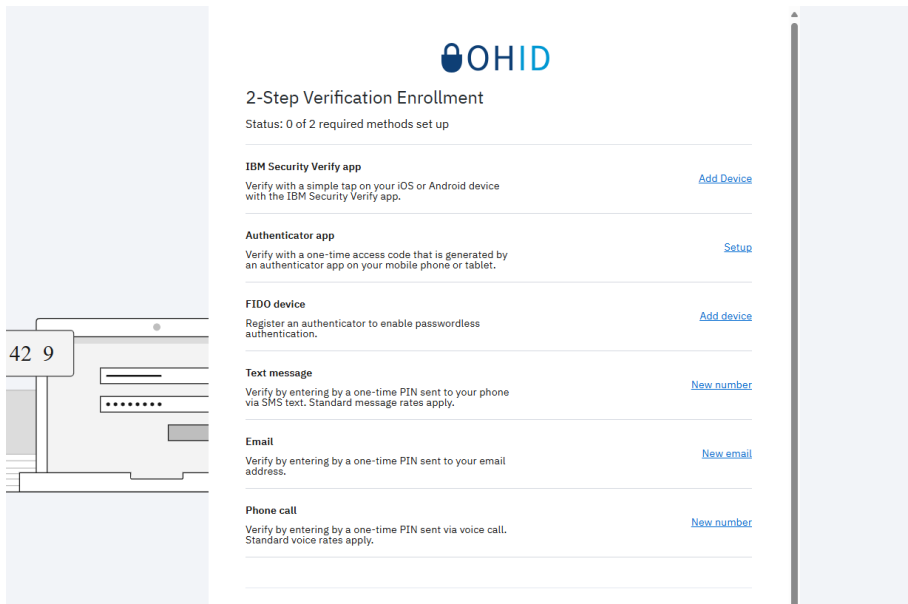
You can manage your verification methods and devices from Security settings.

[Add additional methods](#) **Done**

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## Step 17. Make your second selection



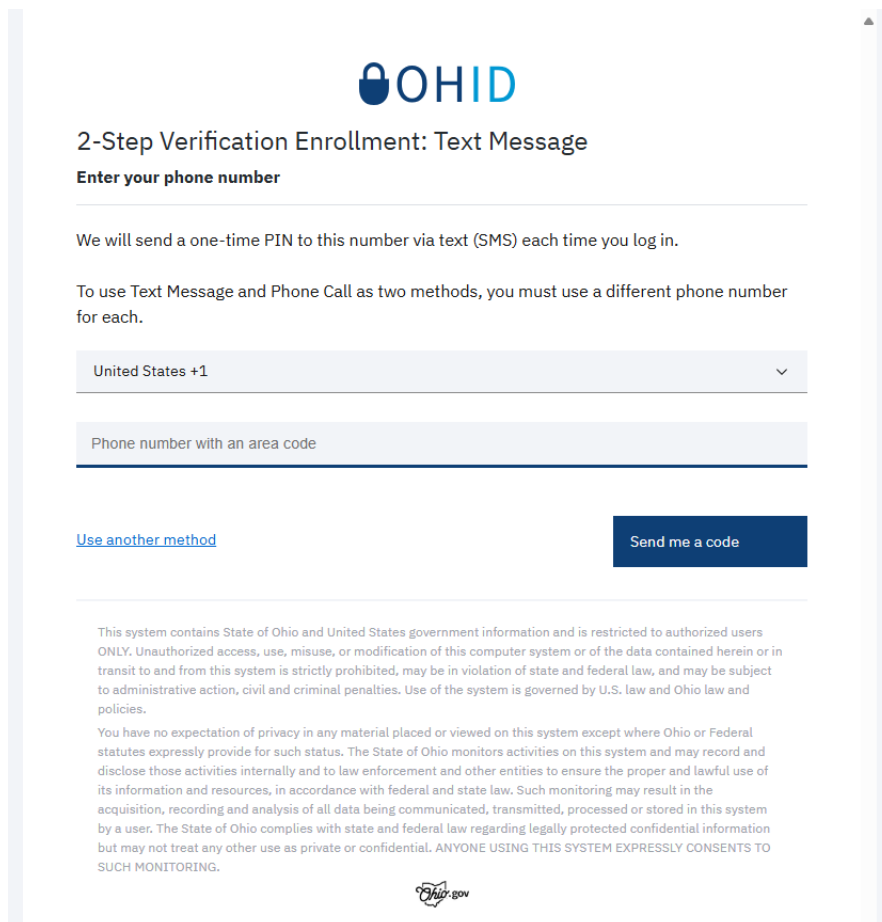
**OHID**

### 2-Step Verification Enrollment

Status: 0 of 2 required methods set up

<b>IBM Security Verify app</b> Verify with a simple tap on your iOS or Android device with the IBM Security Verify app.	<a href="#">Add Device</a>
<b>Authenticator app</b> Verify with a one-time access code that is generated by an authenticator app on your mobile phone or tablet.	<a href="#">Setup</a>
<b>FIDO device</b> Register an authenticator to enable passwordless authentication.	<a href="#">Add device</a>
<b>Text message</b> Verify by entering by a one-time PIN sent to your phone via SMS text. Standard message rates apply.	<a href="#">New number</a>
<b>Email</b> Verify by entering by a one-time PIN sent to your email address.	<a href="#">New email</a>
<b>Phone call</b> Verify by entering by a one-time PIN sent via voice call. Standard voice rates apply.	<a href="#">New number</a>

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



**OHID**

### 2-Step Verification Enrollment: Text Message

**Enter your phone number**

We will send a one-time PIN to this number via text (SMS) each time you log in.

To use Text Message and Phone Call as two methods, you must use a different phone number for each.


United States +1

Phone number with an area code

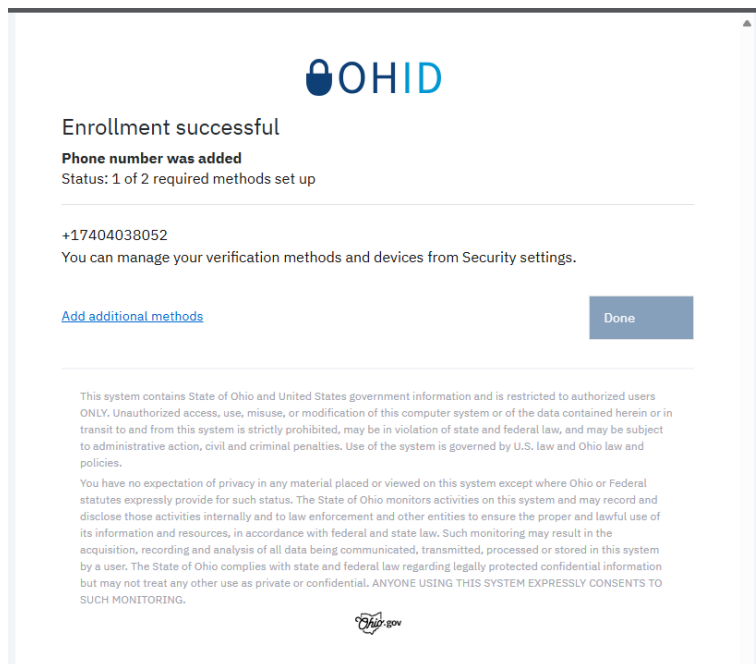
[Use another method](#) [Send me a code](#)

This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

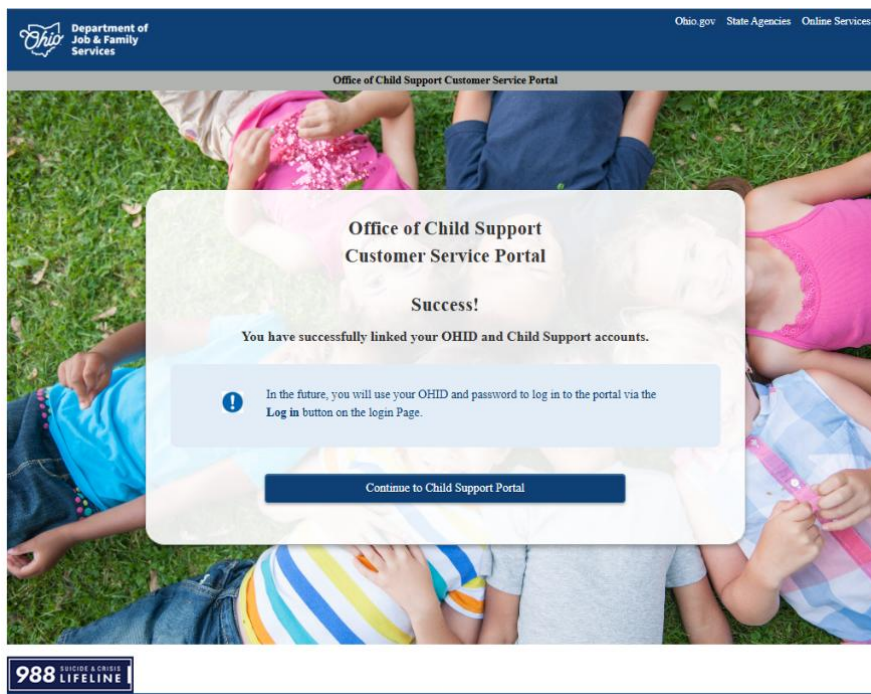
You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State of Ohio complies with state and federal law regarding legally protected confidential information but may not treat any other use as private or confidential. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.



**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.

Ohio

Department of  
Job & Family  
Services

Ohio.gov · State Agencies · Online Services

Office of Child Support Customer Service Portal

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

Rheda Tester

**Welcome, Rheda Tester**

Activity and messages about your Case(s) and Order(s)

**Last Payment(s) Sent to You**

Other Party: William Tester

**\$ 428.83** was sent to you on **Apr 23, 2025**

**Case: 6012345678 Order: DR3519386**

**New Messages**

**Case Information**

Case: 6012345678 Order: DR3519386

Up to 10 unopened messages display. Access the Message Center to view additional messages.

**Support Calendar**

Case-Order: Show All Cases

**Events in July, 2025**

Sun	Mon	Tue	Wed	Th	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Please be advised that any dates listed here are provided for informational purposes only.

The dates in colored icons represent payments either sent or received.

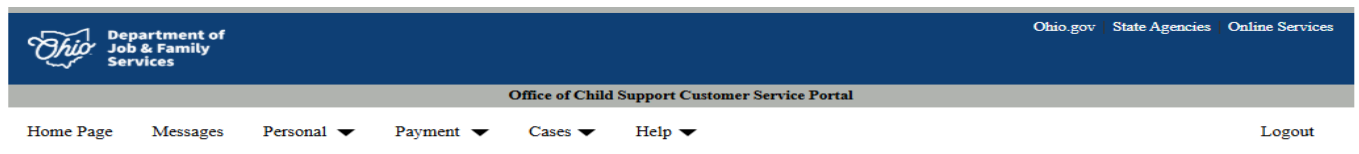


## Navigating the Web Portal


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 CSEA
- **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

Office of Child Support Customer Service Portal

Home Page

Messages

Personal ▼

Payment ▼

Cases ▼

Help ▼

Logout

Ytest Test

Welcome, Ytest Test

Activity and messages about your Case(s) 1 and Order(s) 1

Other Party: William Tester

Case: 7140429817 Order: 29DR7934

\$ 428.83 was sent to you on Apr 23, 2025

New Messages 1

New Message ✎

RE: Case Information

✉ Case: 6123456789 Order: DR451

Cuyahoga County

08/05/2025

Support Calendar 📅

Case-Order: Show All Cases ▼

<<< August, 2025 >>>

Sun	Mon	Tue	Wed	Th	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

The dates in colored icons represent payments either sent or received.

Events in August, 2025

Please be advised that any dates listed here are provided for informational purposes only.

Privacy Statement | Disclaimer | Contact


## Payment Activity:

**Welcome, John Smith**  
Activity and messages about your Case(s) and Order(s).  
**Last Payment(s) Received from You**


Other Party: Irene Smith	Case: 7012345678 Order: 12DR1234
\$ 3.56 was received on Sep 2, 2015	
Other Party: Michelle Campbell	Case: 7012345679 Order: 14DR1235
\$ 46.79 was received on Apr 9, 2015	
Other Party: Katrina Davis	Case: 7212345679 Order: 15JU9235
\$ 37.74 was received on Apr 9, 2015	

- ‘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:



We do not have a current address for you. Please [submit your current address information](#).



We do not have a current employer for you. Please [submit your current employment information](#).



We do not have current, private health insurance information for you and the child(ren) you are required to cover. Please [submit your current health insurance information](#).

Please note, if the health insurance you are providing is Medicaid, there is no need to report this information as Medicaid shares that information with us. If you have been ordered to provide private health insurance but are receiving Medicaid coverage, the alert will continue to display as a reminder to report private health insurance information, including insurance purchased through the Ohio health insurance marketplace, if it becomes available to you.

Case: 7123456789 - DR123456      Child(ren): Alex Smith

**Please Note:** Information you submit may not be reflected in our system for 2 to 3 business days.

- 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

## Message Center

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

The screenshot shows the 'Message Center' page of the 'Office of Child Support Customer Service Portal'. The header includes the Ohio Department of Job & Family Services logo and navigation links for Home Page, Messages, Personal, Payment, Cases, and Help. A 'Logout' link is also present. The main content area displays a message titled 'RE: Case Information' with case number 7140429817 and order number Ytest Test, dated 08/06/2023. A 'New Message' button is visible in the top right of the message card. A notice at the bottom states: 'NOTICE: Documents attached to a message are only viewable for 3 days.' The footer contains links for Privacy Statement, Disclaimer, and Contact.


The screenshot shows the 'View Messages' page of the 'Office of Child Support Customer Service Portal'. The header is identical to the previous screenshot. The main content area displays a message titled 'RE: Case Information' with case number 7140429817 and order number Ytest Test, dated 08/06/2023. Below the message, there is a 'Reply to Message' form with a text area for the reply, a 'Characters left: 3000' indicator, and 'Reply' and 'Cancel' buttons. A notice at the bottom states: 'NOTICE: Documents attached to a message are only viewable for 3 days.' The footer contains links for Privacy Statement, Disclaimer, and Contact.

## 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




Ohio.gov State Agencies Online Services

Office of Child Support Customer Service Portal

[Home Page](#) [Messages](#) [Personal](#) [Payment](#) [Cases](#) [Help](#) [Logout](#)

YTest Test

### My Contact Information

 This page cannot be updated. Please use the [Message Center](#) to submit any contact information changes.

Full Name

Ytest Test

Date of Birth

April 02, 1995

Home Phone #

Cell Phone #

Residential Address

Address

456 Test

Apt

City

Test

State

OH

Country


Zip Code

43215

Questions? - [Personal Information](#)

[Privacy Statement](#) | [Disclaimer](#) | [Contact](#)

## Name, Date of Birth and Phone Numbers:

 Department of  
Job & Family  
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Ohio.gov State Agencies Online Services

Office of Child Support Customer Service Portal

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

Ytest Test

### My Contact Information

This page cannot be updated. Please use the [Message Center](#) to submit any contact information changes.

Full Name

Ytest Test

Date of Birth

April 02, 1995

Home Phone #

Cell Phone #

## Address:

### Residential Address

Address

8302 Dayton Ave

Apt

City State

Los Angeles CA

Country Zip Code

USA 90048-4218

### Mailing Address

Address

4043 W 145th St

Apt

City State

Lawndale CA

Country Zip Code

90260-1802



## 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


The screenshot shows the 'My Employer Information' page. At the top is a blue header with the Ohio Department of Job & Family Services logo and links to Ohio.gov, State Agencies, and Online Services. Below this is a grey navigation bar with links to Home Page, Messages, Personal, Payment, Cases, and Help, along with a Logout button. A yellow bar contains a 'Ytest Test' link. The main content area is titled 'My Employer Information' and features a message: 'This page cannot be updated. Please use the Message Center to submit any employment changes.' Below this is a form with the following fields: Employer Name (a dropdown menu showing 'MCDONALDS'), Street Address (a text box with '132 S Main St'), Suite (a text box), City (a text box with 'Ada'), State (a dropdown menu with 'OH'), and Zip Code (a text box with '45810-1255'). A yellow bar at the bottom of the form contains a link to 'Questions? - Employer Information'. At the very bottom is a dark blue footer with links to Privacy Statement, Disclaimer, and Contact.

**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

 Department of  
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Ohio.gov State Agencies Online Services

Office of Child Support Customer Service Portal

[Home Page](#) [Messages](#) [Personal](#) [Payment](#) [Cases](#) [Help](#) [Logout](#)

Ytest Test

### My Health Insurance

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

7140429817

This page cannot be updated. Please use the [Message Center](#) to submit any health insurance information changes.

Provider Name

AETNA

Policy #

235235256

Group #

Begin Date

February 17, 2024

Covered Participants

Xtest Test

Questions? – [Health Insurance](#)

[Privacy Statement](#) | [Disclaimer](#) | [Contact](#)

Date of Release: August 2025; Version 5.0.0 - SETS\_CHG0118107

**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:

The screenshot displays the 'Child Information' page within the 'Office of Child Support Customer Service Portal'. The page header includes the Ohio Department of Job & Family Services logo and navigation links for 'Ohio.gov', 'State Agencies', and 'Online Services'. Below the header, a navigation bar contains links for 'Home Page', 'Messages', 'Personal', 'Payment', 'Cases', and 'Help', along with a 'Logout' button. The user's name, 'Katrina Davis', is displayed in the top right corner. The main content area is titled 'Child Information' and includes a message: 'Please use the Case/Order drop-down below to view details about other Case/Order(s):'. A dropdown menu shows '7012345678 - 12DR1234'. Below this, a message states: 'This page cannot be updated. Please use the message center to submit any child information changes.' The form fields are as follows: 'Full Name' (IMANI DAVIS), 'Date of Birth' (February 07, 1996), 'Expected Emancipation Date' (February 07, 2014), 'Residential Address' (13825 Cedar Rd Apt 302), 'Apt' (empty), 'City' (Westerville), 'State' (OH), 'Country' (empty), and 'Zip Code' (43011). A footer bar contains a link to 'Questions? - Child Information'.

Ohio Department of Job & Family Services

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Home Page Messages Personal Payment Cases Help Logout

Katrina Davis

### Child Information

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

7012345678 - 12DR1234

This page cannot be updated. Please use the message center to submit any child information changes.

Full Name  
IMANI DAVIS

Date of Birth  
February 07, 1996

Expected Emancipation Date  
February 07, 2014

Residential Address  
13825 Cedar Rd Apt 302

Apt

City  
Westerville

State  
OH

Country

Zip Code  
43011

Questions? - Child Information

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:

Ohio Department of Job & Family Services

Ohio.gov State Agencies Online Services

Office of Child Support Customer Service Portal

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

Ytest Test

### Child Information

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

7140429817 ▼

ⓘ This page cannot be updated. Please use the Message Center to submit any child information changes.

Full Name

XTEST TEST ▼

Expected Emancipation ⓘ Date

Questions? -> [Child Information](#)


Privacy Statement | Disclaimer | Contact

**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

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Ytest Ten

### My Payment Information

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

7140429817 ▼


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 Disability or Sick Pay	05/02/2025
Applied to Current Support :	\$137.88	
Applied to Past Due Support :	\$38.71	

[Payment History](#)

[My Support Order\(s\)  
and Balance Information](#)

Questions? – Payment 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 Disability 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

#### DDJFS 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

Order Number: 29DRD7934 AL007

Obligee Name: Ztest Test

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:

Date Printed: 08/19/2025 Case Number: 7140429817 Order Number: 29DRD7934.AL007		Obligee Name: Ztest Test Obligor Name: Ytest Test
<b>Monthly Support</b>		
Child: \$684.00		
Additional: \$13.68		
Total: \$697.68		
<b>As of: 08/18/2025</b>		
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

Office of Child Support Customer Service Portal

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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.)

Ytest Test 14042981

Please select or enter a payment amount:

<input type="radio"/>	Current Month Unpaid Balance	\$0.00
<input type="radio"/>	Total Unpaid Balance	\$0.00
<input type="radio"/>	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 CSCPC. 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 CSCPC 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 CSCPC and mail via standard U.S. mail to:

**Ohio CSCPC**  
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

 Department of  
Job & Family  
Services

Ohio.gov | State Agencies | Online Services

Office of Child Support Customer Service Portal

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

Martha Duncan

### How My Payments Are Received

Effective October 1, 2005, Ohio implemented a law (HB66) requiring a mandatory electronic disbursement program for support payments. Ohio offers two methods for receiving support payments: Direct Deposit and the Ohio smiONE™ Visa® Prepaid Card. Both methods providing you with a Faster, Simpler, Safer way to receive your support payments:

- No check cashing fees
- No worries about stolen checks
- No waiting by the mailbox

#### Direct Deposit

With Direct Deposit, your support payments are deposited directly to your account at your financial institution. Your payments will be deposited automatically after the state receives and posts a payment to your case. The statement you receive from your financial institution will provide you with a record of your deposit. Always remember to make sure your payment has been deposited into your account before accessing the funds.

#### Ohio smiONE™ Visa® Prepaid Card



The Ohio smiONE™ Visa® Prepaid Card provides you with a debit card to receive and use your support payments. Support payments are credited to your smiONE™ Card automatically after the state receives and posts a payment to your case. You do not need a bank account to be enrolled. You can use the card at any place that accepts Visa debit cards. Cash withdrawals from your card can be made at any ATM or bank teller window displaying the Visa brand marks.

[Online enrollment](#) is available for the smiONE™ Visa® Prepaid Card or direct deposit. You can also open, complete and return a [paper Enrollment/authorization form](#).

To view your smiONE™ account information or to establish or reset your PIN, you must access the [smiONETM website](#).

Questions? – [Receiving Payments](#)

## 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

The screenshot displays the Ohio Department of Job & Family Services Office of Child Support Customer Service Portal. The header includes the Ohio logo and navigation links for Ohio.gov, State Agencies, and Online Services. Below the header is a navigation bar with links for Home Page, Messages, Personal, Payment, Cases, and Help, along with a Logout button. The main content area is titled 'My Cases' and contains a paragraph explaining that the listed cases are open and that clicking on a case or order number will navigate to the 'Support Order' page. Below this, the 'Open Cases' section shows a single case with the following details: Case Number: 7140429817, Other Party: Ztest Test, Child(ren): Xtest Test, and Order Number: 29DRD7934. The footer contains links for Privacy Statement, Disclaimer, and Contact.

Ohio Department of Job & Family Services

Ohio.gov State Agencies Online Services

Office of Child Support Customer Service Portal

Home Page Messages Personal Payment Cases Help Logout

Ytest Test

### My Cases

Listed below are all of your open cases. By clicking on a case or order number, you are identifying what case/order you wish to view activity on. When you click the case or order number, you will navigate to the "Support Order" page for the case/order selected.

#### Open Cases

Case Number : 7140429817  
Other Party: Ztest Test  
Child(ren): Xtest Test

- Order Number : 29DRD7934

Privacy Statement | Disclaimer | Contact

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.

## *My Support Order and Balance Information Page*

---

- 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
    - 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 not receive certain services, such as collections through federal tax offset.

- View order Information including:
  - monthly obligation
  - 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

Past Due Unpaid Balance : ⓘ \$0.00

Total Unpaid Balance : ⓘ \$697.68

Total Credits : ⓘ \$0.00

Funds on Hold : ⓘ \$0.00

### 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

Past Due Unpaid Balance : ⓘ \$0.00

Total Unpaid Balance : ⓘ \$697.68

Total Credits : ⓘ \$0.00

Funds on Hold : ⓘ \$0.00

## Case/Order:

Case	Order
Case Number : ⓘ 7140429817 Status : Open Type : ⓘ <u>NON IV-D</u> (Click link to apply for IV-D services)	Order Number : ⓘ 29DRD7934 Date : ⓘ April 28, 2025 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	
<a href="#">View My Payment Information</a>	
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 <a href="#">County Agency Directory</a>

## 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

The screenshot shows the 'Change E-mail Address' page. At the top is a blue header with the Ohio Department of Job & Family Services logo and links to Ohio.gov, State Agencies, and Online Services. Below this is a grey bar with the text 'Office of Child Support Customer Service Portal' and a 'Logout' link. The main content area has a title 'Change E-mail Address' and a form. The form includes a yellow note box stating 'NOTE: E-mail address must be unique.' Below this, it shows the 'Current E-mail address: OCSTESTING7+106@GMAIL.COM'. There is a text input field for the 'New E-mail address:' with a placeholder character 'I' and a note '(Must have @ symbol in E-mail address)'. Below the input field is a 'Re-enter E-mail address:' field. At the bottom of the form are two blue buttons: 'Submit' and 'Cancel'. A footer bar at the bottom contains links for 'Privacy Statement', 'Disclaimer', and 'Contact'.

**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](https://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.

- 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.

## *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.

The screenshot displays the 'Office of Child Support Customer Service Portal' header with the Ohio Department of Job & Family Services logo and navigation links for 'Ohio.gov', 'State Agencies', and 'Online Services'. Below the header, the 'County Bulletin Board' section shows a bulletin for '04/20/2017 - PICKAWAY COUNTY' stating 'Pickaway offices will be closed today'. The 'Customer Alerts' section contains a warning icon and a message: 'We do not have a current employer for you. Please [submit your current employment information.](#)' Below this is a yellow note: 'Please Note: Information you submit may not be reflected in our system for 2 to 3 business days.' A 'Home Page' button is located at the bottom right. The footer includes links for 'Privacy Statement | Disclaimer | Contact' and release information: 'Date of Release: August 2021, Version R 0.3 - SETS\_CH00118107, Ohio Department of Job and Family Services, Friday August 22 08:39:02 EDT 2021'.

Department of Job & Family Services

Ohio.gov State Agencies Online Services

Office of Child Support Customer Service Portal


Ytest Test

### County Bulletin Board

04/20/2017 - PICKAWAY COUNTY

Pickaway offices will be closed today

### Customer Alerts

 We do not have a current employer for you. Please [submit your current employment information.](#)

Please Note: Information you submit may not be reflected in our system for 2 to 3 business days.

Home Page

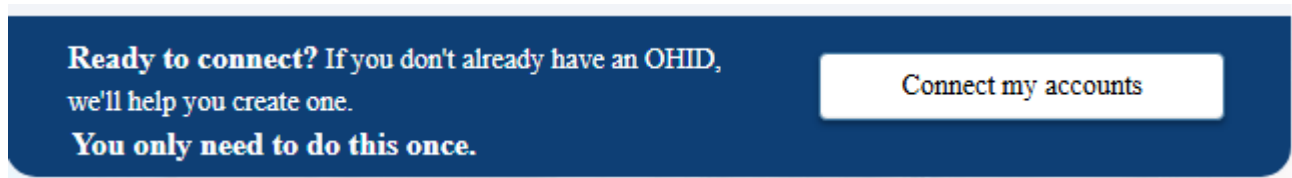
Privacy Statement | Disclaimer | Contact

Date of Release: August 2021, Version R 0.3 - SETS\_CH00118107,  
Ohio Department of Job and Family Services  
Friday August 22 08:39:02 EDT 2021

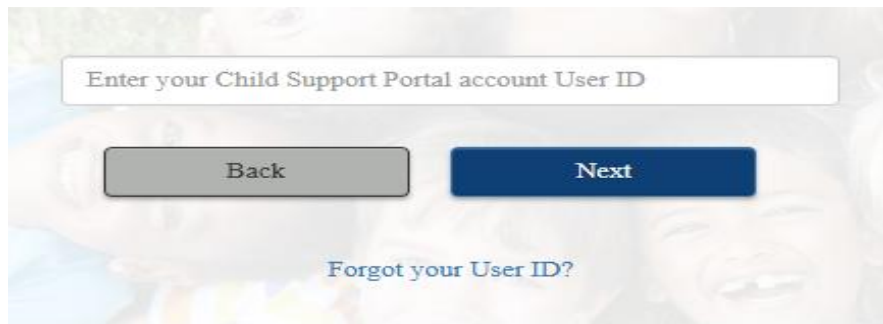
## Troubleshooting:

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

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



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

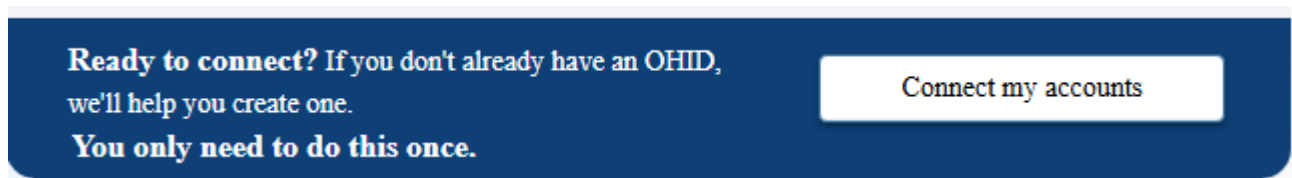


- Enter your email address. Your User ID will be emailed to you.
- Check your e-mail account for an e-mail titled Password Reset/Unlock Request from ODJFS from DoNotReply@childsupport.ohio.gov
  - **What if I don't have the same email account?**
  - select the 'e-mail address used to register' link in 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.

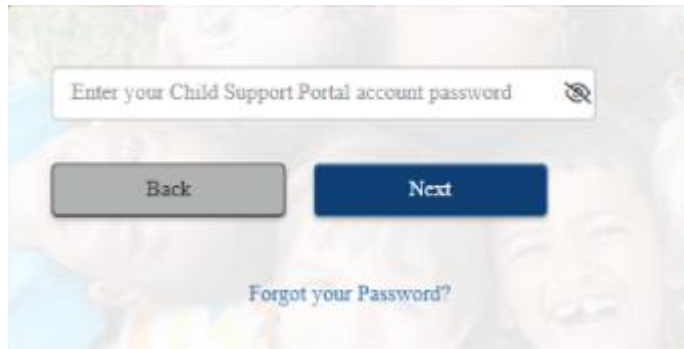


## Forgotten Portal Password (before connecting portal account to OHID)

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



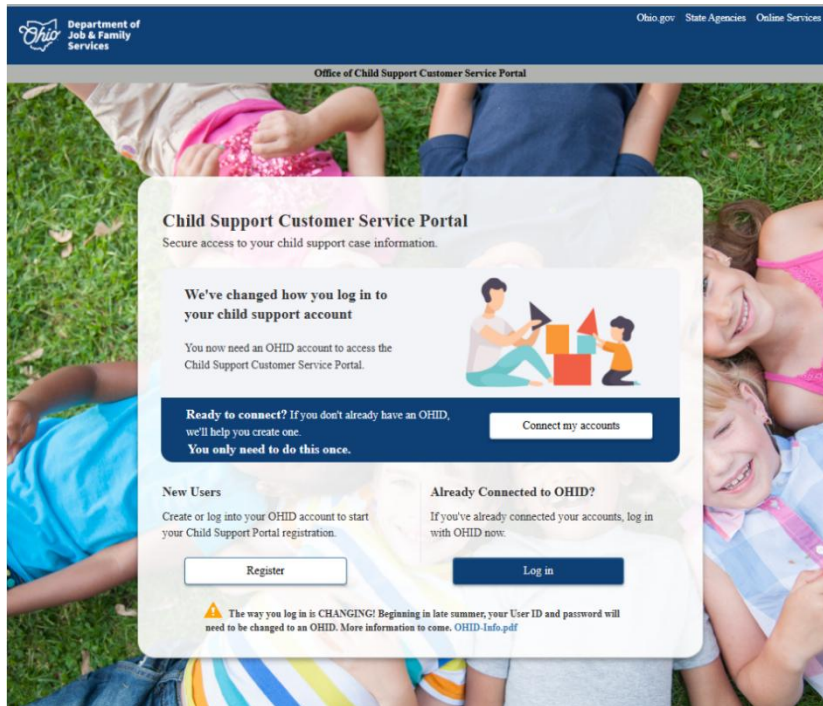
- If Password is forgotten, click the Forgot your Password link.



- 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](mailto: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.

## Resetting a Forgotten OHID Password

**Step 1.** Go to the portal/mobile login page and click “Login”



**Step 2.** Select [Forgot your OHID username or password?](#) link

The image shows the OHID login and registration form. At the top, it features the OHID logo and the text 'Ohio's digital identity. One state. One account.' Below this, it says 'Register once, use across many State of Ohio websites.' The form has two input fields: 'OHID username (required)' and 'Password (required)'. The password field has a toggle icon for visibility. Below the fields is a blue 'Log in' button. Underneath the button is a link: '[Forgot your OHID username or password?](#)'. At the bottom, there's a section titled 'Do you need an OHID? Get started here.' with a 'Create account' button.

**Step 3.** Select I forgot my password button

The screenshot shows a chatbot window titled "OH OHID Help". The chatbot asks, "What can we help you with today?". At the bottom, under the heading "Choose your response", there are two buttons: "I forgot my username (OHID)" and "I forgot my password". The "I forgot my password" button is highlighted with a blue border.

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

The screenshot shows the chatbot window after the user has selected "I forgot my password". The chatbot responds with "Okay, I can help you reset your password." and then asks, "What is your OHID (username)?". Below the chatbot messages is a text input field labeled "Enter your OHID" containing the text "AppTestAcct3". At the bottom right of the input area is a blue "Submit" button.

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

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

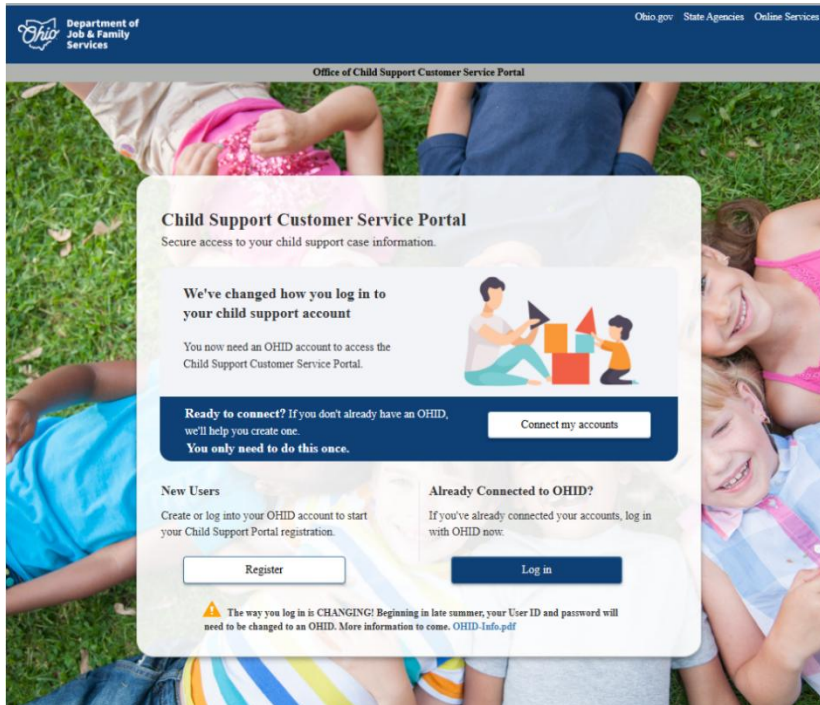
**Step 7.** Enter New Password and Confirm Password and press "Submit"

**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

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**Step 1.** Go to the portal/mobile login page and click “Login”



**Step 2.** Select [Forgot your OHID username or password?](#) link



**Ohio's digital identity.  
One state. One account.**

Register once, use across many State of Ohio websites.

OHID username (required)

Password (required)

[Forgot your OHID username or password?](#)

Do you need an OHID? Get started here.

[Create account](#)

**Step 3. Select I forgot my button**

The screenshot shows a chatbot window with a blue header containing the text 'OH OHID Help'. Below the header is a light blue bubble with the text 'What can we help you with today?'. At the bottom of the window, there is a section titled 'Choose your response' with two buttons: 'I forgot my username (OHID)' and 'I forgot my password'.

**Step 4. Enter your email address and click “Submit”**

The screenshot shows the chatbot window after the user has selected 'I forgot my username (OHID)'. The chatbot's response is in a light blue bubble: 'Okay, I can help you recover your OHID. What is the email address you use with your OHID account?'. Below this, there is a text input field with the placeholder 'Enter your email address' and the text 'ocstesting7+10@gmail.com'. At the bottom right of the window is a blue button labeled '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**