

Child Support Customer Service Web Portal



Customer User Guide

Last Updated: 06/26/2025

Contents

Create an Account	3
Using your Ohio Driver's License/State ID or Key Number to create an account:	3
Creating an account without an Ohio Driver's License	7
Web Portal Availability	
Navigation	12
Home Page	13
Message Center	
My Contact Information Page	17
My Employer Information Page	20
My Health Insurance Information Page	21
Child Information Page	
My Payment Information Page	
Payment History Report	
Make a Payment Page	29
How My Payments are Received Page	30
My Cases Page	31
My Support Order and Balance Information Page	
Change E-Mail Address Page	35
E-Mail Change Confirmation Page	
Change Password Page	
E-mail Notification Options Page	
Frequently Asked Questions	39
Glossary	39
County Bulletin Board	40
Troubleshooting	41
Forgot your password?	41
Forgot your User ID?	41

Create an Account

Using your Ohio Driver's License/State ID or Key Number to create an account:

Step 1. Select Creating an Account



Step 2. Complete CATPCHA screen

Ohio Department of Job and Family Services			
	Office of Child Support Custo	ner Service Portal	
Login page			
	Type the code shown above.	n the image	
	Submit		
	Try different image	Audio	
If you are unable to enter the code from the above image,	please go to the Audio Captch	a page.	Langu for positions is obtaining appa
information.	r, prease contact your local Ch	ilo Support Enforcement A	igency for assistance in obtaining case
County Contact Information (DDE)			

Step 3. Enter Driver's License, SSN, Date of Birth, Last Name and E-mail address

	Office of Child Support Customer Service Daries
	Once of Child Support Customer Service Ponal
	New User Authorization
	IMPORTANT NOTICE:
our 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
	Suiteau or Motor Vehicles (BMV) during registration.
	Social Security Number
	Example: AB 123456
	*Date of Birth *Last Name *E-mail Address
	Cancel Submit
	I do not have an Ohio Driver's License, State ID or Key Number
	* If you do not have an E-mail account and would like to create one, the links below will help get you started.
	Hotmail Gmail Yahoo! Mail

Step 4. Confirm e-mail address entered is unique

Message fr	om webpage
?	The E-mail address you entered must be a unique personal E-mail address. If you submit an E-mail address used by another individual registered for the portal, your account registration will be denied in the next step of this authorization process. Click OK to confirm that the E-mail address entered is not used by an existing registered user. Click CANCEL if another individual may be using the same E-mail address for their portal account.
	OK Cancel

Office of Child Support Customer Service Portal
New Account Registration
Create a User ID Create Password (6 - 15 characters)
Cancel Submit

Step 6. E-mail user activation code

	Office of Child Support Customer Service Portal
	New User Activation
u will have 2 hours to activate your account of	nce you receive the activation code. After you activate your account, you may then log into the Child Support System
	Email user activation code to me
	Cancel

Services			
	Office of Child Support	ort Customer Service Portal	
	New User	er Activation	
We have sent an activation code to your e-mail or	cell phone. You must enter th account, you may then log in Email user activ	r the code provided within 2 hours to activate your account. Once you activat g into the Child Support System.	e yoi
	Enter Activation C (6 digits)	n Code	
	Cancel	Submit	

Step 8. Select the Login link from the Confirmation page to return to the Login page

Ohio	Department of Job and Family Services	Ohio.gov State Agencies Online Services
	Office of Child Support Customer Service Portal	
	New Account Activation Confirmation	li =
	Your account has been activated.	
	Return to the Child Support Customer Service Portal Login Pa	ge.

Step 1. Complete CATPCHA screen

	Office of Child Support Customer Service Portal	
Login page		
	MITHON	
	M Ciner	
	Type the code shown in the image	
	above.	
	Submit	
	Try different image	
If you are unable to enter the code from the al	pove image, please go to the Audio Captcha page	
If you are unable to time in the image you are	an this pape, plance control your local Child Cupped Enforcement Conney for applatance in obtaining a	

Step 2. Enter 10 Digit Child Support Case Number, SSN and e-mail address

Ohio	Department of Ohio.gov State Agencies Online Service
	Office of Child Support Customer Service Portal
	New User Authorization
	*10 digit Child Support Case Number Example: 700000000 *E-mail Address Submit Cancel
	* If you do not have an E-mail account and would like to create one, the links below will help get you started. Hotmail Gmail Yahoo! Mail
	Home Privacy Statement Contact Date of Release: August 14th, 2019; Version 5.0.0 - RP_760_U; Ohio Department of Job and Family Services Wednesday May 27 09:25:17 EDT 2020



Step 4. Enter the last 4 digits of the account your child support funds are deposited to OR, if you pay support, enter your Web ID (Note: your web ID is located in the "Your Child Support Program Information" form sent to you when your case opened, or is available by contacting your child support enforcement agency).

		Help 🔻	Logout
New Us	ser Authorization - Account Number		
	Please enter the last 4 digits of your direct deposit account number or debit card number that your support is electronically sent to		
	Continue		
	Cancel		

OR

M.	Office of Child Support Customer Service Portal	
		Help Logout
	New User Authorization - Web I	D
	Please enter your 12 digit Web ID Example Web ID () 12456789123	
	Continue	
	Cancel	

Step 5. Create a User ID and Password

Office of Child Support Customer Service Portal
New Account Registration
Create a User ID Create Password Re-enter Password (6 - 15 characters)
Cancel Submit

Ohio Department of Job and Family Serv	ices	Ohio.gov State Agencies Online Services
	Office of Child Support Customer Service Portal	
	New User Activation	
You will have 2 hours to activate your account once y	you receive the activation code. After you activate your accoun	t, you may then log into the Child Support System.
	Please select an activation method:	
	Email Cell Phone	
	Send activation code	
	Cancel	
Department of Job & Family Services	Office of Child Support Customer Ser	Ohio.gov State Agencies Online Services
Department of Job & Family Services	Office of Child Support Customer Ser New User Activati	Ohio.gov State Agencies Online Services vice Portal
Department of Job & Family Services	Office of Child Support Customer Ser New User Activati Int once you receive the activation code. After you ac	Ohio.gov State Agencies Online Services vice Portal On ctivate your account, you may then log into the Child Support System
You will have 2 hours to activate your accou	Office of Child Support Customer Ser New User Activati int once you receive the activation code. After you ac Email user activation code to	Ohio.gov State Agencies Online Services vice Portal On ctivate your account, you may then log into the Child Support System me
Pepartment of Job & Family Services	Office of Child Support Customer Ser New User Activati Int once you receive the activation code. After you ad Email user activation code to Cancel	Ohio.gov State Agencies Online Services vice Portal On ctivate your account, you may then log into the Child Support System me
You will have 2 hours to activate your accou	Office of Child Support Customer Ser New User Activati Int once you receive the activation code. After you ac Email user activation code to Cancel	Ohio.gov State Agencies Online Services vice Portal On ctivate your account, you may then log into the Child Support System me

Step 7. Enter Activation Code

Ohio Department of Job & Family Services		Ohio.gov State Agencies Online Servi
	Office of Child Support (t Customer Service Portal
	New User	Activation
We have sent an activation code to your e-mail or cell according to the sent and the sent according to the sen	phone. You must enter the pount, you may then log int Email user activa Enter Activation Co (6 digits) Cancel	the code provided within 2 hours to activate your account. Once you activate you into the Child Support System.

Step 8. Select the Login link form the Confirmation page to return to the Login page

Ohio	Department of Job and Family Services	Ohio.gov State Agencies Online Services
	Office of Child Support Customer Service Portal	
	New Account Activation Confirma	tion
	Your account has been activated.	
	Return to the Child Support Customer Service Portal Log	gin Page.

Web Portal Availability

The Customer Service Portal was created to allow registered customers access to their individual child support case information. The portal is operational and available twenty-three (23) hours a day, seven (7) days a week, throughout the year (with approximately one hour down time nightly for maintenance usually between 4am and 6am).

Navigation

Navigation of the web portal is simplified by the use of 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 or attached document 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 prepaid debit card 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:

ľ	Office of Child Support Customer Service Portal										
	Home Page	Messages	Personal 🔻	Payment 🔻	Cases 🔻	Help 🔻	Logout				
L											

Additional web portal tools:

- Clicking the tooltip icon¹ 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

	235,55	1122201	22				
Nelcome	, John	n Smit	h				
ctivity and me	aseges etc	aut your Ce	ne (x) 🔁 en	d Order(s)	0		
ast Payme	nt(a) Rec	elved fro	uoY mo				
Other Party:	lene Smith	6					Cese: 1112345500 Ovier:IDU
				5 16	4.31 wa	s receive	d on Apr 11, 2017
Other Party:	Sherir Davi						Case 7123455755 Order: DR123
				\$7	8.26 wa	s receive	ed on Jul 6, 2015
Coller Planty.	ants press			S 15	6.52 wa	s receive	d on Nov 16, 2002
	/e do not h /e do not h /e do not h	1949 a 0177 1949 a 0177 1949 ourrer	ent addres ent employ nt, private	ss for you. yer for you health line	Please <u>su</u> J. Please <u>s</u> urance infi	bmit your o ubmit your i ormation for	ument address information. ourrent employment information. you and the child(ren) you are required to cover. Please <u>submi</u>
Please not informatio to display marketplay Case: 7121 Please No	e, if the help n with us, if as a remini- te, if it beor 1456789	aith incura f you have der to repo omes avait	ince you a been ordu ort private lable to yo Child	re providi ered to pro health ins u. ((ren): Do: ce refected	ng is Medi ovide priva urance inf rid Smith in our ayster	taid, there is to hearth int provation, in http://www.	s no need to report this information as Medicaid shares that surance but are receiving Medicaid oversae, the siert will cont oluding incurance purchased through the Ohio health incurance
Place not information to display marketplay Case: 7121 Place No New Me	eth Incurs e, if the her in with us. I as a remini- se, if it beor- la56*80 the Information 5530265	nos artorn altin incurs f you have den to reco comes avail	ince you a been ordy of private lable to yo Child	re providi read to pred to pred health inc su. (ren): Dou te reflected i	ng is Medi ovide priva urance inf rid Smith is bur system	iaid, there is to health line ormation, in her 2 to 3 but NO NEW N	s no need to report this information as Medicaid shares that surance but are receiving Medicaid oversay, the start will cont oluding insurance purchased through the Ohio health insurance anexa days.
Piesce not information to display marketpies Case: 7121 Piesce No New Me	e, if the bein with us. I have a result of the bein with us. I have a result of the bein with us. I if theories is sages a sages a calendar	aith incurs if you have der to repo omes avait	ince you a been crit private lable to yo Child	re providi ered to pro- health inc s. h(ren): Dec te reflected i	ng is Medi ovide priva urance inf rid Smith is bur system	vaid, there is to health in ormation, in her 2 to 3 but NO NEW N	no need to report thic information as Medicaid shares that surance but are receiving Medicaid oversay, the stert will cont oluding incurance purchased through the Ohio health incurance mean days. Net SAGE 8 Case-Order: Show All Cases
Please not information to display manachias of the second	e, if the her n with us. I as a remin led 6"32 re-informer ssages Calendar	alth incurs alth incurs they on have der to report orms avail	ince you is been orde of private lable to yo Child	re providi ered to pro health inc u. Inren): Dou te refected	ng is Medi ovide priva urance inf rid Smuth is pur ayaken	iaid, there is to health in ormation, in the 2 to 3 but NO NEW N	no need to report thic information as Medicaid shares that surance but are receiving Medicaid oversae, the start will cont oluding incurance purchased through the Ohio health incurance mease days. New Weithing Medicaid Science (Science) Medicaid Science (Science) Case-Order: Show All Cases Events in May, 2017
Please not informable to display marketplat Case: 7121 Please No New Me	e, if the he, n with us. I he he n with us. I he he n n with us. I he he n n with us. I he	alth incure alth incure if you have der to repo comes avail on you autor	ino y you a i bean ordu ort private lable to yo Child	ne providi ered to pro health ins w. Internit: Do to reflected 17 >>>	ng is Medi oride priva urance inf rid Smith is our a star	seid, there is to health in ormation, in her 2 to 3 but NO NEW N	In oneed to report this information as Medicaid shares that surance but are receiving Medicaid overrage, the stert will cont oluding incurance purchased through the Ohio health incurance mean days. Net HAGE 8 Case-Order: Bhow All Cases Events in May, 2017
Place not information to display marketplay Case: 7121 Place No New Met Support	en literais e, if the her ne with us. I as a remin le, if it beor lassages to information callendar	enternanterin alth incurs if you have der to repo omes avail on you subri	looy, 201 kay, 201 West	re providi ered to pro- health ins u. l(ren): Do te reflected in refle	ng is Medi oride priva urance inf nd Smith is but system	said, there is to hearth ini- ormation, in n for 2 to 3 but NO NEW N	an oneed to report this information as Medicaid shares that surrance but are receiving Medicaid oversige, the stert will cont oluding incurance purchased through the Ohio health incurano week days. MERSAGES Case-Order: Bhow All Cases Events in May, 2017
Place not information to display marketplay Case: 1121 Place No Support	en if the her e, if the her ne if theories is a remin le, if if beories is ages Calendar ison	the incurs alth incurs if you have der to repo comes avail on you subr con you subr	looy, 201 seen ord of private lable to yo Child servey not to the may not to wind 3	re providi ered to pro- health ins su iprenj: Dou te refected in 17 >>> Th 4	ng is Medi orde priva uranse inf rid Smuth is pur ayster Bit g	iaid, there is to health in ormation, in ner 2 to 3 but NO NEW N	an oneed to report this information as Medicaid shares that surance but are receiving Medicaid overrage, the start will cont oluding incurance purchased through the Ohio health incurance weeks days.
Place not information to display marketplay Case: 1121 Place No New Me	e, if the he, north us. I have a reminue, if it been here the here here here here here here	In the second se	lagy, 201 West	IT >>> Th 4	ng is Medi oride priva urance inf rid Smith is pur a view for 5	eaid, there is to health in ormation, in normation, in nor	In oneed to report this information as Medicaid shares that surance but are receiving Medicaid overrage, the start will cont oluding incurance purchased through the Ohio health incurance measuring. Net HAGE N Cases-Order: Bhow All Cases Events in May, 2017 Peace be stream that any sales head has are provided for informa purglases any.
Piesce not informatio to display marketplay Cese: 7121 Piesce No Support	calendar Kon Calendar Kon Lagendar	In the second se	lagy, 201 wed 3 10 10 10 10 10 10 10 10 10 10 10 10 10	re providi ered to pro health ins w. (ren): Do to reflected to reflected Th 4 4	ng is Medi oride priva urance inf rid Smith is pur system 61 5 12	NO NEW N	an oneed to report this information as Medicaid shares that surrance but are receiving Medicaid overrage, the stert will cont eluding incurance purchased through the Ohio health incurance mean days.
Place not information to display marketplat	e, if the her m with us. I as a remin le, if it beo- letistrikk the information calendar More 1 3 15	In the second se	label of the second of the sec	IT >>> Th 4 11 13	ng is Medi ovide priva urance inf nd Smuth is pur ayaker fin s 12 13	NO NEW N	an oneed to report this information as Medicaid stares that surnee but are receiving Medicaid overrage, the start will cont oluding incurance purchased through the Ohio health incurance weeks days.
Place not information to display marketplay	Calendar 1 Calendar 1 1 1 1 1 1 1 1 1 1 1 1 1	to pour event	koy, 201 week 2 koy, 201 week 2 17	IT >>>> IT >>>> IT	ng is Medi oride priva urance left id South it our ayster from a system from a system	NO NEW N	an oneed to report this information as Medicaid shares that surnee but are receiving Medicaid overrage, the stort will cont oluding incurance purchased through the Ohio health incurance whereas days.
Piesce not informatio to display marketpies Cese: 7121 Piesce No Support	Calendar Morri Calendar 1 2 22	In the second se	koy, 201 wed 3 12 17 24	IT >>> The providing of the pro- health ins we health ins we health ins we health ins we we we w	ng is Medi oride priva urance inf id Smith is pur system fri 5 12 13 15 25	NO NEW N	an oneed to report this information as Medicaid shares that surrance but are receiving Medicaid overrage, the stert will cont eluding incurance purchased through the Ohio health incurance where the other of the one of the one of the other of purplementary.

ctivity and messages about your Case(s)	and Order(s) 0.	
ast Payment(s) Received from Y	ou	
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	
		Case: 7212345679 Order: 15109235
	\$ 46.79 was received on Apr 9, 2015	Case: 7212345679 Order: 15

- '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 curre	nt address for you. Please <u>submit your current address information</u> .
	We do not have a curre	nt employer for you. Please submit your current employment information.
	We do not have curren	t, private health insurance information for you and the child(ren) you are required to cover. Please submit you
current	health insurance informa	<u>ation</u> .
Please I	note, if the health insurar	nce you are providing is Medicaid, there is no need to report this information as Medicaid shares that
to displa market	ay as a reminder to repo blace, if it becomes availa	been ordered to provide private nearth insurance but are receiving medicaid coverage, the alert will continue rt private health insurance information, including insurance purchased through the Ohio health insurance able to you.
Case: 7	123456789 - DR123456	Child(ren): Alex Smith

- 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)

Support Calendar:

	<<	< Sept	ember, i	2015 >	>>		Events in September, 2015
Sun	Mon	Tue	Wed	Th	Fri	Sat	Payment Received from You on 09/02/2015
		1	2	3	4	5	\$3.56 7012345678 - 12DR1234
6	7	8	9	10	11	12	Please be advised that any dates listed here are provided for informational purposes only.
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30				

- 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

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

bio Department of Job and Family Services	Gino.gov State Agencies Unline Servic
Office of Child Support Customer Services	Portal
ome Page Messages Personal ▼ Payment ▼ Cases ▼ Help ▼	Logout
	John Sm
landar Cantan	
lessage Center	
lessage Center	
nessage center	iding the other party on the case can see your message.
nessage center he message you send is secure and can only be viewed by Child Support staff. No one else inclu lease make sure to visit the FAQ page prior to sending a message to find answers to commonly i	iding the other party on the case can see your message. asked questions.
nessage center he message you send is secure and can only be viewed by Child Support staff. No one else inclu lease make sure to visit the FAQ page prior to sending a message to find answers to commonly a	iding the other party on the case can see your message. asked questions.
Tessage Center ne message you send is secure and can only be viewed by Child Support staff. No one else inclu ease make sure to visit the FAQ page prior to sending a message to find answers to commonly i	uding the other party on the case can see your message. asked questions. New Message 🖍
Ressage Center he message you send is secure and can only be viewed by Child Support staff. No one else inclu lease make sure to visit the FAQ page prior to sending a message to find answers to commonly a RE: Termination of Support	uding the other party on the case can see your message. asked questions. New Message 🖍 10/29/2015
RE: Termination of Support Case: 7012345678 Order: 12DR1234	uding the other party on the case can see your message. asked questions. New Message ✓ 10/29/2015
RE: Termination of Support Case: 7012345678 Order: 12DR1234 Cuyahoga County: Please provide a graduation date for the child	ading the other party on the case can see your message. New Message 🖍 10/29/2015
RE: Termination of Support Case: 7012345678 Order: 12DR1234 Cuyahoga County: Please provide a graduation date for the child RE: Address	ading the other party on the case can see your message. New Message 10/29/2015
RE: Termination of Support Case: 7012345678 Order: 12DR1234 Cuyahoga County: Please provide a graduation date for the child RE: Address Case: 7012345678 Order: 12DR1234	ading the other party on the case can see your message. New Message 10/29/2015 10/29/2015

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 and cell phone number
- View your residential and/or mailing address
- Update personal/address information
- Transfer to view personal information frequently asked questions

	Job an	d Family S	ervices				
			Office	of Child Suppo	rt Customer Service	Portal	
Home Page Me	ssages	Personal 🔻	Payment 🔻	Cases 🔻	Help 🔻		Logout
							John 8mith
My Contact	Inform	nation					
This page ca	annot be (updated. Ple	ase use the <u>M</u>	essage Cen	ter to submit an	y contact information chang	26.
Full Name							
John Smith							
Date of Birth			Home F	hone #		Cell Phone #	
September 10, 19	74					123-119-8935	
8302 Blackburn A	ve						
Apt							
Apt							
Apt City			State				
Apt City Los Angeles			State CA				
Apt City Los Angeles Country			State CA Zip Cod	8			
Apt City Los Angeles Country UBA			State CA Zlp Coc S004	le -4218			
Apt City Los Angeles Country UBA			State CA Zlp Cod S0043	le -4218			
Apt City Los Angeles Country UBA Mailing Add	Iress		Zip Cot S0042	ie -4218			
Apt City Los Angeles Country UBA Mailing Add Address	iress		State CA Zip Cod S0041	le :-4218			
Apt City Los Angeles Country UBA Mailing Add Address 4043 W 165th St	Iress		State CA Zip Cod S0041	le -4218			
Apt City Los Angeles Country UBA Mailing Add Address 4043 W 165th Bt	iress		State CA Zip Cod S0041	le -4218			
Apt City Los Angeles Country UBA Mailing Add Address 4043 W 165th Bt	Iress		State CA Zip Cod S0041	le -4218			
Apt City Los Angeles Country UBA Mailing Add Address 4043 W 165th Bt	Iress		State CA ZIP Coc S0042	le -4218			
Apt City Los Angeles Country UBA Mailing Add Address 4043 W 165th Bt	Iress		State CA Zlp Coc S0042	le -4218			
Apt City Los Angeles Country UBA Mailing Add Address 4D43 W 165th Bt Apt City	Iress		Sizis CA ZIP Cor S0042	ie -4218			
Apt City Los Angeles Country UBA Mailing Add Address 4D43 W 165th Bt Apt City Lewndzie	Iress		State CA ZIP Cor S0041	le -4218			
Apt City Los Angeles Country UBA Mailing Add Address 4043 W 165th Bt Apt City Lewndale Country	Iress		Siste CA ZIP Cor S0042	ie -4218			
Apt City Los Angeles Country UBA Mailing Add Address 4043 W 165th Bt Apt City Lewndale Country	Iress		State CA Zip Coc SOC41 SOC41 SCC4 State CA Zip Coc S2260	le -4218 -90022			
Apt City Los Angeles Country UBA Mailing Add Address 4043 W 165th Bt Apt Dity Lewndale Dountry	Iress		State CA Zip Cod S0041 S0041 S0041 S0041 S0041 CA Zip Cod S0260	le -3022			

Ohio.gov State Agencies Online Se Job and Family Services									
	Offi	ce of Child Suppo	rt Customer Service Portal						
Home Page Messages	Personal Payment	Cases 🗸	Help 🔻		Logout				
					John Smith				
My Contact Inform This page cannot be u	pation	Message Cen	ter to submit any conta	act information changes.					
Full Name									
John Smith									
Date of Birth	Home	Phone #		Cell Phone #					
September 10, 1974				123-119-8935					

Address:

Residential Address		
Address		
8302 Dayton Ave		
0-4		
Apt		
City	State	
Los Angeles	CA	
Country	Zip Code	
Country USA	Zip Code 90048-4218	
USA Mailing Address	Zip Code 90048-4218	
USA Mailing Address	Zip Code 90048-4218	
Country USA Mailing Address Address	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St Apt	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St Apt City	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St Apt City Lawndale	Zip Code 90048-4218	
Country USA Mailing Address Address 4043 W 145th St Apt City Lawndale	Zip Code 90048-4218 State CA Zip Code	

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.

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

Office of Child Support Customer Service Portal ome Page Messages Personal Payment Cases Help Lop John If the provide the providet the p	Ohio Department o Job and Famil	f y Services	Ohio.gov State Agencies Online Service
ome Page Messages Personal ▼ Payment ▼ Cases ▼ Help ▼ Lop John Ily Employer Information Image: Conternation Ima		Office of Child Support Custon	er Service Portal
John In Employer Information This page cannot be updated. Please use the Message Center to submit any employment changes. Inployer Name SECURE CAR CARE LLC reet Address 2360 Corporate Cir Ste 400 Ite Inte Inte Inte Inte Inte Inte Inte	Home Page Messages Personal	✓ Payment ✓ Cases ✓ Help	▼ Logout
Iy Employer Information This page cannot be updated. Please use the Message Center to submit any employment changes. Inployer Name SECURE CAR CARE LLC IEVE Address 2360 Corporate Cir Ste 400 III III IIII IIII IIIIIIIIIIIIIIIII			John Smit
This page cannot be updated. Please use the Message Center to submit any employment changes. nployer Name SECURE CAR CARE LLC reet Address 2360 Corporate Cir Ste 400 itte	My Employer Informatio	n	
This page cannot be updated. Please use the Message Center to submit any employment changes. Ployer Name SECURE CAR CARE LLC reet Address 2360 Corporate Cir Ste 400 itte	, , , ,		
mployer Name SECURE CAR CARE LLC reet Address 2360 Corporate Cir Ste 400 iite	This page cannot be updated	Please use the Message Center to su	ubmit any employment changes.
nployer Name SECURE CAR CARE LLC reet Address 2360 Corporate Cir Ste 400 iite	page cannot be apaulou.		
SECURE CAR CARE LLC reet Address 2360 Corporate Cir Ste 400 iite	Employer Name		
ireet Address 2360 Corporate Cir Ste 400 iite	SECURE CAR CARE LLC		\checkmark
2360 Corporate Cir Ste 400	Street Address		
iite	2360 Corporate Cir Ste 400		
iite			
jite			
uite			
	Suite		
tv State Zip Code	City	State	Zip Code
Henderson NV 89074-7739	Henderson	NV	89074-7739

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

Ohio.gov State Agencies O Job and Family Services				
	Office of Chil	d Support Customer Service Portal		
Home Page Messages	Personal Payment Ca	ises ▼ Help ▼		Logout
				John Smith
Please use the Case/Order dr 7123456789 - 14DR123456	op-down below to view details abou	t other Case/Order(s): <u>je Center</u> to submit any health	insurance information changes.	
Provider Name				
SUMMACARE				V
Provider Name SUMMACARE Policy #	Group #		Begin Date	>
Provider Name SUMMACARE Policy # 123456	Group #		Begin Date January 01, 2015	
Provider Name SUMMACARE Policy # 123456 Covered Participants	Group # ABCDEF		Begin Date January 01, 2015	v

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:
 - Child's Full Name
 - Child's Birth Date
 - o Child's Residential Address
 - o expected emancipation information
- Transfer to view child information frequently asked questions

Payee	View:
-------	-------

	Office of Child Support Customer Service Portal	
Home Page Messages Pers	sonal ✔ Payment ✔ Cases ✔ Help ✔	Logout
		Katrina Davis
Child Information		
child mornadon		
Please use the Case/Order drop-d	Sown below to view details about other Case/Order(s):	
7012345678 - 12DR1234 ×		
• This page cannot be upda	ated. Please use the message center to submit any child information	on changes.
Full Name		
IMANI DAVIS		V
Date of Birth	Expected Emancipation () Date	
February 07, 1996	February 07, 2014	
Residential Address 13825 Cedar Rd Apt 302		
Apt	State	
Apt City Westerville	State OH	
Apt City Westerville Country	State OH Zip Code	

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
 - o expected emancipation information
- Transfer to view child information frequently asked questions

Payor View:

	Office of Child Support Customer Service Portal	
Home Page Messages Pers	sonal ▼ Payment ▼ Cases ▼ Help ▼	Logout
		John Smith
Child Information		
china information		
Please use the Case/Order drop-de	own below to view details about other Case/Order(s):	
7012345678-12DR1234 ¥		
This page cannot be unda	ted. Diasea use the message center to submit any child inform	ation changes
This page cannot be upua	ted. Flease use the message center to submit any child inform	auon changes.
Full Name		
Full Name IMANI DAVIS		V
Full Name IMANI DAVIS Expected Emancipation (3) Date		V
Full Name IMANI DAVIS Expected Emancipation () Date February 07, 2014		V

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

- 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

Chio Depart	rtment of nd Family Services		Ohio gov State Agencies Online Service
	Office	of Child Support Customer Service	Portal
lome Page Messages	Personal 👻 Payment 👻	Cases	Logout
			Harry Smith
Ay Payment Info	rmation		
to an the Case Order	dese deue beleu te vieu detell	- always at the Caraciford a data	
72123456789 - 15JU9235		s about outer caseronder(s):	
Explanation of Terms	•		
Transaction Date: Date th	e actual processing took place.		
Collection Amount: The a	amount received from the obligor.		
Applied to Current Suppo	ort: The amount designated for the	e current month's obligations.	
Applied to Past Due Supp the order.	port: Past due, unpaid support ow	ed by the obligor. Payments made	towards past due support will reduce the unpaid balance on
Sent to Family: Support of	ollection sent to the family.		
Sent to Other: Support col	llection sent to an entity due the su	upport other than the family.	
Sent to Fees: Support coll	lection designated for processing a	and other fees.	
Refunded: Collections ref	unded back to the obligor.		
Sent to Family :	\$353.70		11/22/2016
Sent to Fees :	\$7.07		11/22/2016
Collection Amount : Applied to Current Support	\$360.77 from Obligor \$353.70		11/22/2016
Payment History			
My Support Order(s) and Balance Information			

Informational Message:

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

Explanation of Terms:

Explanation of Terr	ns V
Transaction Date: Dat	e the actual processing took place.
Collection Amount: Th	ne amount received from the obligor.
Applied to Current Su	pport: The amount designated for the current month's obligations.
Applied to Past Due S due support will reduce	upport: Past due, unpaid support owed by the obligor. Payments made towards past the unpaid balance on the order.
Sent to Family: Suppo	rt 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 :	\$92.33	10/06/2016
Refunded :	\$20.40	10/06/2016
Collection Amount : Applied to Current Support :	\$112.73 \$92.33	09/29/2016
Sent to Family :	\$107.94	09/15/2016
Sent to Fees :	\$4.79	09/15/2016
Collection Amount : Applied to Current Support :	\$112.73 \$107.94	09/15/2016
Sent to Family :	\$112.73	09/01/2016
Collection Amount : Applied to Current Support :	\$112.73 \$112.73	09/01/2016

- 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.

Order Number: PR	2345678 0770116000 OH180			0	Obligee N Obligor N	lame: Kim S lame: Tim S	mith
Ionthly Support							
hild \$196.12							
dditional: \$3.92							
otal: \$200.04							
s of: 10/13/2016							
urrent Month Unpaid Bala	nce \$70.47		Total Credits: \$0.00				
ast Due Unpaid Balance:	\$0.00		Funds on Hold: \$0.00				
otal Unpaid Balance: \$70	47						
Transaction Date	Collection Amount	Collection	Applied to:		Collect	ion Sent to:	
		Current Support	Past Due Support	Family	Other	Refunded	Fees
10/06/2016				92.33			
10/06/2016						20.40	
CINESA UNEXCOURT							
09/29/2016	112.73	92.33			-		-
09/29/2016 09/15/2016 Totals for 11/01/2014	112.73 I - 10/13/2016	92.33		107.94			
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount. \$6,983 Applied to Current Suppor Applied to Past Due Supp	112.73 1 - 10/13/2016 1.37 1 \$3,345.22 ort \$3,138.45	92.33 Sent to Famil Sent to Other	y: \$6,403.61 : \$80.06	107.94	Refunded. Sent to Fee	5162.06 Hs \$337.64	
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount. \$6,983 Applied to Current Suppor Applied to Past Due Supp 2016 Year to Date Collect	112.73 1 - 10/13/2016 1.37 t \$3,345.22 ort \$3,138.45 tions by Obligation Type	92.33 Sent to Famil Sent to Other	y: \$6,403.61 : \$80.06	107.94	Refunded. :	\$162.06 rs \$337.64	22 24 24
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount: \$6,983 Applied to Current Suppor Applied to Past Due Supp 2016 Year to Date Collec Child Support Total: \$3,5	112.73 4 - 10/13/2016 1.37 1 \$3,345.22 ort \$3,138.45 tions by Obligation Type 48.52	92.33 Sent to Famil Sent to Other	y: \$6,403,61 : \$80.06	107.94	Refunded. Sent to Fee	5162.06 ss 5337.64	
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount: \$6,983 Applied to Current Suppor Applied to Past Due Supp 2016 Year to Date Collect Child Support Totat: \$3.5 Spousal Support Totat: \$	112.73 4 - 10/13/2016 1.37 t \$3,345.22 ort \$3,138.45 tions by Obligation Type 48.52 0.00	92.33 Sent to Famil Sent to Other	y: \$6,403,61 : \$80.06	107.94	Refunded. Sent to Fee	5162.06 rs 5337.64	
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount: \$6,983 Applied to Current Suppor Applied to Past Due Suppor 2016 Year to Date Collect Child Support Total: \$3.5 Spousal Support Total: \$3 Medical Support Total: \$3 Other Total: \$332.85	112.73 4 - 10/13/2016 3.37 t \$3,345.22 ort \$3,138.45 tions by Obligation Type 48.52 0.00 0.00	92.33 Sent to Famil Sent to Other	y: \$6,403.61 : \$80.06	107.94	Refunded Sent to Fee	\$162.06 rs \$337.64	
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount. \$6,983 Applied to Current Suppor Applied to Past Due Suppor 2016 Year to Date Collect Child Support Total: \$3.5 Spousal Support Total: \$3 Medical Support Total: \$3 Other Total: \$332.85	112.73 4 - 10/13/2016 3.37 t \$3,345.22 ort \$3,138.45 tions by Obligation Type 48.52 0.00 0.00 y Obligation Type	92.33 Sent to Famil Sent to Other	y: \$6,403.61 \$80.06	107.94	Refunded. Sent to Fee	\$162.06 Hs \$337.64	
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount \$6,983 Applied to Current Suppor Applied to Past Due Supp 2016 Year to Date Collect Child Support Total: \$3,5 Spousal Support Total: \$3 Medical Support Total: \$3 Other Total: \$332.85 Prior Year Collections by Child Support Total: \$2,6	112.73 1 - 10/13/2016 1.37 1 \$3,345.22 ort \$3,138.45 tions by Obligation Type 48.52 0.00 0.00 y Obligation Type 86.69	92.33 Sent to Famil Sent to Other	y: \$6,403.61 : \$80.06	107.94	Refunded. Sent to Fee	\$162.06 % \$337.64	
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount \$6,983 Applied to Current Suppor Applied to Past Due Supp 2016 Year to Date Collect Child Support Total: \$3,5 Spousal Support Total: \$3 Other Total: \$332.85 Prior Year Collections by Child Support Total: \$2,6 Spousal Support Total: \$2	112.73 1 - 10/13/2016 1.37 1 \$3,345.22 ort \$3,138.45 tions by Obligation Type 48.52 0.00 0.00 y Obligation Type 86.69 0.00	92.33 Sent to Famil Sent to Other	y: \$6,403.61 : \$80.06	107.94	Refunded. Sent to Fee	\$162.06 % \$337.64	
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount. \$6,983 Applied to Current Suppor Applied to Past Due Supp 2016 Year to Date Collect Child Support Total. \$3,5 Spousal Support Total. \$3 Other Total. \$332.85 Prior Year Collections by Child Support Total. \$2,6 Spousal Support Total. \$2	112.73 1 - 10/13/2016 1.37 1 \$3,345.22 ort \$3,138.45 tions by Obligation Type 48.52 0.00 0.00 y Obligation Type 86.69 0.00 0.00	92.33 Sent to Famil Sent to Other	Y: \$6,403.61 : \$80.06	107.94	Refunded. Sent to Fee	\$162.06 % \$337.64	
09/29/2016 09/15/2016 Totals for 11/01/2014 Collection Amount \$6,983 Applied to Current Suppor Applied to Past Due Suppor 2016 Year to Date Collect Child Support Total: \$3,5 Spousal Support Total: \$3 Other Total: \$332.85 Prior Year Collections by Child Support Total: \$2,6 Spousal Support Total: \$4,79	112.73 1 - 10/13/2016 1.37 1 \$3,345.22 ort \$3,138.45 tions by Obligation Type 48.52 0.00 0.00 y Obligation Type 86.69 0.00 0.00	92.33 Sent to Famil Sent to Other	Y: \$6,403.61 : \$80.06	107.94	Refunded : Sent to Fee	\$162.06 % \$337.64	

Obligation and Balance Information:

Date Printed: 11/19/2015 Case Number: 7012345678 Order Number: PR0770116000 OH180		Obligee Name: Kim Smith Obligor Name: Tim Smith
Monthly Support		
Child: \$196.12		
Additional \$3.92		
Total: \$200.04		
As of: 10/13/2016		
Current Month Unpaid Balance: \$70.47	Total Credits: \$0.00	
Past Due Unpaid Balance: \$0.00	Funds on Hold: \$0.00	
Total Unpaid Balance: \$70.47		

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:

2016 Year to Date Collections by Obligation Type	
Child Support Total: \$3,548.52	
Spousal Support Total: \$0.00	
Medical Support Total: \$0.00	
Other Total: \$332.85	
Prior Year Collections by Obligation Type	
Child Support Total: \$2,686.69	
Spousal Support Total: \$0.00	
Medical Support Total: \$0.00	
Other Total: \$4.79	

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 Obliger / 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(rep) of the case/order Monthly Support/Chald: 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(rep) of the case/order Monthly Support/Chald: Course of the for ther obligations (Spousal, Medical, Pest Due Support and Fees) Monthly Support/Total: Total obligation charged for the current month (The monthly child 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: Dast the tail information is based on Current Month Unpaid Balance: Includes any support, payments ordered to reduce past due support (ameanges) 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 for the current month on the As or Dast. The entire amount may not be owed to the family. Support owed to the family, support owed to the family. Support Obligations are a fae total amount and to the current month unpaid balance: Includes and fee oblances are all included in this amount Total Unpaid Balance: Lincludes and fee balances are all included in this somuth. TotEr: This amount the wead to facue at the support Order(S) and	Explanation of Re	y Report Fields V
Order Number: Court or administrative order number associated with the case number Date Printed: Date the report is generated Obliger / Obliger: Any person, including a state or political subdivision, owed support / The person who owes support Monthly Support/Othild: (Correct 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/Othild: (Correct Child Support) The amount designated for the current month's amount of money an obligor is required to pay to provide acount for the child(ren) of the case/order Monthly Support/Othild: (Correct Child Support) 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 prior period unpaid support (parearages) and fee obligations are all included in this amount Past Due Unpaid Balance: Includes prior period unpaid support (arrearages) and fee obligations are all included in this amount Total Unpaid Balance: Includes prior period unpaid support and 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 o Date. The entite 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 in the Monthly Support Obligations section of the Ny 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 source on thorits colligations Funds on Hold: Support Collections that are temporarily held insteed of being issued, usually because there is a court order for the ch	Case Number: A unit	que 10-digit, system assigned number used to identify a Child Support Case
Date Printed: Date the report is generated Obliger (Dbliger, 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 of the fullow) of the case/order Monthly Support/Child: 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 minity, other entities and fee obligations for the current month on the As o Date. The entire amount may not be owed to the family. Support owed to the family, other entities and fee obligations for the current month) on the As o Date. The entire amount may not be owed to the family. Support owed to the family, other entities and fee 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 prior period unpaid Support Payments displaying in the wonthly Support Obligations section of the W Support Order(S) and Balance Information page. Total Unpaid Balance: Includes prior period unpaid 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	Order Number: Cour	t or administrative order number associated with the case number
Obliger / Obliger: Any person, including a state or political subdivision, oved support / The person who oves 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/Child: 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 (arrearges) and fee obligations due for the current month. The entire amount may not be owed to the family. Support (arrearges) and fee obligations for the current month. The entire amount may not be owed to the family. Support (arrearges) and fees (bit Diation for the current month) on the As or Date. The entire amount may not be owed to the family. Support owed to the family, support ower are all included in this amount. Total Unpaid Balance: Includes total arrearges 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, support owed to the family, support obligation the anny. Other entities and the balances are all included in this amount. Total Unpaid Balance: Includes total arrearges plus any unpaid obligations for the current month on the As of Date. The total amount of excess funds remaining after all current monthly obligations have been met. These funds will be used to court as a payment toward next month's obligations. Total Creditrs: The total amount of excessing took place	Date Printed: Date th	ne report is generated
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/Idaditional: Amount due for other obligations (Spousal, Medical, Past Due Support and Fees) Monthly Support/Idadit: 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 Monthl 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 for the current month) on the As or 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 pror period unpaid support (arrearages) and Bees (not including any unpaid obligations for the current month) on the As or 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 prior period unpaid support (arrearages) and Bees (not including any unpaid obligations for the current Month Unpaid Balance: Includes prior period unpaid 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. Applied to Current Support: The amount designated for the current month's obligations. Applied to Current Support: The amount designated for the current month's obligations. Applied to Current Support: The amount designated for the current month's obligations. Sent to Family: Support collection se	Obligee / Obligor: A	ny person, including a state or political subdivision, owed support / The person who owes support
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 for the current month) on the As or 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, 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, Support Payments displaying in the Monthly Support Obligations section of the My Support Ordel 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 enter Transaction Date: Date the actual processing tock place Collection Amount: The amount received from the obligor Applied to Current 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 an entity due the support other than the family Sent to Other	Monthly Support/Chi support for the child(re	ild: (Current Child Support) The amount designated for the current month's amount of money an obligor is required to pay to provide en) of the case/order
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 for the current month) on the As or 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 prior period unpaid support (arrearages) and fee 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: 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 entro 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 the family Sent to Other: Support collection sen	Monthly Support/Add	ditional: Amount due for other obligations (Spousal, Medical, Past Due Support and Fees)
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 o 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 Unpaid 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 towerd 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 ablad address, etc. The amount of these funds may already be included in the reported collections and applied to the unpaid balance. Collection Amount: The amount received from the obligor Applied to Current Support: Past due, unpaid support ower by the obligor. Payments made towards past due support will reduce the unpaid balance on the order Sent to Family: Support collection sent to an entity due the support other than the family. Sent to Family: Support collection sent to an entity due the support other than the family. Sent to Family: Support collection sent to an entity due the support other than the family. Sent to Free: Support collection sent to an entity due the support other than the family. Sent to	Monthly Support/Tot	al: Total obligation charged for the current month (The monthly child support amount plus the monthly additional amount)
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 or Date. The entire amount may not be owed to the family, other entities and fees 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 state amount may not be owed to the family, other entities and fee balances are all included in this amount. Work of 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 entorement 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 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 Support collection sent to the family Support collection sent to the fa	As of: Date that all in	formation is based on
Past Due Unpaid Balance: Includes prior period unpaid support (arrearages) and fees (not including any unpaid obligations for the current month) on the As o 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 the family Sent to Fees: Support collection sent to an entity due the support ofter than the family Sent of Fees: Support collection sent to an entity due the support ofter a child for the time period displayed Apolaged balance in fermionic page to bobligor to provide supp	Current Month Unpai month. The entire amo	id Balance: Includes any support, payments ordered to reduce past due support (arrearages) and fee obligations due for the current ount may not be owed to the family. Support owed to the family, other entities and fee obligations 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 <u>The entire amount may not be owed to the family</u> . 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 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 Collection Amount: The amount designated for the current month's obligations 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. 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 Family: Support collection sent to the family Sent to Family: Support collection sent to an entity due the support order fees Refunded: Collections refunded back to the obli	Past Due Unpaid Bal Date. The entire amou	ance: Includes prior period unpaid support (arrearages) and fees (not including any unpaid obligations for the current month) on the As o unt may not be owed to the family. Support owed to the family, other entities and fee balances are all included in this amount
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: 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 There: 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 support owed to a former spouse for the time period displayed Other Total: The total amount paid by the obligor to provide for a child's health care needs for the time period displayed	Total Unpaid Balance <u>the family.</u> Support ow Unpaid Balance + Pas Order(S) and Balance	et Includes total arrearages plus any unpaid obligations for the current month on the As of Date. <u>The entire amount may not be owed to</u> ved to the family, other entities and fee balances are all included in this amount. NOTE: This amount will be equal to the Current Month st Due Unpaid Balance minus any Past Due Support Payments displaying in the Monthly Support Obligations section of the My Support Information page.
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 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 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 to provide for a child's health care needs for the time period displayed	Total Credits: The to toward next month's o	tal amount of excess funds remaining after all current monthly obligations have been met. These funds will be used to count as a paymen bligations
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 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 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	Funds on Hold: Supp agency to hold the pay unpaid balance	port collections that are temporarily held instead of being issued, usually because there is a court order for the child support enforcement yments, due to a bad address, etc. The amount of these funds may already be included in the reported collections and applied to the
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 Sepusal 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 to provide for a child's health care needs for the time period displayed Other Total: The total amount paid by the obligor to provide for a child's health care needs for the time period displayed	Transaction Date: D	ate the actual processing took place
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 for a child's health care needs for the time period displayed Other 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 to a child's health care needs for the time period displayed Other 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 to a child's health care needs for the time period displayed Other Total: The total amount paid by the obligor to a child's health care needs for the time period displayed Other Total: The total amount paid by the obligor to a child's health care needs for the time period displayed Other Total: The total amount paid by the obligor to a child's health care needs for the time period displayed Other Total: The total amount paid by the obligor to a child's health care needs for the time period displayed Other Total: The total amount paid by the obligor to a neity due the support other than the family	Collection Amount:	The amount received from the obligor
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 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 to an entity due the support other than the family	Applied to Current S	upport: The amount designated for the current month's obligations
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	Applied to Past Due order	Support: Past due, unpaid support owed by the obligor. Payments made towards past due support will reduce the unpaid balance on the
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	Sent to Family: Supp	port collection sent to 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	Sent to Other: Suppo	ort collection sent to an entity due the support other than the family
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	Sent to Fees: Suppo	rt collection designated for processing and other fees
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	Refunded: Collection	is refunded back to the obligor
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	Child Support Total:	The total amount paid by the obligor to provide support for a child 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	Spousal Support Tot	tal: The total amount paid by the obligor to provide support owed to a former spouse 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	Medical Support Tota	al: The total amount paid by the obligor to provide for a child's health care needs for the time period displayed
	Other Total: The tota	al amount paid by the obligor that was sent to an entity due the support other than the family

Make a Payment Page

- Make a one-time support payment by credit/debit card
- Transfer to oh.smartchildsupport.com to schedule/edit recurring payments
- Transfer to oh.smartchildsupport.com 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

					Richard Smith
Mak	ke a One-Time Credi	t/Debit Card Pa	ayment		
/Jake	a support payment using your creative and any ment amounts or enter an	dit card. Select the case	and order you	u want to make a payment on from the drop down l	below. Select one of the
Currer	ntly, the following payment types a	re accepted:			
•	Only Discover®, MasterCard®, Vi If you have your credit/ debit card payment using these alternate pay Note: Apple Pay is only available	sa®, American Express® linked to an e-wallet acc yment options. on Apple devices. Venmo	®, UnionPay® count such as o is only avail	Diners Club International® and JCB® cards are and Alipay, Apple Pay, Google Pay, PayPal, or Venmo lable on mobile devices.	accepted. you can make your
Comp	pletion of a credit card payment tran	saction is contingent up	oon the author	rization of payment by your credit card company.	
omp our p	pletion of a credit card payment tran payment will be applied to the child	support account in 2 to	oon the author 3 business da	rization of payment by your credit card company. ays.	
omp our p lease	oletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w	saction is contingent up support account in 2 to ish to make a payment f	oon the author 3 business da for:	rization of payment by your credit card company. ays.	
omp our p lease To ma	pletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w ake payments to multiple cases, you	saction is contingent up support account in 2 to ish to make a payment f bu must return to this pag	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
omp our p Please To ma T	pletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w ake payments to multiple cases, you Fina Smith - 7123456789-DR123	saction is contingent up support account in 2 to ish to make a payment f ou must return to this pag	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
Comp Your p Please To ma To ma Please	pletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w ake payments to multiple cases, you fina Smith - 7123456789-DR1234 e select or enter a payment amour	support account in 2 to support account in 2 to ish to make a payment f ou must return to this pag is	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
Comp our p Please To ma T Please	pletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w ake payments to multiple cases, you Fina Smith - 7123456789-DR1234 e select or enter a payment amoun Current Month Unpaid Balance	support account in 2 to support account in 2 to ish to make a payment f pu must return to this pag is v t: \$276.64	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
Comp Your p Please To ma To ma Please O	pletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w ake payments to multiple cases, your Fina Smith - 7123456789-DR1234 e select or enter a payment amoun Current Month Unpaid Balance Total Unpaid Balance	saction is contingent up support account in 2 to ish to make a payment f u must return to this pag is it: \$276.64 \$0.00	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
Comp Yease To ma Yease O O O O O O	oletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w ake payments to multiple cases, your Fina Smith - 7123456789-DR1234 e select or enter a payment amour Current Month Unpaid Balance Total Unpaid Balance Other Amount	ISACTION IS CONTINGENT UP SUPPORT ACCOUNT IN 2 to ISACTION TO THE SUPPORT ISACTION TO THE SUP	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
Comp Four p Please To ma Please	pletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w ake payments to multiple cases, yo Fina Smith - 7123456789-DR1234 e select or enter a payment amour Current Month Unpaid Balance Total Unpaid Balance Other Amount	ISACTION IS CONTINGENT UP Support account in 2 to ish to make a payment f pumust return to this page IST IST S276.64 \$0.00 \$0.00	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
Compile	e select or enter a payment amount Current Month Unpaid Balance Total Unpaid Balance Other Amount	ISACTION IS CONTINGENT UP SUPPORT ACCOUNT IN 2 to ISACTION TO THE SECOND ISACTION OF THE SECOND IS	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
Comp ⁱ Yease To ma Please	e select the Case and Order you wake payments to multiple cases, your fina Smith - 7123456789-DR1234 e select the Case and Order you wake payments to multiple cases, your fina Smith - 7123456789-DR1234 e select or enter a payment amount Current Month Unpaid Balance Total Unpaid Balance Other Amount	ISACTION IS Contingent up support account in 2 to ish to make a payment f u must return to this page is v it: \$276.64 \$0.00 \$0.00	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	
Comp Yease To ma Yease Con Con	eletion of a credit card payment tran payment will be applied to the child e select the Case and Order you w ake payments to multiple cases, you Fina Smith - 7123456789-DR1234 e select or enter a payment amoun Current Month Unpaid Balance Total Unpaid Balance Other Amount	saction is contingent up support account in 2 to ish to make a payment f u must return to this pag is v it: \$276.64 \$0.00 \$0.00	oon the author 3 business da for: ge to select a	rization of payment by your credit card company. ays. nother case.)	

How My Payments are Received Page

- 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

Home Page	Messages Personal 🕶 Payment 🕶 Cases 🕶 Help 🕶
How My F	Payments Are Received
Effective Octobe methods for rec Simpler, Safer v	er 1, 2005, Ohio implemented a law (HB66) requiring a mandatory electronic disbursement program for support payments. Ohio offers two eiving support payments: Direct Deposit and the Ohio smiONE TM (c) Visa® Prepaid Card. Both methods providing you with a Faster, vay to receive your support payments:
 No check c No worries No waiting 	ashing fees about stolen checks by the mailbox
Direct De	posit
With Direct Dep automatically aff record of your d	osit, your support payments are deposited directly to your account at your financial institution. Your payments will be deposited ter the state receives and posts a payment to your case. The statement you receive from your financial institution will provide you with a eposit. Always remember to make sure your payment has been deposited into your account before accessing the funds.
Ohio smi	ONE™ Visa® Prepaid Card
SMIONE 4000 1234 John Satth	1)) 5678 9010 103/22 DEBIT VISA
The Ohio smiON your smiONE™ use the card at a Visa brand marl	IE [™] Visa® Prepaid Card provides you with a debit card to receive and use your support payments. Support payments are credited to 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 any place that accepts Visa debit cards. Cash withdrawals from your card can be made at any ATM or bank teller window displaying the ts.
Online enrollm Enrollment/aut	ent is available for the smiONE™ Visa® Prepaid Card or direct deposit. You can also open, complete and return a paper horization form.
To view your s	miONE [™] account information or to establish or reset your PIN, you must access the smiONE [™] website.

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



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

My Support Order and Balance Information Page

- View balance information
 - o Current Month Unpaid Balance Past Due Unpaid Balance
 - Total Unpaid Balance
 - Total Credits
 - Funds on Hold
- View case information including:
 - o Case number
 - o Case status
 - o 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:
 - o 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

Current Month Unpaid Balance : 3 \$0.00 Past Due Unpaid Balance : 3 \$0.00 Total Unpaid Balance : 3 \$0.00	Total Credits : 9 \$0.00 Funds on Hold : 9 \$0.00
Case	Order
Case Number : (3) 7012345678	Order Number : 12DR1234
Status : Open	Date : 1 March 17, 2009
Type : 6 IV-D	Other Party Name : Scott Adams
	Child(ren): Karyl Ann Brooks
Monthly Support Obligations	
Current Child Support : 6 \$0.00	
Current Child Support : 3 \$0.00	
Past Due Support Payment : \$ \$0.00	
Past Due Support Payment : \$0.00 Administrative Fees : \$0.00	
Past Due Support Payment : S0.00 Administrative Fees : S0.00 Total : S0.00 View My Payment Information	
Past Due Support Payment : S0.00 Administrative Fees : S0.00 Total : S0.00 View My Payment Information	
Past Due Support Payment : S0.00 Administrative Fees : S0.00 Total : S0.00 View My Payment Information hild Support Contact Cuyahoga County CSEA	
Administrative Fees : S0.00 Administrative Fees : S0.00 Total : S0.00 View My Payment Information hild Support Contact Cuyahoga County CSEA 1640 Superior Ave. East	
Administrative Fees : S0.00 Administrative Fees : S0.00 Total : S0.00 View My Payment Information hild Support Contact Cuyahoga County CSEA 1640 Superior Ave. East P.O. Box 93318	
Administrative Fees : S0.00 Administrative Fees : S0.00 Total : S0.00 View My Payment Information Administrative Fees : S0.00 Total : S0.00 Administrative Fees : S0.00 Administrative Fees : S0.00 Total : S0.00 Administrative Fees : S0.00 Administrat	
Administrative Fees : S0.00 Administrative Fees : S0.00 View My Payment Information Administrative Contact Cuyahoga County CSEA 1640 Superior Ave. East P.O. Box 93318 Cleveland, OH 44101-5318 Phone : 216-443-5100	
Past Due Support Payment : S0.00 Administrative Fees : S0.00 Total : S0.00 View My Payment Information Mild Support Contact Cuyahoga County CSEA 1640 Superior Ave. East P.O. Box 93318 Cleveland, OH 44101-5318 Phone : 216-443-5100 800 Number : 800-443-1431	

Balance Information:



Case/Order:

Case	Order
Case Number : (3 7012345678	Order Number : () 12DR1234
Status : Open	Date : 10 March 17, 2009
Type: 🚯 IV-D	Other Party Name : Scott Adams
	Child(ren) : Karyl Ann Brooks

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

Monthly Support Obligations:



 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:



- 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

Office of Child Support Customer Service Portal	
	Logout
Change E-mail Address	
NOTE: E-mail address must be unique.	
Current E-mail address: myemail@yahoo.com	
New E-mail address:	
Re-enter E-mail address:	
Submit	
Cancel	

NOTE: If you are currently using this e-mail address for the ODJFS online Cash, Food, or Medical Benefits Portal, any changes made here will also change your e-mail address for the ODJFS online Cash, Food and Medical Benefits Portal.

E-Mail Change Confirmation Page

- 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.

Change Password Page

- Change Password
- Confirm Password was changed
- Cancel and go back to the Home Page
- Log out and go to the Login Page

Ohio Department of Job and Family Services	Ohio.gov State Agencies Online Services
Office of Child Support Customer Service Portal	
	Logout
Change Password	
NOTE: Passwords must be 8 - 15 characters in length and conta	ain
1 upper case, 1 lower case, 1 number and 1 special character.	:
Enter your current password I Enter your new password Re-enter new password	
Submit	
If you are currently a registered user for ODJFS online Cash, Food or Medical be use the same User ID/Password for that and the Child Support Customer Service note that you will be changing your password for both programs.	anefits and you a Portal, please
Privacy Statement Disclaimer Contact	
Date of Release: August 14th, 2019; Version 5.0.0 - RP_760_U; Ohio Department of Job and Family Services Tuesday June 02 12:37:10 EDT 2020	

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 <u>click this link to change your e-mail address</u> . 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:
Ves 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:
Ves No
Please add 'DoNotReply@childsupport.ohio.gov' to your e-mail contact list so the child support e-mails will not go into a spam folder.
Cancel Submit

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

E-mail Notification Options

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

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

If this is not your correct e-mail address, please <u>click this link to change your e-mail address</u>. 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:



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

Cancel Submit

Frequently Asked Questions

https://jfs.ohio.gov/child-support/frequently-asked-questions

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

https://jfs.ohio.gov/child-support/glossary

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.

Jimmy Parks
County Bulletin Board
04/20/2017 - PICKAWAY COUNTY
Pickaway offices will be closed today
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 <u>submit your current employment information</u> .
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 - 13DR12345 Child(ren): Alex Parks
Please Note: Information you submit may not be reflected in our system for 2 to 3 business days.

Troubleshooting

Forgot your password?

- Click the "Forgot your Password" link on the Login Page.
- 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 <u>DoNotReply@childsupport.ohio.gov</u>
 - 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.

Forgot your User ID?

- Click the "Forgot your User ID" link on the Login Page.
- 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 <u>DoNotReply@childsupport.ohio.gov</u>
 - 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.