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Section 1: Introduction and Registration:

The Child Support Portal User Guide provides you with the information needed to effectively find available content on the Customer Service Child Support Portal. For your convenience, a screen shot and description of the main features on each page is included to assist you.

Access to the child support portal requires a registration to validate your identity. There are two ways to complete registration, validating against an Ohio Driver’s License, State ID or Key Number or, validating using case number, SSN and last 4 digits of electronic disbursement account or Web ID.

Users with an Ohio driver’s license provide their Ohio Driver’s License, State ID or Key Number along with their Social Security Number, Date of Birth and last name. This information is validated against the Bureau of Motor Vehicles (BMV). If the information provided matches the BMV, the user is asked to create a User ID and Password. Lastly, the user selects an option for activation code delivery, to either an email address or cell phone number. Once the activation code is received and entered, the registration is complete, and the user can access the portal.

Users who do not have an Ohio Driver’s License or otherwise cannot match with the BMV must provide their SETS case number, Social Security Number and either the last 4 digits of the account their child support funds are deposited to or their Web ID. Once the information is validated, the user is asked to create a User ID and Password. Lastly, the user selects an option for activation code delivery, to either an email address or cell phone number. Once the activation code is received and entered, the registration is complete, and the user can access the portal.
Registration flow for Customers with an Ohio Driver’s License/State ID or Key Number

Step 1. Select Creating an Account

Step 2. Complete CATPCHA screen
Step 3. Enter Driver’s License, SSN, Date of Birth, Last Name and E-mail address

Step 4. Confirm e-mail address entered is unique
Step 5. Create a User ID and Password

Step 6. Select an activation method (e-mail or text)
Step 7. Enter Activation Code

Step 8. Select the Login link from the Confirmation page to return to the Login page
Registration Screen Details (Using Ohio Driver’s License):

Login Page

The Login page is where the customer will either establish an account or enter their existing User ID and Password to gain access to the Child Support Customer Service Portal.

![Login Page Image]

Navigation for Customers who have established a User ID and Password:

- Customers who have previously established a User ID and Password will enter their User ID and Password and select ‘Login.’

  **Note:** If there is an active county message (bulletin), the message will display prior to the Home Page.
Customers must complete a CAPTCHA image when establishing a new account or resetting their User ID and/or Password. CAPTCHA is an acronym for ‘Completely Automated Public Turing test to tell Computers and Humans Apart’. A CAPTCHA is a graphic image with a series of distorted letters on an equally distorted or multicolored background. This technology is used to block spammers and bots that try to automatically sign up for or make use of Web sites, blogs or forums. CAPTCHA blocks automated systems, which can’t read the distorted letters in the graphic.

Navigation:

- The CAPTCHA page will display when the user selects any of the links on the Login Page. They will make the entry on the CAPTCHA screen as directed and then transfer to the appropriate page associated with the selected link on the Login Page.

County Contact Information:

- If the customer selects the ‘County Contact Information (PDF)’ link, they will be directed to the following web page: http://jfs.ohio.gov/county/County_Directory.pdf
Audio CAPTCHA Option:

Customers that cannot view and enter the image on the CAPTCHA page can select an audio CAPTCHA option. If the customer selects the Audio CAPTCHA option, the customer will transfer to the following screen:

![Audio CAPTCHA Screen](image)

Navigation:

- The Audio CAPTCHA page will display when the user selects the Audio button or the ‘If you are unable to enter the code from the above image, please go to the Audio CAPTCHA page’ link from the original CAPTCHA page. They will click the ‘Play’ button, make the entry on the audio CAPTCHA screen as directed and then transfer to the appropriate page associated with the selected link on the Login Page.

County Contact Information:

- If the customer selects ‘If you are unable to use any of the CAPTCHA pages, please use this link for County contact information,’ they will be transferred to the following web page: [http://jfs.ohio.gov/county/County_Directory.pdf](http://jfs.ohio.gov/county/County_Directory.pdf)
**New User Authorization Page**

The New User Authorization page must be completed for new customers who would like to use the portal. The fields below must be completed before the registration can be submitted.

**NOTE:** The e-mail address being provided must be unique and not be shared by any other registered portal customer.

Navigation:
- Customers must click the Register button from the home page and complete the CAPTCHA Page.

**I do not have an Ohio Driver’s License, State ID or Key Number:**
- Selecting the link navigates the user to an alternate New Account Authorization Page where they will register using their SETS case number, SSN and either the last 4 digits of the account their child funds are deposited to or their web ID.

**Cancel:**
- If the customer selects ‘Cancel’ they will transfer back to the Login page.

**Submit:**
- Once the customer successfully completes the fields and selects ‘Submit’, a pop up box will display asking them to confirm that the e-mail address entered is unique and not used by any other registered portal customer.
Once the customer successfully completes the fields and selects ‘OK’ from the pop up message box, they will transfer to the New Account Registration Page.

OK:
- If the customer selects ‘OK’, they are confirming that the email address entered is not used by another registered portal user.

Cancel:
- If the customer selects ‘Cancel’, they will remain on the New User Authorization Page where they can enter a new unique e-mail address.
New Account Registration Page

After successful identity validation, the New Account Registration page displays. On this page, the customer establishes a User ID and Password.

![New Account Registration Page](image)

**Navigation:**

Customers must successfully validate their identity by completing and submitting data from the New User Authorization page or from either the New User Authorization – Account Number or New User Authorization – Web ID pages.

**Create a User ID**

- Customers must create a 6 to 15-character User ID that is not already in use

**Create Password**

- Customers must create a password that is at least 8 characters, with 1 upper and 1 lower case character, 1 number and 1 special character.

**Re-Enter Password**

- Password must be re-entered exactly as the created password

**Cancel:**

- If the customer selects ‘Cancel’ they will transfer back to the Login page.

**Submit:**

- Once the customer successfully completes the fields and selects ‘Submit’, they are navigated to the New User Activation page.
Customers will select the method by which they wish to receive an activation code, either by the e-mail address provided during registration or by text message.

**Email User Activation Code to Me:**
- When the button is selected, the screen refreshes to include a text box for the user to enter the activation code and a Submit button displays.

**Text User Activation Code to Me:**

When the button is selected, the screen refreshes to include a text box allowing the customer to enter a cell phone number. Upon submitting, the screen again refreshes to include a text box for the user to enter the activation code and a Submit button displays.

**Cancel:**
• If the customer selects ‘Cancel’ they will transfer back to the Login page.

Submit:
• Once the customer successfully enters the activation code and selects ‘Submit’, they are navigated to the New Account Activation Confirmation page.
Navigation:

From here the user must click the Login Page link to return to the Web Portal Login page where they can now use their newly established User ID and Password to gain access to the Child Support Customer Service Portal.
Registration flow for Customers Unable to Match with Ohio BMV

Step 1. Complete CATPCHA screen

Step 2. Enter 10 Digit Child Support Case Number, SSN and e-mail address
Step 3. Confirm e-mail address entered is unique

![Message from webpage]

Step 4. Enter the last 4 digits of the account your child support funds are deposited to OR, if you pay support, enter your Web ID

![New User Authorization - Account Number]

OR
Step 5. Create a User ID and Password
Step 6. Select an activation method (e-mail or text)

Step 7. Enter Activation Code

Step 8. Select the Login link form the Confirmation page to return to the Login page
Registration Screen Details (Without Ohio Driver’s License Match):

New Account Authorization Page

The New Account Authorization page is viewable to customers who have selected the “I do not have an Ohio Driver’s License, State ID or Key Number” link or were otherwise unable to validate their identity on the New User Authorization Page.

Navigation:

- Once you successfully complete the fields and select 'Submit', a pop-up box will display asking you to confirm that the e-mail address entered is unique and not used by any other registered portal customer.
Once the customer successfully completes the fields and selects ‘OK’ from the pop up message box, they will transfer to either the New User Authorization Web ID or New User Authorization Account Number page, whichever is applicable.

**OK:**
- If the customer selects ‘OK’, they are confirming that the email address entered is not used by another registered portal user.

**Cancel:**
- If the customer selects ‘Cancel’, they will remain on the New Account Authorization Page where they can enter a new unique e-mail address.
The customer will transfer to the New User Authorization Account Number page if:

- The customer is the case participant who is ordered to receive child support and has a direct deposit account number or a debit card number

**Navigation:**

- Customers must enter the last four digits of their direct deposit or debit card number their child support funds are deposited into and click the ‘Continue’ button to complete their registration and transfer to the Registration Confirmation Page.

**NOTE:** If the e-mail address entered during New Account Registration is shared by any other registered portal customer, the following error message will display:

*The e-mail address you entered in the first step of the registration process is associated with another individual registered for the portal. Please enter a new unique e-mail address for your account using the following link: Enter a different E-mail Address.*

Clicking on the link within the error message displays the User Authorization page where a new unique e-mail address must be entered. The duplicate e-mail error message will continue to display until a unique e-mail address is entered.

**Cancel:**

- If customers do not have the information needed to complete this screen or have entered this screen in error, they can click ‘Cancel.’ When they click the Cancel button, they will be taken back to the Child Support New Account Registration page.

**Help:**

- If the customer clicks ‘Screen Help’ from the Help Menu, a new window will open with detailed...
instructions on how to use this web page.

Logout:

- If the customer clicks ‘Logout’ they will be taken back to the Login page.
New User Authorization Page - Account Number

The New User Authorization - Account Number page is viewable to customers who have entered a case number and social security number during the registration process. This page verifies your identity by using the last 4 digits of your bank account or debit card number.

Last 4 Digits of your Direct Deposit Account Number or Debit Card Number that your Support is electronically Sent To

- **What is its purpose?** The last step required to complete authorization to gain access to the Child Support Customer Service Portal.
- **How do I use it?** Checking/Savings account:
  - Enter the last 4 digits of your direct deposit account number if you have your support set up to be directly deposited into an account. If you need help locating your account number for a checking account please see the below example, otherwise contact your bank to get the account number.
  - Click **CONTINUE** to complete registration or
  - Click **CANCEL** if you do not have the information needed

![EXAMPLE](image)

- **How do I use it?** Debit Card
  - Enter the last 4 digits of your debit card number (shown below) if you have your support set up to be deposited on a debit card.
  - Click **CONTINUE** to complete registration or
  - Click **CANCEL** if you do not have the information needed

![Example Debit Card](image)

**NOTE:** If the e-mail address entered during ‘New Account Registration’ is shared by any other registered portal customer, the following error message will display:
*The E-mail address you entered in the first step of the registration process is associated with another individual registered for the portal. Please enter a new unique E-mail address for your account using the following link: Enter a different E-mail Address.*

Clicking on the Enter a different E-mail address link displays the User Authorization page where you must enter a new e-mail address. The duplicate e-mail error message will continue to display until a unique e-mail address is entered.

**Menu**

- **What is its purpose?** Located at the top of the page, provides quick access to Glossary, FAQ’s and Screen Help.

- **How do I use it?**
  - Click Help to access the Glossary, FAQ(s) and Screen Help
  - Click Screen Help to see how to use each portal page

**Logout**

- **What is its purpose?** To exit the Child Support Customer Service Portal.

- **How do I use it?** Located at the top right of the page; click Logout to exit the Child Support Customer Service Portal, returning to the Login page.
The customer will transfer to the New User Authorization Web ID page if:

- The customer is the case participant ordered to pay child support or
- The customer is the case participant ordered to receive child support but does not have child support funds deposited to a direct deposit account or debit card

Navigation:

- Customers must enter their 12-digit Web ID and click the ‘Continue’ button to complete their registration and transfer to the Registration Confirmation Page.

  **NOTE:** If the e-mail address entered during New Account Registration is shared by any other registered portal customer, the following error message will display:

  *The e-mail address you entered in the first step of the registration process is associated with another individual registered for the portal. Please enter a new unique e-mail address for your account using the following link: Enter a different E-mail Address. *

Clicking on the link within the error message displays the User Authorization page where a new unique e-mail address must be entered. The duplicate e-mail error message will continue to display until a unique e-mail address is entered.

Cancel:

- If customers do not have the information needed to complete this screen or have entered this screen in error they can click ‘Cancel.’ When they click the Cancel button, they will be taken back to the Child Support New Account Registration page.

Help:

- If the customer clicks ‘Screen Help’ from the Help Menu, a new window will open with detailed instructions on how to use this web page (see next page for the full screen help displayed to the
Logout:

- If the customer clicks ‘Logout’ they will be taken back to the Login page.
New User Authorization - Web ID

The New User Authorization - Web ID page is used to verify your identity using a Web ID number, displaying to customers who entered a case number and social security number during the registration process.

12 Digit Web ID Number

- **What is its purpose?** The final step required to complete authorization, allowing you access to your case(s) on the Child Support Customer Service Portal.

- **How do I use it?**
  - Enter your Web ID. This number is 12 digits long beginning with three (3).
    - If you don't know your Web ID, please contact your local child support agency for assistance
  - Click **Continue** to complete registration or
  - Click **Cancel** if you do not have the information needed

If the e-mail address entered during New Account Registration is shared by any other registered portal customer, the following error message appears:

*The E-mail address you entered in the first step of the registration process is associated with another individual registered for the portal. Please enter a new unique E-mail address for your account using the following link: Enter a different E-mail Address.*

- Clicking on the **Enter a different E-mail address** link displays the User Authorization page where you must enter a new e-mail address.

**Menu**

- **What is its purpose?** Located at the top of the page, provides quick access to Glossary, FAQ’s and Screen Help.

- **How do I use it?**
  - Click **Help** to access the Glossary, FAQ(s) and Screen Help
    - Click **Screen Help** to see how to use each portal page

**Logout**

- **What is its purpose?** To exit the Child Support Customer Service Portal.

- **How do I use it?** Located at the top right of the page; click Logout to exit the Child Support Customer Service Portal, returning to the Login page.

Last Updated: 11/16/2015
Section 2: Child Support Customer Service Web Portal Overview:

The Customer Service Portal was created to allow registered customers access to their individual child support case information. The Portal is available twenty-three (23) hours a day, seven days a week, throughout the year, which makes it convenient for information to be viewed after normal business hours.

This section provides information on:

✔ Portal Overview
✔ Portal Availability

**Portal Overview**

This portal provides on-demand, case specific, address, employment, health insurance, and financial history information, along with answers to frequently asked questions regarding the child support program. In addition, you are provided the ability to make online credit card payments, correspond electronically with your county CSEA and receive county wide informational messages (bulletins) posted by your county. For more information on county bulletins, please see the Additional Information section of this user guide.

The portal is accessible from any internet-connected computer and is mobile device friendly.

**Portal Availability**

The portal is operational and available twenty-three (23) hours a day, seven (7) days a week, throughout the year (with approximately one hour down time nightly for maintenance usually between 4am and 6am).
Section 3: Navigating the Web Portal:

Navigation of the web portal is simplified by the use of a menu bar located at the top of every page:

- **Home Page** - Returns you to the Home Page from any page in the portal
- **Messages** - Reply to incoming messages from the county Child Support Enforcement Agency (CSEA) or send a new message or attached document to the county CSEA
- **Personal** - View your contact, employer, health insurance and child information on file with the CSEA. Opt into or out of receiving system generated e-mail notifications. You can also manage your portal account by changing your E-mail address or password
- **Payment** - View payment information, enroll or change direct deposit or prepaid debit card information (if you receive support), or make support payments
- **Cases** - View a breakdown of your support obligations and balances or view a summary of your child support case(s)
- **Help** - View a Help Screen providing details on the content of the page and how it can be used, view Child Support Frequently Asked Questions or view a Child Support Glossary

Menu Bar:

![Menu Bar Image]

Additional web portal tools:

- Clicking the tooltip icon 📩 provides a definition for the child support term displaying
- Clicking Logout will log you out of the portal and return you to the Login page
Home Page

Immediately after you sign on, you will arrive at the Home Page. The Home Page is an organized at-a-glance view of information relevant to your case(s).

**Note:** If there is an active county message (bulletin), the message will display prior to the Home Page. From this page, you can:

- View payment activity information
  - Payments displaying in yellow are payments received from you if you are ordered to pay support
  - Payments displaying in green are payments sent to you if you are ordered to receive support
- View Alerts
- Respond to Alerts
- View new incoming messages from the county CSEA
- Send a new message to your county CSEA
  - Clicking on the New Message button will allow you to initiate a new message and/or attach a document to be sent to your County CSEA without leaving the Home Page. Messages that provide Contact, Health Insurance or Employment information changes, includes update fields prompting you to report complete information.
- View a monthly support calendar and detailed payment events.
  - Dates displaying a yellow icon indicate those payments received from you if you are ordered to pay support
  - Dates displaying a green icon indicate those payments sent to you if you are ordered to receive support
- Change the calendar to view payment information for previous months
- Change the calendar to view payment information for a selected case/order
Welcome, John Smith

Activity and messages about your Case(s) and Order(s):

Last Payment(s) Received from You

<table>
<thead>
<tr>
<th>Other Party</th>
<th>Case</th>
<th>Order</th>
<th>Amount</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jones Smith</td>
<td>7112345678</td>
<td>ID12345</td>
<td>$164.31</td>
<td>Apr 11, 2017</td>
</tr>
<tr>
<td>Shoxi Davis</td>
<td>7112345678</td>
<td>DA12345</td>
<td>$78.26</td>
<td>Jul 6, 2015</td>
</tr>
<tr>
<td>Jones Smith</td>
<td>7112345678</td>
<td>ID12345</td>
<td>$156.52</td>
<td>Nov 10, 2002</td>
</tr>
</tbody>
</table>

Customer Alerts

⚠️ We do not have a current address for you. Please submit your current address information.

⚠️ We do not have a current employer for you. Please submit your current employment information.

⚠️ We do not have current, private health insurance information for you and the child(ren) you are required to pay. Please submit your current health insurance information.

Please note, if the health insurance you are providing is Medicaid, there is no need to report this information as Medicaid shares that information with us. If you have been ordered to provide private health insurance but are receiving Medicaid coverage, the alert will continue to display as a reminder to report private health insurance information, including insurance purchased through the Ohio Health Insurance marketplace, if it becomes available to you.

Case: 7112345678
Child(ren): David Smith

*Please Note: Information you submit may not be reflected in our system for 2 to 3 business days.*

New Messages

NO NEW MESSAGES

Support Calendar

Events in May, 2017

Please be advised that any dates listed here are provided for informational purposes only.

The dates in colored icons represent payments either sent or received.
Payment Activity:

- ‘Last Payment(s) Sent to You’ will display when payments are sent to you if you are ordered to receive support and the corresponding payment information will display in green boxes.
- ‘Last Payment(s) Received from You’ will display when payments are received from you and the corresponding payment information will display in yellow boxes.

Customer Alerts:

- The Customer Alerts section displays when you have missing address, employer and/or health insurance in the portal.
- Each alert will display an icon, description and a link allowing you to enter and send address, employer and/or health insurance information to your county CSEA.
- Up to three alerts may display (address, employer and/or health insurance).
New Messages:

- The New Messages section displays any unopened messages received from the county CSEA.
- If the new unread message is a continuation of a previously ongoing conversation thread, the number of messages in the thread will display after the message topic.
- Each row will display the New Message icon, case/order number and the message subject related to the conversation thread.
- Up to four rows of messages will display with a MORE icon if there are additional unopened messages available (Note: a total of 10 unopened messages display in the New Messages box on the Home Page. If you have more than 10 unopened messages, access the Message Center to view the additional messages).
- Clicking on the PREVIOUS icon will display unopened messages that were not opened before clicking the MORE icon.
- Clicking on a message will take you to the View Message page where the message can be viewed and/or responded to.
- When no new messages have been received, the following message will display: ‘NO NEW MESSAGES’.

New Message (Button):

- Clicking on the New Message button will allow you to initiate a new message to your County CSEA without leaving the Home Page.
  - If you click on the ‘New Message’ button a message box displays allowing you to type a new message and/or attach documentation to send to your county CSEA.
For additional information, please see the Message Center section below.

**Support Calendar:**

- Payment dates and payment details will display to the right of the calendar in the Events section.
- If you are ordered to pay support, payment dates will display with a Yellow icon to indicate payments received from you.
- If you are ordered to receive support, payment dates will display with a Green icon to indicate payments sent you.
- Clicking the <<< button will allow you to view up to 3 previous months of payments.
The calendar defaults to a view of all of your child support cases, selecting a specific case from the Case/Order drop down menu allows you to view payment activity for one specific case.
Home Page

This page provides a snapshot of case information, including most recent payments, new messages and a support calendar/events for the current month. A new message and update requests can also be initiated from this page. Additionally, if your county has posted a bulletin and/or required address, employer and/or health insurance information is missing in our system for you, the first page displayed is the County Bulletin Board/Customer Alerts page.

Welcome Banner

- **What is its purpose?** To welcome you to the Child Support Customer Web Portal by displaying your name as your County Child Support Enforcement Agency (CSEA) has on record for you.

Last Payment(s) Sent To You

- **What is its purpose?** Displays the most recent payment sent to you if you are ordered to receive support. However, if you have multiple cases the most recent payment for each case/order display, up to three (3). In addition to the payment amount, payment date, other party’s name, case number and order number display.

- **How do I use it?** Click on a highlighted Payment Amount to access the My Payment Information page to view and/or print the payment history for the case.

Last Payment(s) Received From You

- **What is its purpose?** Displays the most recent payment received from you if you are ordered to pay support. However, if you have multiple cases the most recent payment for each case/order display, up to three (3). In addition to the payment amount, payment date, other party’s name, case number and order number display.

- **How do I use it?** Click on the highlighted Payment Amount to access the My Payment Information page to view and/or print the payment history on the case.

Customer Alerts

- **What is its purpose?** Displays only when required employment, address and/or health insurance information is missing in our system for you.

- **How do I use it?** Click on the link displayed within the alert to open a new message where current information can be provided. The correct message topic will be displayed based on the alert selected, complete the following steps:
  - Select the case/order for the message by clicking on the down arrow to the right of Case/Order
  - Select the Type of Change
  - Enter the current information in the appropriate fields
  - Type a message or any additional information related to the update in the designated area
  - Click Send or
  - Click on the Cancel icon (x) at the top of this section to cancel and close the message without sending

New Messages

- **What is its purpose?** Displays up to four (4) unopened messages. A More icon displays when you have more than 4 unopened messages. If you have not received any new messages you will see ‘NO NEW MESSAGES’ displayed.

- **How do I use it?**
  - Click anywhere on the message to read the entire message
  - Click the More icon to view up to 4 additional unopened messages
• Click the Previous icon to view up to 4 messages that were not opened before clicking the More icon

**New Message (Button)**

• **What is its purpose?** You can initiate a new message, including update requests to your county CSEA without leaving their Home Page.

• **How do I use it?** Click the New Message button to begin creating a new message.

  • Select a reason for the message by clicking on the down arrow to the right of **Message Topic**
    o When the message is a request to have your personal/address, employment or health insurance information updated, select one of the following topics, which allow you to enter updated information:
      o Contact Information Change,
      o Employment Change or Addition or
      o Health Insurance Change or Addition
    o Select the type of change requested:
      o For employment, select either Add New Employer or Change Recent Employer
      o For health insurance, select either Add New Health Insurance or Change Recent Health Insurance
      o To update an address, select either Residential or Mailing or Residential & Mailing
    o Select the case/order for the message by clicking on the down arrow to the right of **Case/Order**
      o Type your message or additional information related to the update request in the designated area, using 2000 characters or less
      o Click Send or
      o Click on the Cancel icon (X) at the top of this section to cancel and close the message without sending

**Support Calendar and Events**

• **What is its purpose?** Displays payment dates and allows you to view payment details on your open cases.

  The Calendar displays the current month’s payments on your case or all your cases if you have multiple cases. To view payments on a particular case, click on the down arrow to the right of **Show all Cases** to show all your cases/orders. Click on a case/order to view those payments. You can also view payment information for the three previous months and one future month.

  The dates displaying a Yellow icon indicate those payments received from you and the dates displaying a Green icon indicate those payments sent to you.

• **How do I use it?** At the top of the Calendar, click on the back arrows (<<<) or forward arrows (>>>) to select the month (3 previous months & 1 future month) you wish to view payments for.

• Payment details for all your cases/orders, for the month selected display under ‘**Events in (Month, Year)**’

• If you select and view only one case’s payments, the calendar returns to the current month with payment information for the selected case. To view payment details for a different month, use the arrows at the top of the calendar.
### Icons

<table>
<thead>
<tr>
<th>con</th>
<th>What does it mean</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Envelope" /></td>
<td>New Message</td>
</tr>
<tr>
<td><img src="image" alt="Exclamation" /></td>
<td>Indicates required information is missing in our system (may display up to three)</td>
</tr>
<tr>
<td><img src="image" alt="Number 2" /></td>
<td>Indicates how many messages in the conversation, also known as Message Thread</td>
</tr>
<tr>
<td><img src="image" alt="Close" /></td>
<td>Cancel and Close a new message without sending</td>
</tr>
<tr>
<td><img src="image" alt="Payment Received" /></td>
<td>Payment received from you, if you are ordered to pay support</td>
</tr>
<tr>
<td><img src="image" alt="Payment Sent" /></td>
<td>Payment sent to you, if you are ordered to receive support</td>
</tr>
<tr>
<td><img src="image" alt="New Message" /></td>
<td>Create a New Message</td>
</tr>
<tr>
<td><img src="image" alt="More" /></td>
<td>More</td>
</tr>
<tr>
<td><img src="image" alt="Previous" /></td>
<td>Previous</td>
</tr>
</tbody>
</table>
| ![Information](image) | Provides the definition of a highlighted word.  
  - Using your computer's mouse, place it over the word or icon to see the definition.  
  - When using a mobile device, click on the icon or the word to open the definition, click it again to close. |
| ![Prev or Next](image) | Move back and forth between months (3 previous & 1 future) |

### Menu

- **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.
- **How do I use it?**
  - Click **Home Page** to display the home page for the case
  - Click **Messages** to view, reply to or send messages
  - Click **Personal** to view your personal information
    - Click **My Contact Information** to display the contact information your county CSEA has on record for you
    - Click **My Employer** to display the employer information your county CSEA has on record for you
    - Click **My Health Insurance** to display the health insurance information your county CSEA has on record for you
    - Click **Child Information** to display personal information about the child/children on your case the county CSEA has on record
    - Click **Change Email Address** to update your email address from the one you registered under
    - Click **Change Password** to change the password you currently use to log into the portal
    - Click **E-mail Notification Options** to opt into or out of payment and/or case related e-mail notifications
  - Click **Payment** to display payment information
    - Click **My Payment Information** to display the Payment History Report
    - Click **How My Payments Are Received** to view options for receiving payments and access the forms necessary to enroll or change your direct deposit or Prepaid Debit Card option
      - This option is only available to customers who are ordered to receive support
    - Click **Make A Payment** to view options for making payments
• Click **Cases** to view case information
  o Click **My Support Order/Balances** to view your support order(s) and balance information
  o Click **My Cases** to view all your open cases
• Click **Help** to access the Glossary, FAQ(s) and Screen Help
  o Click **Glossary** to view child support terms and definitions
  o Click **FAQ** to view Frequently Asked Questions regarding child support
  o Click **Screen Help** to read how to use each portal page

**Logout**

• **What is its purpose?** To exit the Child Support Customer Service Portal.
• **How do I use it?** Located at the top right of the page; click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
This page will display all your messages sent and received by descending date. If you have not opened a message, it will display with a New Message (envelope) icon. If you have opened a message, it will display without a New Message (envelope) icon. If your message included an attachment, a paper clip icon will display. Clicking on the New Message button will open a text box allowing you to type and send a new message to your county CSEA. From this page, you can:

- View un-opened/unread messages
- View opened/read messages
- Transfer to view message detail
- Send a new message

Selecting a message to view will open the message in the View Messages Page.

Messages can be deleted from the Message Center by clicking the trash can icon.

If you click on the ‘New Message’ button a message box displays allowing you to type a new message to your county CSEA:

- When you click on the ‘Attach Supporting Documents’, you can select a document to attach to your message.
When you click on the ‘Select Message Topic’ dropdown, you must select one of the predetermined message topics.
– If you select Message Topic ‘Contact Information Change’, the message box expands to include enterable fields, designed to prompt you to provide specific information. **Note:** You will be required to select an Address Type (Residential, Mailing or Residential & Mailing) if any of the address fields are completed, all other fields are optional.
– If you select Message Topic ‘Employer Change or Addition’, the message box expands to include enterable fields, designed to prompt you to provide specific information. **Note:** You will be required to select the type of Employment Change (Add New Employer or Change Recent Employer), all other fields are optional.
If you select Message Topic ‘Health Insurance Change or Addition’, the message box expands to include enterable fields, designed to prompt you to provide specific information. Note: You will be required to select the type of Health Insurance Change (Add New Health Insurance or Change Recent Health Insurance), all other fields are optional.
Message Center

The Message Center displays all customer messages sent to and received from their county Child Support Enforcement Agency (CSEA). Messages remain on this page until they are deleted by the customer. Any documents attached to a message will only be accessible for 90 days from the date they are originally opened by a worker. New messages and update requests are also initiated from this page.

(Messages)
- **What is its purpose?** Displays all messages, opened and unopened. Unopened messages display in bold font with a **New Message** icon and messages with attachments display a paperclip icon. All messages display the topic, case number, order number, county name and date received.
- **How do I use it?** Clicking on a message opens the View Messages page where the entire message can be viewed.
  - To delete a message from your Message Center (two-step process)
    - Click on the Trash icon next to the message you want to delete, turning the icon red
    - To confirm the deletion of the message, click on the icon again
    - To delete a message using a one-step process, double click on the Trash icon

New Message (Button)
- **What is its purpose?** Customers can send inquiries, request updates, report information and send supporting documentation to their county CSEA.
- **How do I use it?** Click the **New Message** button to expand the section:
  - Select a reason for the message by clicking on the arrow next to **Message Topic**
    - When the message is a request to have your personal/address, employment or health insurance information updated, select one of the following topics, which allows you to enter updated information:
      - Contact Information Change,
      - Employment Change or Addition or
      - Health Insurance Change or Addition
  - Select the type of change requested:
    - For employment, select either Add New Employer or Change Recent Employer
    - For health insurance, select either Add New Health Insurance or Change Recent Health Insurance
    - To update an address, select Residential, Mailing or Residential & Mailing
  - Select the case/order for the message by clicking on the arrow next to **Case/Order**
    - Once the case/order is selected, the name of the county CSEA responsible for the case displays
    - Type your message or additional information related to the update request in the designated area (2000 characters or less)
  - Click on **Attach Supporting Documents** to include attachments
    - Click Send or
    - Click on the Cancel icon (x) at the top of this section to cancel the message without sending
Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>What does it mean</th>
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<tbody>
<tr>
<td></td>
<td>Attachment</td>
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<tr>
<td></td>
<td>Unopened Message</td>
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<td></td>
<td>Delete Message</td>
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<td></td>
<td>Confirm Delete</td>
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<td></td>
<td>Cancel and Close a new message without sending</td>
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<td></td>
<td>Generate a New Message</td>
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Menu

- **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.
- **How do I use it?**
  - Click **Home Page** to display the home page for the case
  - Click **Messages** to view, reply to or send messages
  - Click **Personal** to view your personal information
    - Click **My Contact Information** to display the contact information your county CSEA has on record for you
    - Click **My Employer** to display the employer information your county CSEA has on record for you
    - Click **My Health Insurance** to display the health insurance information your county CSEA has on record for you
    - Click **Child Information** to display personal information about the child/children on your case the county CSEA has on record
    - Click **Change Email Address** to update your email address from the one you registered under
    - Click **Change Password** to change the password you currently use to log into the portal
    - Click **E-mail Notification Options** to opt into or out of payment and/or case related e-mail notifications
  - Click **Payment** to display payment information
    - Click **My Payment Information** to display the Payment History Report
    - Click **How My Payments Are Received** to view options for receiving payments and access the forms necessary to enroll or change your direct deposit or smiONE™ Visa® Prepaid Card option
      - This option is only available to customers who are ordered to receive support
    - Click **Make A Payment** to view options for making payments
  - Click **Cases** to view case information
    - Click **My Support Order/Balances** to view your support order(s) and balance information
    - Click **My Cases** to view all your open cases
  - Click **Help** to access the Glossary, FAQ(s) and Screen Help
    - Click **Glossary** to view child support terms and definitions
    - Click **FAQ** to view Frequently Asked Questions regarding child support
• Click **Screen Help** to read how to use each portal page

**Logout**

• **What is its purpose?** To exit the Child Support Customer Service Portal.

• **How do I use it?** Located at the top right of the page; click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
This page will display details for the message selected from the Message Center page. The original message and all corresponding messages related to it will display below the text box area. The text box area allows you to reply to the message. From this page, you can:

- View message details
- View previously sent attachments
  - Note: Attachments opened by the county CSEA only remain viewable for 90 days.
- Type a reply message in the text area
- Send the message and/or attachment to the county worker
- Click ‘Cancel’ to go back to the Message Center Page
– The View Messages page displays whenever a message is selected from the Message Center or from the Home Page.
– The page provides the ability to view and/or reply to a selected conversation thread. When a message is selected from the Message Center or Home Page, all conversation threads (correspondence back and forth) between you and the county that specific message will display.
– A ‘Reply’ button allows you to respond to the message.
– A ‘Cancel’ button returns you to the Message Center.
– An ‘Attach Supporting Documents’ link allows you to attach a document to your message.
View Messages

The View Messages page displays when the customer clicks on a message in their Message Center. From this page customers can view and/or reply to a message from their county CSEA. Supporting documents can be attached when replying to a message.

- **What is its purpose?** Lets customers view an entire conversation with a worker and/or send a reply to their county CSEA.
- **How do I use it?** To send a response, type your message in the designated area (2000 characters or less). The message topic, case number, order number and date are displayed. To attach supporting documents, click on the attachment icon browse and select the document you wish to attach to your reply. Any documents attached to a message will only be accessible for 90 days from the date they are originally opened by a worker.
  - Click **Reply** or
  - Click **Cancel** to close a message without sending and returning to your Message Center

**Icons**

<table>
<thead>
<tr>
<th>Icons</th>
<th>What does it mean</th>
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<tbody>
<tr>
<td><img src="image" alt="Info Icon" /></td>
<td>Provides the definition of a highlighted word.</td>
</tr>
<tr>
<td><img src="image" alt="Info Icon" /></td>
<td></td>
</tr>
</tbody>
</table>
  - Using your computer’s mouse, place it over the word or icon to see the definition.
  - When using a mobile device, click on the icon or the word to open the definition, click it again to close. |

**Viewing Attachments**

- Click on a message to open
- Click on the filename within the message to open the attachment

**Attaching Documents**

- Click on a message to open

**Menu**

- **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.
- **How do I use it?**
  - Click **Home Page** to display the home page for the case
  - Click **Messages** to view, reply to or send messages
  - Click **Personal** to view your personal information
    - Click **My Contact Information** to display the contact information your county CSEA has on record for you
    - Click **My Employer** to display the employer information your county CSEA has on record for you
    - Click **My Health Insurance** to display the health insurance information your county CSEA has on record for you
• Click **Child Information** to display personal information about the child/children on your case the county CSEA has on record
• Click **Change Email Address** to update your email address from the one you registered under
• Click **Change Password** to change the password you currently use to log into the portal
• Click **E-mail Notification Options** to opt into or out of payment and/or case related e-mail notifications
  o Click **Payment** to display payment information
    • Click **My Payment Information** to display the Payment History Report
    • Click **How My Payments Are Received** to view options for receiving payments and access the forms necessary to enroll or change your direct deposit or smiONE™ Visa® Prepaid Card option
      • This option is only available to customers who are ordered to receive support
    • Click **Make A Payment** to view options for making payments
  o Click **Cases** to view case information
    • Click **My Support Order/Balances** to view your support order(s) and balance information
    • Click **My Cases** to view all your open cases
  o Click **Help** to access the Glossary, FAQ(s) and Screen Help
    • Click **Glossary** to view child support terms and definitions
    • Click **FAQ** to view Frequently Asked Questions regarding child support
    • Click **Screen Help** to read how to use each portal page

**Logout**

- **What is its purpose?** To exit the Child Support Customer Service Portal.
- **How do I use it?** Located at the top right of the page; click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
My Contact Information Page

This page will display your personal and contact information, which is currently displayed in the child support computer system. If the address information is invalid, the information will not display and you will receive an alert that the required address information is missing in our system. You can access the My Contact Information page from any page in the portal by selecting the option ‘My Contact Information’ from the Personal Menu.

From this page you can:

- View your contact information including your full name, birth date, home and cell phone number
- View your residential and/or mailing address
- Update personal/address information
- Transfer to view personal information frequently asked questions

![My Contact Information Page](image-url)
Name, Date of Birth and Phone Numbers:

Address:
NOTE: If any of your information is incorrect, please click the Message Center link at the top of the page to access your Message Center and provide the correct information to the CSEA. Once your information is updated in the child support computer system, it appears in the Portal.
My Contact Information

The My Contact Information page displays the contact information your county Child Support Enforcement Agency (CSEA) has on record for you. If any of the information displayed is not correct, please provide the CSEA with the correct information.

Message Center (Link)
- **What is its purpose?** Located at the top of the page, provides quick access to the Message Center
- **How do I use it?** Click Message Center to open a new message where you can provide your current personal information and send to the CSEA.

Full Name
- **What is its purpose?** The name the CSEA has on record for you.

Date of Birth
- **What is its purpose?** The date of birth the CSEA has on record for you.

Home Phone #
- **What is its purpose?** The home telephone number the CSEA has on record for you.

Cell Phone #
- **What is its purpose?** The cell phone number the CSEA has on record for you.

Residential Address
- **What is its purpose?** The home address the CSEA has on record for you.

Mailing Address
- **What is its purpose?** The mailing address the CSEA has on record for you if different from your home address.

Questions? - Personal Information
- **What is its purpose?** Located at the bottom left of the page, provides quick access to Frequently Asked Questions regarding Personal Information.
- **How do I use it?** Click on Personal Information to open.

Menu
- **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.
- **How do I use it?**
  - Click Home Page to display the home page for the case
  - Click Messages to view, reply to or send messages
  - Click Personal to view your personal information
    - Click My Contact Information to display the contact information your county CSEA has on record for you
    - Click My Employer to display the employer information your county CSEA has on record for you
• Click My Health Insurance to display the health insurance information your county CSEA has on record for you
• Click Child Information to display personal information about the child/children on your case the county CSEA has on record
• Click Change Email Address to update your email address from the one you registered under
• Click Change Password to change the password you currently use to log into the portal
• Click E-mail Notification Options to opt into or out of payment and/or case related e-mail notifications
  - Click Payment to display payment information
    - Click My Payment Information to display the Payment History Report
    - Click How My Payments Are Received to view options for receiving payments and access the forms necessary to enroll or change your direct deposit or Prepaid Debit Card option
      - This option is only available to customers who are ordered to receive support
    - Click Make A Payment to view options for making payments
  - Click Cases to view case information
    - Click My Support Order/Balances to view your support order(s) and balance information
    - Click My Cases to view all your open cases
  - Click Help to access the Glossary, FAQ(s) and Screen Help
    - Click Glossary to view child support terms and definitions
    - Click FAQ to view Frequently Asked Questions regarding child support
    - Click Screen Help to read how to use each portal page

Logout
• What is its purpose? To exit the Child Support Customer Service Portal.
• How do I use it? Located at the top right of the page, click Logout to exit the Child Support Customer Service Portal, returning to the Login page.
This page will display your active employment information, which is currently displayed in the child support computer system. If the employment has ended it will not display and you will receive an alert that the required employer information is missing in our system. From this page you can:

- Select and view multiple employers, up to ten from a drop down when applicable
- View Employer Name
- View Employer Address
- Update employer information
- Transfer to view employer frequently asked questions

**NOTE:** If any of your information is outdated or incorrect, please click the Message Center link at the top of the page to transfer to the Message center, to provide the correct information to the CSEA as soon as possible. Once your information is updated or changed in the child support computer system, the updated information will display immediately in the Portal.
My Employer Information

The My Employer Information page displays up to 10 active employers and addresses your County Child Support Enforcement Agency (CSEA) has on record for you. If any of the information displayed is not correct, please provide the CSEA with the correct information.

Message Center Link
- **What is its purpose?** Located at the top of the page, provides quick access to the Message Center
- **How do I use it?** Click Message Center to open a new message where you can provide your current employer information and send to the CSEA.

Employer Name
- **What is its purpose?** The name of your active employer. If you have multiple active employers, click on the down arrow to the right of the Employer Name currently displayed to show up to 10 active employers. Click on an employer name to view that employer’s address.

Address
- **What is its purpose?** The address for the employer selected.

Questions? - Employer Information
- **What is its purpose?** Located at the bottom left of the page, provides quick access to Frequently Asked Questions regarding Employer Information.
- **How do I use it?** Click on Employer Information to open.

Menu
- **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.
- **How do I use it?**
  - Click Home Page to display the home page for the case
  - Click Messages to view, reply to or send messages
  - Click Personal to view your personal information
    - Click My Contact Information to display the contact information your county CSEA has on record for you
    - Click My Contact Information to display the contact information your county CSEA has on record for you
    - Click My Employer to display the employer information your county CSEA has on record for you
    - Click My Health Insurance to display the health insurance information your county CSEA has on record for you
    - Click Child Information to display personal information about the child/children on your case the county CSEA has on record
    - Click Change Email Address to update your email address from the one you registered under
    - Click Change Password to change the password you currently use to log into the portal
    - Click E-mail Notification Options to opt into or out of payment and/or case related e-mail notifications
- Click **Payment** to display payment information
  - Click **My Payment Information** to display the Payment History Report
  - Click **How My Payments Are Received** to view options for receiving payments and access the forms necessary to enroll or change your direct deposit or Prepaid Debit Card option
    - This option is only available to customers who are ordered to receive support
  - Click **Make A Payment** to view options for making payments
- Click **Cases** to view case information
  - Click **My Support Order/Balances** to view your support order(s) and balance information
  - Click **My Cases** to view all your open cases
- Click **Help** to access the Glossary, FAQ(s) and Screen Help
  - Click **Glossary** to view child support terms and definitions
  - Click **FAQ** to view Frequently Asked Questions regarding child support
  - Click **Screen Help** to read how to use each portal page

**Logout**

- **What is its purpose?** To exit the Child Support Customer Service Portal.
- **How do I use it?** Located at the top right of the page, click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
My Health Insurance Information Page

This page will display your active health insurance information, which is currently displayed in the child support computer system. If the health insurance has ended it will not display and you will receive an alert that the required health insurance information is missing in our system. From this page you can:

- View Health insurance information per case/order
- Select and view multiple providers from a drop down when applicable
- View Provider Name
- View Policy Number
- View Group Number
- View Policy Begin Date
- View Covered Participants
- Update health insurance Information
- Transfer to view health insurance frequently asked questions

NOTE: If any of your information is outdated or incorrect, please click the Message Center link at the top of the page to transfer to the Message center, to provide the correct information to the CSEA as soon as possible. Once your information is updated or changed in the child support computer system, the updated information will display immediately in the Portal.
My Health Insurance

The My Health Insurance page displays active health insurance information and the covered participants your county Child Support Enforcement Agency (CSEA) has on record for you. Health insurance information provided by someone other than the custodial and/or non-custodial parties on the case does not display. If any of the information displayed is not correct, please provide the CSEA with the correct information.

Message Center (Link)
- **What is its purpose?** Located at the top of the page, provides quick access to the Message Center
- **How do I use it?** Click Message Center to open a new message where you can provide your current health insurance information and send to the CSEA.

Case/Order (Drop Down)
- **What is its purpose?** Identifies the case/order for the health insurance information displayed.
- **How do I use it?** If you have other cases you wish to view health insurance information for,
  - Click on the down arrow to the right of the Case/Order currently displayed to show all your cases/orders
  - Click on a case/order to view the health insurance information for the case

Provider Name
- **What is its purpose?** The name of the company providing health insurance.
- **How do I use it?** If you have multiple active insurance policies you wish to view,
  - Click on the down arrow to the right of the Provider Name currently displayed to show all the health insurance providers
  - Click on a provider name to view their information

Policy #
- **What is its purpose?** Number assigned by the insurance company to identify the individual’s policy.

Group #
- **What is its purpose?** Number assigned by the insurance company to identify the employer group if the health insurance is provided through an employer, otherwise displays blank.

Begin Date
- **What is its purpose?** Effective date of private health insurance coverage for the child/children.

Participants
- **What is its purpose?** The names of individuals covered under the insurance policy.

Questions? - Health Insurance
- **What is its purpose?** Located at the bottom left of the page, provides quick access to Frequently Asked Questions regarding Health Insurance.
- **How do I use it?** Click on Health Insurance to open.
Menu

• **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.

• **How do I use it?**
  
  o Click **Home Page** to display the home page for the case
  o Click **Messages** to view, reply to or send messages
  o Click **Personal** to view your personal information
    • Click **My Contact Information** to display the contact information your county CSEA has on record for you
    • Click **My Employer** to display the employer information your county CSEA has on record for you
    • Click **My Health Insurance** to display the health insurance information your county CSEA has on record for you
    • Click **Child Information** to display personal information about the child/children on your case the county CSEA has on record
    • Click **Change Email Address** to update your email address from the one you registered under
    • Click **Change Password** to change the password you currently use to log into the portal
    • Click **E-mail Notification Options** to opt into or out of payment and/or case related e-mail notifications
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    • Click **FAQ** to view Frequently Asked Questions regarding child support
    • Click **Screen Help** to read how to use each portal page

Logout

• **What is its purpose?** To exit the Child Support Customer Service Portal.

• **How do I use it?** Located at the top right of the page; click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
Child Information Page

This page will display your child’s personal information, which is currently displayed in the child support computer system.

If you are the payee (the person ordered to receive support), you can:

- View the following information for each child per case/order:
  - Child’s Full Name
  - Child’s Birth Date
  - Child’s Residential Address
  - expected emancipation information
- Transfer to view child information frequently asked questions

Payee View:

![Image of child information page](image-url)
If you are the **payor** (the person ordered to pay support), you can:

- View the following information for each child per case/order:
  - Child’s Full Name
  - Expected emancipation information
- Transfer to view child information frequently asked questions

**Payor View:**

![Ohio Department of Job and Family Services](image)

**NOTE:** If you select a Spousal support case from the Case Order List drop down box or if you click the ‘Child Information’ link from the left navigation pane, an error will be received if you attempt to view child information on a spousal support case since those cases do not have children.
Child Information

The Child Information page displays the name, date of birth, address and the child’s expected emancipation date. However, the child’s address and date of birth are not displayed to non-custodial parents. If any of the information displayed is not correct, please provide your county Child Support Enforcement Agency (CSEA) with the correct information.

Case/Order (Drop Down)
- **What is its purpose?** Identifies the case/order for the child information currently displayed.
- **How do I use it?** If you have other cases you wish to view child information for, click on the down arrow to the right of the Case/Order currently displayed to show all your cases/orders. Click on a case/order to view the child/children on that case.

Full Name
- **What is its purpose?** The name the CSEA has on record for the child.
- **How do I use it?** If there is more than one child on the order you wish to view information for, click on the down arrow to the right of the Child’s Name currently displayed to reveal the names of the other children. Click on a name to view that child’s information.

Date of Birth
- **What is its purpose?** The date of birth the CSEA has on record for the child. Does not display to non-custodial parents.

Expected Emancipation Date
- **What is its purpose?** The date the CSEA has on record for the child’s emancipation.

Residential Address
- **What is its purpose?** Displays the custodial parent address if the child has the same address. If the child does not have the same address, the following message displays to the custodial parent: “Our records indicate the child address is different from your address, please contact your county CSEA if this is not correct.” The child’s address does not display to non-custodial parents.

Questions? - Child Information
- **What is its purpose?** Located at the bottom left of the page, provides quick access to Frequently Asked Questions regarding Child Information.
- **How do I use it?** Click on Child Information to open.

Icons

<table>
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Menu

- **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.

- **How do I use it?**
  - Click Home Page to display the home page for the case
  - Click Messages to view, reply to or send messages
  - Click Personal to view your personal information
    - Click My Contact Information to display the contact information your county CSEA has on record for you
    - Click My Employer to display the employer information your county CSEA has on record for you
    - Click My Health Insurance to display the health insurance information your county CSEA has on record for you
    - Click Child Information to display personal information about the child/children on your case the county CSEA has on record
    - Click Change Email Address to update your email address from the one you registered under
    - Click Change Password to change the password you currently use to log into the portal
    - Click E-mail Notification Options to opt into or out of payment and/or case related e-mail notifications
  - Click Payment to display payment information
    - Click My Payment Information to display the Payment History Report
    - Click How My Payments Are Received to view options for receiving payments and access the forms necessary to enroll or change your direct deposit or Prepaid Debit Card option
      - This option is only available to customers who are ordered to receive support
    - Click Make A Payment to view options for making payments
  - Click Cases to view case information
    - Click My Support Order/Balances to view your support order(s) and balance information
    - Click My Cases to view all your open cases
  - Click Help to access the Glossary, FAQ(s) and Screen Help
    - Click Glossary to view child support terms and definitions
    - Click FAQ to view Frequently Asked Questions regarding child support
    - Click Screen Help to read how to use each portal page

Logout

- **What is its purpose?** To exit the Child Support Customer Service Portal.

- **How do I use it?** Located at the top right of the page; click Logout to exit the Child Support Customer Service Portal, returning to the Login page.
My Payment Information Page

This page will provide you with the amount collected from the payor and the amount applied to each of the case obligations in blue boxes. The amount disbursed for each payment received per date displays in yellow boxes. An informational message displays if you are ordered to receive support payments on how to opt into receiving e-mail notifications when payments are sent to them. Collections returned to the obligor display as ‘Refunded’. From this page, you can:

– View payment information per case/order
– View an Explanation of Payment Terms
– Select the Payment History button to view and print a Payment History Report
– Transfer to view your Support Order and Balance Information

![My Payment Information Page](image-url)
Informational Message:

If you would like to receive an e-mail notification when a payment is sent to you, select E-mail Notification Options from the Personal menu above.

Explanation of Terms:

Transaction Date: Date the actual processing took place.
Collection Amount: The amount received from the obligor.
Applied to Current Support: The amount designated for the current month’s obligations.
Applied to Past Due Support: Past due, unpaid support owed by the obligor. Payments made towards past due support will reduce the unpaid balance on the order.
Sent to Family: Support collection sent to the family.
Sent to Other: Support collection sent to an entity due the support other than the family.
Sent to Fees: Support collection designated for processing and other fees.
Refunded: Collections refunded back to the obligor.

Payment Information:

- Payment details for the current month and 3 previous months (4 months total) will display.

Link to Frequently Asked Questions:
My Payment Information

The My Payment Information page displays current payment information.

Case/Order (Drop Down)

- **What is its purpose?** Identifies the case/order for the payment information currently displayed.
- **How do I use it?** If you have other cases you wish to view payment information for,
  - Click on the down arrow to the right of the Case/Order currently displayed to reveal all your cases/orders
  - Click on a case/order to view the payment information on the other case

Explanation of Terms

- **What is its purpose?** Displays payment related terms and definitions.
- **How do I use it?** Click on the arrow to the right of the Explanation of Terms to view payment related terms and definitions.

My Payment Information

- **What is its purpose?** Displays detailed collection and disbursement information for a particular case/order for the current and past 3 months. The option to view and/or print a payment history as well as view support order information and balance information is available.
- **How do I use it?**
  - Click the Payment History button to view and print history for the current month plus the past 23 months’ payment data (if applicable).
  - Click the My Support Order(s) and Balance Information button to view My Support Order(s) and Balance Information page.

Questions? - Payment Information

- **What is its purpose?** Located at the bottom left of the page, provides quick access to Frequently Asked Questions regarding Payment Information.
- **How do I use it?** Click on Payment Information to open.

Menu

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    - Click My Employer to display the employer information the CSEA has on record for you
    - Click My Health Insurance to display the health insurance information the CSEA has on record for you
  - Click Child Information to display personal information about the child(ren) on your case the CSEA has on record
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    • Click **Glossary** to view child support terms and definitions
    • Click **FAQ** to view Frequently Asked Questions regarding child support
    • Click **Screen Help** to see how to use each portal page

**Logout**

• **What is its purpose?** To exit the Child Support Customer Service Portal.
• **How do I use it?** Located at the top right of the page; click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
Payment History Report

After clicking the Payment History button on the My Payment Information page, a new window will open with your payment history that can be viewed or printed. The payment history displays two years of payment data. Current Month Unpaid Balance and Past Due Unpaid Balance display allowing you to distinguish between the amount still owed for the current month and the amount owed that has accrued over time.

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Collection Amount</th>
<th>Collection Applied to:</th>
<th>Collection Sent to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Current Support</td>
<td>Past Due Support</td>
</tr>
<tr>
<td>10/06/2016</td>
<td></td>
<td>2.33</td>
<td>52.33</td>
</tr>
<tr>
<td>10/06/2016</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09/18/2016</td>
<td>121.73</td>
<td>52.33</td>
<td>20.40</td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Totals for 11/01/2014 – 10/13/2016

Collection Amount: $4,162.37
Applied to Current Support: $2,348.22
Applied to Past Due Support: $1,814.15
Sent to Family: $4,403.61
Sent to Other: $80.06
Refunded: $162.06
Sent to Fees: $327.64

2016 Year to Date Collections by Obligation Type

Child Support Total: $3,548.22
Spousal Support Total: $0.00
Medical Support Total: $0.00
Other Total: $322.85

Prior Year Collections by Obligation Type

Child Support Total: $3,548.22
Spousal Support Total: $0.00
Medical Support Total: $0.00
Other Total: $322.85
2015 Obligations Paid Total: $2,691.40

*This report is intended to provide information regarding financial transactions processed for the report period as indicated above and may NOT reflect all financial transactions of the case. This payment history is not intended to be used for court purposes. Yearly total amounts reflect payments that have been received by child support as of the specified dates, not when they were disbursed.*
Obligation and Balance Information:

![Obligation and Balance Information Table]

Payment and Disbursement Details:

![Payment and Disbursement Details Table]

Collections by Obligation Type:

![Collections by Obligation Type Table]
### Explanation of Key Report Fields

**Case Number:** A unique 10-digit, system-assigned number used to identify a Child Support Case.

**Order Number:** Court or administrative order number associated with the case number.

**Date Printed:** Date the report is generated.

**Obligor/Obliger:** Any person, including a state or political subdivision, owed support / The person who owes support.

**Monthly Support/Child:** (Current Child Support) The amount designated for the current month's amount of money an obligor is required to pay to provide support for the child(ren) of the case/order.

**Monthly Support/Additional:** Amount due for other obligations (Spousal, Medical, Past Due Support and Fees).

**Monthly Support/Total:** Total obligation charged for the current month (The monthly child support amount plus the monthly additional amount).

**As of:** Date that all information is based on.

**Current Month Unpaid Balance:** Includes any support, payments ordered to reduce past due support (arrearages) and fee obligations due for the current month. The entire amount may not be owed to the family. Support owed to the family, other entities and fee obligations are all included in this amount.

**Past Due Unpaid Balance:** Includes prior period unpaid support (arrearages) and fees (not including any unpaid obligations for the current month) on the As of Date. The entire amount may not be owed to the family. Support owed to the family, other entities and fee balancing are all included in this amount.

**Total Unpaid Balance:** Includes total arrearages plus any unpaid obligations for the current month on the As of Date. The entire amount may not be owed to the family. Support owed to the family, other entities and fee balancing are all included in this amount. NOTE: This amount will be equal to the Current Month Unpaid Balance + Past Due Unpaid Balance minus any Past Due Support Payments displayed in the Monthly Support Obligations section of the My Support Order(S) and Balance Information page.

**Total Credits:** The total amount of excess funds remaining after all current monthly obligations have been met. These funds will be used to count as a payment toward next month's obligations.

**Funds on Hold:** Support collections that are temporarily held instead of being issued, usually because there is a court order for the child support enforcement agency to hold the payments, due to a bad address, etc. This amount of these funds may already be included in the reported collections and applied to the unpaid balance.

**Transaction Date:** Date the actual processing took place.

**Collection Amount:** The amount received from the obligor.

**Applied to Current Support:** The amount designated for the current month's obligations.

**Applied to Past Due Support:** Past due, unpaid support owed by the obligor. Payments made towards past due support will reduce the unpaid balance on the order.

**Sent to Family:** Support collection sent to the family.

**Sent to Other:** Support collection sent to an entity due the support other than the family.

**Sent to Fisco:** Support collection designated for processing and other fees.

**Refunded:** Collection refunded back to the obligor.

**Child Support Total:** The total amount paid by the obligor to provide support for a child for the time period displayed.

**Spousal Support Total:** The total amount paid by the obligor to provide support owed to a former spouse for the time period displayed.

**Medical Support Total:** The total amount paid by the obligor to provide for a child's health care needs for the time period displayed.

**Other Total:** The total amount paid by the obligor that was sent to an entity due the support other than the family.
Make a Payment Page

This page will provide you with the ability to make a one-time support payment by credit/debit card or to schedule/edit recurring payments by credit/debit card. For a one-time payment selecting your case and order number updates the page to provide you with your current month unpaid balance and your total unpaid balance. You can select to pay either of these amounts or enter a different amount you wish to pay. Selecting Continue will direct you to a secure payment processing page where your credit card information can be entered.

To schedule/edit recurring payments select the ohio.smartchildsupport link to navigate to a secure payment processing page where you can login to provide your credit card information and frequency/amount. From this page, you can:

- Make a one-time support payment by credit/debit card
- Transfer to oh.smartchildsupport to schedule/edit recurring payments
- Transfer to oh.smartchildsupport to set up a checking/savings account debit to make on-line payments
- View instructions on how to submit payments by mail
- Transfer to view making payments frequently asked questions
Make a Payment

The Make a Payment page provides information on how to make a payment by credit card, through checking or savings account or by mail.

Make a One Time Credit/Debit Card Payment

- **What is its purpose?** Provides the information needed to make a credit or debit card payment. To pay by credit or debit card you must select the case/order you wish to make a payment for and the payment amount you wish to pay. Once you have provided this information, you will be navigated to a page where you will need to provide your card information to complete the transaction.

Schedule/Edit Recurring Payments

- **What is its purpose?** Provides the information needed to make a recurring credit or debit card payment. To make a recurring payment you must select the oh.smartchildsupport link to navigate to a page where you will need to provide your card information, frequency/amount to complete the transaction.

Payments by Checking/Savings Account

- **What is its purpose?** Provides information needed to make a payment by registering through the oh.smartchildsupport website to set up a checking/savings account debit.

Payments by Mail

- **What is its purpose?** Provides information needed to mail in a payment.

Questions? - Making Payments

- **What is its purpose?** Located at the bottom left of the page, provides quick access to Making Payments Frequently Asked Questions.
- **How do I use it?** Click **Making Payments** to open the Frequently Asked Questions document.

Menu

- **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.
- **How do I use it?**
  - Click **Home Page** to display the home page for the case
  - Click **Messages** to view, reply to or send messages
  - Click **Personal** to view your personal information
    - Click **My Contact Information** to display the contact information your county CSEA has on record for you
    - Click **My Employer** to display the employer information your county CSEA has on record for you
    - Click **My Health Insurance** to display the health insurance information your county CSEA has on record for you
    - Click **Child Information** to display personal information about the child/children on your case the county CSEA has on record
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    - Click **Change Password** to change the password you currently use to log into the portal
Click **E-mail Notification Options** to opt into or out of payment and/or case related e-mail notifications
- Click **Payment** to display payment information
- Click **My Payment Information** to display the Payment History Report
- Click **How My Payments Are Received** to view options for receiving payments and access the forms necessary to enroll or change your direct deposit or smiONE™ Visa® Prepaid Card option
  - This option is only available to customers who are ordered to receive support
- Click **Make A Payment** to view options for making payments
- Click **Cases** to view case information
- Click **My Support Order/Balances** to view your support order(s) and balance information
- Click **My Cases** to view all your open cases
- Click **Help** to access the Glossary, FAQ(s) and Screen Help
  - Click **Glossary** to view child support terms and definitions
  - Click **FAQ** to view Frequently Asked Questions regarding child support
  - Click **Screen Help** to read how to use each portal page

Logout
- **What is its purpose?** To exit the Child Support Customer Service Portal.
- **How do I use it?** Located at the top right of the page, click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
How My Payments are Received Page

This page provides payees with information on how to enroll to receive support payments electronically or to change the way their support payments are currently disbursed. From this page, if you are the payee, you can:

- Enroll in Direct Deposit or Child Support Debit Card
- Make changes to Direct Deposit
- Establish/Reset debit card PIN
- Print Direct Deposit and Child Support Debit Card enrollment forms
- Transfer to view frequently asked payment questions

How My Payments Are Received

Effective October 1, 2005, Ohio implemented a law (HB66) requiring a mandatory electronic disbursement program for support payments. Ohio offers two methods for receiving support payments: Direct Deposit and the Ohio smiONE™ Visa® Prepaid Card. Both methods provide you with a Faster, Simpler, Safer way to receive your support payments:

- No check cashing fees
- No worries about stolen checks
- No waiting by the mailbox

Direct Deposit

With Direct Deposit, your support payments are deposited directly to your account at your financial institution. Your payments will be deposited automatically after the state receives and posts a payment to your case. The statement you receive from your financial institution will provide you with a record of your deposit. Always remember to make sure your payment has been deposited into your account before accessing the funds.

Ohio smiONE™ Visa® Prepaid Card

The Ohio smiONE™ Visa® Prepaid Card provides you with a debit card to receive and use your support payments. Support payments are credited to your smiONE™ Card automatically after the state receives and posts a payment to your case. You do not need a bank account to be enrolled. You can use the card at any place that accepts Visa debit cards. Cash withdrawals from your card can be made at any ATM or bank teller window displaying the Visa brand marks.

Online enrollment is available for the smiONE™ Visa® Prepaid Card or direct deposit. You can also open, complete and return a paper Enrollment Authorization form.

To view your smiONE™ account information or to establish or reset your PIN, you must access the smiONE™ website.
How My Payments are Received Page

The How My Payments are Received page provides custodial parents the information needed on how to enroll in Direct Deposit or the smiONE™ Visa® Prepaid Card, how to change your Direct Deposit information, view your smiONE™ Card account information and how to establish or reset your smiONE™ Card Personal Identification Number (PIN).

**Direct Deposit and smiONE™ Visa® Prepaid Card Online Enrollment**

- *What is its purpose?* Support payments can be deposited to your smiONE™ Visa® Prepaid Card or directly to your account at your bank or credit union. After the state receives and posts payments to your case(s), the payments are automatically deposited.

- *How do I use it?* You can enroll online for either direct deposit or the smiONE™ Visa® Prepaid Card by using the online enrollment link or you can complete and mail (along with any required documentation) a paper application using the enrollment/authorization form link.

**View smiONE™ Visa® Prepaid Card Account Information or Establish/Reset your smiONE™ PIN**

- *What is its purpose?* The link provided enables a user enrolled in smiONE™ Visa® Prepaid Card to view account information or establish/reset their PIN for their smiONE™ Card.

- *How do I use it?* Select the smiONE™ link and a new window will open to log in and access your smiONE™ information.

**Questions? - Receiving Payments**

- *What is its purpose?* Located at the bottom left of the page, provides quick access to Frequently Asked Questions related to Receiving Payments.

- *How do I use it?* Click on Receiving Payments to open.

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**Menu**

- *What is its purpose?* Located at the top of the page, provides quick access to all the pages within the portal.

- *How do I use it?*
  - Click **Home Page** to display the home page for the case
  - Click **Messages** to view, reply to or send messages
  - Click **Personal** to view your personal information
  - Click **My Contact Information** to display the contact information your county child support enforcement agency has on record for you
• Click **My Employer** to display the employer information your county child support enforcement agency has on record for you
• Click **My Health Insurance** to display the health insurance information your county child support enforcement agency has on record for you
• Click **Child Information** to display personal information about the child(ren) on your case the county child support enforcement agency has on record
• Click **Change Email Address** to update your email address from the one you registered under
• Click **Change Password** to change the password you currently use to log into the portal
• Click **E-mail Notification Options** to opt into or out of payment and/or case related e-mail notifications
  - Click **Payment** to display payment information
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    - Click **Make A Payment** to view options for making payments.
  - Click **Cases** to view case information
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**Logout**

• **What is its purpose?** To exit the Child Support Customer Service Portal.
• **How do I use it?** Located at the top right of the page; click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
**My Cases Page**

This page will display all of your open and pending closed cases, along with details such as the names of the other party and children, to further help you identify the case or cases you wish to view information for. From this page, you can:

- View all your open and pending closed cases
- Transfer to view a specific case/order, by clicking the case number when applicable
- Transfer to view a specific case/order, by clicking the order number

If you have multiple cases, all of your cases will display on this page. Case information displayed will include Case Number, the name of the other party/children on the case and the order number.
My Cases

The My Cases page displays all a customer’s open cases; displaying case number, other party, child/children and order number, if one exists for each open case. This page allows you to select a case or order number to view additional information on the My Support Order(s) and Balance Information page.

Case Number

- **What is its purpose?** The 10-digit number identifying the SETS case.
- **How do I use it?** Click on the highlighted Case Number to access the My Support Order(s) and Balance Information page to view support information for the case.

Other Party

- **What is its purpose?** The name the county Child Support Enforcement Agency (CSEA) has on record as the custodial or non-custodial parent.

Child(ren)

- **What is its purpose?** The name(s) the CSEA has on record for the child/children on a case.

Order Number

- **What is its purpose?** The order number, if one exists associated with the case number.
- **How do I use it?** Click on the highlighted Order Number to access the My Support Order(s) and Balance Information page to view support information for the case.

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• **What is its purpose?** To exit the Child Support Customer Service Portal.
• **How do I use it?** Located at the top right of the page, click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
This page will display order and payment information for a specific case and order(s), with the most recent information displaying first. This page displays the Current Month Unpaid Balance and the Past Due Unpaid Balance, allowing you to distinguish between the amount still owed for the current month and the amount owed that has accrued over time. From this page, you can:

- View balance information
  - Current Month Unpaid Balance
  - Past Due Unpaid Balance
  - Total Unpaid Balance
  - Total Credits
  - Funds on Hold
- View case information including:
  - Case number
  - Case status
  - Case Type
  - Complete a IV-D application, if your case type is currently Non-IV-D.
  
  Note: A case becomes IV-D when it is referred for child support services or an individual completes an application. A case is Non-IV-D when an individual has a case but has not completed a IV-D application and has never been on public assistance. If your case is non-IV-D you will not receive certain services, such as collections through federal tax offset.
- View order information including:
  - Monthly obligation
  - Health insurance obligor (person ordered to provide insurance) and dependents ordered to be covered by insurance
- Change the case or order information displayed by selecting another case or order from a drop down box
- View county contact information
- Transfer to view the county directory
### Balance Information:

<table>
<thead>
<tr>
<th>Current Month Unpaid Balance</th>
<th>$0.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Past Due Unpaid Balance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Unpaid Balance</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### Case Information:

**Case Number:** 7012345678
**Status:** Open
**Type:** IV-D

### Order Information:

**Order Number:** 120R1234
**Date:** March 17, 2009
**Other Party Name:** Scott Adams
**Child(ren):** Karyl Ann Brooks

### Monthly Support Obligations:

- **Current Child Support:** $0.00
- **Past Due Support Payment:** $0.00
- **Administrative Fees:** $0.00

**Total:** $0.00

### Child Support Contact:

**Cuyahoga County CSEA**

1640 Superior Ave. East  
P.O. Box 93310  
Cleveland, OH 44101-5318

**Phone:** 216-443-5100  
**800 Number:** 800-443-1431  
**Fax:** 216-443-5145

For County websites, hours of operation, etc. Please click link [http://ifs.ohio.gov/county/County_Directory.pdf](http://ifs.ohio.gov/county/County_Directory.pdf)
Case/Order:

- If your case type is Non-IV-D and you want to complete an IV-D application, click the underlined case type (Non IV-D), unless there are no children on the case and your order is for spousal support only.

Monthly Support Obligations:

- Selecting the View My Payment Information button will take you to the My Payment Information page where your payment activity can be viewed.

Child Support Contact:

Cuyahoga County CSEA
1643 Sepulchre Ave, East
P.O. Box 5316
Cleveland, OH 44101-5316

Phone: 216-443-5100
Phone (800): 800-443-1431
Fax: 216-443-5145

For County websites, hours of operation, etc. Please click link http://www.chiohio.gov/counties/County_Directory.pdf
My Support Order(s) and Balance Information

The Support Order(s) and Balance Information page displays case information, order information, ordered payment amounts and balance information for each active case/order.

Case/Order (Drop Down)
- **What is its purpose?** Identifies the case/order for the order and balance information displayed.
- **How do I use it?** If you have other cases you wish to view order and balance information for,
  - Click on the down arrow to the right of the case/order currently displayed to reveal all your cases/orders.
  - Click on a case/order to view that case order and balance information.

Balance Information
- **What is its purpose?** Displays:
  - Current Month Unpaid Balance
  - Past Due Unpaid Balance
  - Total Unpaid Balance
  - Total Credits
  - Funds on Hold

Case
- **What is its purpose?** Displays:
  - Case Number
  - Status
  - Type
  - Click on the NON IV-D link to complete a IV-D application

Order
- **What is its purpose?** Displays:
  - Order Number
  - Date
  - Other Party Name
  - Child(ren)

Monthly Support Obligations
- **What is its purpose?** Displays a snapshot of the current charging obligations for the case/order.

View My Payment Information
- **What is its purpose?** View payments for the selected case/order
- **How do I use it?** Click the My Payment Information button to view My Payment Information page.

Health Insurance Obligor
- **What is its purpose?** The person(s) ordered to provide health insurance for the child(ren).

Ordered Dependents
- **What is its purpose?** The child(ren) ordered to be covered by health insurance.
Child Support Contact

- **What is its purpose?** The name, address, phone numbers of the Child Support Enforcement Agency (CSEA) for this case.

Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>What does it mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>![i]</td>
<td>Provides the definition of a highlighted word.</td>
</tr>
</tbody>
</table>

- Using your computer mouse, place it over the word or icon to see the definition.
- When using a mobile device, click on the icon or the word to open the definition, click it again to close.

Menu

- **What is its purpose?** Located at the top of the page, provides quick access to all the pages within the portal.
- **How do I use it?**
  - Click **Home Page** to display the home page for the case
  - Click **Messages** to view, reply to or send messages
  - Click **Personal** to view your personal information
    - Click **My Contact Information** to display the contact information the CSEA has on record for you
    - Click **My Employer** to display the employer information the CSEA has on record for you
    - Click **My Health Insurance** to display the health insurance information the CSEA has on record for you
    - Click **Child Information** to display personal information about the child(ren) on your case the CSEA has on record
    - Click **Change Email Address** to update your email address from the one you registered under
    - Click **Change Password** to change the password you currently use to log into the portal
    - Click **E-mail Notification Options** to opt into or out of payment and/or case related e-mail notifications
  - Click **Payment** to display payment information
    - Click **My Payment Information** to display the Payment History Report
    - Click **How My Payments Are Received** to view options for receiving payments and access the forms necessary to enroll or change your direct deposit or Prepaid Debit Card option
      - This option is only available to customers who are ordered to receive support
    - Click **Make A Payment** to view options for making payments
  - Click **Cases** to view case information
    - Click **My Support Order/Balances** to view your support order(s) and balance information
    - Click **My Cases** to view all your open cases
  - Click **Help** to access the Glossary, FAQ(s) and Screen Help
    - Click **Glossary** to view child support terms and definitions
    - Click **FAQ** to view Frequently Asked Questions regarding child support
    - Click **Screen Help** to see how to use each portal page

Logout

- **What is its purpose?** To exit the Child Support Customer Service Portal.
- **How do I use it?** Located at the top right of the page; click **Logout** to exit the Child Support Customer Service Portal, returning to the Login page.
Change E-Mail Address Page

You can change the e-mail address on file with the portal by selecting the Change E-mail Address link under the Personal menu on any page or by clicking the 'E-mail Notification Options' link on the E-mail Notification Options page. This page gives you the option to view and change your current e-mail address. From this page, you can:

- View your current e-mail address that is on file with the web portal
- Change e-mail address
- **NOTE:** The e-mail address being provided must be unique and not be shared by any other registered portal customer
- Confirm e-mail was changed
- Cancel to go back to the Home Page
- Log out and go to the Login Page

![Image of Change E-mail Address Page](image)

**NOTE:** If you are currently using this e-mail address for the ODJFS online Cash, Food, or Medical Benefits Portal, any changes made here will also change your e-mail address for the ODJFS online Cash, Food and Medical Benefits Portal.
E-Mail Change Confirmation Page

This page will display, and an e-mail will be sent to both your old e-mail address and your new address, to confirm your e-mail address was successfully changed. From this page, you can:

- View a message confirming the e-mail address was successfully changed
- Return to the Home Page
- Return to the E-mail Notification Options Page
Change Password Page

You can change your password for accessing the portal by selecting the Change Password link under the Personal menu on any page. This page gives you the option to change your current password. From this page, you can:

- Change Password
- Confirm Password was changed
- Cancel and go back to the Home Page
- Log out and go to the Login Page

**NOTE:** If you are currently using this Password for the ODJFS online Cash, Food, or Medical Benefits Portal, any changes made here will also change your Password for the ODJFS online Cash, Food, or Medical Benefits Portal.
Password Change Confirmation Page

This page will display and also an e-mail will be sent to your e-mail address, to confirm your password was successfully changed. From this page, you can:

- View a message confirming the password was successfully changed
- Transfer to the Home Page

[Image of Password Change Confirmation page]
E-mail Notification Options Page

By clicking the E-mail Notification Options from the Personal Menu, you will be transferred to the E-mail Notification Options page. The following actions can be taken from this page:

- If you are ordered to receive support, you can select “Yes” to receive e-mail notifications when payments are sent to you and/or required address and health insurance information is missing in our system for you.

E-mail Notification Options

Child Support participants are required to provide the Office of Child Support with current employer, address and health insurance information. When this information is not displayed in our system, e-mail notifications can be sent to you to let you know what needs to be provided.

Your e-mail notifications will be sent to: csporttest2@fs.ohio.gov

If this is not your correct e-mail address, please click this link to change your e-mail address. After changing your e-mail address, return to this page to select your e-mail notification preferences.

To receive e-mail notifications for missing information, select ‘Yes’ below:
* I would like to receive e-mail notifications when the Office of Child Support is missing employer, address, or health insurance information for me:
   
   ○ Yes
   ○ * No

To receive e-mail notifications when child support payments have been sent to you, select ‘Yes’ below:

* I would like to receive e-mail notification when a payment has been sent to me:

   ○ Yes
   ○ No

Please add 'DoNotReply@childsupport.ohio.gov' to your e-mail contact list so the child support e-mails will not go into a spam folder.

- If you are ordered to pay support, you can select “Yes” to receive e-mail notifications when required address, employer and/or health insurance information is missing in our system for you.

E-mail Notification Options

Child Support participants are required to provide the Office of Child Support with current employer, address and health insurance information. When this information is not displayed in our system, e-mail notifications can be sent to you to let you know what needs to be provided.

Your e-mail notifications will be sent to: csporttest2@fs.ohio.gov

If this is not your correct e-mail address, please click this link to change your e-mail address. After changing your e-mail address, return to this page to select your e-mail notification preferences.

To receive e-mail notifications for missing information, select ‘Yes’ below:

* I would like to receive e-mail notifications when the Office of Child Support is missing employer, address, or health insurance information for me:

   ○ Yes
   ○ * No

Please add 'DoNotReply@childsupport.ohio.gov' to your e-mail contact list so the child support e-mails will not go into a spam folder.
Section 4: Child Support Customer Service Web Portal Additional Information:

This section provides information on:

- On Line Help Tools
- County Bulletin
- Customer Alerts

On Line Help Tools

JFS Standard Footer Links

The following links will be displayed at the bottom of the Web Portal Pages:

- On the Web Pages, if you click the ‘Privacy Statement’ Link a new window will display with the ODJFS privacy statement at: [http://jfs.ohio.gov/ocomm_root/privacy.stm](http://jfs.ohio.gov/ocomm_root/privacy.stm)

- On the Web Pages, if you click the ‘Disclaimer’ link a new window will display with the Disclaimer statement.

- On the Web Pages, if you click the ‘Contact’ link a new window will display the county directory published at [http://jfs.ohio.gov/county/County_Directory.pdf](http://jfs.ohio.gov/county/County_Directory.pdf)

JFS Footer:
Warning Prior to Log Off

After 15 minutes of inactivity, the following warning message will be provided to you letting you know that your session is about to expire. You can either select the ‘OK’ button to remain logged in or you can select the ‘Cancel’ button to end your session.
**Frequently Asked Questions**

http://jfs.ohio.gov/Ocs/OCSSFAQs.stm

This link is available from each page by clicking FAQ under the Help menu option. A new window will open providing a list of topics you may have questions about. From this page, you can:

- Select the topic and be transferred to view the frequently asked questions for that topic.
- Close the page and return to the portal

**Glossary**


This link is available from each page by clicking Glossary under the Help menu option. A new window will open providing child support glossary terms and definitions when needed. From this page, you can:

- View child support terms and definitions
- Close the page and return to the portal
County Bulletin Board

When logging into the portal, if the county has an active bulletin the County Bulletin Board displays. Additionally, if you have missing required address, employer and/or health insurance information, up to three Customer Alerts will display. To navigate from the County Bulletin Board and/or Customer Alerts to the Home Page, click the Home Page button.
Section 5: Child Support Customer Service Web Portal

Troubleshooting:

This section provides information on:

✓ Resetting a forgotten Password  
✓ Retrieving a forgotten User ID  
✓ Completing the Forgot User ID or Forgot Password path when a user has changed or no longer has access to the e-mail address on file with the portal

If you have forgotten your password and/or User ID it can be reset, or you can retrieve the information by clicking the appropriate link on the Login Page.

Selecting the ‘Forgot your Password?’ or the ‘Forgot your User ID?’ link will direct you to the CAPTCHA Page and then to a new page where you can follow the instructions to create a new password or unlock your account.

Note: An account becomes locked after 5 failed login attempts within a 15 minute period. The account will be unlocked automatically after 36 hours. However, if you want to access the portal prior to the 36 hour period, then you should use this link to unlock your account. You will be notified of the account lock by e-mail.
Resetting a Forgotten Password

**Forgot Password/Unlock Account Page**

This page is the first step in the process of resetting a forgotten password. From this page, you will:

- Enter your existing User ID and click the Submit button to submit your forgotten Password request
- Selecting Cancel will return you to the login page

**Note:** If you forget your User ID, please click "Cancel" and select the "Forgot your User ID" link once on the login page.
**Password Reset/Unlock Account is Processed Page**

After submitting your User ID, this page displays confirming the password reset process and instructs you to check for an e-mail to proceed.

- If you have forgotten or no longer have access to the e-mail address on file with the web portal, select the ‘e-mail address used to register’ link in blue font to update your e-mail address. If you choose this option, please skip to the [Forgot Password with changed or forgotten e-mail account section](#) of this document.

- Otherwise, please check your e-mail account for an e-mail titled Password Reset/Unlock Request from ODJFS from [DoNotReply@childsupport.ohio.gov](mailto:DoNotReply@childsupport.ohio.gov)
Password Reset E-mail

The Password Reset e-mail contains a reset link that must be clicked on within 2 hours to reset your password. If the link is not clicked within 2 hours, you will be notified that the link to reset your password has expired. The notification will also include the ability to request a new link.
Clicking the link in the e-mail will transfer you to this page where you can enter a new password.
Change Password/Unlock Account Confirmation Page

After entering and submitting a new password, the Password Change Confirmation page will display and an e-mail will be sent to you confirming your password change/account unlock was completed successfully.

– Selecting ‘To login to the Child Support Customer Service Portal’ link will transfer you back to the Login page where you can log in using your changed password.
Forgot User ID Page

If you have forgotten your User ID, you can retrieve it by entering the e-mail address on file with the portal and selecting ‘Submit.’ An e-mail will then be sent to your e-mail address providing a link to the Login Page and your User ID. This page is the first step in the process of resetting a forgotten password. From this page, you will:

- Enter your e-mail address on file with the web portal and click the Submit button to submit your forgotten User ID request
- Selecting Cancel will return you to the login page
- If you have forgotten or no longer have access to the e-mail address on file with the web portal, select the ‘e-mail address used to register’ link to update your e-mail address. If you choose this option, please skip to the Forgot User ID with changed or forgotten e-mail account section of this document.

[Image of the Forgot User ID page]
Forgot User ID Request Confirmation Page

After submitting your e-mail address, this page displays confirming the request to retrieve a forgotten User ID and instructs you to check for an e-mail titled User ID Link from ODJFS from DoNotReply@childsupport.ohio.gov
Forgot User ID E-mail

The Authorized User ID used to access the Child Support Web Portal will display in the e-mail response. Please note, if you have several User ID's listed, only the User ID indicated as Authorized is the correct one to use.

Clicking the link in the e-mail will transfer you back to the Login page where you can enter your User ID and Password to access the portal.
If you have forgotten your Password or User ID and selected the link to change your e-mail address from either the Password Reset/Unlock Account is Processed Page or the Forgot User ID page, you must re-authorize prior to viewing case information. The first step in the process is to enter your Ohio driver’s license, state ID or key number, SSN, date of birth and your last name along with your new e-mail address. This information will be sent to the Bureau of Motor Vehicles (BMV) for validation.

If you do not have an Ohio Driver’s License, State ID or Key Number, a link is available allowing you to authorize by providing your child support case number and social security number.

This screen will only be used for individuals who do not have an Ohio Driver’s License, State ID or Key Number to validate their identity. After entering your new e-mail address, case number and SSN on the User Re-Authorization page, you will be transferred to the New User Authorization Web ID page to provide your web ID (SETS participant number) if:

- You are the payor (ordered to pay support)
- You are a payee (ordered to receive support) without a direct deposit account or prepaid debit card, or

![Image of New User Authorization - Web ID]

If you don’t know your Web ID, please call 1-800-666-1556 Monday-Friday 8:00AM - 5:00PM for assistance.
New User Authorization - Web ID Screen Help Document

New User Authorization - Web ID

The New User Authorization - Web ID page is used to verify your identity using a Web ID number, displaying to customers who entered a case number and social security number during the registration process.

12 Digit Web ID Number

- **What is its purpose?** The final step required to complete authorization, allowing you access to your case(s) on the Child Support Customer Service Portal.

- **How do I use it?**
  - Enter your Web ID. This number is 12 digits long beginning with three (3).
    - If you don't know your Web ID, please contact your local child support agency for assistance
  - Click **Continue** to complete registration or
  - Click **Cancel** if you do not have the information needed

If the e-mail address entered during New Account Registration is shared by any other registered portal customer, the following error message appears:

*The E-mail address you entered in the first step of the registration process is associated with another individual registered for the portal. Please enter a new unique E-mail address for your account using the following link: Enter a different E-mail Address.*

Clicking on the **Enter a different E-mail address** link displays the **User Authorization** page where you must enter a new e-mail address.

Menu

- **What is its purpose?** Located at the top of the page, provides quick access to Screen Help.

- **How do I use it?**
  - Click **Help** to access Screen Help
    - Click **Screen Help** to see how to use each portal page

Logout

- **What is its purpose?** To exit the Child Support Customer Service Portal.

- **How do I use it?** Located at the top right of the page; click Logout to exit the Child Support Customer Service Portal, returning to the Login page.

This screen will only be used for individuals who do not have an Ohio Driver’s License, State ID or Key Number to validate their identity. After entering your new e-mail address, case number and SSN on the User Re-Authorization page, you will be transferred to the New User Authorization Account Number page to provide the last 4 digits of your direct deposit or prepaid debit account your child support payments are deposited if:

- You are a payee (ordered to receive support) with a direct deposit account or prepaid debit card

![New User Authorization - Account Number](image)

Once all of this information has been validated you will be transferred to either the Password Reset/Unlock Account is Processed Page or the Forgot User ID Request Confirmation Page to complete either the Forgot Password or the Forgot User ID process.

Cancel:

- Selecting ‘Cancel’ transfers you back to the Login Page.
New User Authorization - Account Number

The New User Authorization - Account Number page is viewable to customers who have entered a case number and social security number during the registration process. This page verifies your identity by using the last 4 digits of your bank account or debit card number.

Last 4 Digits of your Direct Deposit Account Number or Debit Card Number that your Support is Electronically Sent To

- **What is its purpose?** The final step required to complete authorization to gain access to the Child Support Customer Service Portal.

- **How do I use it?** Checking/Savings account:
  - Enter the last 4 digits of your direct deposit account number if you have your support set up to be directly deposited into an account. If you need help locating your account number for a checking account please see the below example, otherwise contact your bank to get the account number.
  - Click CONTINUE to complete registration or
  - Click CANCEL if you do not have the information needed

![Example of a bank check]

- **How do I use it?** Debit Card:
  - Enter the last 4 digits of your debit card number (shown below) if you have your support set up to be deposited to a prepaid debit card.
  - Click CONTINUE to complete registration or
  - Click CANCEL if you do not have the information needed

![Example of a debit card]
If the e-mail address entered during New Account Registration is shared by any other registered portal customer, the following error message appears:

*The E-mail address you entered in the first step of the registration process is associated with another individual registered for the portal. Please enter a new unique E-mail address for your account using the following link: Enter a different E-mail Address.*

Clicking on the Enter a different E-mail address link displays the User Authorization page where you must enter a new e-mail address.

**Menu**
- **What is its purpose?** Located at the top of the page, provides quick access to Screen Help.
- **How do I use it?**
  - Click Help to access Screen Help
    - Click Screen Help to see how to use each portal page

**Logout**
- **What is its purpose?** To exit the Child Support Customer Service Portal.
- **How do I use it?** Located at the top right of the page; click Logout to exit the Child Support Customer Service Portal, returning to the Login page.