### Child Support Web Portal Registration Instructions

#### Step 1: Establish User ID and Password
**Instructions:** On the Login page, select ‘Creating an Account’. Enter your name, e-mail address, User ID and Password you would like to use to access the portal. The e-mail address you enter cannot be shared by another registered portal customer. Write down your User ID, Password and e-mail address used to register and place in a secure location for future reference.

#### Step 2: Login to your e-mail to Activate your Account
**Instructions:** Login to your personal e-mail account and open the e-mail with the subject ‘Account activation link from ODJFS’. Click on the link within 96 hours of receiving the e-mail. Once you click on the link, your account is activated.

#### Step 3: Verify your Relationship to a Child Support Case
**Instructions:** On the New Account Confirmation page, click on the ‘Return to the Child Support Customer Service Portal Login Page’ link and enter your User ID and Password and click ‘Login’.

#### Step 4: Enter your Case Information
**Instructions:** On the New User Authorization page, enter your 10-digit Case Number (begins with 7) and your Social Security Number and then, press ‘Continue.’
- If you are ordered to receive support on ANY case, you will be required to enter the last 4-digits of your direct deposit account number or child support debit card number.
- If you are ordered to pay support OR you receive support but do not have a direct deposit account established or a child support debit card, 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, the Registration Confirmation page displays. Press ‘Continue’ to view your case information in the portal.

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### Registration Tips

**Can't find your Confirmation e-mail?** If you don’t see the confirmation e-mail in your inbox, check your Spam or Junk mail folders. To allow any future e-mails from this sender to your inbox, add DonNotReply@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 contact your county CSEA for assistance.

**Remember your User ID and Password:** Write down the User ID, Password and E-mail Address that was used to register and place in a secure location for future reference.

**Forgot your User ID or Password?** Simply select the *Forgot your Password* link or *Forgot your User ID* link on the Login page.