### 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?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>On the Portal Login page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a></td>
<td>Enter the User ID and Password used for the other ODJFS benefits portal and then, press Login.</td>
</tr>
<tr>
<td>Step 2</td>
<td>The CAPTCHA page displays</td>
<td>Enter the code from the image and then, press Submit.</td>
</tr>
<tr>
<td>Step 3</td>
<td>The <strong>New User Authorization</strong> page displays</td>
<td>Enter your 10-digit SETS case number and your SSN and then, press Continue.</td>
</tr>
<tr>
<td>Step 4</td>
<td>The <strong>New User Authorization - Account Number</strong> page displays if you are ordered to receive support and your support payments are deposited directly into your bank account or prepaid debit card account. The <strong>New User Authorization - Web ID</strong> page displays if you are ordered to pay support or are ordered to receive support but your support payments are not directly deposited into your bank account or prepaid debit card account.</td>
<td>Enter the last 4-digits of your direct deposit account or debit card and then, press Continue. Enter your 12-digit Web ID and then, press Continue. If you don't know your 12-digit Web ID, please contact your county CSEA.</td>
</tr>
<tr>
<td>Step 5</td>
<td>The <strong>Registration Confirmation</strong> page displays, congratulating you on your successful registration and you are now authorized to use the Child Support Portal.</td>
<td>Press Continue.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Your Home Page displays</td>
<td></td>
</tr>
</tbody>
</table>

### Do you need to Register for a New Portal Account?

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>On the Portal Login page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a></td>
<td>Click on the Creating an Account button.</td>
</tr>
<tr>
<td>Step 2</td>
<td>The CAPTCHA page displays</td>
<td>Enter the code from the image and then, press Submit.</td>
</tr>
<tr>
<td>Step 3</td>
<td>The <strong>New Account Registration</strong> page displays</td>
<td>Complete all fields and then, press Submit. All fields must be completed and the User ID you choose must be unique.</td>
</tr>
<tr>
<td>Step 4</td>
<td>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.</td>
<td>Press OK if you are sure your e-mail address is not used by anyone else who is registered for the portal.</td>
</tr>
</tbody>
</table>
## Troubleshooting Guide

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 5</strong></td>
<td>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.</td>
<td><strong>Note:</strong> If the New Account Registration page re-displays after pressing OK, view the error message at the top of the page.</td>
</tr>
<tr>
<td><strong>Step 6</strong></td>
<td>When you receive the Account Activation instruction e-mail</td>
<td>Click on the X in the upper right corner to close this page.</td>
</tr>
</tbody>
</table>
| **Step 7** | The New Account Activation Confirmation page displays, confirming your account is activated. | **Step 6** Read the instructions and then, click on the Activate Account link.  
**Note:** If you don’t receive the email within a few minutes:  
- Check your SPAM or Junk mail folders |
| **Step 8** | The Portal Login page displays | Enter your newly created User ID and Password and then, press Login. |
| **Step 9** | The New User Authorization page displays | Enter your 10-digit SETS case number and your SSN and then, press Continue. |
| **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 prepaid debit card account.  

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 not directly deposited into your bank account or prepaid debit card account. | Enter the last 4-digits of your direct deposit account or debit card and then, press Continue.  

Enter your 12-digit Web ID and then, press Continue.  

If you don’t know your 12-digit Web ID, please contact your county CSEA. |
| **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 Continue. |
| **Step 12** | Your Home Page displays | |
## Troubleshooting Guide

### Forgotten Password

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| 1    | On the Portal Login page | Click on **Forgot your Password?**
|      | [https://childsupport.ohio.gov/login.jsf](https://childsupport.ohio.gov/login.jsf) | |
| 2    | The CAPTCHA page displays | Enter the code from the image and then, press **Submit**. |
| 3    | The **Forgot Password/Unlock Account** page displays | Enter your User ID and then, press **Submit**. If you don’t remember your User ID, go to the Portal Login page and click on the **Forgot your User ID** link. Then, follow the steps in the **Forgotten User ID** section. |
| 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 **If you have forgotten or no longer have access to the E-mail address used to register** link at the bottom of this page and then, go to **Step 9**. |
| 5    | When you receive the **Password Reset/Unlock Account** instruction e-mail | Read the instructions and then, click on the **Reset Password** link. **Note:** If you don’t receive the email within a few minutes: • 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 |
| 6    | The **Change Password/Unlock Account** page displays | Enter your new Password (twice) and then, press **Submit**. |
| 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 **To login to the Child Support Customer Service Portal** link. |
| 8    | The **Portal Login** page displays | Enter your User ID and your new Password and then, press **Login**. 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. |
## Troubleshooting Guide

### Step 9
**Continued from Step 4** if you clicked on the ‘If you have forgotten or no longer have access to the E-mail address used to register’ 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 Submit.

### 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 prepaid debit card account.

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 *not* directly deposited into your bank account or prepaid debit card account.

- Enter the last 4-digits of your direct deposit account or debit card and then, press Continue.
- Enter your 12-digit Web ID and then, press Continue.
- If you don’t know your 12-digit Web ID, please contact your county CSEA.

### 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 new 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.

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## Forgotten User ID

<table>
<thead>
<tr>
<th>Step 1</th>
<th>On the <strong>Portal Login</strong> page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a></th>
<th>Click on <strong>Forgot your User ID?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>The <strong>CAPTCHA</strong> page displays</td>
<td>Enter the code from the image and then, press <strong>Submit</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>The <strong>Forgot User ID</strong> page displays</td>
<td>Enter your e-mail address and then, press <strong>Submit</strong> or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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 <em>If you have forgotten or no longer have access to the E-mail address used to register</em> link (yellow box) and then, go to <strong>Step 7</strong>.</td>
</tr>
<tr>
<td>Step 4</td>
<td>The <strong>Forgot User ID Request Confirmation</strong> page displays, letting you know that an e-mail was sent to you with all the User IDs associated with the e-mail address.</td>
<td>Click on the X in the upper right corner to close this page.</td>
</tr>
<tr>
<td>Step 5</td>
<td>When you receive the <strong>User ID</strong> e-mail</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>View the information in the e-mail, making sure the word ‘Authorized’ displays in the first sentence (<em>In response to your request your authorized User ID is listed below</em>). If ‘authorized’ does not appear, write down the User ID and then, click on the Child Support link.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If ‘Authorized’ does not appear, one of the following has occurred:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. You have completed Registration and Authorization sometime in the past using a different e-mail address, or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Authorization has never been completed, which means you have never accessed the web portal</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> If you don’t receive the email within a few minutes:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Check your SPAM or Junk mail folders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Make sure you are using the same e-mail address that we have recorded in our system for you.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 6</th>
<th>The <strong>Portal Login</strong> page displays</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you know your Password, enter it along with your User ID and then, press <em>Login</em>. At this point you should be in the portal, if so, disregard Steps 7 - 11.</td>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> If you don’t remember your password or receive an error message, follow the steps in the <strong>Forgotten Password</strong> section.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 7</th>
<th><strong>Continued</strong> from Step 3 if you clicked on the ‘If you have forgotten or no longer have access to the E-mail address used to register’ link.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The <strong>User Re-Authorization</strong> page displays</td>
<td></td>
</tr>
<tr>
<td>Enter your new E-mail address (twice), your 10-digit SETS case number and your SSN and then, press <em>Submit</em>.</td>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> If you receive the following error message “No User ID has been located. Register for the portal”; you have never registered for the portal. Click the link in the error message and then, follow the steps in the <strong>Do you need to Register for a New Portal Account</strong> section.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 8</th>
<th>The <strong>New User Authorization - Account Number</strong> page displays if you are ordered to receive support and your support payments are deposited directly into your bank account or prepaid debit card account.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the last 4-digits of your direct deposit account or debit card and then, press <em>Continue</em>.</td>
<td></td>
</tr>
</tbody>
</table>

| The **New User Authorization - Web ID** page displays if you are ordered to pay support or are ordered to receive support |
|---|---|
| Enter your 12-digit Web ID and then, press *Continue*. |
but your support payments are not directly deposited into your bank account or prepaid debit card account. If you don’t know your 12-digit Web ID, please contact your county CSEA.

**Step 9**  
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.  
Click on the X in the upper right corner to close this page.

**Step 10**  
When you receive the User ID e-mail  
View the information in the e-mail and then, click on the Child Support link.  
**Note:** If you don’t receive the email within a few minutes:  
- Check your SPAM or Junk mail folders

**Step 11**  
The Portal Login page displays  
Enter your User ID, Password and then, press Login.

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### Portal Login Page Error Messages

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

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