Department of Job & Family Services

Beginning the evening of August 25th, the Office of Child Support's Customer Service Portal and Mobile Application will integrate with the Innovate Ohio Platform (IOP), the State's trusted digital identity platform. This integration will allow customers to access multiple state applications with one username (also known as OHID) and password. OHID offers a 2-step verification process which helps safeguard personal information.

What does this mean for me?

After a one time merging of your existing username and password to your OHID credentials, your existing username and password will no longer be valid, and you will be required to log in using OHID credentials. In addition to logging in with your OHID, we're adding a 2-step verification process. Access to your account will not be granted without a verification code sent to your phone, email or other authentication app you choose.

What actions do I need to take right now?

There are no immediate actions required for Child Support customers. Your existing credentials (username and password) will be valid until the transition is complete.

If you want to get a head start on the transition, you can proactively enroll in OHID today. This will help simplify your transition to the new login process when it launches and will allow you to securely conduct business or other tasks with numerous State agency applications. To enroll in your OHID please visit OHID.Ohio.Gov.