

Troubleshooting Guide

Are you registered for online cash or other ODJFS benefits and want to use the same User ID and Password for the Child Support Portal?

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| Step 1 | On the Portal Login page https://childsupport.ohio.gov/login.jsf | Enter the User ID and Password used for the other ODJFS benefits portal and then, press <i>Login</i> . |
| Step 2 | The CAPTCHA page displays | Enter the code from the image and then, press <i>Submit</i> . |
| Step 3 | The New User Authorization page displays | Enter your 10-digit SETS case number and your SSN and then, press <i>Continue</i> . |
| Step 4 | <p>The New User Authorization - Account Number page displays if you are ordered to receive support and your support payments are deposited directly into your bank account or onto an e-QuickPay card.</p> <p>The New User Authorization - Web ID page displays if you are ordered to pay support or are ordered to receive support but your support payments are <u>not</u> directly deposited into your account or onto an e-QuickPay card.</p> | <p>Enter the last 4-digits of your direct deposit account or your e-QuickPay card and then, press <i>Continue</i>.</p> <p>Enter your 12-digit Web ID and then, press <i>Continue</i>.</p> <p>If you don't know your 12-digit Web ID, please contact your county CSEA or call 1-800-686-1556 M-F 8:00AM to 5:00PM for assistance.</p> |
| Step 5 | The Registration Confirmation page displays, congratulating you on your successful registration and you are now authorized to use the Child Support Portal. | Press <i>Continue</i> . |
| Step 6 | Your Home Page displays | |

Do you need to Register for a New Portal Account?

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| Step 1 | On the Portal Login page https://childsupport.ohio.gov/login.jsf | Click on the <i>Creating an Account</i> button. |
| Step 2 | The CAPTCHA page displays | Enter the code from the image and then, press <i>Submit</i> . |
| Step 3 | The New Account Registration page displays | Complete all fields and then, press <i>Submit</i> . All fields must be completed and the User ID you choose must be unique. |
| Step 4 | An informational message appears asking you to confirm that the e-mail address you entered was not used by anyone else to register for the portal. | Press <i>OK</i> if you are sure your e-mail address is not used by anyone else who is registered for the portal. Note: If the <i>New Account Registration</i> page re-displays after pressing OK, view the error message at the top of the page. |
| Step 5 | The New Account Registration Confirmation page displays, letting you know that a new account has been created for you. Also, an instruction e-mail on how to activate your account is sent to you. | Click on the X in the upper right corner to close this page. |
| Step 6 | When you receive the Account Activation instruction e-mail | Read the instructions and then, click on the <i>Activate Account</i> link. |

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| | | <p>Note: If you don't receive the email within a few minutes:</p> <ul style="list-style-type: none"> • Check your SPAM or Junk mail folders |
| Step 7 | The New Account Activation Confirmation page displays, confirming your account is activated. | Click on the <i>Return to the Child Support Customer Service Portal Login Page</i> link. |
| Step 8 | The Portal Login page displays | Enter your newly created User ID and Password and then, press <i>Login</i> . |
| Step 9 | The New User Authorization page displays | Enter your 10-digit SETS case number and your SSN and then, press <i>Continue</i> . |
| Step 10 | The New User Authorization - Account Number page displays if you are ordered to receive support and your support payments are deposited directly into your bank account or onto an e-QuickPay card. | Enter the last 4-digits of your direct deposit account or your e-QuickPay card and then, press <i>Continue</i> . |
| | The New User Authorization - Web ID page displays if you are ordered to pay support or are ordered to receive support but your support payments are <u>not</u> directly deposited into your account or onto an e-QuickPay card. | Enter your 12-digit Web ID and then, press <i>Continue</i> . If you don't know your 12-digit Web ID, please contact your county CSEA or call 1-800-686-1556 M-F 8:00AM to 5:00PM for assistance. |
| Step 11 | The Registration Confirmation page displays, congratulating you on your successful registration and you are now authorized to use the Child Support Portal. | Press <i>Continue</i> . |
| Step 12 | Your Home Page displays | |

Forgotten Password

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| Step 1 | On the Portal Login page https://childsupport.ohio.gov/login.jsf | Click on <i>Forgot your Password?</i> |
| Step 2 | The CAPTCHA page displays | Enter the code from the image and then, press <i>Submit</i> . |
| Step 3 | The Forgot Password/Unlock Account page displays | Enter your User ID and then, press <i>Submit</i> . If you don't remember your User ID, go to the Portal Login page and click on the <i>Forgot your User ID</i> link and then, follow the steps in the <u>Forgotten User ID</u> section. |
| Step 4 | The Password Reset/Unlock Account is Processed page displays, letting you know that an instruction e-mail on how to change your password has been sent to you | Click on the X in the upper right corner to close this page or If you don't remember or no longer have access to the e-mail address we have recorded in our system for you, click on the <i>If you have forgotten or no longer have access to the E-mail address used to register</i> link at the bottom of this page and then, go to <u>Step 9</u> . |

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| Step 5 | When you receive the Password Reset/Unlock Account instruction e-mail | Read the instructions and then, click on the <i>Reset Password</i> link. Note: If you don't receive the email within a few minutes: <ul style="list-style-type: none"> • Check your SPAM or Junk mail folders • Make sure you are using the same e-mail address that we have recorded in our system for you |
| Step 6 | The Change Password/Unlock Account page displays | Enter your new Password (twice) and then, press <i>Submit</i> . |
| Step 7 | The Password Change/Unlock Account Confirmation page displays, letting you know that your password was changed successfully and your account is unlocked. Also, a Password Change Confirmation is e-mailed to you. | Click on the <i>To login to the Child Support Customer Service Portal</i> link. |
| Step 8 | The Portal Login page displays | Enter your User ID and your new Password and then, press <i>Login</i> . At this point you should be in the portal, if so, disregard Steps 9 - 11. Note: It may take up to 10 minutes for the system to recognize your new password. |
| Step 9 | Continued from Step 4 if you clicked on the ' <i>If you have forgotten or no longer have access to the E-mail address used to register</i> ' link. The User Re-Authorization page displays | Enter your new E-mail address (twice), your 10-digit SETS case number and your SSN and then, press <i>Submit</i> . |
| Step 10 | The New User Authorization - Account Number page displays if you are ordered to receive support and your support payments are deposited directly into your bank account or onto an e-QuickPay card. The New User Authorization - Web ID page displays if you are ordered to pay support or are ordered to receive support but your support payments are <u>not</u> directly deposited into your account or onto an e-QuickPay card. | Enter the last 4-digits of your direct deposit account or your e-QuickPay card and then, press <i>Continue</i> . Enter your 12-digit Web ID and then, press <i>Continue</i> . If you don't know your 12-digit Web ID, please contact your county CSEA or call 1-800-686-1556 M-F 8:00AM to 5:00PM for assistance. |
| Step 11 | The Password Reset/Unlock Account is Processed page displays, letting you know that an instruction e-mail on how to change your password was sent to your <u>new</u> e-mail address. | Click on the X in the upper right corner to close this page and then, go to Step 5 to change your password. |

Forgotten User ID

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| Step 1 | On the Portal Login page https://childsupport.ohio.gov/login.jsf | Click on <i>Forgot your User ID?</i> |
| Step 2 | The CAPTCHA page displays | Enter the code from the image and then, press <i>Submit</i> . |

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| <p>Step 3</p> | <p>The Forgot User ID page displays</p> | <p>Enter your e-mail address and then, press <i>Submit</i> or</p> <p>If you don't remember or no longer have access to the e-mail address we have recorded in our system for you, click on the <i>If you have forgotten or no longer have access to the E-mail address used to register</i> link (yellow box) and then, go to <u>Step 7</u>.</p> |
| <p>Step 4</p> | <p>The Forgot User ID Request Confirmation page displays, letting you know that an e-mail was sent to you with all the User IDs associated with the e-mail address.</p> | <p>Click on the X in the upper right corner to close this page.</p> |
| <p>Step 5</p> | <p>When you receive the User ID e-mail</p> | <p>View the information in the e-mail, making sure the word 'Authorized' displays in the first sentence (<i>In response to your request your authorized User ID is listed below</i>). If 'authorized' does appear, write down the User ID and then, click on the Child Support link.</p> <p>If 'Authorized' does not appear, one of the following has occurred:</p> <ol style="list-style-type: none"> 1. You have completed Registration and Authorization sometime in the past using a different e-mail address, or 2. Authorization has never been completed, which means you have never accessed the web portal <p>Note: If you don't receive the email within a few minutes:</p> <ul style="list-style-type: none"> • Check your SPAM or Junk mail folders • Make sure you are using the same e-mail address that we have recorded in our system for you. |
| <p>Step 6</p> | <p>The Portal Login page displays</p> | <p>If you know your Password, enter it along with your User ID and then, press <i>Login</i>.</p> <p>At this point you should be in the portal, if so, disregard Steps 7 - 11.</p> <p>Note: If you don't remember your password or receive an error message, follow the steps in the <u>Forgotten Password</u> section.</p> |
| <p>Step 7</p> | <p>Continued from <u>Step 3</u> if you clicked on the '<i>If you have forgotten or no longer have access to the E-mail address used to register</i>' link, The User Re-Authorization page displays</p> | <p>Enter your new E-mail address (twice), your 10-digit SETS case number and your SSN and then, press <i>Submit</i>.</p> <p>Note: If you receive the following error message "<i>No User ID has been located. Register for the portal</i>"; you have never registered for the portal. Click the link in the error message and then, follow the steps in the <u>Do you need to Register for a New Portal Account</u> section.</p> |

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| Step 8 | <p>The New User Authorization - Account Number page displays if you are ordered to receive support and your support payments are deposited directly into your bank account or onto an e-QuickPay card.</p> <p>The New User Authorization - Web ID page displays if you are ordered to pay support or are ordered to receive support but your support payments are <i>not</i> directly deposited into your account or onto an e-QuickPay card.</p> | <p>Enter the last 4-digits of your direct deposit account or your e-QuickPay card and then, press <i>Continue</i>.</p> <p>Enter your 12-digit Web ID and then, press <i>Continue</i>.</p> <p>If you don't know your 12-digit Web ID, please contact your county CSEA or call 1-800-686-1556 M-F 8:00AM to 5:00PM for assistance.</p> |
| Step 9 | <p>The Forgot User ID Request Confirmation page displays, letting you know that an e-mail was sent to your new email address, with your AUTHORIZED User ID.</p> | <p>Click on the X in the upper right corner to close this page.</p> |
| Step 10 | <p>When you receive the User ID e-mail</p> | <p>View the information in the e-mail and then, click on the Child Support link.</p> <p>Note: If you don't receive the email within a few minutes:</p> <ul style="list-style-type: none"> • Check your SPAM or Junk mail folders |
| Step 11 | <p>The Portal Login page displays</p> | <p>Enter your User ID, Password and then, press <i>Login</i>.</p> |

Portal Login Page Error Messages

| Error Message | Why did I get it | What do I do |
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| <p>Invalid User ID or Invalid Password</p> | <p>You are attempting to log into the portal using either an incorrect Password or User ID.</p> | <p>Follow the steps in the Forgotten User ID section to retrieve your User ID.</p> <p>If you still get the <i>Invalid User ID</i> or <i>Invalid Password</i> error message after receiving your User ID, follow the steps in the Forgotten Password section to change your password.</p> |
| <p>This Account is LOCKED. An E-mail has been sent to the owner of this account with instructions on how to unlock.</p> | <p>You have attempted to log into the portal 5 times within 15 minutes using either an incorrect Password or User ID.</p> | <p>Follow the steps in the Forgotten User ID section to retrieve your User ID.</p> <p>If you still get the <i>Invalid User ID</i> or <i>Invalid Password</i> error message after receiving your User ID, follow the steps in the Forgotten Password section to change your password.</p> |
| <p>What does it mean if you log into the portal and the No Open Cases page displays?</p> | <p>You have no open cases in our system.</p> | <p>All your cases are closed, there is nothing to view on the portal.</p> <p>If you feel you should have an open case, please contact your county CSEA.</p> |

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