Registration for customers with an Ohio driver’s license:

Step 1: Select “Creating an Account” from the Login Page.
Step 2: Complete CAPTCHA screen.
Step 3: Enter your Ohio Driver’s License Number, SSN, Date of Birth, Last Name and E-mail Address.
Step 4: Create User ID and Password.
Step 5: Select an activation method (email/text) to activate your account. Enter the activation code within 2 hours to activate your account.
Step 6: Click the Login Page link and enter your new User ID and Password.

Registration for customers without an Ohio driver’s license:

Step 1: Select “Creating an Account” from the Login Page.
Step 2: Complete CAPTCHA screen.
Step 3: Select “I don’t have an Ohio Driver’s License, State ID or Key Number”
Step 4: Enter your Case Number (beginning with a 7), SSN and E-mail Address.
  ➢ If you are ordered to receive support on ANY case, you will be required to enter the last four digits of your smiOne™ card number or your direct deposit account number.
  ➢ If you are ordered to pay support OR you receive support but do not have an smiOne™ or Direct Deposit account established, you will be required to enter your 12-digit Web ID.**
Step 5: Create User ID and Password.
Step 6: Select an activation method (email/text) to activate your account. Enter the activation code within 2 hours to activate your account.
Step 7: Click the Login Page link and enter your new User ID and Password.

Registration Tips

*Can’t find your Confirmation e-mail? If you do not find an e-mail in your inbox, check your spam, junk, or bulk e-mail folders for the e-mail address “DoNotReply@childsupport.ohio.gov.” To allow future e-mails to go to your inbox from the Ohio Child Support Customer Service Portal, add “DoNotReply@childsupport.ohio.gov” to your e-mail address book or safe sender’s list.

**Don’t Know Your Web ID? If you don’t know your Web ID, please call 1-800-686-1556 Monday-Friday 8:00AM – 5:00 PM for assistance.

Remember your User ID, Password, and e-mail: Write down the user ID, password and e-mail used to register and place in a secure location for future access

Forgot your User ID or Password? Simply select the Forgot Password or Forgot User ID from the Login Page.