Ohio

Child Support
Customer Service
Web Portal

Screen User Guide for Customers

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Introduction:

The Child Support Portal Navigation User Guide provides customers with the information needed to effectively find available content on the Customer Service Child Support Portal. For your convenience, a screen shot and description of the main features on each page is included to assist you.

NOTE: If you have not registered, please review either the Registration Help document or the Registration Tutorial Video available in the right navigation menu of the Web Portal Welcome Page: http://jfs.ohio.gov/OCS/CustServWebPortalWelcome2.stm

Child Support Customer Service Web Portal Overview:

The Customer Service Portal was created to allow registered customers access to their individual child support case information. The Portal is available twenty-three (23) hours a day, seven days a week, throughout the year, which makes it convenient for information to be viewed after normal business hours.

This section provides information on:

- ✓ Portal Overview
- ✓ Portal Availability

Portal Overview

This portal provides on-demand, case specific, address, employment, health insurance, and financial history information, along with answers to frequently asked questions regarding the child support program. In addition, customers are provided the ability to correspond electronically with their county CSEA.
The portal is accessible from any internet-connected computer using Internet Explorer (6.1 or higher) or Firefox.

Portal Availability

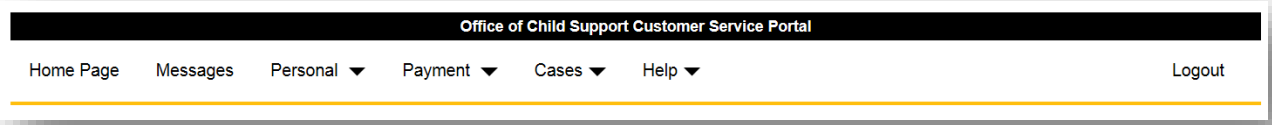
The portal is operational and available twenty-three (23) hours a day, seven (7) days a week, throughout the year (with approximately one hour down time nightly for maintenance usually between 4am and 6am).

Navigating the Web Portal:

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 to the county CSEA
- Personal – View your contact, employer, health insurance and child information on file with the CSEA. 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 e-QuickPay 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:



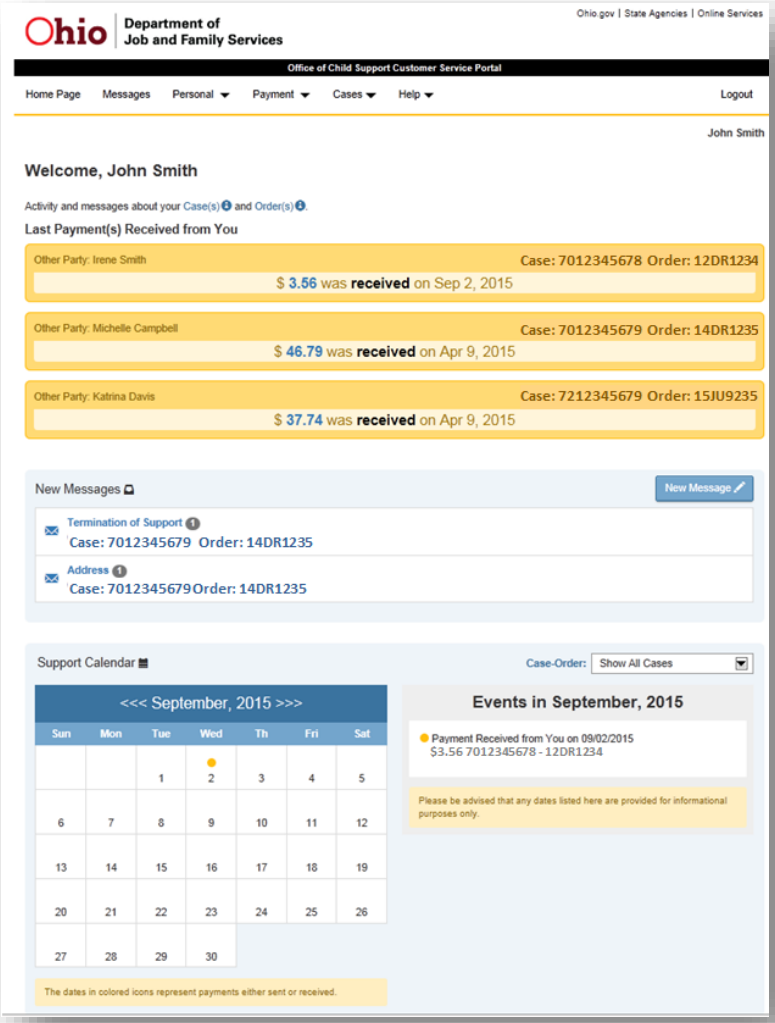
Additional web portal tools:

- 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

Immediately after you sign on, you will arrive at the Home Page. The Home Page is an organized at-a-glance view of information relevant to your case(s). From this page, you will be able to:

- View payment activity information
  - Payments displaying in yellow are payments received from you if you are ordered to pay support
  - Payments displaying in green are payments sent to you if you are ordered to receive support
- View new incoming messages from the county CSEA
- Send a new message to your county CSEA
  - Clicking on the New Message button will allow the customer to initiate a new message to their County CSEA without leaving their Home Page. A message initiated by a customer providing Contact, Health Insurance or Employment information changes includes update fields prompting the customer to report complete information.
- View a monthly support calendar and detailed payment events.
  - Dates displaying a yellow icon indicate those payments received from you if you are ordered to pay support
  - Dates displaying a green icon indicate those payments sent to you if you are ordered to receive support
- Change the calendar to view payment information for previous months
- Change the calendar to view payment information for a selected case/order

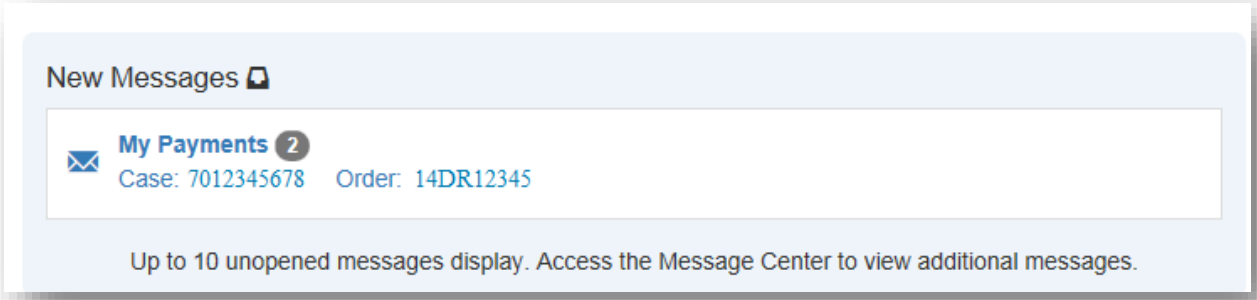


Payment Activity:

- ‘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

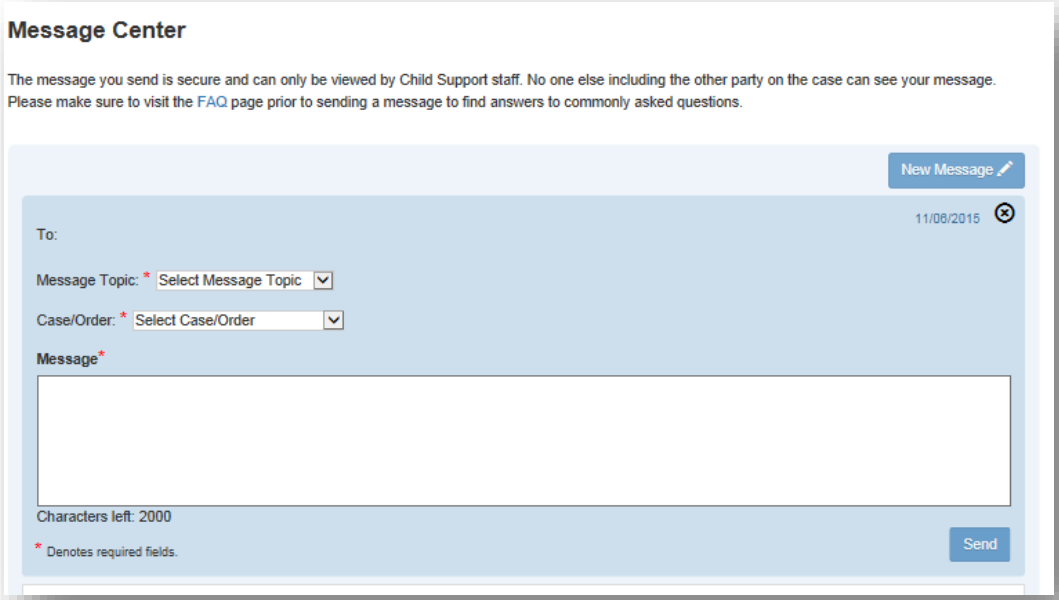
Messages:



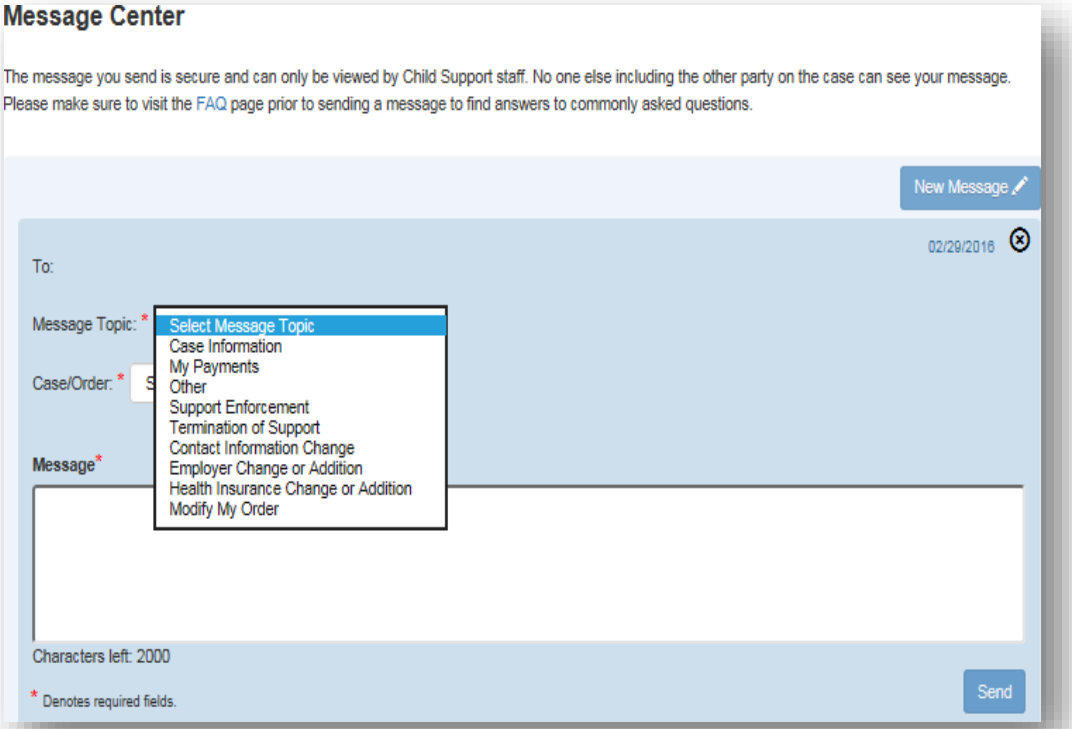
- The New Messages section displays any new unopened messages received from the county CSEA
- If the new unread message is a continuation of a previously ongoing conversation thread, the number of messages in the thread will display after the message topic
- Each row will display the New Message icon, case/order number and the message subject related to the conversation thread
- Up to four rows of messages will display with a MORE icon if there are additional unopened messages available (Note: a total of 10 unopened messages display in the New Messsages box on the Home Page. If you have more than 10 unopened messages, access the Message Center to view the additional messages)
- Clicking on the PREVIOUS icon will display unopened messages to the customer that were not opened before clicking the MORE icon
- Clicking on a message will take you to the View Message page where the message can be viewed and or responded to
- When no new messages have been received, the following message will display: ‘NO NEW MESSAGES’

New Message Button:

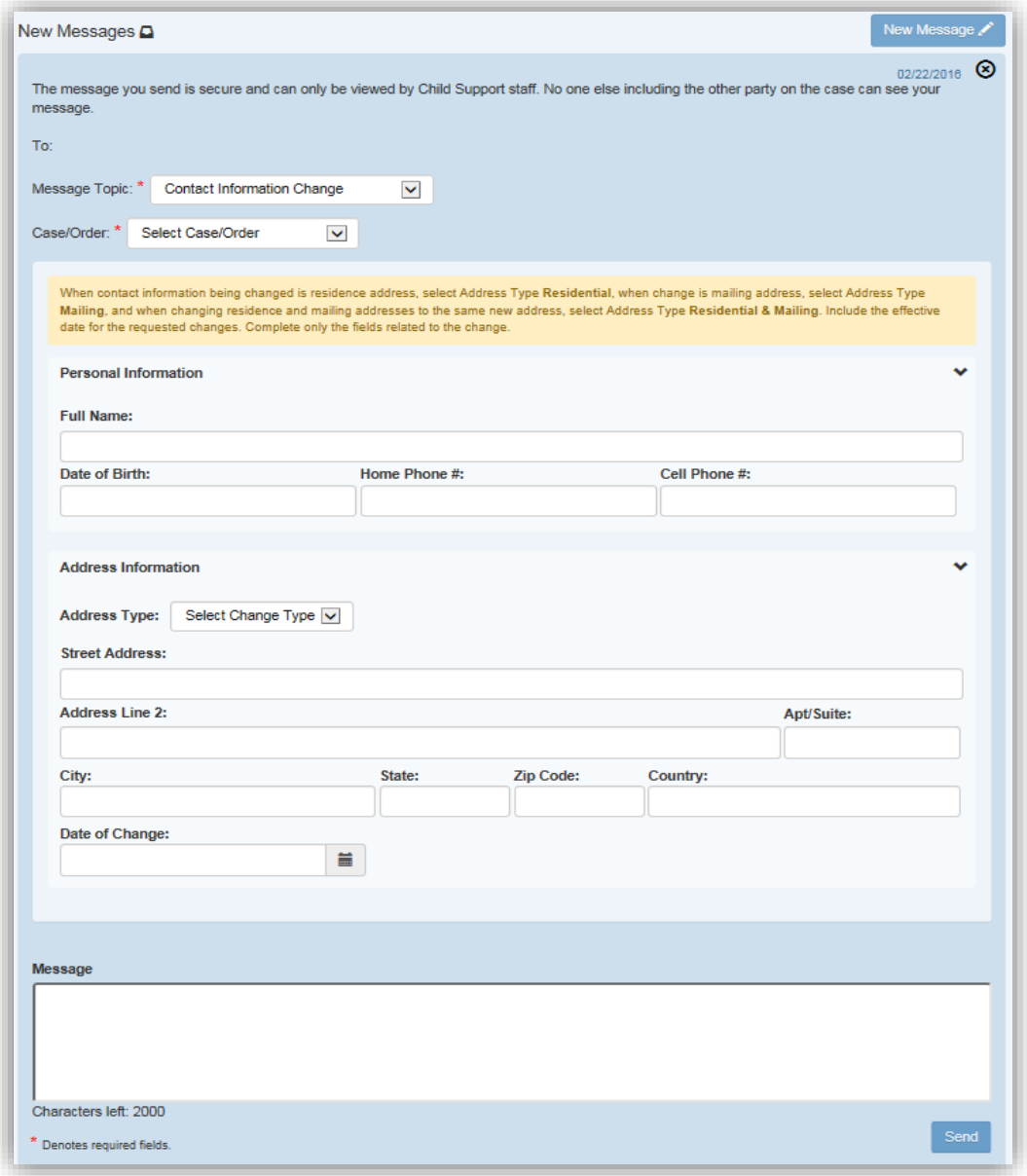
- Clicking on the New Message button will allow you to initiate a new message to your County CSEA without leaving the Home Page.
    - If you click on the ‘New Message’ button a message box displays allowing you to type a new message to your county CSEA:



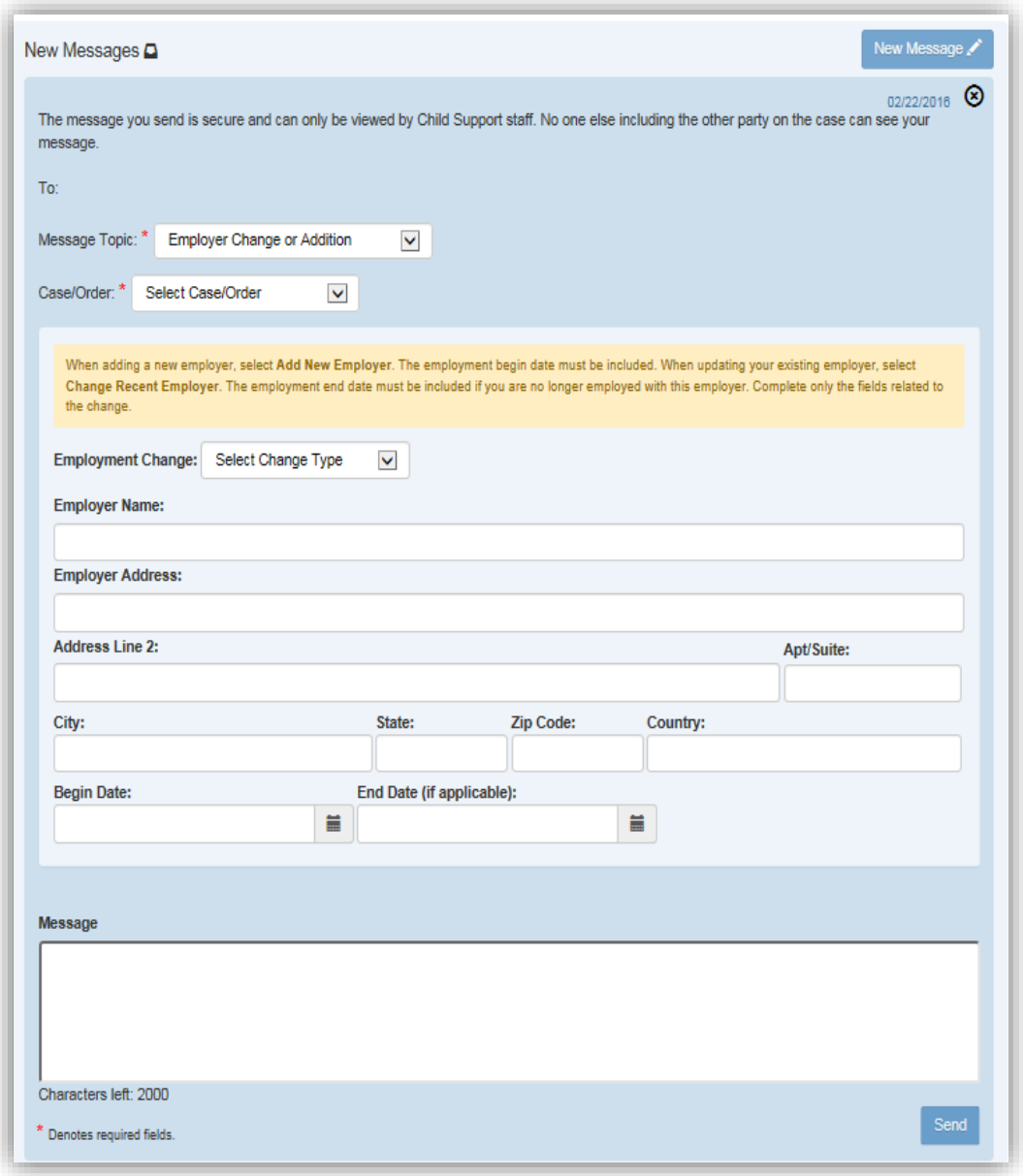
– When you click on the 'Select Message Topic' dropdown, you must select one of the predetermined message topics.



– If you select Message Topic 'Contact Information Change', the message box expands to include enterable fields, designed to prompt you to provide specific information. **Note:** You will be required to select an Address Type (Residential, Mailing or Residential & Mailing) if any of the address fields are completed, all other fields are optional.



– If you select Message Topic 'Employer Change or Addition', the message box expands to include enterable fields, designed to prompt you to provide specific information. **Note:** You will be required to select the type of Employment Change (Add New Employer or Change Recent Employer), all other fields are optional.



– If you select Message Topic 'Health Insurance Change or Addition', the message box expands to include enterable fields, designed to prompt you to provide specific information. **Note:** You will be required to select the type of Health Insurance Change (Add New Health Insurance or Change Recent Health Insurance), all other fields are optional.

New Messages

New Message

02/22/2016

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.

To:

Message Topic: * Health Insurance Change or Addition

Case/Order: * Select Case/Order

When adding a new Health Insurance, select **Add New Health Insurance**. The health insurance begin date must be included. When updating your existing health insurance, select **Change Recent Health Insurance**. The health insurance end date must be included if you no longer have this coverage. Complete only the fields related to the change.

Health Insurance Change: Select Change Type

Name of the individual providing health insurance:

Health Insurance Company Name:

Health Insurance Company Address:

Address Line 2: **Apt/Suite:**

City: **State:** **Zip Code:** **Country:**

Policy Number: **Group Number:**

Name(s) of children covered by insurance:

Begin Date: **End Date (if applicable):**

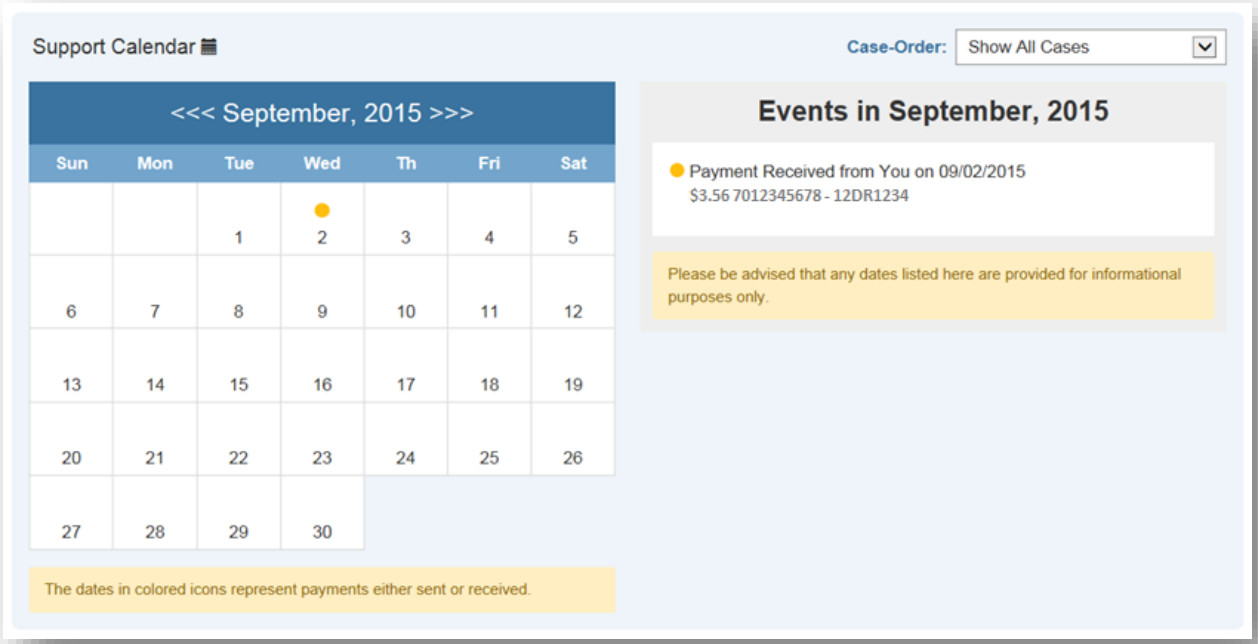
Message

Characters left: 2000

* Denotes required fields.

Send

Support Calendar:

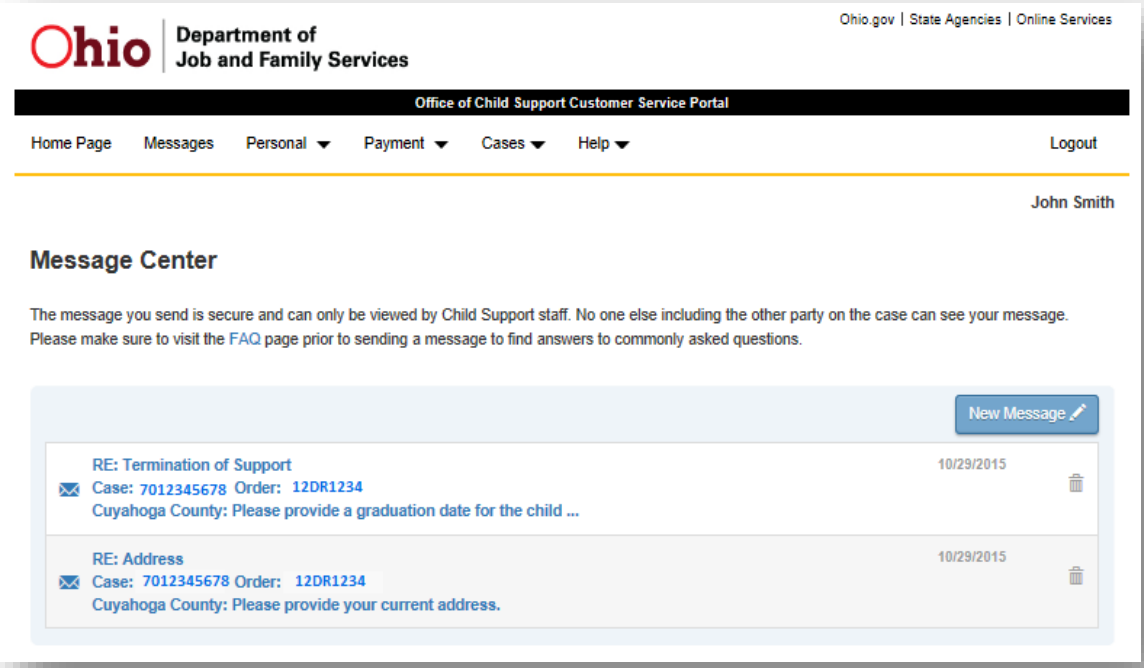


- Payment dates and payment details will display to the right of the calendar in the Events section.
- If you are ordered to pay support, payment dates will display with a Yellow icon to indicate payments received from you
- If you are ordered to receive support, payment dates will display with a Green 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

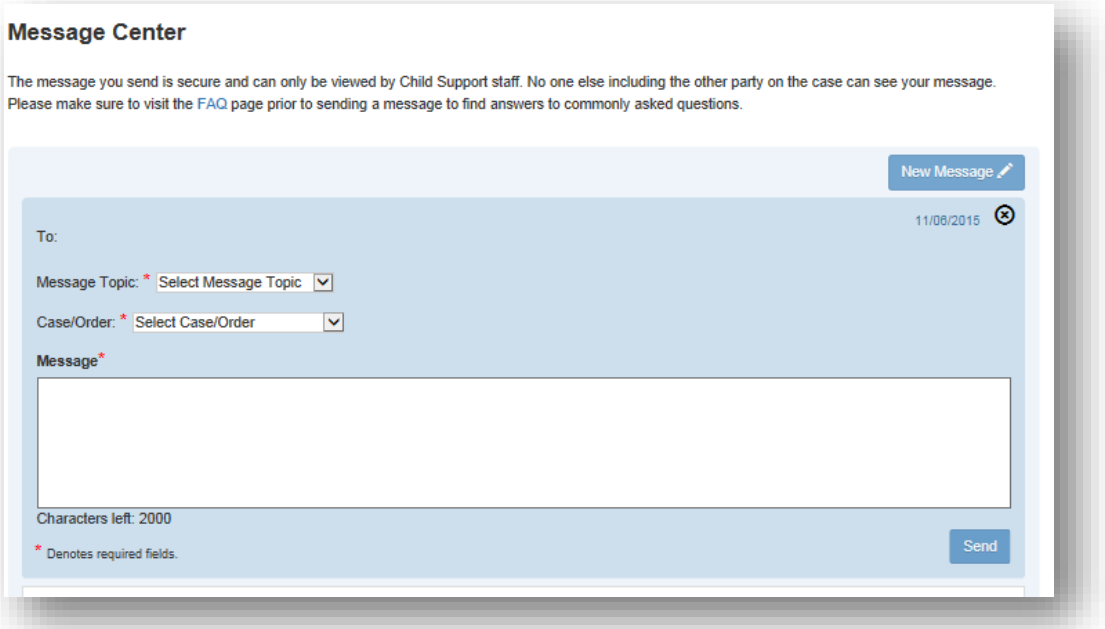
Message Center Page

This page will display all your messages sent and received by descending date. If you have not opened or read the message, it will display with a New Message (envelope) icon. If you have opened or read the message, it will display without a New Message (envelope) icon. Clicking on the New Message button will open a text box allowing you to type and send a new message to your county CSEA. From this page, you will be able to:

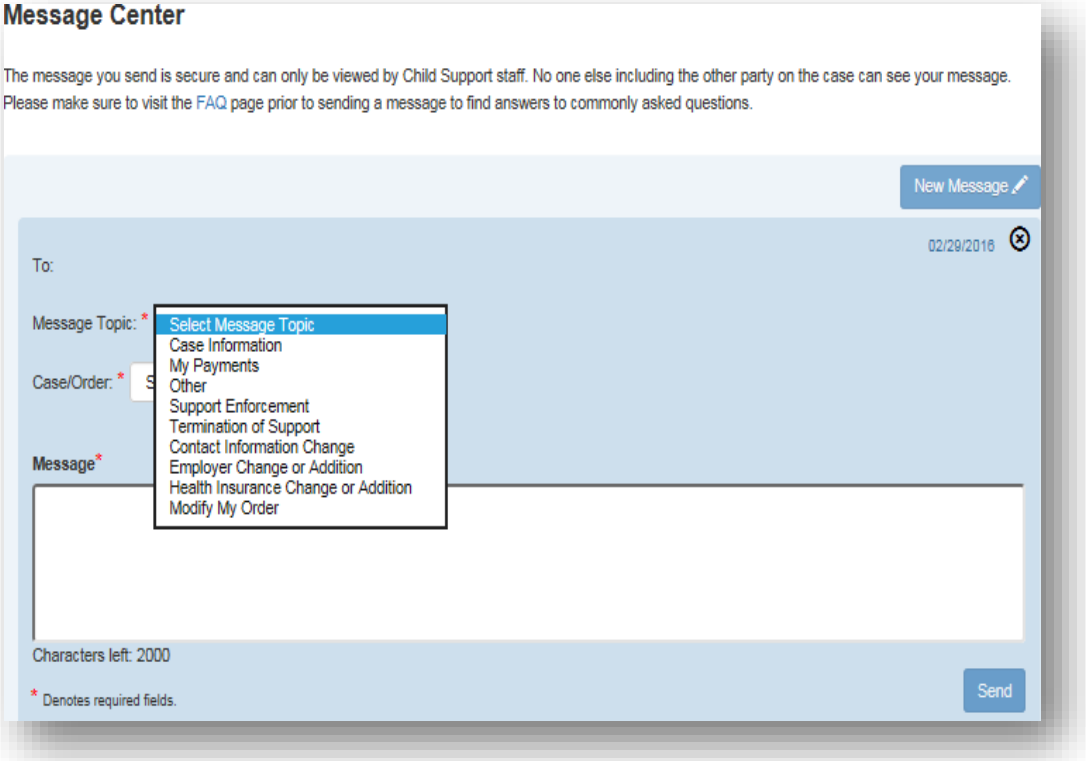
- View un-opened/unread messages View opened/read messages
- Transfer to view message detail
- Send a new message



- Selecting a message to view will open the message in the View Messages Page
- Messages can be deleted from the Message Center by clicking the trash can icon
- If you click on the 'New Message' button a message box displays allowing you to type a new message to your county CSEA:



– When you click on the 'Select Message Topic' dropdown, you must select one of the predetermined message topics.



– If you select Message Topic 'Contact Information Change', the message box expands to include enterable fields, designed to prompt you to provide specific information. **Note:** You will be required to select an Address Type (Residential, Mailing or Residential & Mailing) if any of the address fields are completed, all other fields are optional.

New Messages

New Message

02/22/2016

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.

To:

Message Topic: * Contact Information Change

Case/Order: * Select Case/Order

When contact information being changed is residence address, select Address Type **Residential**, when change is mailing address, select Address Type **Mailing**, and when changing residence and mailing addresses to the same new address, select Address Type **Residential & Mailing**. Include the effective date for the requested changes. Complete only the fields related to the change.

Personal Information

Full Name:

Date of Birth: **Home Phone #:** **Cell Phone #:**

Address Information

Address Type: Select Change Type

Street Address:

Address Line 2: **Apt/Suite:**

City: **State:** **Zip Code:** **Country:**

Date of Change:

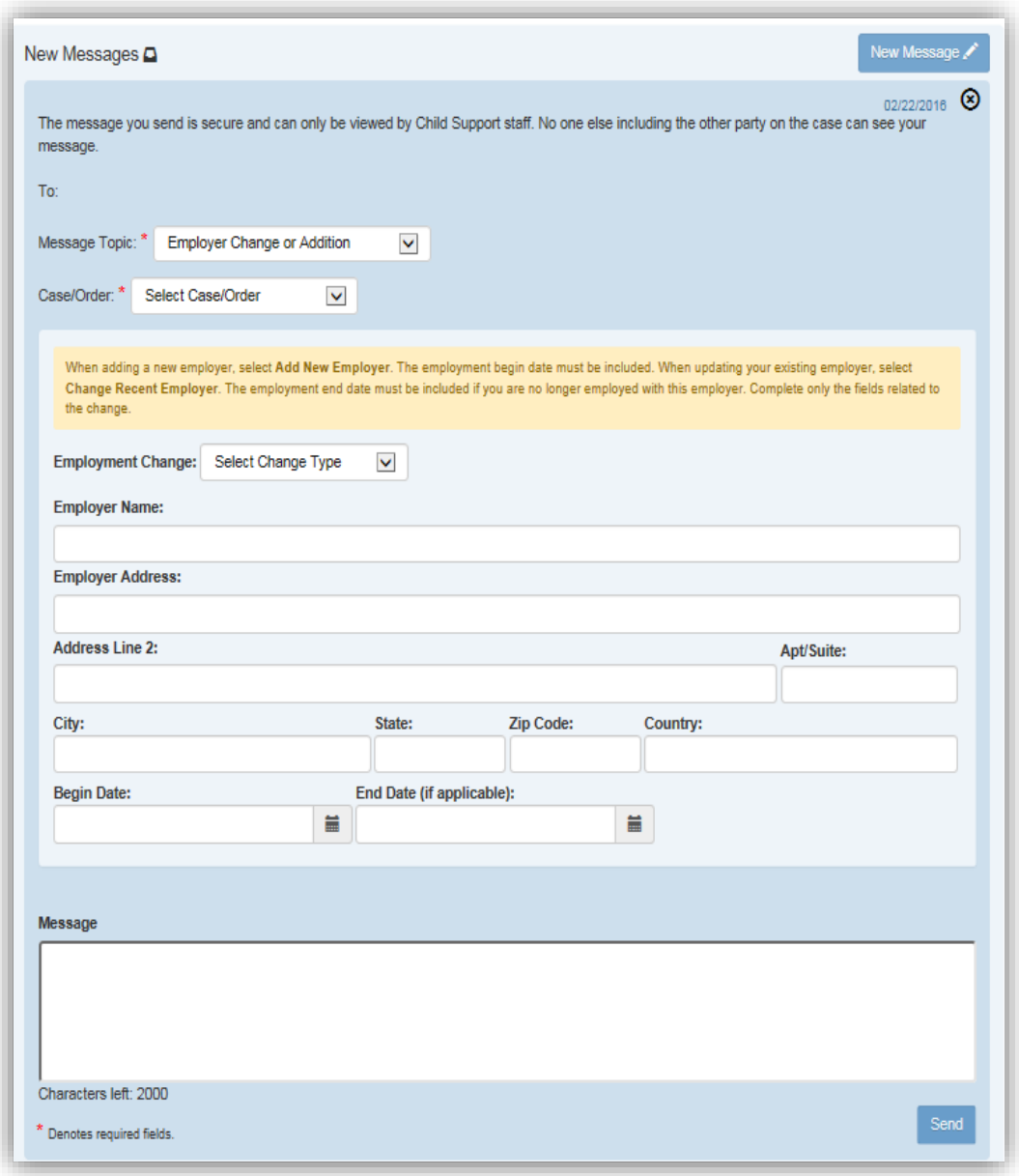
Message

Characters left: 2000

* Denotes required fields.

Send

– If you select Message Topic 'Employer Change or Addition', the message box expands to include enterable fields, designed to prompt you to provide specific information. **Note:** You will be required to select the type of Employment Change (Add New Employer or Change Recent Employer), all other fields are optional.



– If you select Message Topic 'Health Insurance Change or Addition', the message box expands to include enterable fields, designed to prompt you to provide specific information. **Note:** You will be required to select the type of Health Insurance Change (Add New Health Insurance or Change Recent Health Insurance), all other fields are optional.

New Messages

New Message

02/22/2016

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.

To:

Message Topic: * Health Insurance Change or Addition

Case/Order: * Select Case/Order

When adding a new Health Insurance, select **Add New Health Insurance**. The health insurance begin date must be included. When updating your existing health insurance, select **Change Recent Health Insurance**. The health insurance end date must be included if you no longer have this coverage. Complete only the fields related to the change.

Health Insurance Change: Select Change Type

Name of the individual providing health insurance:

Health Insurance Company Name:

Health Insurance Company Address:

Address Line 2: **Apt/Suite:**

City: **State:** **Zip Code:** **Country:**

Policy Number: **Group Number:**

Name(s) of children covered by insurance:

Begin Date: **End Date (if applicable):**

Message

Characters left: 2000

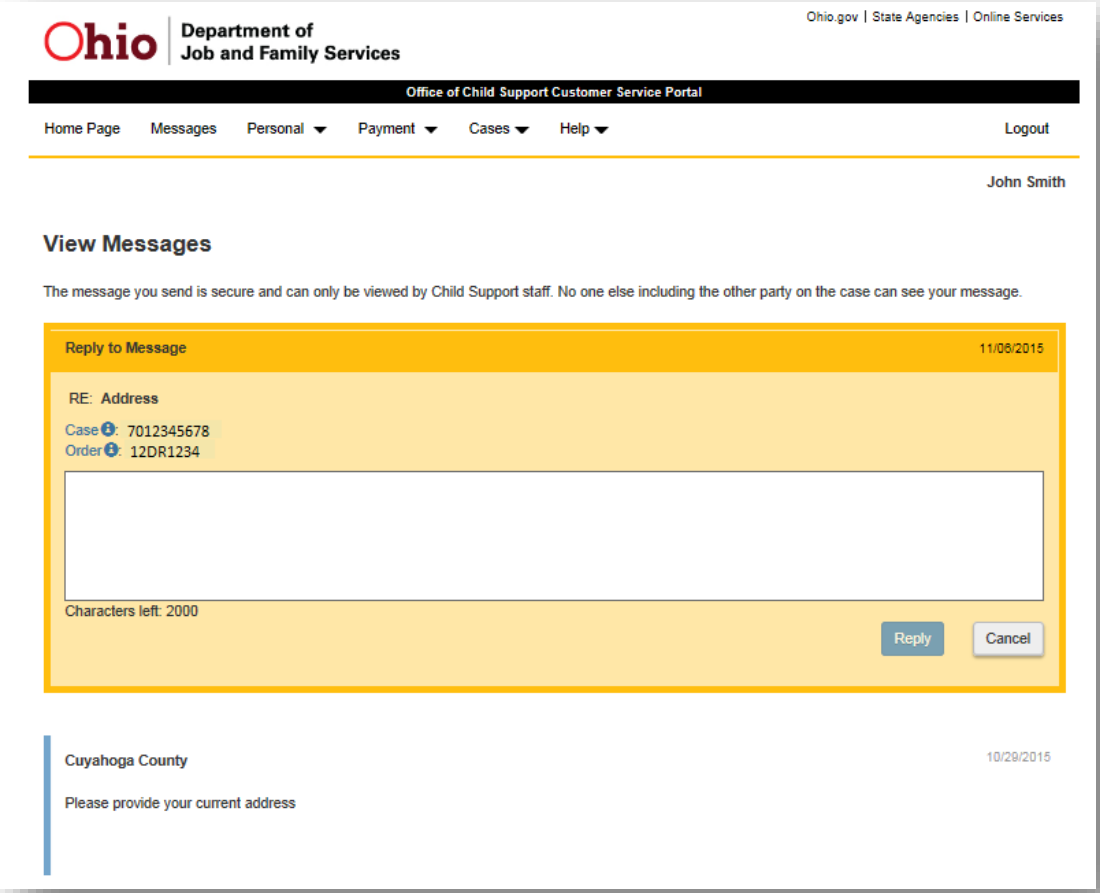
* Denotes required fields.

Send

Message Center View Messages Page

This page will display details for the message selected from the Message Center page. The original message and all corresponding messages related to it will display below the text box area. The text box area allows you to reply to the message. From this page, you will be able to:

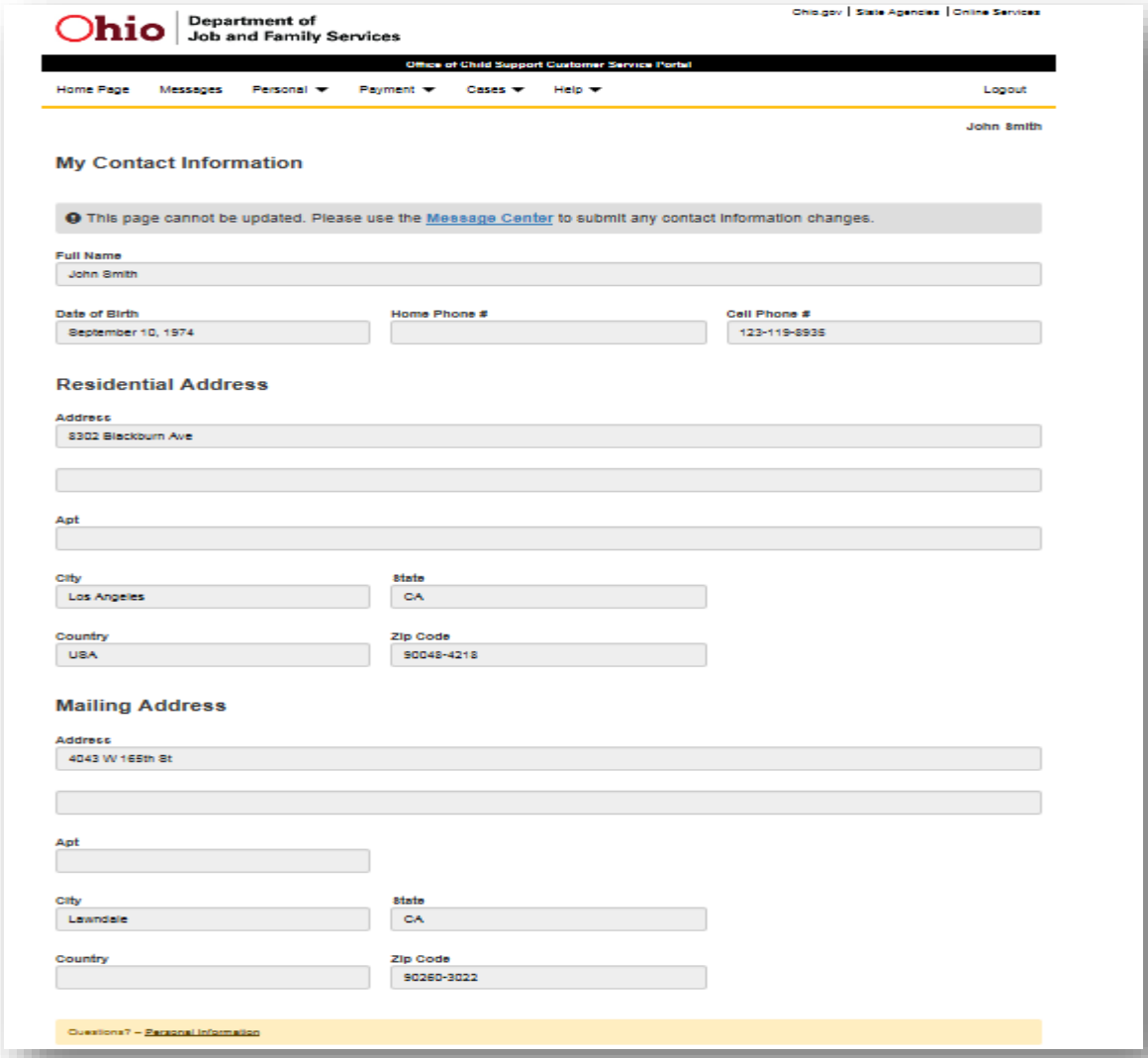
- View message details
- Type a reply message in the text area
- Send the message to the county worker
- Click 'Cancel' to go back to the Message Center Page



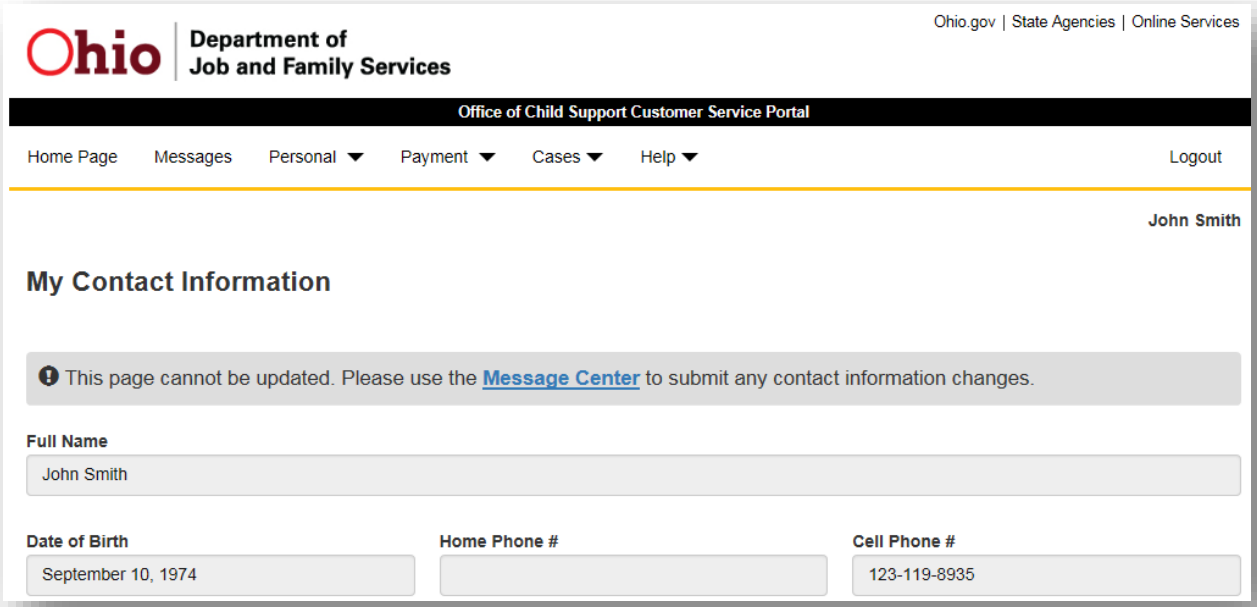
- The View Messages page displays whenever a message is selected from the Message Center or from the Home Page.
- The page provides the ability to view and/or reply to a selected conversation thread. When a message is selected from the Message Center or Home Page, all conversation threads (correspondence back and forth) between you and the county that specific message will display.
- A 'Reply' button allows you to respond to the message.
- A 'Cancel' button returns you to the Message Center.

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. 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 will be able to:

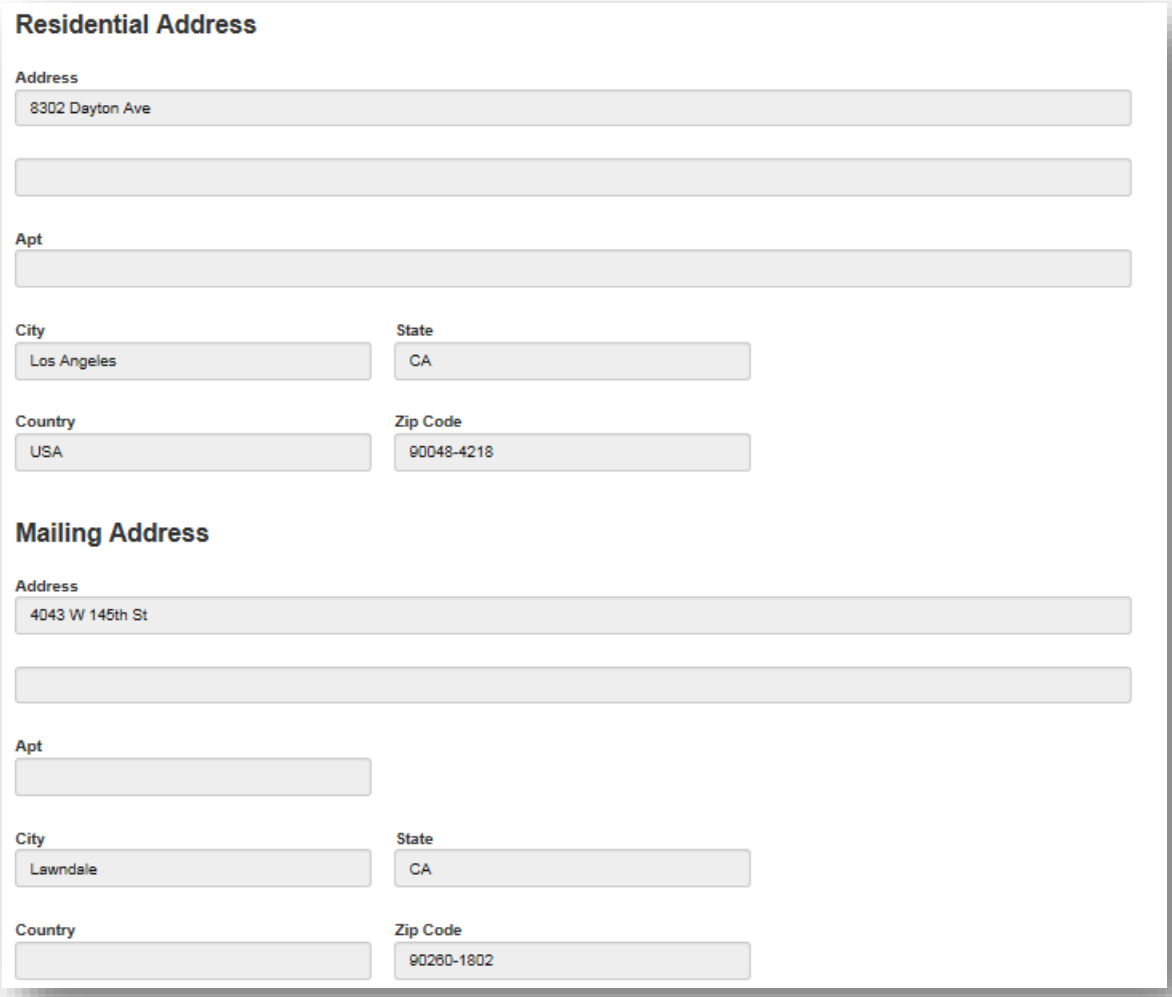
- View your contact information including your full name, birth date, home and cell phone number
- View your residential and/or mailing address
- Update personal/address information
- Transfer to view personal information frequently asked questions



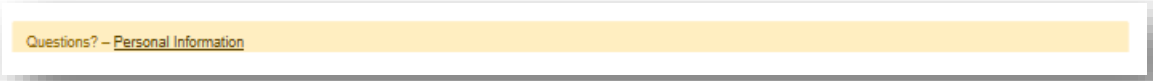
Name, Date of Birth and Phone Numbers:



Address:



Link to Frequently Asked Questions:

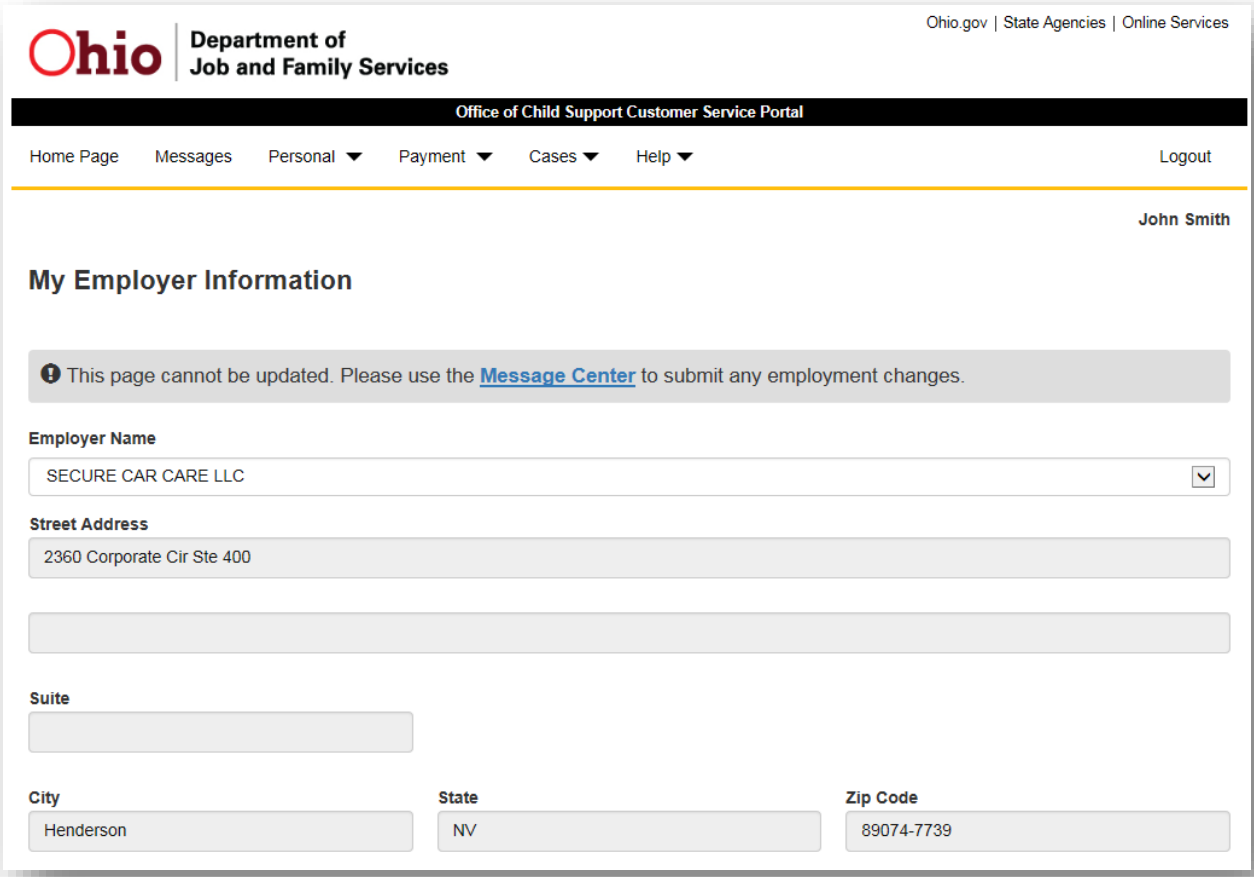


NOTE: If any of your information is incorrect, please click the Message Center link at the top of the page to access your Message Center and provide the correct information to the CSEA. Once your information is updated in the child support computer system, it appears in the Portal.

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. From this page you will be able to:

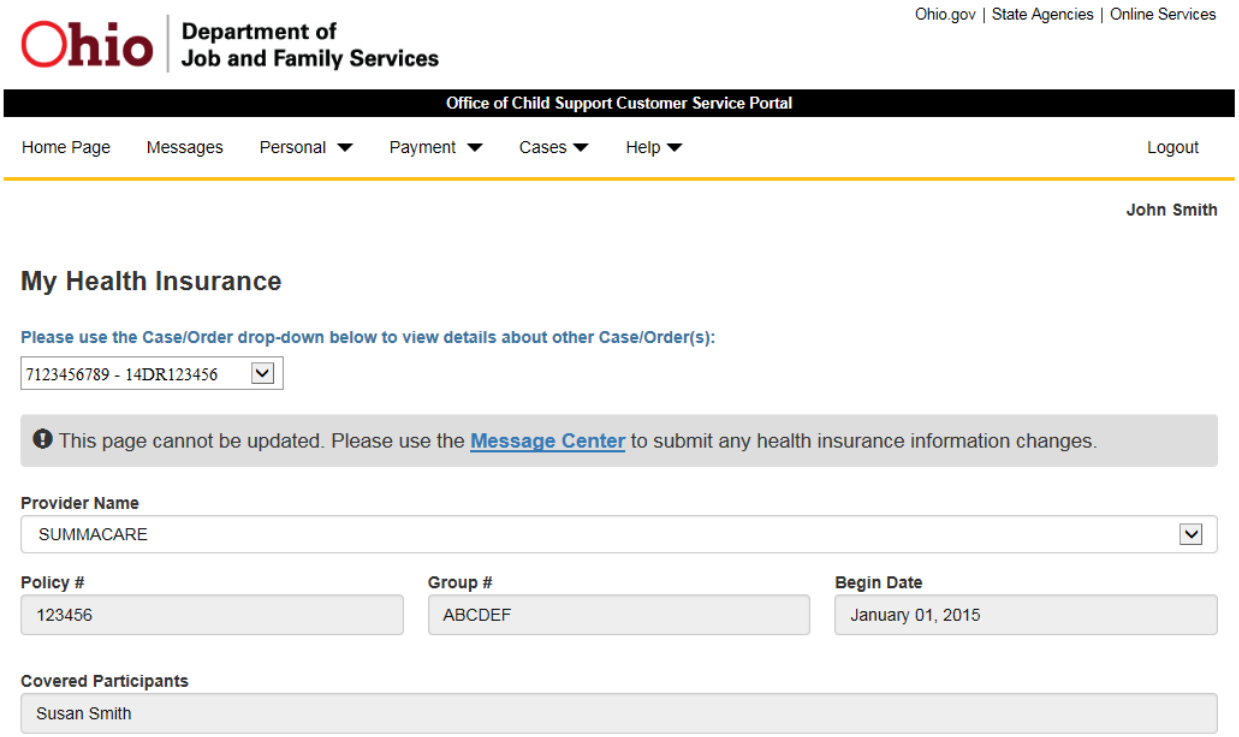
- Select and view multiple employers, up to ten from a drop down when applicable
- View Employer Name
- View Employer Address
- Update employer information
- Transfer to view employer frequently asked questions



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.

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. From this page you will be able to:

- 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



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.

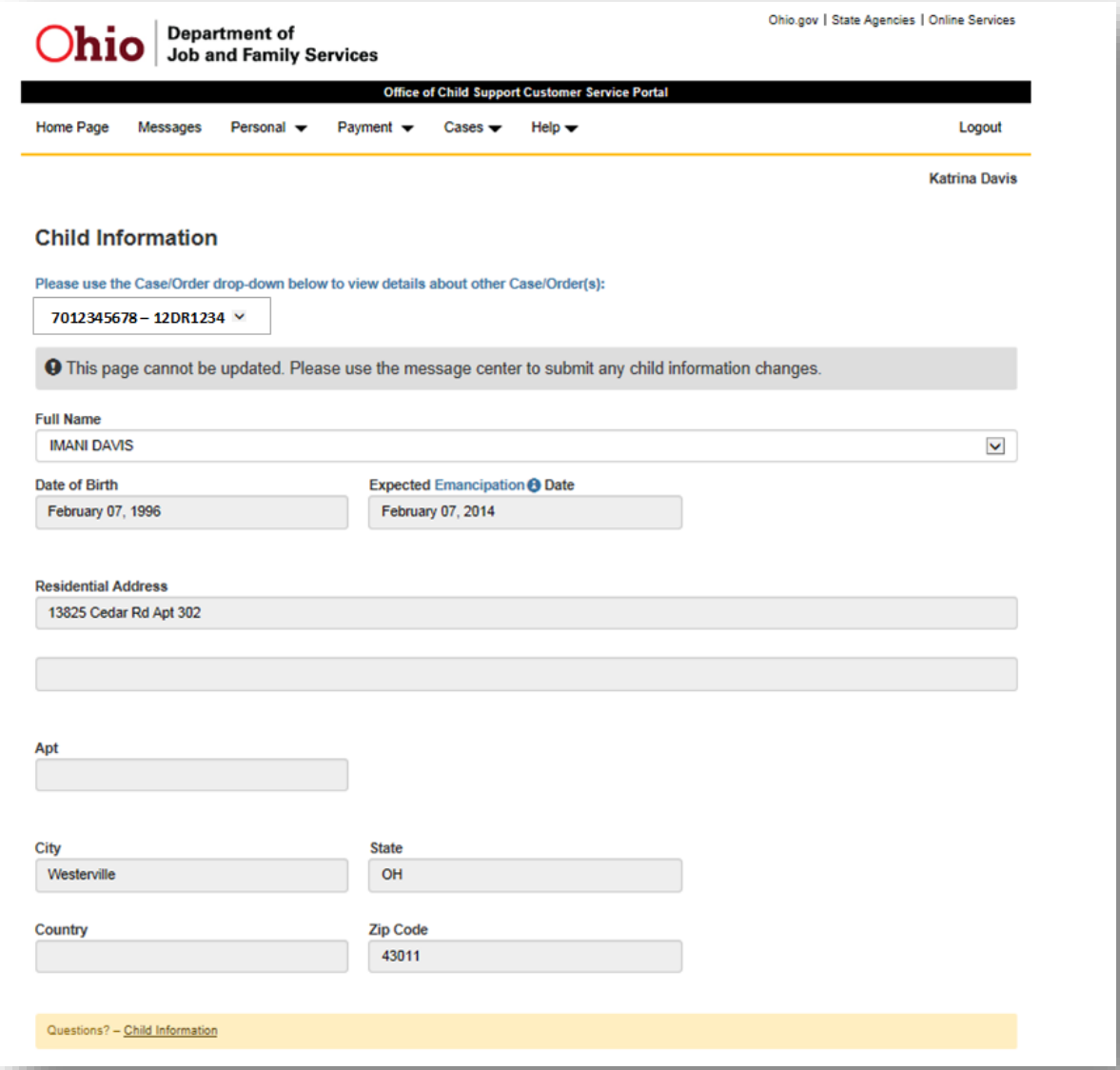
Child Information Page

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 will be able to:

- 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

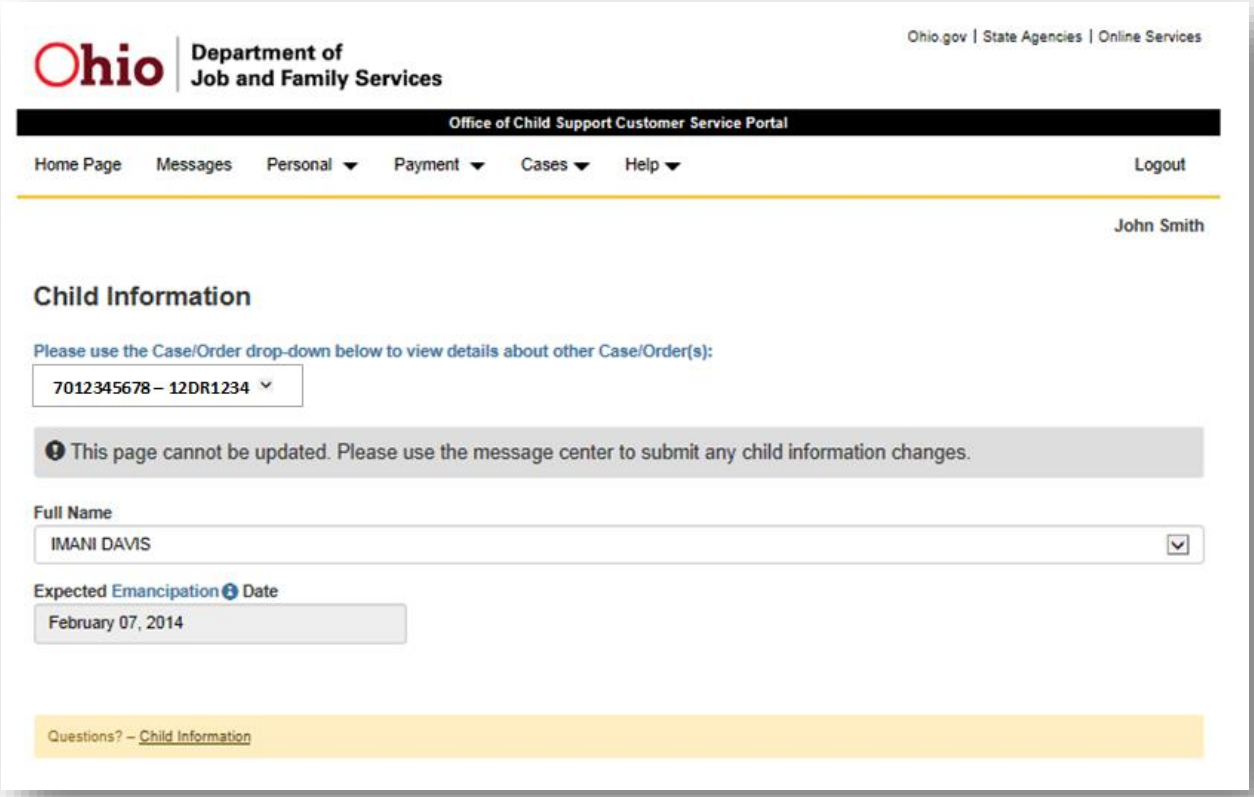
Payee View:



If you are the **payor** (the person ordered to pay support), you will be able to:

- View the following information for each child per case/order:
  - Child's Full Name
  - 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

This page will provide you with the amount collected from the payor and the amount applied to each of the case obligations in blue boxes. The amount disbursed for each payment received per date displays in yellow boxes. Collections returned to the obligor display as 'Refunded'. From this page, you will be able to:

- 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

Ohio.gov | State Agencies | Online Services

Office of Child Support Customer Service Portal

Home Page Messages Personal Payment Cases Help Logout

Katrina Davis

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.

Amount Collected: The amount received from the obligor.

Applied to Current Support: The amount received from the obligor allocated to the current month's obligations.

Applied to Arrears: Past due, unpaid support owed by the obligor. Payments made towards arrears will reduce the unpaid balance on the order.

Disbursed to Family: Support collection sent to the family.

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

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

Disbursed to Family :	$29.39	09/28/2015
Amount Collected : Applied to Current Support :	$29.39 $29.39	09/28/2015
Disbursed to Family :	$40.09	09/14/2015
Amount Collected : Applied to Current Support :	$40.09 $40.09	09/14/2015
Disbursed to Family :	$33.59	08/31/2015
Disbursed to Fees :	$2.20	08/31/2015
Amount Collected : Applied to Current Support : Applied to Arrears :	$35.79 $7.25 $26.34	08/31/2015

Payment History

My Support Order(s) and Balance Information

Questions? – Payment Information

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 : 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 customers to distinguish between the amount still owed for the current month and the amount owed that has accrued over time.

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
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:

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
Past Due Unpaid Balance: $0.00
Total Unpaid Balance: $70.47

Total Credits: $0.00
Funds on Hold: $0.00

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

This page will provide you with options to make support payments either by mail or on-line through checking or savings account, with cash or by credit card. From this page, you will be able to:

- View instructions on how to submit payments by mail
- Access MoneyGram to make cash payments or on-line credit card payments
- Access ExpertPay to set up a checking/savings account debit to make on-line payments
- Access e-Child'sPay to make on-line payments by credit card
- Transfer to view making payments frequently asked questions

Make a Payment

Payments can be made by mail, through checking/savings account debit, with cash, or by credit card. Payments can also be accepted in person at your county child support enforcement agency (CSEA) if your CSEA accepts payments-in-person. Contact your CSEA to find out if they offer this service.

Payments by Mail

Your payment may be in the form of a personal check, money order, or cashier's check. Make checks payable to Ohio CSPC and mail via standard U.S. mail to:

Ohio CSPC
P.O. Box 182372
Columbus, OH 43218-2372

To ensure prompt and accurate posting to your child support case, please be sure to include the following with your payment:

- Your Name
- Your Social Security Number (optional)
- SETS Case Number (10-digit number that begins with a 7)
- Court Order Number
- Amount that should be applied to each case (if you have more than one case)

Payments by Cash or Credit Card

MoneyGram.

You can make cash payments at many retail locations throughout the State where MoneyGram payment services are offered, or on-line by credit card using the "Pay Bills" option at **www.MoneyGram.com**. Use state code 14674 when using MoneyGram services.

Payments by Checking/Savings Account Debit

ExpertPay™

Payment by checking/savings account debit can be made at **www.ExpertPay.com**. Aside from a one-time $2.50 registration fee, there is no charge for payments sent to Ohio CSPC; however, you may pay a nominal fee for payments remitted to other states. Please allow seven (7) business days for the payment to be received by Ohio CSPC. The ExpertPay web site has additional details about fees and the general use of the site.

Payments by Credit Card

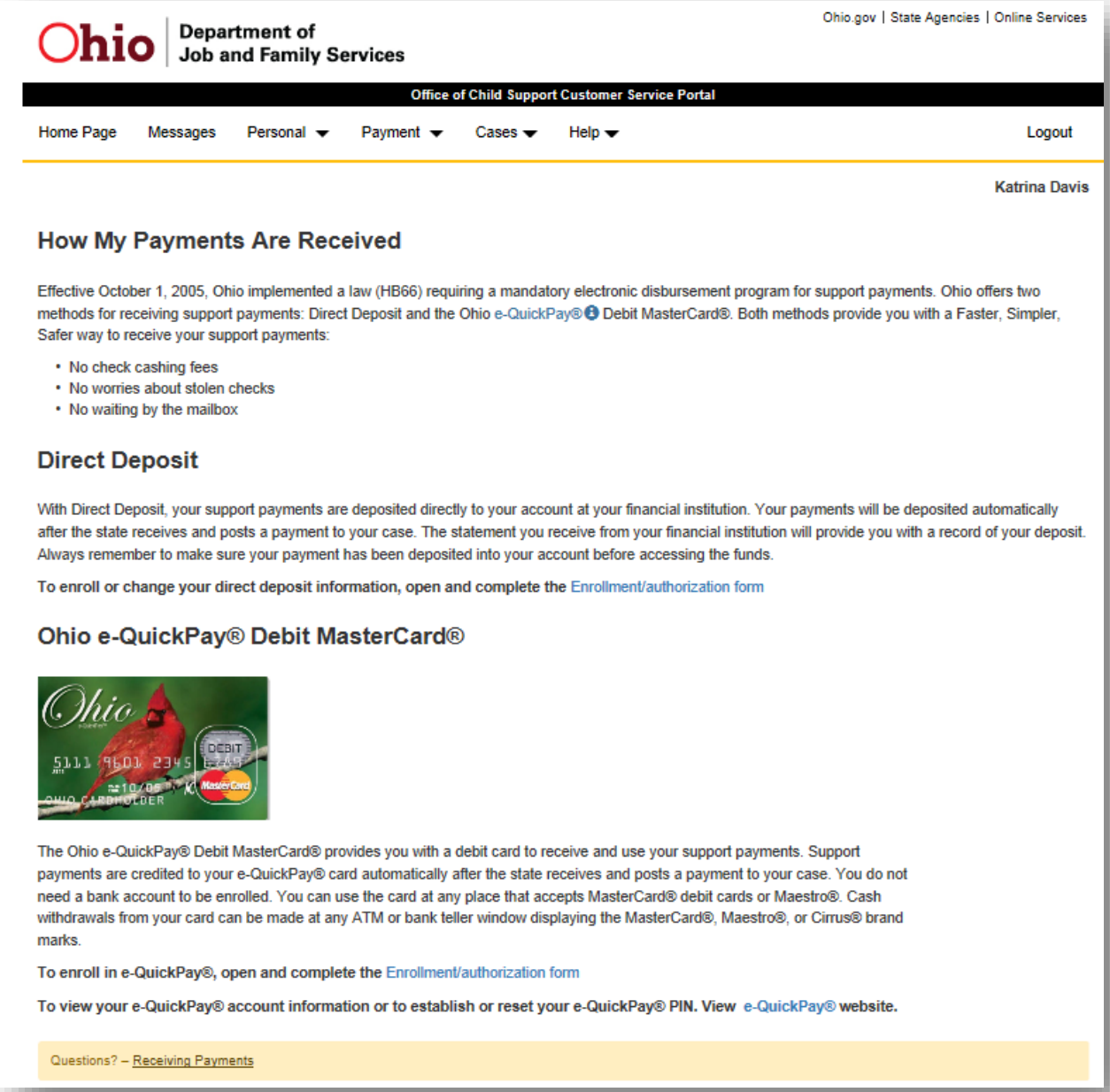
e-ChildsPay.com™

Payment using your credit card can be made at **www.e-ChildsPay.com**. Currently, e-ChildsPay.com only accepts MasterCard, Visa and Discover. Note: The processor charges a fee of $11.75 for all payments made on this site. Please allow seven (7) business days for the payment to be received by Ohio CSPC. The e-ChildsPay web site has complete details about fees and the general use of the site.

Questions? – Making Payments

This page provides **payees** with information on how to enroll to receive support payments electronically or to change the way their support payments are currently disbursed. From this page, if you are the payee, you will be able to:

- Enroll in Direct Deposit or e-QuickPay
- Make changes to Direct Deposit
- Establish/Reset e-QuickPay Pin
- Print Direct Deposit and e-QuickPay enrollment forms
- Transfer to view frequently asked payment 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

Katrina Davis

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 e-QuickPay® Debit MasterCard®. Both methods provide 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.

To enroll or change your direct deposit information, open and complete the Enrollment/authorization form

Ohio e-QuickPay® Debit MasterCard®

The Ohio e-QuickPay® Debit MasterCard® provides you with a debit card to receive and use your support payments. Support payments are credited to your e-QuickPay® 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 MasterCard® debit cards or Maestro®. Cash withdrawals from your card can be made at any ATM or bank teller window displaying the MasterCard®, Maestro®, or Cirrus® brand marks.

To enroll in e-QuickPay®, open and complete the Enrollment/authorization form

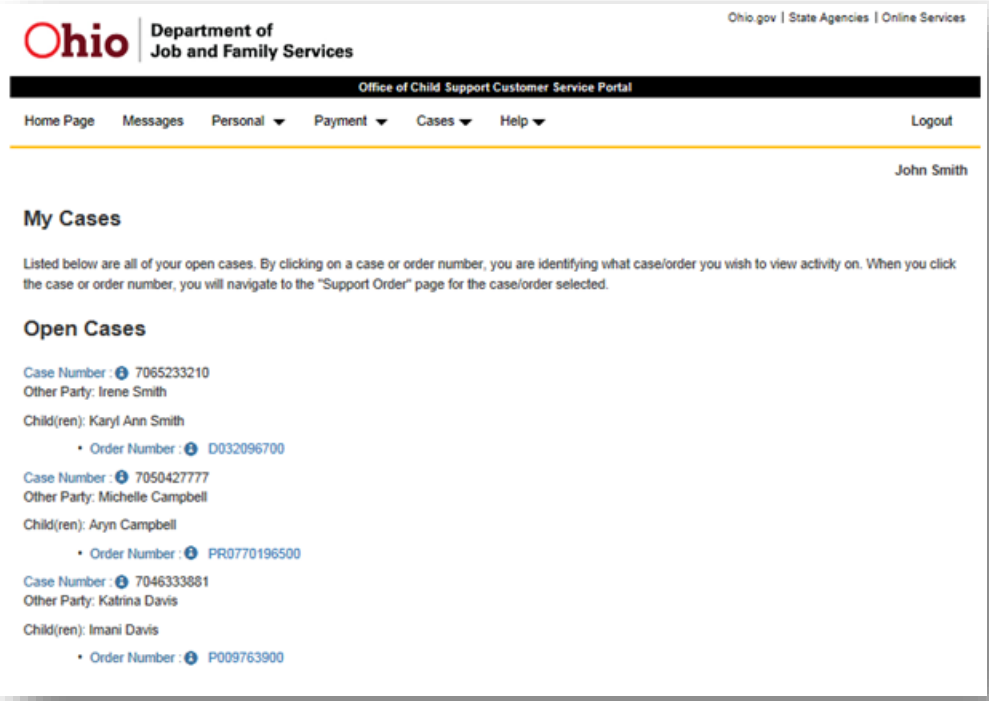
To view your e-QuickPay® account information or to establish or reset your e-QuickPay® PIN. View e-QuickPay® **website.**

Questions? – Receiving Payments

My Cases Page

This page will display all of your open and pending closed cases, along with details such as the names of the other party and children, to further help you identify the case or cases you wish to view information for. From this page, you will be able to:

- 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

This page will display order and payment information for a specific case and order(s), with the most recent information displaying first. This page displays the Current Month Unpaid Balance and the Past Due Unpaid Balance, allowing customers to distinguish between the amount still owed for the current month and the amount owed that has accrued over time. From this page, you will be able to:

- 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
Past Due Unpaid Balance : $0.00
Total Unpaid Balance : $0.00

Total Credits : $0.00
Funds on Hold : $0.00

Case

Case Number : 7012345678
Status : Open
Type : IV-D

Order

Order Number : 12DR1234
Date : March 17, 2009
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

View My Payment Information

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 http://jfs.ohio.gov/county/County_Directory.pdf

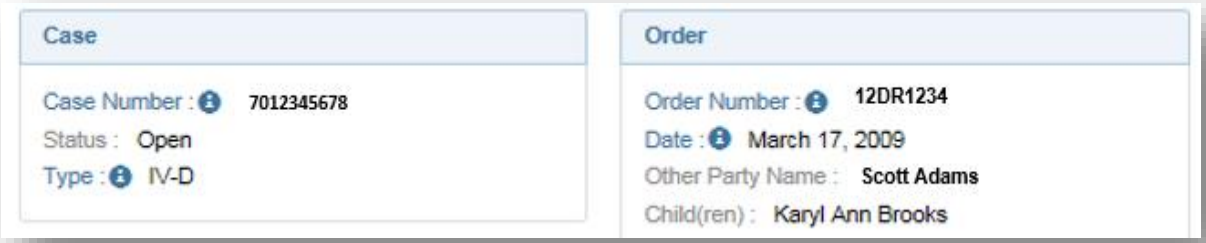
Balance Information:

Balance Information

Current Month Unpaid Balance : $0.00
Past Due Unpaid Balance : $0.00
Total Unpaid Balance : $0.00

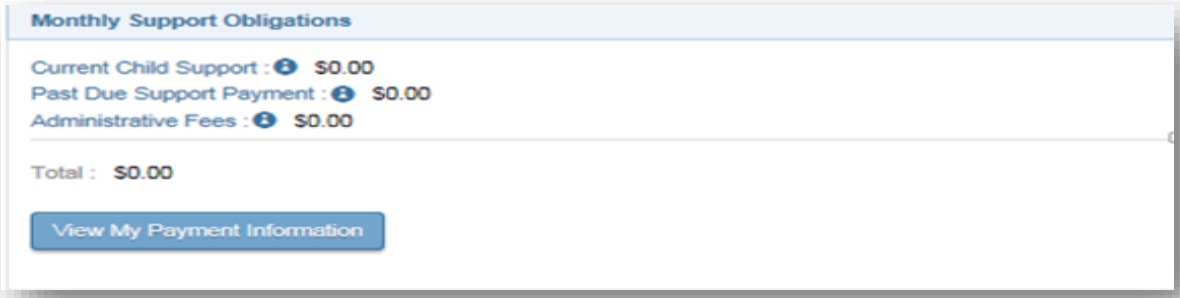
Total Credits : $0.00
Funds on Hold : $0.00

Case/Order:



– 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:



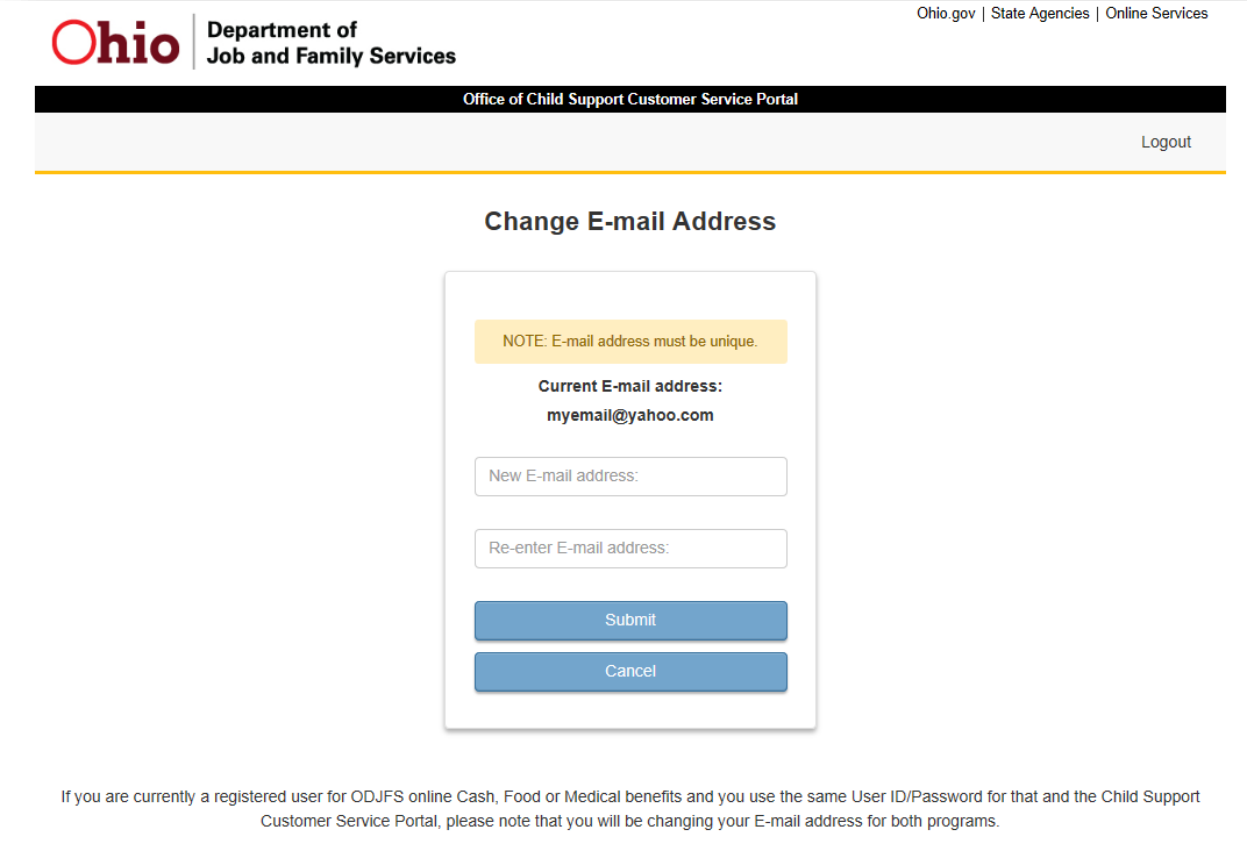
– Selecting the View My Payment Information button will take you to the My Payment Information page where your payment activity can be viewed.

Child Support Contact:

Change E-Mail Address Page

You can change the e-mail address on file with the portal by selecting the Change E-mail Address link under the Personal menu on any page. This page gives you the option to view and change your current e-mail address. From this page, you will be able to:

- 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

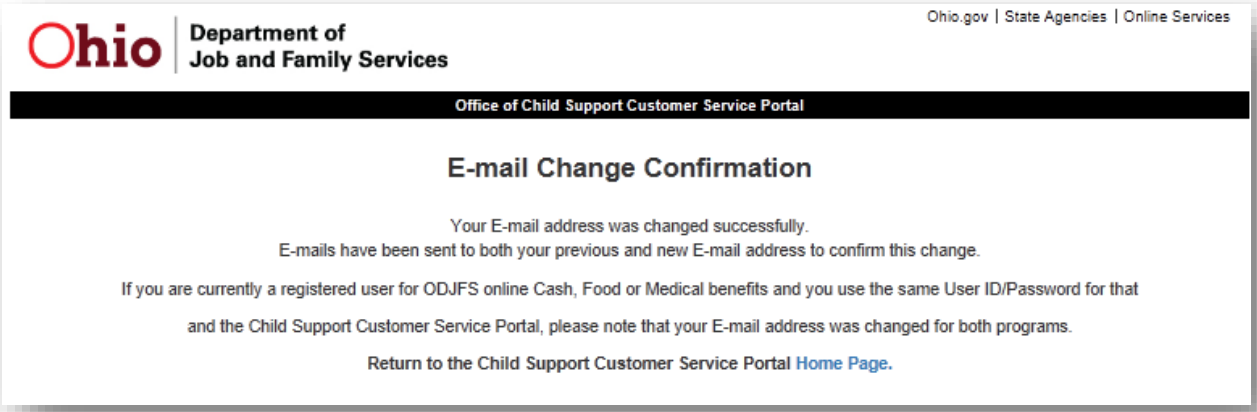


NOTE: If you are currently using this e-mail address for the ODJFS online Cash, Food, or Medical Benefits Portal, any changes made here will also change your e-mail address for the ODJFS online Cash, Food and Medical Benefits Portal.

E-Mail Change Confirmation Page

This page will display and an e-mail will be sent to both your old e-mail address and your new address, to confirm your e-mail address was successfully changed. From this page, you will be able to:

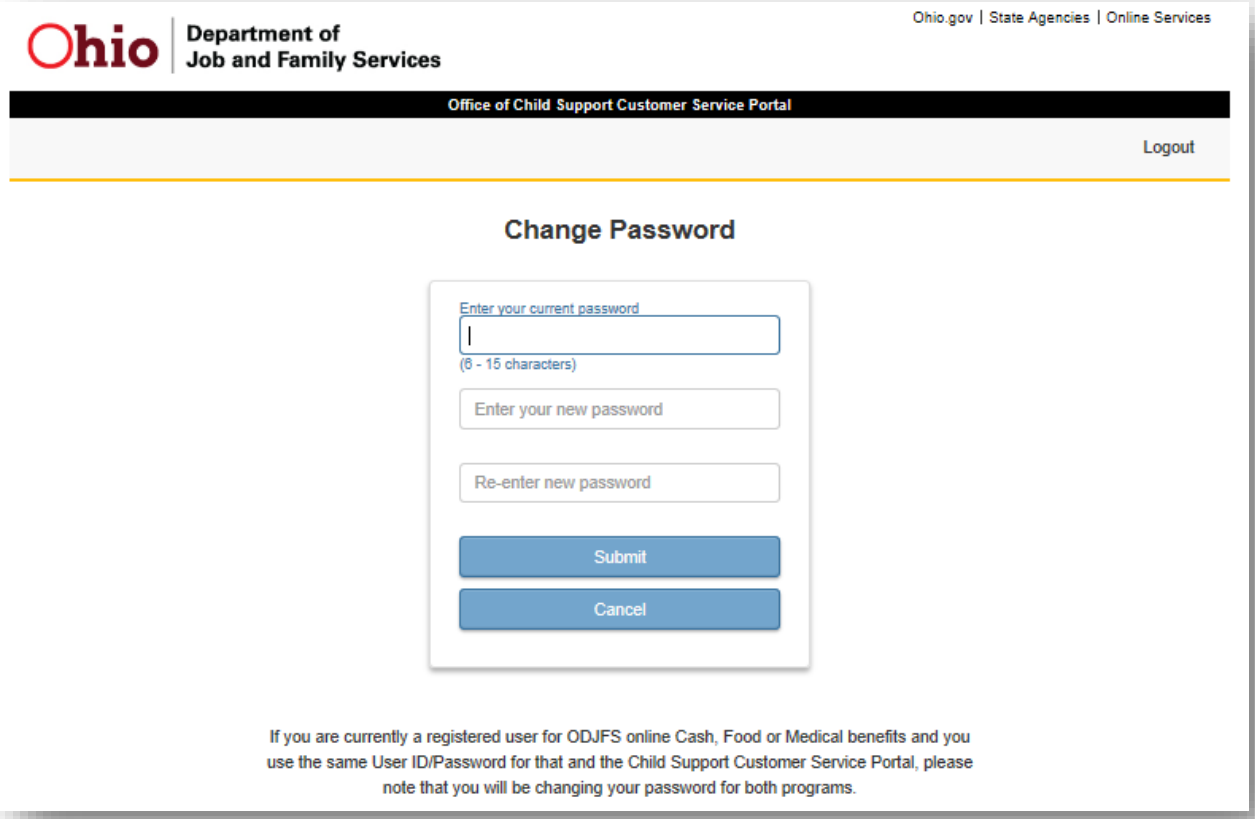
- View a message confirming the e-mail address was successfully changed
- Transfer to the Home Page



Change Password Page

You can change your password for accessing the portal by selecting the Change Password link under the Personal menu on any page. This page gives you the option to change your current password. From this page, you will be able to:

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

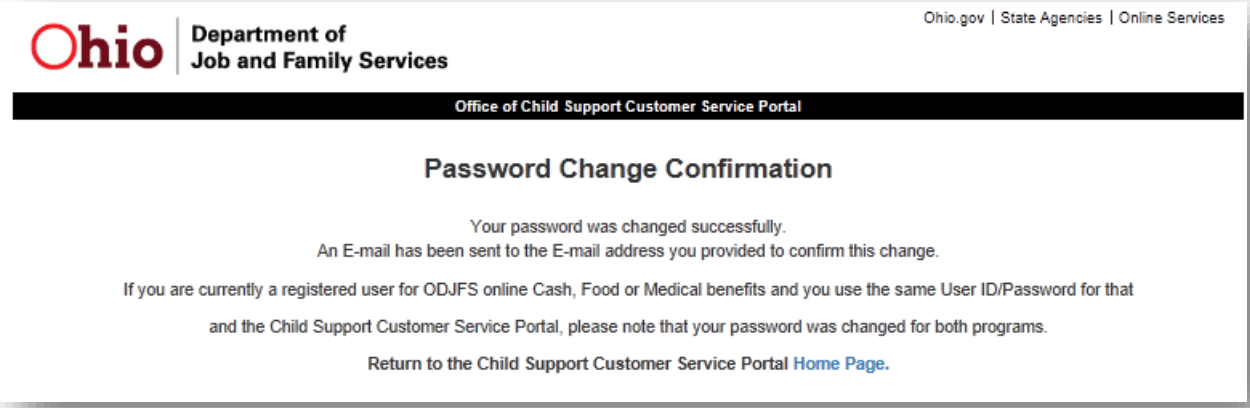


NOTE: If you are currently using this Password for the ODJFS online Cash, Food, or Medical Benefits Portal, any changes made here will also change your Password for the ODJFS online Cash, Food, or Medical Benefits Portal.

Password Change Confirmation Page

This page will display and also an e-mail will be sent to your e-mail address, to confirm your password was successfully changed. From this page, you will be able to:

- View a message confirming the password was successfully changed
- Transfer to the Home Page



Child Support Customer Service Web Portal Additional Information:

This section provides information on:

- ✓ On Line Help Tools

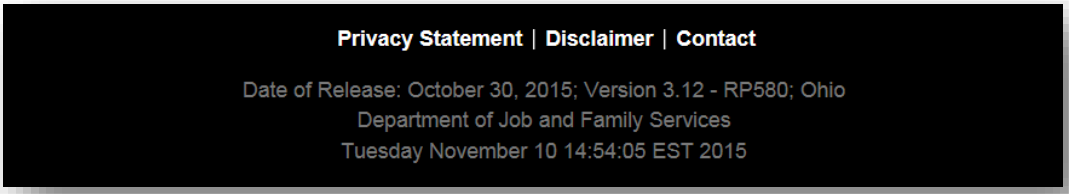
On Line Help Tools

JFS Standard Footer Links

The following links will be displayed at the bottom of the Web Portal Pages:

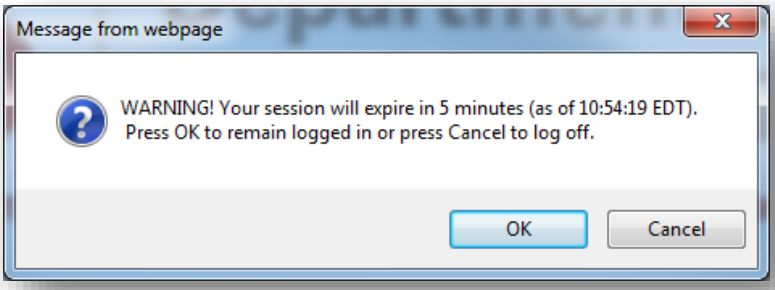
- On the Web Pages, if you click the **'Privacy Statement'** Link a new window will display with the ODJFS privacy statement at: http://jfs.ohio.gov/ocomm_root/privacy.stm
- On the Web Pages, if you click the **'Disclaimer'** link a new window will display with the Disclaimer statement.
- On the Web Pages, if you click the **'Contact'** link a new window will display the county directory published at http://jfs.ohio.gov/county/County_Directory.pdf

JFS Footer:



Warning Prior to Log Off

After 15 minutes of inactivity, the following warning message will be provided to you letting you know that your session is about to expire. You can either select the 'OK' button to remain logged in or you can select the 'Cancel' button to end your session.



Frequently Asked Questions

http://jfs.ohio.gov/Ocs/OCSFAQs.stm

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 will be able to:

- Select the topic and be transferred to view the frequently asked questions for that topic.
- Close the page and return to the portal

Glossary

http://jfs.ohio.gov/OCS/pdf/ChildSupportGlossary.pdf

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 will be able to:

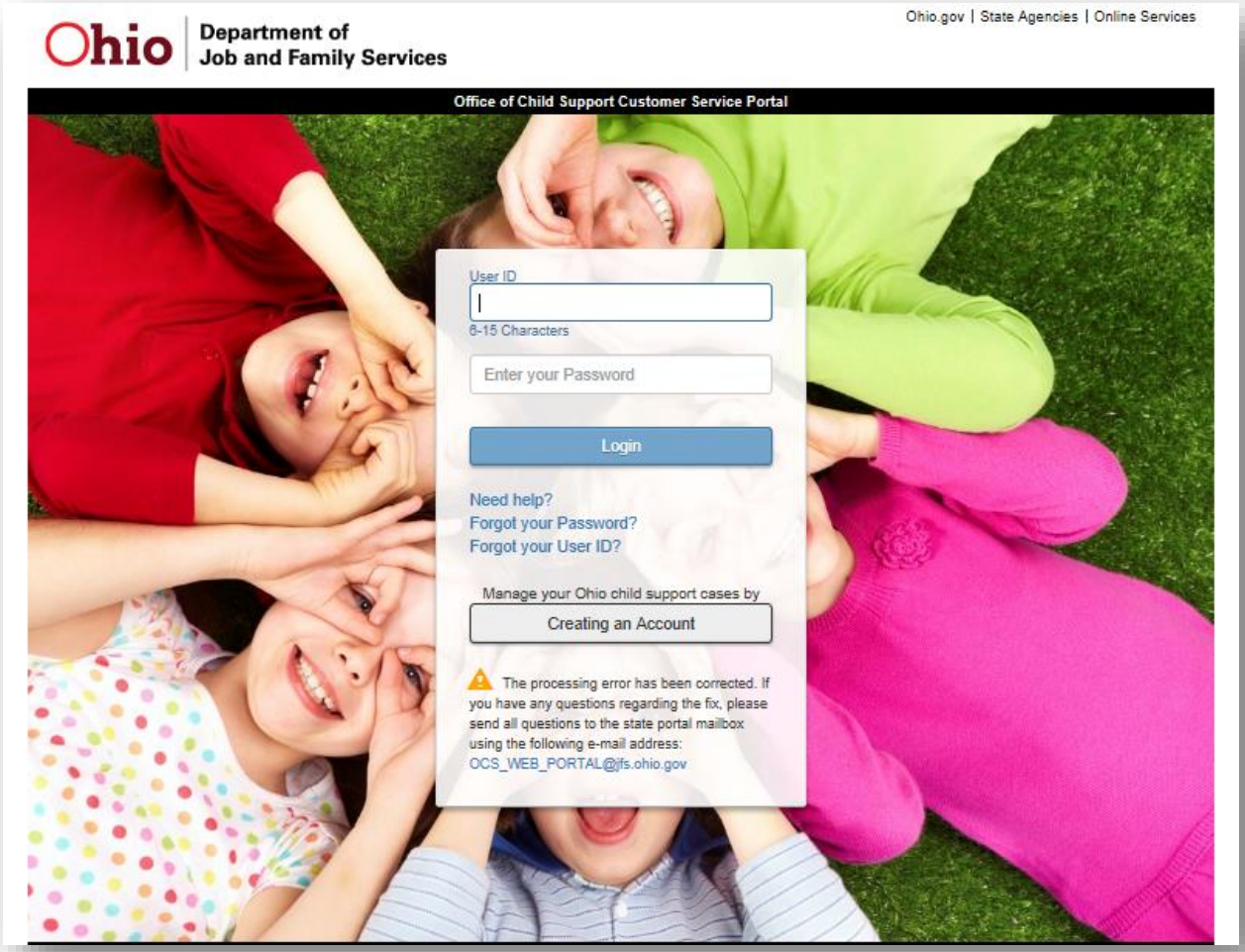
- View child support terms and definitions
- Close the page and return to the portal

Child Support Customer Service Web Portal Troubleshooting:

This section provides information on:

- ✓ Resetting a forgotten Password
- ✓ Retrieving a forgotten User ID
- ✓ Completing the Forgot User ID or Forgot Password path when a user has changed or no longer has access to the e-mail address on file with the portal

Customers who have forgotten their password and/or User ID can reset or retrieve the information by clicking the appropriate link on the Login Page.



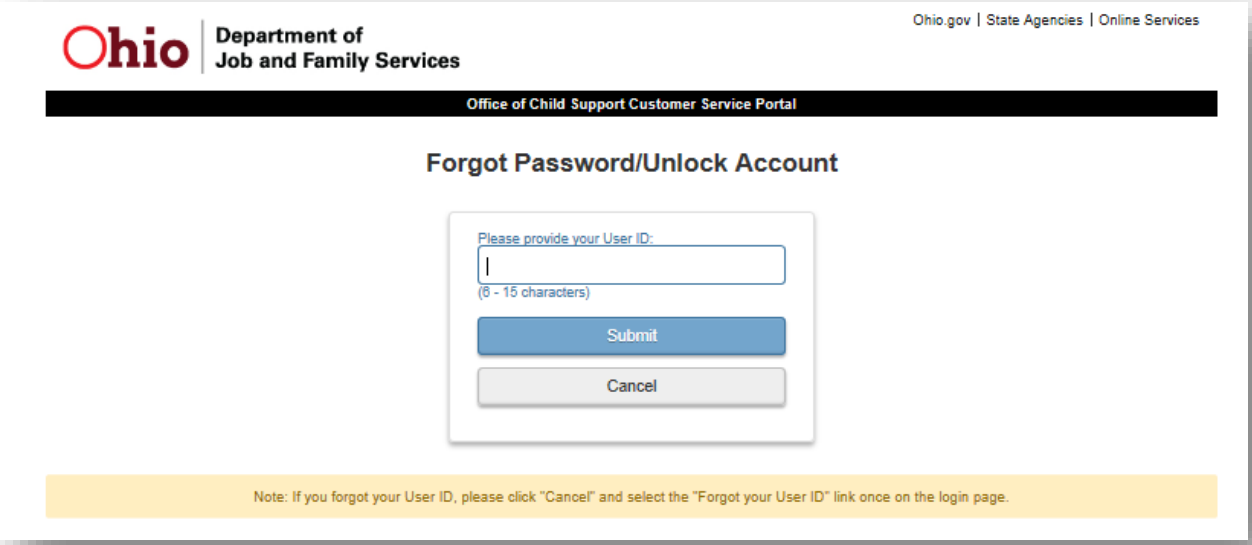
Selecting the 'Forgot your Password?' or the 'Forgot your User ID?' link will direct you to the CAPTCHA Page and then to a new page where you can follow the instructions to create a new password or unlock your account.

Note: An account becomes locked after 5 failed login attempts within a 15 minute period. The account will be unlocked automatically after 36 hours. However, if you want to access the portal prior to the 36 hour period, then you should use this link to unlock your account. Customers are notified of the account lock by e-mail.

Forgot Password/Unlock Account Page

This page is the first step in the process of resetting a forgotten password. From this page, you will:

- Enter you existing User ID and click the Submit button to submit your forgotten Password request
- Selecting Cancel will return you to the log in page



Password Reset/Unlock Account is Processed Page

After submitting your User ID, this page displays confirming the password reset process and instructs you to check for an e-mail to proceed.

- If you have forgotten or no longer have access to the e-mail address on file with the web portal, select the 'e-mail address used to register' link in blue font to update your e-mail address. If you choose this option, please skip to the Forgot Password with changed or forgotten e-mail account section of this document.

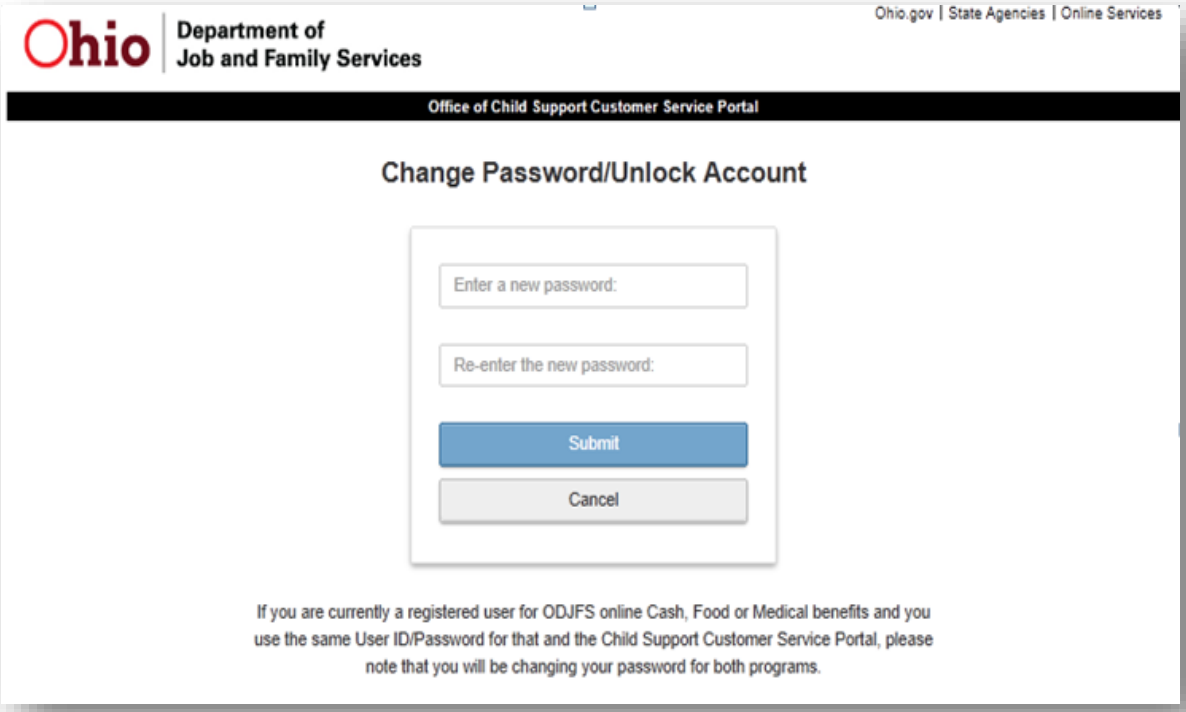
- Otherwise, please check your e-mail account for an e-mail titled Password Reset/Unlock Request from ODJFS from DoNotReply@childsupport.ohio.gov

Password Reset E-mail

The Password Reset e-mail contains a reset link that must be clicked on within 2 hours to reset your password. If the link is not clicked within 2 hours, you will be notified that the link to reset your password has expired. The notification will also include the ability to request a new link.

Change Password/Unlock Account Page

Clicking the link in the e-mail will transfer you to this page where you can enter a new password.



Change Password/Unlock Account Confirmation Page

After entering and submitting a new password, the Password Change Confirmation page will display and an e-mail will be sent to you confirming your password change/account unlock was completed successfully.

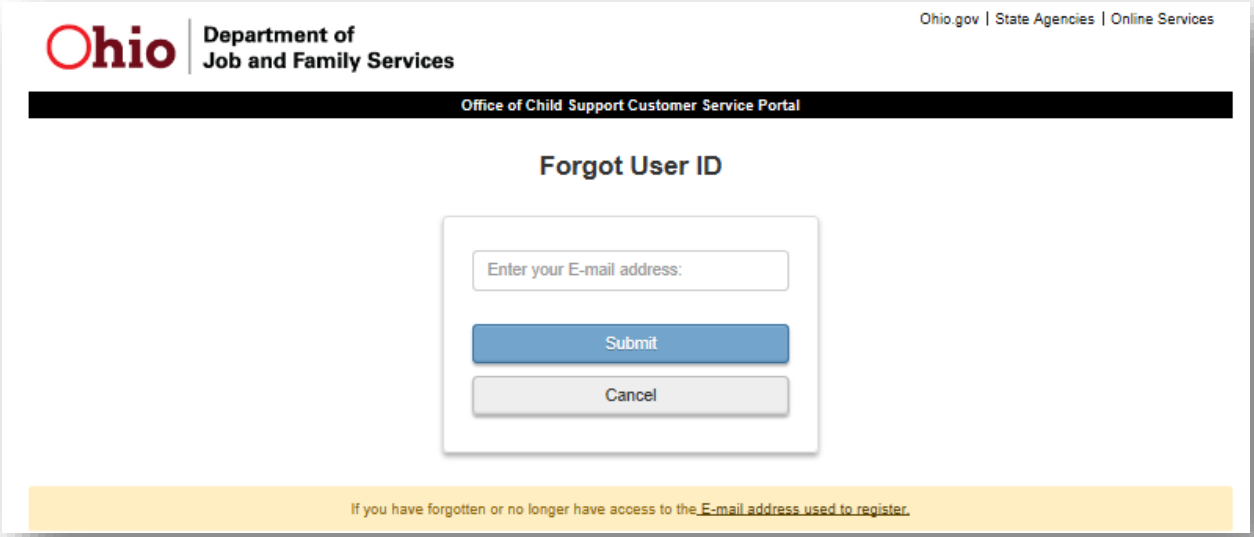
– Selecting 'To login to the Child Support Customer Service Portal' link will transfer you back to the Login page where you can log in using your changed password.

Retrieving a Forgotten User ID

Forgot User ID Page

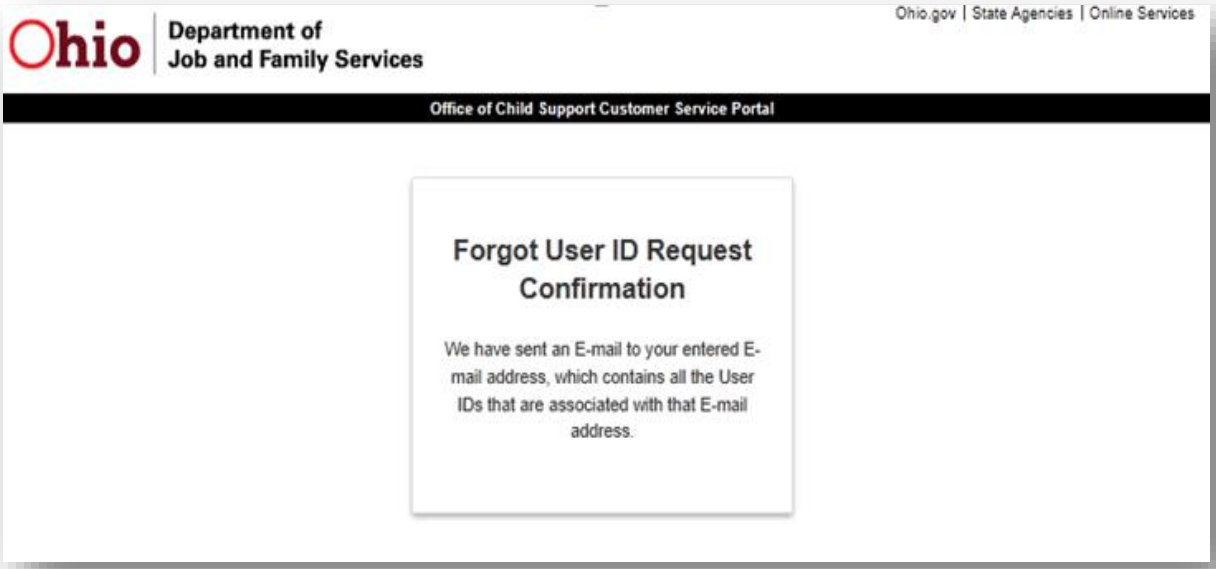
If you have forgotten your User ID, you can retrieve it by entering the e-mail address on file with the portal and selecting 'Submit.' An e-mail will then be sent to your e-mail address providing a link to the Login Page and your User ID. This page is the first step in the process of resetting a forgotten password. From this page, you will:

- Enter you e-mail address on file with the web portal and click the Submit button to submit your forgotten User ID request
- Selecting Cancel will return you to the log in page
- If you have forgotten or no longer have access to the e-mail address on file with the web portal, select the 'e-mail address used to register' link to update your e-mail address. If you choose this option, please skip to the Forgot User ID with changed or forgotten e-mail account section of this document.



Forgot User ID Request Confirmation Page

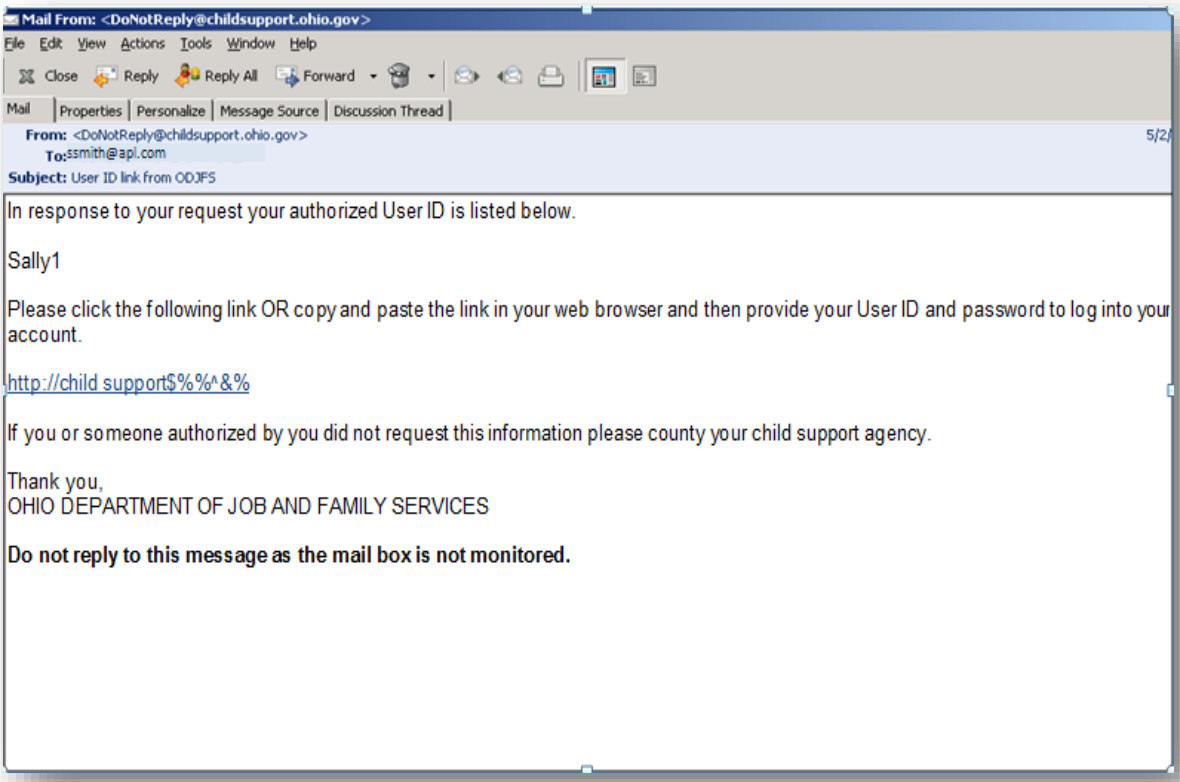
After submitting your e-mail address, this page displays confirming the request to retrieve a forgotten User ID and instructs you to check for an e-mail titled User ID Link from ODJFS from DoNotReply@childsupport.ohio.gov



Forgot User ID E-mail

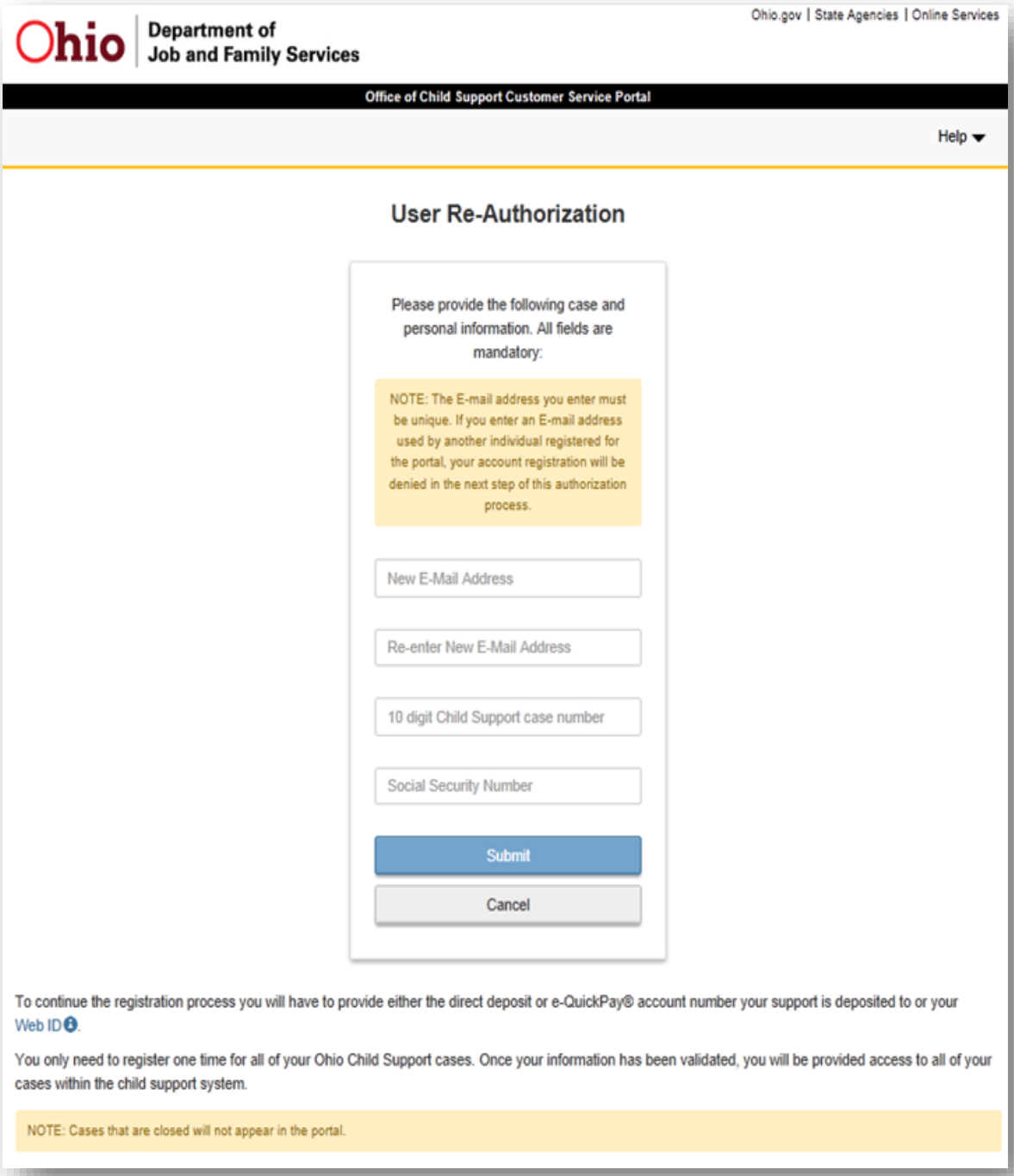
The Authorized User ID used to access the Child Support Web Portal will display in the e-mail response. Please note, if you have several User ID's listed, only the User ID indicated as Authorized is the correct one to use.

Clicking the link in the e-mail will transfer you back to the Login page where you can enter your User ID and Password to access the portal.



User Re-Authorization Page

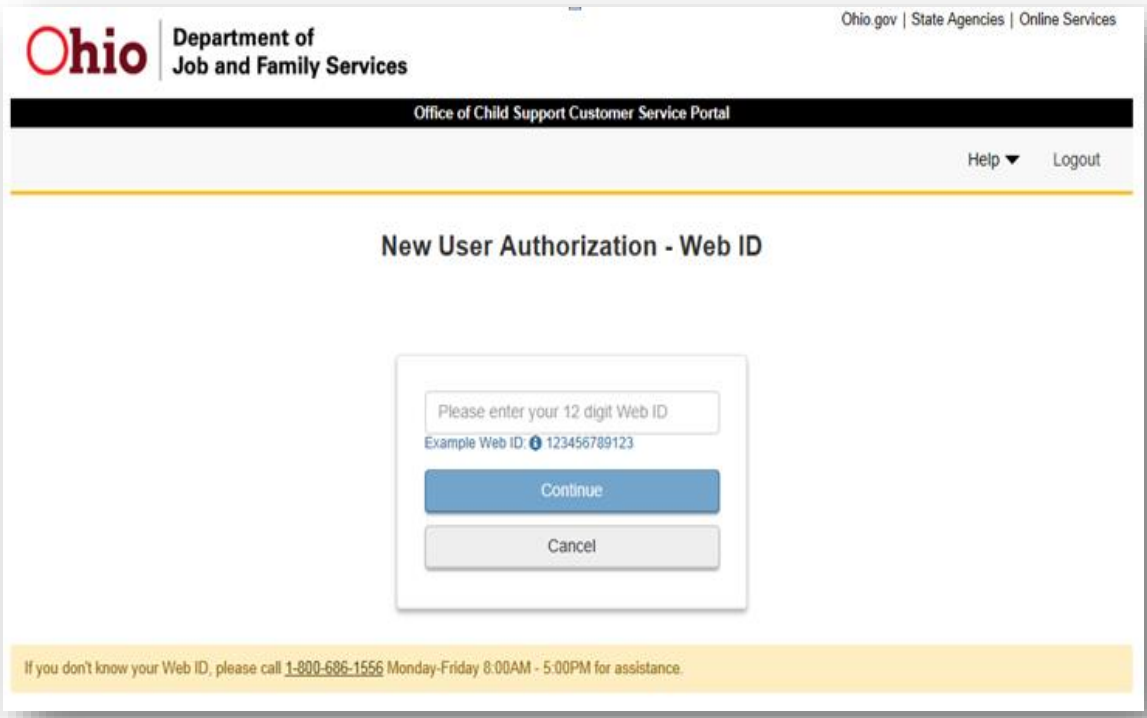
If you have forgotten your Password or User ID and selected the link to change your e-mail address from either the Password Reset/Unlock Account is Processed Page or the Forgot User ID page, you must re-authorize prior to viewing case information. The first step in the process is to enter your new e-mail address, your case number and your Social Security Number.



Child Support Portal New User Authorization Page (Web ID)

After entering your new e-mail address, case number and SSN on the User Re-Authorization page, you will be transferred to the New User Authorization Web ID page to provide your web ID (SETS participant number) if:

- You are the payor (ordered to pay support)
- You are a payee (ordered to receive support) without a direct deposit account or e-QuickPay card, or



Child Support Portal New User Authorization Page (Account Number)

After entering your new e-mail address, case number and SSN on the User Re-Authorization page, you will be transferred to the New User Authorization Account Number page to provide the last 4 digits of your direct deposit or e-Quick Pay account your child support payments are deposited if:

- You are a payee (ordered to receive support) with a direct deposit account or e-QuickPay card

Once all of this information has been validated you will be transferred to either the Password Reset/Unlock Account is Processed Page or the Forgot User ID Request Confirmation Page to complete either the Forgot Password or the Forgot User ID process.

Cancel:

- Selecting ‘Cancel’ transfers you back to the Login Page.