### 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.