

# Ohio

Child Support  
Customer Service  
Web Portal



## Why Register?

The Ohio Child Support Customer Service Portal allows customers with an active child support case a secure environment in which they can view their child support case information on demand. Customers are able to view and print up to two years of child support payment data, as well as view address, employment, health insurance and support order information that is on file with the child support agency.

## QUESTIONS?

Please call  
1-800-686-1556  
Monday-Friday  
8:00AM – 5:00PM for  
assistance.

# Child Support Web Portal Registration Instructions

## Step 1: Establish User ID and Password

**Instructions:** Select “Creating an Account” from the [Login Page](#). Enter your name, e-mail address (must be unique and not be shared by any other registered portal customer), User ID and Password you would like to use to access the portal on the “New Account Registration” Page. You will receive a confirmation once complete. Write down the user ID, password and e-mail used to register and place in a secure location for future access.

## Step 2: Login to your e-mail to Activate your Account

**Instructions:** Login to your e-mail and find the email titled “Account Activation Link from ODJFS” from DoNotReply@childsupport.ohio.gov.\* Open the email and click on the link within 96 hours of receiving the e-mail. Once the link is clicked, your account will be activated.

## Step 3: Verify your Relationship to a Child Support Case

**Instructions:** Click the link on the New Account Activation Confirmation page to return to the Child Support Customer Service Portal [Login Page](#) and enter your new User ID and Password.

## Step 4: Enter your Case Information

**Instructions:** Enter your Child Support Case Number (beginning with a 7) and your Social Security number on the “New User Authorization” Page and select “Continue.”

- If you are ordered to receive support on ANY case, you will be required to enter the last four digits of your e-QuickPay® card number or your direct deposit account number.
- If you are ordered to pay support OR you receive support but do not have an e-QuickPay® or Direct Deposit account established, you will be required to enter your 12 digit Web ID.\*\*

## Step 5: View Your Case Information

**Instructions:** Once you have successfully verified your identity, you will be driven to the “Registration Confirmation” Page. Select “Continue” to view your case information in the portal.

## Registration Tips

**\*Can't find your Confirmation e-mail?** If you do not find an e-mail in your inbox, check your spam, junk, or bulk e-mail folders for the e-mail address “DoNotReply@childsupport.ohio.gov.” To allow future e-mails to go to your inbox from the Ohio Child Support Customer Service Portal, add “DoNotReply@childsupport.ohio.gov” to your e-mail address book or safe sender's list.

**\*\*Don't Know Your Web ID?** If you don't know your Web ID, please call 1-800-686-1556 Monday-Friday 8:00AM – 5:00 PM for assistance.

**Remember your User ID, Password, and e-mail:** Write down the user ID, password and e-mail used to register and place in a secure location for future access

**Forgot your User ID or Password?** Simply select the [Forgot Password](#) or [Forgot User ID](#) from the [Login Page](#).