

# 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?

<b>Step 1</b>	On the <b>Portal Login</b> page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Enter the User ID, Password used for the other ODJFS benefits portal and then, press 'Login'.
<b>Step 2</b>	The <b>CAPTCHA</b> page displays	Enter the code from the image and then, press 'Submit'.
<b>Step 3</b>	The <b>New User Authorization</b> page displays	Enter your 10-digit SETS case number, your SSN and then, press 'Continue'.
<b>Step 4</b>	<p>The <b>New User Authorization - Account Number</b> 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 <b>New User Authorization - Web ID</b> page displays if you are ordered to pay support or are ordered to receive support but your support payments are <b>not</b> 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 'Continue'.</p> <p>Enter your 12-digit Web ID and then, press 'Continue'.</p> <p><b>Note:</b> If you don't know your 12-digit Web ID, please call 1-800-686-1556 M-F 8:00AM to 5:00PM for assistance.</p>
<b>Step 5</b>	The <b>Registration Confirmation</b> page displays, congratulating you on your successful registration and you are now authorized to use the Child Support Portal.	Press 'Continue'.
<b>Step 6</b>	Your <b>Home Page</b> displays	

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

<b>Step 1</b>	On the <b>Portal Login</b> page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on the <b>Creating an Account</b> button.
<b>Step 2</b>	The <b>CAPTCHA</b> page displays	Enter the code from the image and then, press 'Submit'.
<b>Step 3</b>	The <b>New Account Registration</b> page displays	Complete all fields and then, press 'Submit' (all fields must be completed and the User ID you choose must be unique).
<b>Step 4</b>	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 'OK' if you are sure your e-mail address is not used by anyone else who is registered for the portal. <b>Note:</b> If the <b>New Account Registration</b> page re-displays after pressing 'OK', please review the error message at the top of the page.
<b>Step 5</b>	The <b>New Account Registration Confirmation</b> page displays, letting you know that a new account has been created for you. Also, an instructions 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.
<b>Step 6</b>	When you receive the <b>Account Activation</b> instructions e-mail:	Read the instructions and then, click on the 'Activate Account' link. <b>Note:</b> If you don't receive the email within a few minutes: <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders</li> </ul>
<b>Step 7</b>	The <b>New Account Activation Confirmation</b> page displays, confirming your account is activated.	Click on the 'Return to the Child Support Customer Service Portal Login Page' link.
<b>Step 8</b>	The <b>Portal Login</b> page displays	Enter your newly created User ID, Password and then, press 'Login'.
<b>Step 9</b>	The <b>New User Authorization</b> page displays	Enter your 10-digit SETS case number, your SSN and then, press 'Continue'.
<b>Step 10</b>	The <b>New User Authorization - Account Number</b> 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 'Continue'.
	The <b>New User Authorization - Web ID</b> page displays if you are ordered to pay support or are ordered to receive support but your support payments are <b>not</b> directly deposited into your account or onto an e-QuickPay card.	Enter your 12-digit Web ID and then, press 'Continue'. <b>Note:</b> If you don't know your 12-digit Web ID, please call 1-800-686-1556 M-F 8:00AM to 5:00PM for assistance.
<b>Step 11</b>	The <b>Registration Confirmation</b> page displays, congratulating you on your successful registration and you are now authorized to use the Child Support Portal.	Press 'Continue'.
<b>Step 12</b>	Your <b>Home Page</b> displays.	

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Forgotten Password		
<b>Step 1</b>	On the <b>Portal Login</b> page: <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on ' <b>Forgot your Password?</b> '
<b>Step 2</b>	The <b>CAPTCHA</b> page displays.	Enter the code from the image and then, press 'Submit'.
<b>Step 3</b>	The <b>Forgot Password/Unlock Account</b> page displays.	Enter your User ID and then, press 'Submit'. <b>Note:</b> If you don't remember your User ID, go to the Portal Login page, click on the 'Forgot your User ID?' link. Please see the Forgotten User ID section of this guide for details.
<b>Step 4</b>	The <b>Password Reset/Unlock Account is Processed</b> page displays, letting you know that an instructions 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 are unable to retrieve the e-mail because you don't remember or no longer have access to your registered e-mail address, click on the 'If you have forgotten or no longer have access to the <b>E-mail address used to register</b> ' link at the bottom of this page, and then, go to <b>Step 9</b> .
<b>Step 5</b>	When you receive the <b>Password Reset/Unlock Account</b> instructions e-mail:	Read the instructions and then, click on the 'Reset Password' link. <b>Note:</b> If you don't receive the email within a few minutes: <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders,</li> <li>• Make sure you are using the same e-mail address that we have recorded in our system for you.</li> </ul>
<b>Step 6</b>	The <b>Change Password/Unlock Account</b> page displays.	Enter your new Password (twice) and then, press 'Submit'.
<b>Step 7</b>	The <b>Password Change/Unlock Account Confirmation</b> 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.
<b>Step 8</b>	The <b>Portal Login</b> page displays.	Enter your User ID, new Password and then, press 'Login'. At this point you should be in the portal, if so, disregard steps 9 - 11. <b>Note:</b> It may take up to 10 minutes for the system to recognize your new password.
<b>Step 9</b>	<b>Continued from Step 4</b> If you clicked on the 'If you have forgotten or no longer have access to the <b>E-mail address used to register</b> ' link. The <b>User Re-Authorization</b> page displays	Enter your new E-mail address (twice), the 10-digit SETS case number, your SSN and then, press 'Submit'.

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## Forgotten Password - Continued

<b>Step 10</b>	The <b>New User Authorization - Account Number</b> 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 <b>New User Authorization - Web ID</b> 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.	Enter the last 4-digits of your direct deposit account or your e-QuickPay card and then, press 'Continue'.  Enter your 12-digit Web ID and then, press 'Continue'. <b>Note:</b> If you don't know your 12-digit Web ID, please call 1-800-686-1556 M-F 8:00AM to 5:00PM for assistance.
<b>Step 11</b>	The <b>Password Reset/Unlock Account is Processed</b> page displays, letting you know that an instructions e-mail on how to change your password was sent to your <i>new</i> e-mail address.	Click on the 'x' in the upper right corner to close this page and then, go to <b>Step 5</b> in this section to change your password.

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Forgotten User ID		
<b>Step 1</b>	On the <b>Portal Login</b> page: <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on <b>Forgot your User ID?</b>
<b>Step 2</b>	The <b>CAPTCHA</b> page displays.	Enter the code from the image and then, press 'Submit'.
<b>Step 3</b>	The <b>Forgot User ID</b> page displays.	Enter your e-mail address and then, press 'Submit' or <b>Note:</b> If you don't remember or no longer have access to your registered e-mail address, click on the 'If you have forgotten or no longer have access to the <b>E-mail address used to register</b> ' link ( <b>yellow box</b> ) and then, go to <b>Step 7</b> .
<b>Step 4</b>	The <b>Forgot User ID Request Confirmation</b> page displays, letting you know that an e-mail was sent to you with all of the User IDs associated with the e-mail address.	Click on the 'x' in the upper right corner to close this page.
<b>Step 5</b>	When you receive the <b>User ID</b> e-mail:	View the information in the e-mail, making sure the word 'Authorized' displays in the first sentence ('In response to your request your <i>authorized</i> User ID is listed below'). If 'authorized' does appear, write down the User ID, and then click on the 'Child Support' link.  If 'Authorized' does not appear, one of the following has occurred: <ol style="list-style-type: none"> <li>1. Registration and authorization was completed previously using a different e-mail address, or</li> <li>2. Authorization has never been finalized (you have never accessed the web portal)</li> </ol> <b>Note:</b> If you don't receive the email within a few minutes: <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders, and</li> <li>• Make sure you are using the same e-mail address that we have recorded in our system for you.</li> </ul>

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## Forgotten User ID - Continued

Step 6	The <b>Portal Login</b> page displays.	If you know your password enter your User ID, Password and then, press 'Login'. At this point you should be in the portal, if so, disregard steps 7 - 11. <b>Note:</b> If you don't know your password or are getting an error message, proceed to the ' <b>Forgotten Password and/or E-mail Address</b> ' section of this guide.
Step 7	<b>Continued from Step 3</b> If you clicked on the 'If you have forgotten or no longer have access to the e-mail address used to register' link, the <b>User Re-Authorization</b> page displays.	Enter your new e-mail address (twice), the 10-digit SETS case number, your SSN and then, press 'Submit'. <b>Note:</b> If you receive the ' <b>No User ID has been located. Register for the portal</b> ' error, you have not previously registered for the portal. Please click the link in the error message and refer to the ' <b>Do you need to Register for a New Portal Account</b> ' in this guide.
Step 8	The <b>New User Authorization - Account Number</b> 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 <b>New User Authorization - Web ID</b> 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.	Enter the last 4-digits of your direct deposit account or your e-QuickPay card and then, press 'Continue'.  Enter your 12-digit Web ID and then, press 'Continue'.
Step 9	The <b>Forgot User ID Request Confirmation</b> page displays, letting you know that an e-mail was sent to your <i>new</i> 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 <b>User ID</b> e-mail:	View the information in the e-mail and then, click on the 'Child Support' link. <b>Note:</b> If you don't receive the email within a few minutes: <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders.</li> </ul>
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

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