



# Department of Job & Family Services

## Child Support Customer Service Web Portal



## Customer User Guide

Last Updated: 06/26/2025

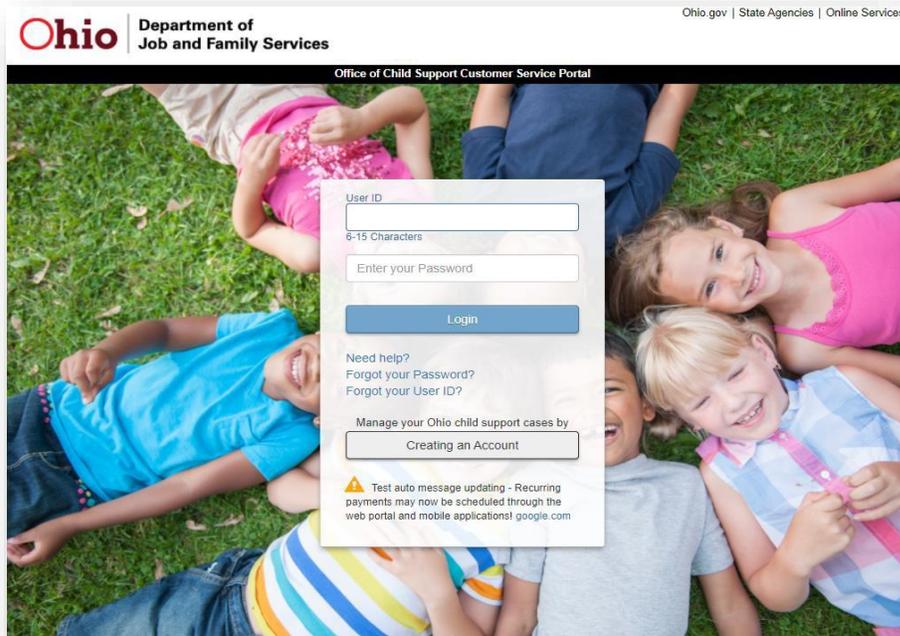
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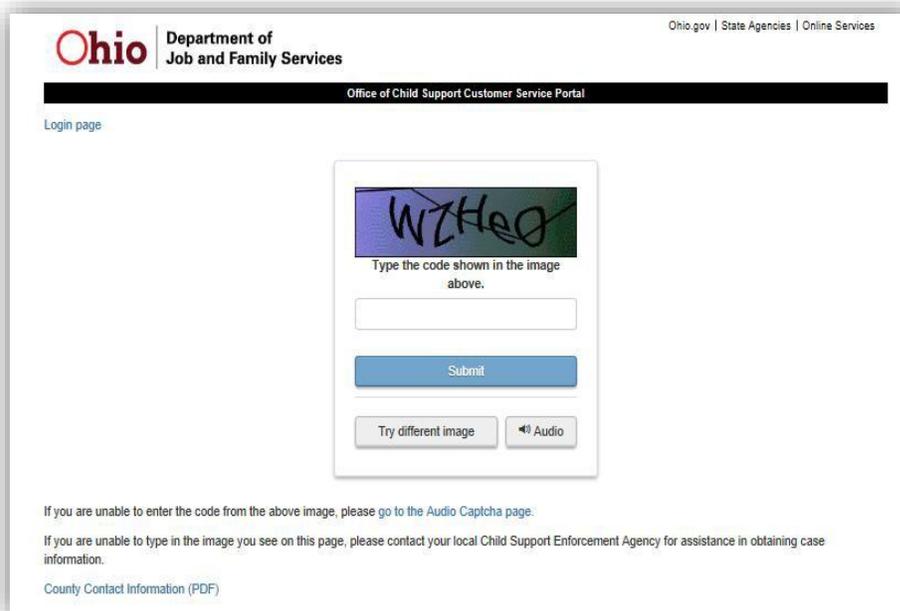
# Create an Account

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

## Step 1. Select Creating an Account



## Step 2. Complete CAPTCHA screen

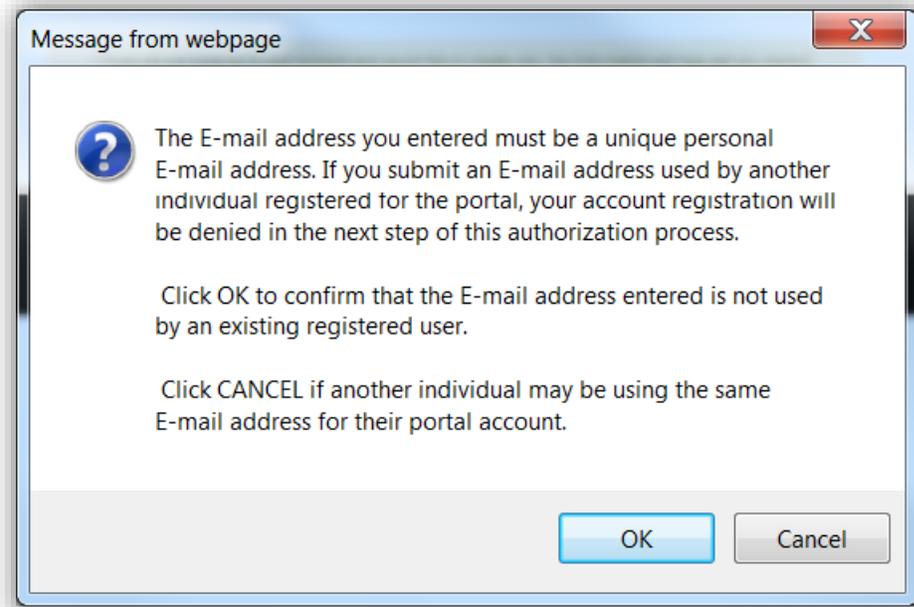


### Step 3. Enter Driver's License, SSN, Date of Birth, Last Name and E-mail address

The screenshot shows the 'New User Authorization' form on the Ohio Department of Job and Family Services website. The form includes the following fields and elements:

- Ohio Department of Job and Family Services logo and header.
- Office of Child Support Customer Service Portal.
- Section: New User Authorization.
- IMPORTANT NOTICE: Your driver's license number will not be stored or maintained on this website and is used solely for the purpose of authenticating your driver's license number with the Bureau of Motor Vehicles (BMV) during registration.
- Fields: \*Ohio Driver's License, State ID or Key Number (with example: AB123456), \*Social Security Number, \*Date of Birth, \*Last Name, \*E-mail Address.
- Buttons: Cancel, Submit.
- Link: I do not have an Ohio Driver's License, State ID or Key Number.
- Yellow banner: \* If you do not have an E-mail account and would like to create one, the links below will help get you started.
- Links: Hotmail, Gmail, Yahoo! Mail.

### Step 4. Confirm e-mail address entered is unique



## Step 5. Create a User ID and Password

The screenshot shows the 'New Account Registration' page. At the top left is the Ohio Department of Job and Family Services logo. At the top right is the text 'Ohio.gov | State Agencies | Online Services'. Below this is a black header bar with the text 'Office of Child Support Customer Service Portal'. The main heading is 'New Account Registration'. There are three input fields: 'Create a User ID' (with a note '(6 - 15 characters)'), 'Create Password', and 'Re-enter Password'. Below these fields are 'Cancel' and 'Submit' buttons. A yellow warning box at the bottom states: 'Passwords must be 8 - 15 characters in length and contain 1 upper case, 1 lower case, 1 number and 1 special character.'

## Step 6. E-mail user activation code

The screenshot shows the 'New User Activation' page. At the top left is the Ohio Department of Job & Family Services logo. At the top right is the text 'Ohio.gov | State Agencies | Online Services'. Below this is a black header bar with the text 'Office of Child Support Customer Service Portal'. The main heading is 'New User Activation'. Below the heading is a paragraph: 'You will have 2 hours to activate your account once you receive the activation code. After you activate your account, you may then log into the Child Support System.' There are two buttons: 'Email user activation code to me' and 'Cancel'. At the bottom left is a logo for '988 SUICIDE & CRISIS LIFELINE'.

## Step 7. Enter Activation Code

The screenshot shows the 'New User Activation' page. At the top left is the Ohio Department of Job & Family Services logo. At the top right is the text 'Ohio.gov | State Agencies | Online Services'. Below this is a black header bar with the text 'Office of Child Support Customer Service Portal'. The main heading is 'New User Activation'. Below the heading is a paragraph: 'We have sent an activation code to your e-mail or cell phone. You must enter the code provided within 2 hours to activate your account. Once you activate your account, you may then log into the Child Support System.' There are three main interactive elements: a blue button labeled 'Email user activation code to me', a text input field labeled 'Enter Activation Code' with '(6 digits)' below it, and two buttons at the bottom: a grey 'Cancel' button and a blue 'Submit' button.

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

The screenshot shows the 'New Account Activation Confirmation' page. At the top left is the Ohio Department of Job and Family Services logo. At the top right is the text 'Ohio.gov | State Agencies | Online Services'. Below this is a black header bar with the text 'Office of Child Support Customer Service Portal'. The main heading is 'New Account Activation Confirmation'. Below the heading is a paragraph: 'Your account has been activated.' At the bottom of the page is a link: 'Return to the Child Support Customer Service Portal [Login Page](#).'

## Creating an account without an Ohio Driver's License

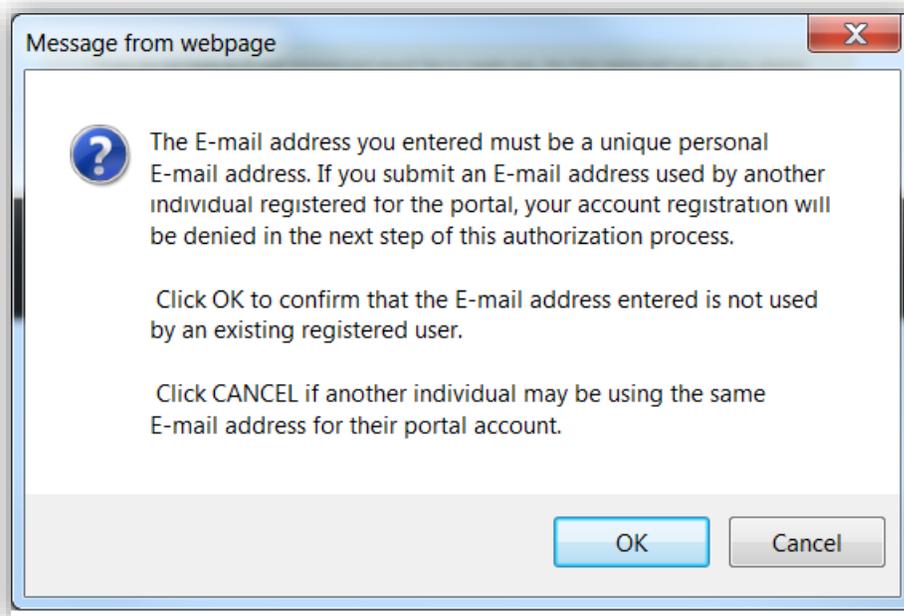
### Step 1. Complete CAPTCHA screen

The screenshot shows the login page of the Office of Child Support Customer Service Portal. At the top left is the Ohio Department of Job and Family Services logo. At the top right is the text "Ohio.gov | State Agencies | Online Services". Below the logo is a black bar with the text "Office of Child Support Customer Service Portal". The page title is "Login page". In the center, there is a CAPTCHA image showing the code "WZHEQ" in a distorted font. Below the image is the text "Type the code shown in the image above." followed by a text input field. Below the input field is a blue "Submit" button. At the bottom of the CAPTCHA box are two buttons: "Try different image" and "Audio". Below the CAPTCHA box, there is a link: "If you are unable to enter the code from the above image, please go to the Audio Captcha page." and another link: "If you are unable to type in the image you see on this page, please contact your local Child Support Enforcement Agency for assistance in obtaining case information." At the bottom left, there is a link: "County Contact Information (PDF)".

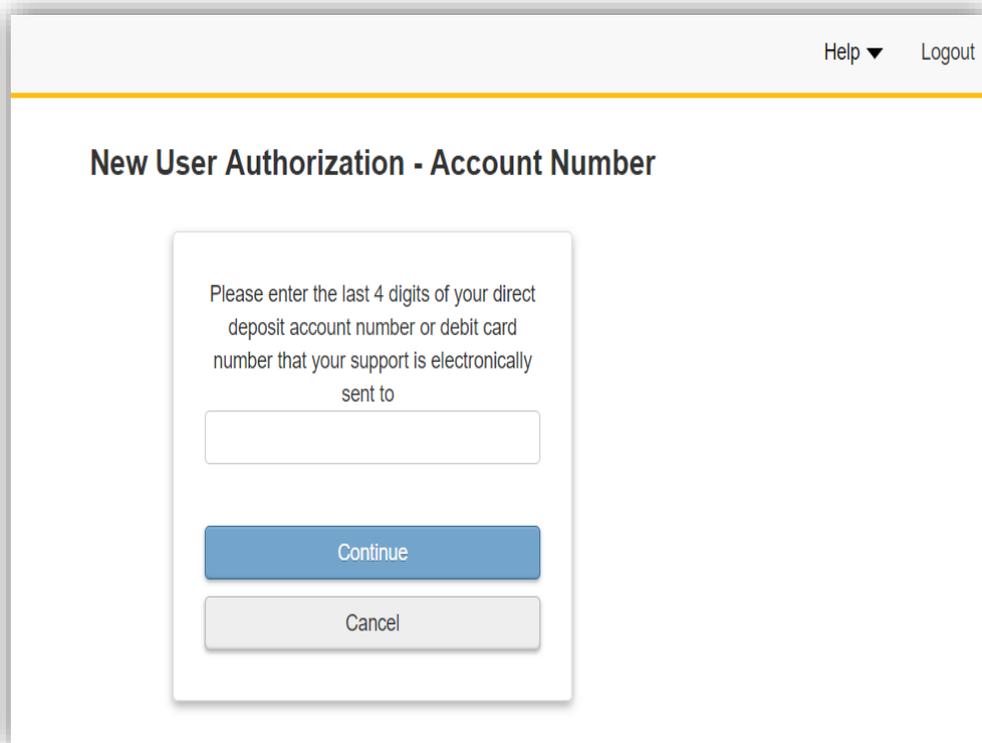
### Step 2. Enter 10 Digit Child Support Case Number, SSN and e-mail address

The screenshot shows the "New User Authorization" form on the Ohio Department of Job and Family Services website. At the top left is the Ohio Department of Job and Family Services logo. At the top right is the text "Ohio.gov | State Agencies | Online Services". Below the logo is a black bar with the text "Office of Child Support Customer Service Portal". The page title is "New User Authorization". The form has three input fields: "\*10 digit Child Support Case Number" with an example "7000000000", "\*Social Security Number", and "\*E-mail Address". Below the input fields are two buttons: "Submit" and "Cancel". Below the form, there is a yellow box with the text: "\* If you do not have an E-mail account and would like to create one, the links below will help get you started." Below the yellow box are three buttons: "Hotmail", "Gmail", and "Yahoo! Mail". At the bottom, there is a black bar with the text: "Home | Privacy Statement | Contact" and "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".

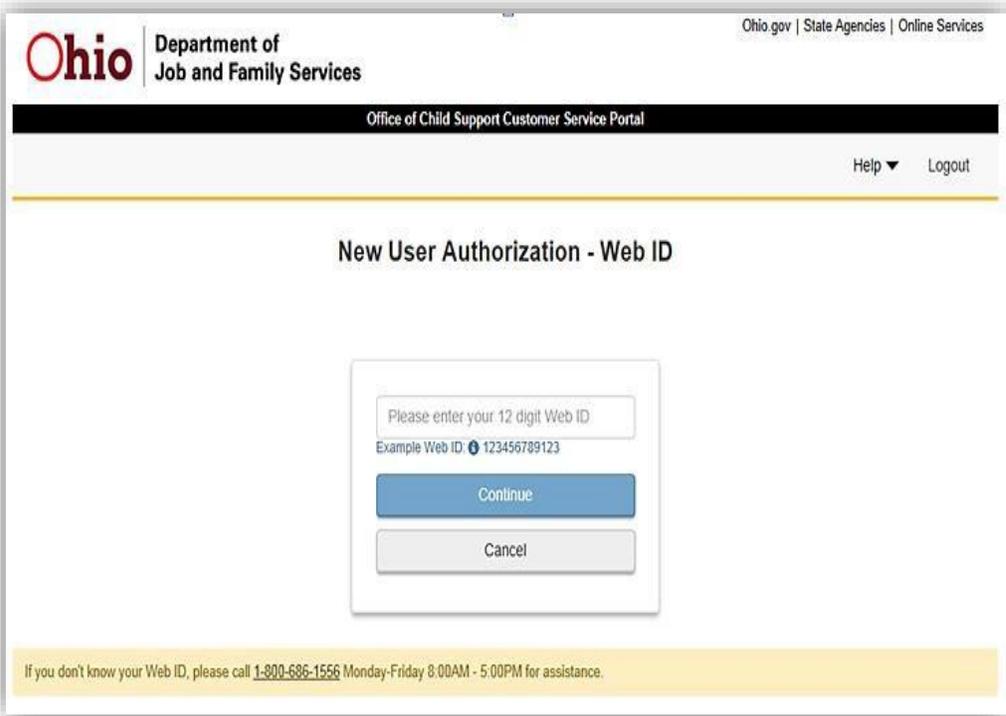
### Step 3. Confirm e-mail address entered is unique



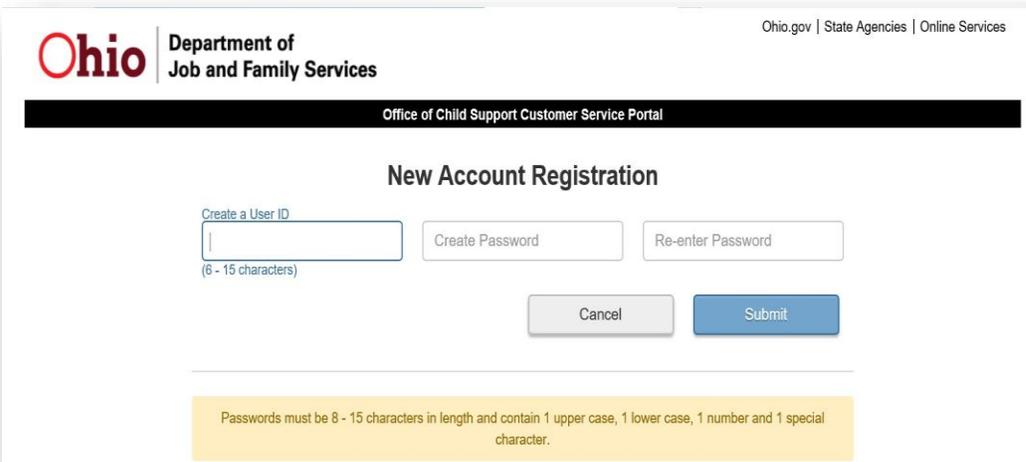
**Step 4. Enter the last 4 digits of the account your child support funds are deposited to OR, if you pay support, enter your Web ID (Note: your web ID is located in the “Your Child Support Program Information” form sent to you when your case opened, or is available by contacting your child support enforcement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



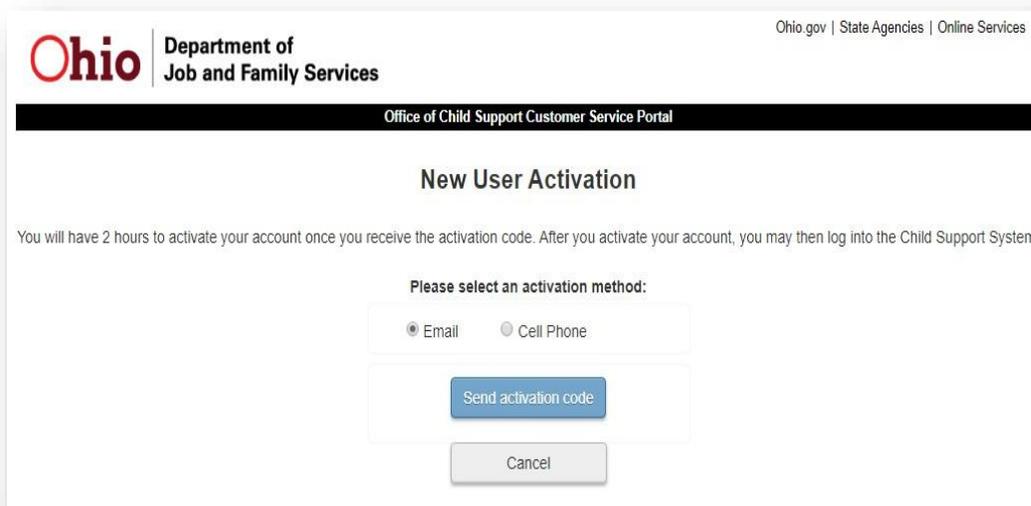
**OR**



### Step 5. Create a User ID and Password



## Step 6. E-mail user activation code



Ohio Department of Job and Family Services

Ohio.gov | State Agencies | Online Services

Office of Child Support Customer Service Portal

### New User Activation

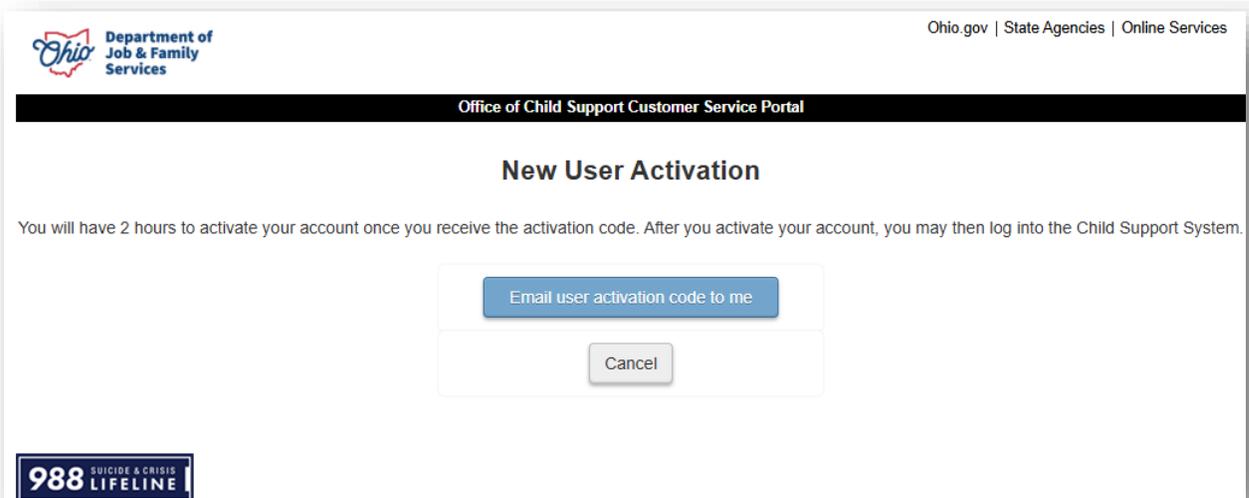
You will have 2 hours to activate your account once you receive the activation code. After you activate your account, you may then log into the Child Support System.

Please select an activation method:

Email  Cell Phone

Send activation code

Cancel



Ohio Department of Job & Family Services

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 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

988 SUICIDE & CRISIS LIFELINE

## Step 7. Enter Activation Code

### New User Activation

We have sent an activation code to your e-mail or cell phone. You must enter the code provided within 2 hours to activate your account. Once you activate your account, you may then log into the Child Support System.

Enter Activation Code  
  
(6 digits)

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

### New Account Activation Confirmation

Your account has been activated.

Return to the Child Support Customer Service Portal [Login Page](#).

## Web Portal Availability

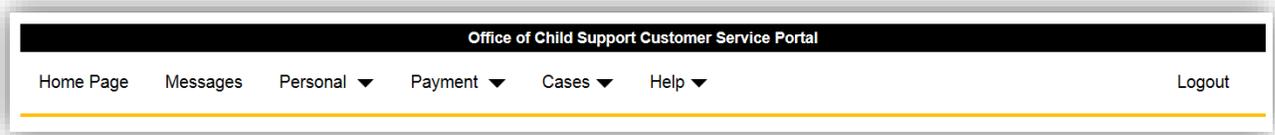
The Customer Service Portal was created to allow registered customers access to their individual child support case information. The portal is operational and available twenty-three (23) hours a day, seven (7) days a week, throughout the year (with approximately one hour down time nightly for maintenance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



### Additional web portal tools:

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

# Home Page

**John Smith**

## Welcome, John Smith

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

### Last Payment(s) Received from You

Other Party: John Smith	Case: 11123456789 Order: ID12345
\$ 164.31 was <b>received</b> on Apr 11, 2017	
Other Party: John Davis	Case: 1123456789 Order: DA12345
\$ 78.26 was <b>received</b> on Jul 6, 2015	
Other Party: John Smith	Case: 11123456789 Order: ID12345
\$ 156.52 was <b>received</b> on Nov 16, 2002	

### Customer Alerts

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

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

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

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

Case: 1123456789      Child(ren): David Smith

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

New Messages New Message 

NO NEW MESSAGES

Support Calendar Case-Order:

<<< May, 2017 >>>

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

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

### Events in May, 2017

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

## Payment Activity:

**Welcome, John Smith**

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

**Last Payment(s) Received from You**

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

- ‘Last Payment(s) Sent to You’ will display when payments are sent to you if you are ordered to receive support and the corresponding payment information will display in green boxes
- ‘Last Payment(s) Received from You’ will display when payments are received from you and the corresponding payment information will display in yellow boxes

## Customer Alerts:

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

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

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

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

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

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

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

## Support Calendar:

Support Calendar ☰ Case-Order: Show All Cases

<<< September, 2015 >>>

Sun	Mon	Tue	Wed	Th	Fri	Sat
		1	2 <span style="color: yellow;">●</span>	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

**Events in September, 2015**

- Payment Received from You on 09/02/2015  
\$3.56 7012345678 - 12DR1234

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

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

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

# Message Center

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

The screenshot shows the Ohio Department of Job and Family Services Customer Service Portal. The header includes the Ohio logo and the text "Department of Job and Family Services" on the left, and "Ohio.gov | State Agencies | Online Services" on the right. Below the header is a navigation bar with "Office of Child Support Customer Service Portal" in the center, and "Home Page", "Messages", "Personal", "Payment", "Cases", and "Help" on the left, and "Logout" on the right. The user's name "John Smith" is displayed in the top right corner. The main content area is titled "Message Center" and contains a security notice: "The message you send is secure and can only be viewed by Child Support staff. No one else including the other party on the case can see your message. Please make sure to visit the FAQ page prior to sending a message to find answers to commonly asked questions." Below the notice is a "New Message" button with a pencil icon. The message list contains two entries, both dated 10/29/2015 and marked as read with a checkmark in a box. The first entry is "RE: Termination of Support" with case details "Case: 7012345678 Order: 12DR1234" and the subject "Cuyahoga County: Please provide a graduation date for the child ...". The second entry is "RE: Address" with the same case details and the subject "Cuyahoga County: Please provide your current address." Each message entry has a trash can icon to its right.

# My Contact Information Page

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

From this page you can:

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

**Ohio** | Department of Job and Family Services | Ohio.gov | State Agencies | Online Services

Office of Child Support Customer Service Portal

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

John Smith

### My Contact Information

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

**Full Name**  
John Smith

**Date of Birth** | **Home Phone #** | **Cell Phone #**  
September 10, 1974 | | 123-115-8935

### Residential Address

**Address**  
8302 Blackburn Ave

**Apt**

**City** | **State**  
Los Angeles | CA

**Country** | **Zip Code**  
USA | 90048-4218

### Mailing Address

**Address**  
4043 W 165th St

**Apt**

**City** | **State**  
Lewandale | CA

**Country** | **Zip Code**  
USA | 90260-3022

[Questions? - Personal Information](#)

## Name, Date of Birth and Phone Numbers:

Ohio | Department of Job and Family Services Ohio.gov | State Agencies | Online Services

Office of Child Support Customer Service Portal

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

John Smith

### My Contact Information

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

**Apt**

**City** **State**  
Los Angeles CA

**Country** **Zip Code**  
USA 90048-4218

### Mailing Address

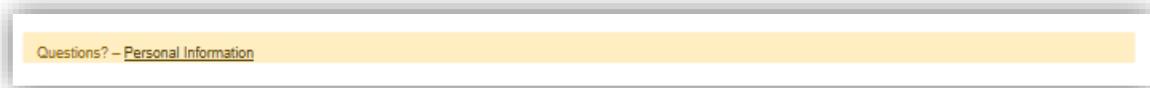
**Address**  
4043 W 145th St

**Apt**

**City** **State**  
Lawndale CA

**Country** **Zip Code**  
 90280-1802

## Link to Frequently Asked Questions:



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

# My Employer Information Page

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

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

The screenshot shows the 'My Employer Information' page. At the top, there is a navigation bar with the Ohio Department of Job and Family Services logo and the text 'Office of Child Support Customer Service Portal'. Below this is a menu with 'Home Page', 'Messages', 'Personal', 'Payment', 'Cases', and 'Help', along with a 'Logout' link. The user's name, 'John Smith', is displayed in the top right corner. The main heading is 'My Employer Information'. A message box states: 'This page cannot be updated. Please use the [Message Center](#) to submit any employment changes.' Below this, there are several input fields: 'Employer Name' (SECURE CAR CARE LLC), 'Street Address' (2360 Corporate Cir Ste 400), 'Suite', 'City' (Henderson), 'State' (NV), and 'Zip Code' (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 Department of Job and Family Services

Ohio.gov | State Agencies | Online Services

Office of Child Support Customer Service Portal

Home Page Messages Personal Payment Cases Help Logout

John Smith

### My Health Insurance

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

7123456789 - 14DR123456

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

**Provider Name**  
SUMMACARE

**Policy #** 123456      **Group #** ABCDEF      **Begin Date** January 01, 2015

**Covered Participants**  
Susan Smith

**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
  - Child’s Residential Address
  - expected emancipation information
- Transfer to view child information frequently asked questions

## Payee View:

Ohio.gov | State Agencies | Online Services

**Ohio** Department of Job and Family Services

Office of Child Support Customer Service Portal

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

Katrina Davis

### Child Information

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

7012345678 - 12DR1234 ▾

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

Full Name  
IMANI DAVIS ▾

Date of Birth  
February 07, 1996

Expected Emancipation **!** Date  
February 07, 2014

Residential Address  
13825 Cedar Rd Apt 302

Apt

City  
Westerville

State  
OH

Country

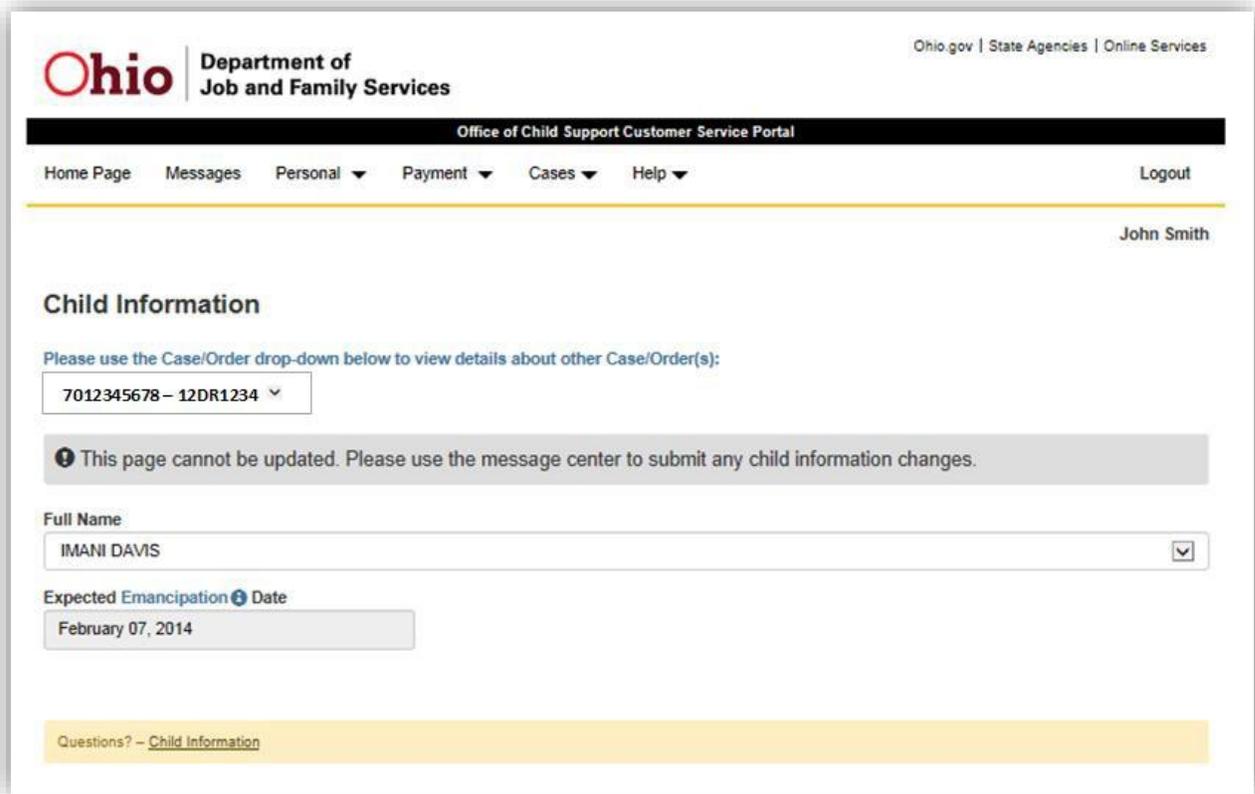
Zip Code  
43011

Questions? - Child Information

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

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

**Payor View:**



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

# My Payment Information Page

- 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

Ohio Department of Job and Family Services

Office of Child Support Customer Service Portal

Home Page Messages Personal Payment Cases Help Logout

Harry Smith

## My Payment Information

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

72123456789 - 15JU9235

### Explanation of Terms

**Transaction Date:** Date the actual processing took place.

**Collection Amount:** The amount received from the obligor.

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

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

**Sent to Family:** Support collection sent to the family.

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

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

**Refunded:** Collections refunded back to the obligor.

Sent to Family :	\$353.70	11/22/2016
Sent to Fees :	\$7.07	11/22/2016
Collection Amount :	\$360.77 from Obligor	11/22/2016
Applied to Current Support :	\$353.70	

Payment History

My Support Order(s) and Balance Information

Questions? - [Payment Information](#)

## Informational Message:

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

## Explanation of Terms:

**Explanation of Terms** ▼

**Transaction Date:** Date the actual processing took place.

**Collection Amount:** The amount received from the obligor.

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

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

**Sent to Family:** Support collection sent to the family.

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

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

**Refunded:** Collections refunded back to the obligor.

## Payment Information:

Sent to Family :	\$92.33	10/06/2016
Refunded :	\$20.40	10/06/2016
Collection Amount :	\$112.73	09/29/2016
Applied to Current Support :	\$92.33	
Sent to Family :	\$107.94	09/15/2016
Sent to Fees :	\$4.79	09/15/2016
Collection Amount :	\$112.73	09/15/2016
Applied to Current Support :	\$107.94	
Sent to Family :	\$112.73	09/01/2016
Collection Amount :	\$112.73	09/01/2016
Applied to Current Support :	\$112.73	

- 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.

<b>Date Printed: 11/19/2015</b>				<b>Obligee Name: Kim Smith</b>			
<b>Case Number: 7012345678</b>				<b>Obligor Name: Tim Smith</b>			
<b>Order Number: PR0770116000 OH180</b>							

**Monthly Support**  
 Child \$196.12  
 Additional \$3.92  
 Total \$200.04

**As of: 10/13/2016**  
 Current Month Unpaid Balance: \$70.47  
 Past Due Unpaid Balance: \$0.00  
 Total Unpaid Balance: \$70.47

Total Credits: \$0.00  
 Funds on Hold: \$0.00

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			

**Totals for 11/01/2014 - 10/13/2016**  
 Collection Amount: **\$6,983.37**

Applied to Current Support: **\$3,345.22**  
 Applied to Past Due Support: **\$3,138.45**

Sent to Family: **\$6,403.61**  
 Sent to Other: **\$80.06**

Refunded: **\$162.06**  
 Sent to Fees: **\$337.64**

**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**  
 2015 Obligations Paid Total: **\$2,691.48**

\*This report is intended to provide information regarding financial transactions processed for the report period as indicated above and may NOT reflect all financial transactions of the case. This payment history is not intended to be used for court purposes. Yearly total amounts reflect payments that have been received by child support as of the specified dates, not when they were disbursed.

### Obligation and Balance Information:

<b>Date Printed: 11/19/2015</b> <b>Case Number: 7012345678</b> <b>Order Number: PR0770116000 OH180</b>	<b>Obligee Name: Kim Smith</b> <b>Obligor Name: Tim Smith</b>
--	--

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**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
2015 Obligations Paid Total: \$2,691.48

## Explanation of Key Report Fields

### Explanation of Key Report Fields ▼

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

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

**Date Printed:** Date the report is generated

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

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

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

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

**As of:** Date that all information is based on

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

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

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

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

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

**Transaction Date:** Date the actual processing took place

**Collection Amount:** The amount received from the obligor

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

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

**Sent to Family:** Support collection sent to the family

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

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

**Refunded:** Collections refunded back to the obligor

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

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

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

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

# Make a Payment Page

- 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

**Office of Child Support Customer Service Portal**

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

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**Richard Smith**

### Make a One-Time Credit/Debit Card Payment

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

Currently, the following payment types are accepted:

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

Note: Apple Pay is only available on Apple devices. Venmo is only available on mobile devices.

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

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

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

Tina Smith - 7123456789-DR12345 ▼

Please select or enter a payment amount:

<input type="radio"/>	Current Month Unpaid Balance	\$276.64
<input type="radio"/>	Total Unpaid Balance	\$0.00
<input type="radio"/>	Other Amount	<input style="width: 50px;" type="text" value="\$0.00"/>

### Schedule/Edit Recurring Payments

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

# 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

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## How My Payments Are Received

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

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

### Direct Deposit

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

### Ohio smiONE™ Visa® Prepaid Card



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

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

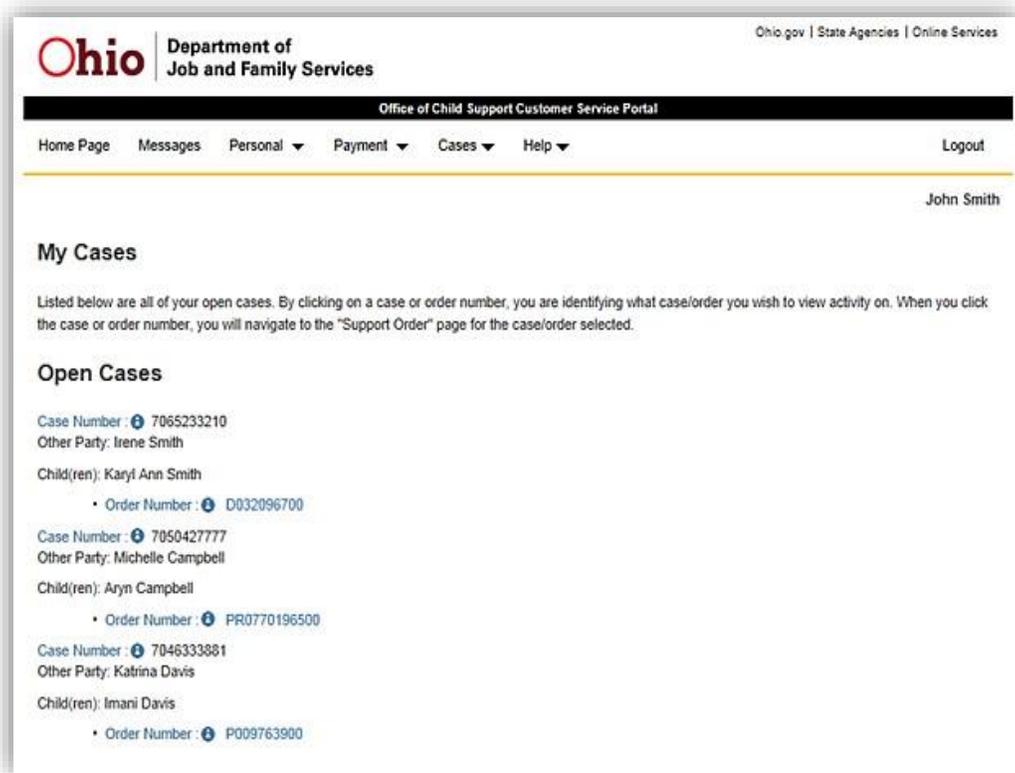
To view your smiONE™ account information or to establish or reset your PIN, you must access the [smiONE™ website](#).

Questions? – [Receiving Payments](#)

# My Cases Page

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- 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

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- View balance information
  - Current Month Unpaid Balance Past Due Unpaid Balance
  - Total Unpaid Balance
  - Total Credits
  - Funds on Hold
- View case information including:
  - Case number
  - Case status
  - Case Type
    - Complete a IV-D application, if your case type is currently Non- IV-D.  
Note: A case becomes IV-D when it is referred for child support services or an individual completes an application. A case is Non- IV-D when an individual has a case but has not completed a IV-D application and has never been on public assistance. If your case is non-IV-D you will not receive certain services, such as collections through federal tax offset.
- View order Information including:
  - monthly obligation
  - health insurance obligor (person ordered to provide insurance) and dependents ordered to be covered by insurance
- Change the case or order information displayed by selecting another case or order from a drop down box
- View county contact information
- Transfer to view the county directory

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

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

Monthly Support Obligations
Current Child Support : ⓘ \$0.00
Past Due Support Payment : ⓘ \$0.00
Administrative Fees : ⓘ \$0.00
Total : \$0.00
<a href="#">View My Payment Information</a>

### Child 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 Fax : 216-443-5145
For County websites, hours of operation, etc. Please click link <a href="http://fs.ohio.gov/county/County_Directory.pdf">http://fs.ohio.gov/county/County_Directory.pdf</a>

**Balance Information:**

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

## Case/Order:

Case	Order
Case Number : 7012345678	Order Number : 12DR1234
Status : Open	Date : 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 (Non IV-D), unless there are no children on the case and your order is for spousal support only.

## Monthly Support Obligations:

Monthly Support Obligations
Current Child Support : \$0.00
Past Due Support Payment : \$0.00
Administrative Fees : \$0.00
<hr/>
Total : \$0.00
<a href="#">View My Payment Information</a>

- 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:

Cuyahoga County CSEA
1640 Superior Ave. East P.O. Box 93318 Cleveland, OH 44101-5318
Phone : 216-443-5100 Phone (800) : 800-443-1431 Fax : 216-443-5145
For County websites, hours of operation, etc. Please click link <a href="http://fs.ohio.gov/county/County_Directory.pdf">http://fs.ohio.gov/county/County_Directory.pdf</a>

# Change E-Mail Address Page

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

The screenshot shows the 'Change E-mail Address' page within the Ohio Department of Job and Family Services portal. The page header includes the Ohio logo, 'Department of Job and Family Services', and 'Ohio.gov | State Agencies | Online Services'. Below the header is a black bar with 'Office of Child Support Customer Service Portal' and a 'Logout' link. The main content area is titled 'Change E-mail Address' and contains a form with a yellow note: 'NOTE: E-mail address must be unique.' The form displays the 'Current E-mail address: myemail@yahoo.com'. Below this are two input fields: 'New E-mail address:' and 'Re-enter E-mail address:'. At the bottom of the form are two blue buttons: 'Submit' and 'Cancel'. A footer note states: '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 you will be changing your E-mail address for both programs.'

**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

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- 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

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- 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 contain 1 upper case, 1 lower case, 1 number and 1 special character.

Enter your current password

Enter your new password

Re-enter new password

Submit

Cancel

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 you will be changing your password for both programs.

[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

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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](mailto:csportaltest28@jfs.ohio.gov)

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

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

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

Yes  No

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

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

Yes  No

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

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- 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](mailto:csportaltest21@jfs.ohio.gov)

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

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

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

Yes  No

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

# Frequently Asked Questions

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<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

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<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

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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 [submit your current employment information](#).

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

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

Case: 7123456789 - 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 [DoNotReply@childsupport.ohio.gov](mailto:DoNotReply@childsupport.ohio.gov)
  - **What if I don’t have the same email account?**
  - select the ‘e-mail address used to register’ link in blue font to update your e-mail address. Note: For security purposes, you will be asked to validate your identity as though you were creating a new account.

## 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 [DoNotReply@childsupport.ohio.gov](mailto:DoNotReply@childsupport.ohio.gov)
  - **What if I don’t have the same email account?**
  - select the ‘e-mail address used to register’ link in blue font to update your e-mail address. Note: For security purposes, you will be asked to validate your identity as though you were creating a new account.