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# CUSTOMER SERVICE WEB PORTAL

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Trouble Shooting Guide



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## Registration

### 1. Registration using an Ohio Driver's License/State ID or BMV Key Number

Error Message Received	Probable Cause	Solution
Error message indicating data is missing	All required fields have not been completed	Enter the missing data in the field identified in the error message
SSN cannot be less than 9 digits	The complete SSN was not entered	Enter a complete 9 digit SSN
Individual is an active child support participant	The SSN provided does not match an individual with a child support case in Ohio	Confirm the SSN entered is correct and is for a child support case payor or payee only (not a child). If the issue is not resolved; please contact your county child support agency to confirm the correct SSN.
Email address already in use	The email address you entered for registration is already linked to another registered individual	Provide a different email address
The information you provided does not match the BMV records or an error message of No Record Found	Either the driver's license/state ID/Key number or SSN or first character of the last name entered does not match the BMV records	Validate the information entered matches exactly to your driver's license. You will have 3 attempts to match with the BMV, after the third attempt, you will be provided an alternate registration process using your child support case information. You can skip the additional BMV matches and go directly to the alternate registration process by clicking on the "I do not have an Ohio Driver's license, State ID or Key Number" link.
Date of Birth does not match format of mm-dd-yyyy	Date of birth was entered in an incorrect format	Re-enter the date of birth in a format of mm-dd-yyyy (ex: 08-21-1989)
The password is not valid	The password entered does not meet the minimum password requirements	Re-enter a password that is 8-15 characters in length; contains 1 upper case, 1 lower case, 1 number and 1 special character
Please enter your cell phone number	Cell phone number was not entered before	Enter a valid cell phone number after selecting cell phone as the

	selecting the “Send activation code” button	activation method and then select the “Send activation code” button.
Please provide valid cell phone number in the format of ### - ### - ####	A cell phone number with the wrong formatting was entered before selecting the “Send activation code” button.	Enter a ten-digit cell phone number after selecting cell phone number as the activation method and then select the “Send activation code” button.
Activation code must be six digits. Please check your activation code and try again.	An activation code was not entered before selecting the “Submit” button	Enter a valid e-mail/text activation code and then press the “Submit” button.
Activation code must be six digits. Please check your activation code and try again.	The complete activation code was not entered before selecting the “Submit” button.	Enter a six-digit e-mail/text activation code and then press the “Submit” button.

## 2. Registration without an Ohio Driver’s License/State ID or BMV Key Number

<b>Error Message Received</b>	<b>Probable Cause</b>	<b>Solution</b>
Closed cases cannot be used for authorization	The case number you entered for a closed case; closed cases cannot be viewed in the portal	If you have an open case, enter the case number for that case
Your SSN was not found. Please correct the SSN and retry the request	The SSN provided does not match an individual with a child support case in Ohio	Confirm the SSN entered is correct and is for a child support case payor or payee only (not a child). If the issue is not resolved; please contact your county child support agency to confirm the correct SSN.
You are not a person ordered to receive or pay support for the case entered. Please enter a case # where you are ordered to receive or pay support	Case number entered is incorrect	Re-enter correct case number
Invalid Web ID	The Web ID number you entered is incorrect	Please confirm the 12 digit web ID. If you do not know your web ID, please contact your county CSEA.
Please enter your 4 digit valid account number or debit card number	The value entered is not the last 4 digits of the account your child support payments are deposited to	Please enter the last 4 digits of the account your child support payments are deposited to
The password is not valid	The password entered does not meet the	Re-enter a password that is 8-15 characters in length; contains 1

	minimum password requirements	upper case, 1 lower case, 1 number and 1 special character
Please enter your cell phone number	Cell phone number was not entered before selecting the "Send activation code" button	Enter a valid cell phone number after selecting cell phone as the activation method and then select the "Send activation code" button.
Please provide valid cell phone number in the format of ### - ### - ####	A cell phone number with the wrong formatting was entered before selecting the "Send activation code" button.	Enter a ten-digit cell phone number after selecting cell phone number as the activation method and then select the "Send activation code" button.
Activation code must be six digits. Please check your activation code and try again.	An activation code was not entered before selecting the "Submit" button.	Enter a valid email/text activation code and then press the "Submit" button.
Activation code must be six digits. Please check your activation code and try again.	The complete activation code was not entered before selecting the "Submit" button.	Enter a six-digit e-mail/text activation code and then press the "Submit" button.

## Login

Error Message Received	Probable Cause	Solution
Invalid User ID or Invalid Password	You are attempting to log into the portal using either an incorrect Password or User ID.	<p>Follow the steps in the <a href="#">Forgotten User ID</a> section to retrieve your User ID.</p> <p>If you still get the <i>Invalid User ID or Invalid Password</i> error message after receiving your User ID, follow the steps in the <a href="#">Forgotten Password</a> section to change your password.</p>
This Account is LOCKED. An E-mail has been sent to the owner of this account with instructions on how to unlock.	You have attempted to log into the portal 5 times within 15 minutes using either an incorrect Password or User ID.	<p>Follow the steps in the <a href="#">Forgotten User ID</a> section to retrieve your User ID.</p> <p>If you still get the <i>Invalid User ID or Invalid Password</i> error message after receiving your User ID, follow the steps in the <a href="#">Forgotten Password</a> section to change your password.</p>
What does it mean if you log into the portal and the No Open Cases page displays?	You have no open cases in our system.	<p>All your cases are closed, there is nothing to view on the portal.</p> <p>If you feel you should have an open case, please contact your county CSEA.</p>
Due to stricter security requirements you must update your password to access the portal. NOTE: Passwords must be 8-15 characters in length and contain 1 upper case, 1 lower case, 1 number and 1 special character.	Your password does not meet the new password requirements.	Re-enter a new password that is 8-15 characters in length and contains 1 upper case, 1 lower case, 1 number and 1 special character.

## Forgotten User ID

### 1. Retrieving a forgotten User ID using the email address on file with the portal

Step 1	On the Portal Login page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on <i>Forgot your User ID?</i>
Step 2	The CAPTCHA page displays	Enter the code from the image and then, press <i>Submit</i> .
Step 3	The Forgot User ID page displays	Enter your e-mail address and then, press <i>Submit</i>
Step 4	The Forgot User ID Request Confirmation page displays, letting you know that an e-mail was sent to you with all the User IDs associated with the e-mail address.	Click on the X in the upper right corner to close this page.
Step 5	When you receive the User ID e-mail	<p>View the information in the e-mail, making sure the word 'Authorized' displays in the first sentence (<i>In response to your request your authorized User ID is listed below</i>). If 'authorized' does appear, write down the User ID and then, click on the Child Support link.</p> <p>If 'Authorized' does not appear, one of the following has occurred:</p> <ol style="list-style-type: none"> <li>1. You have completed Registration and Authorization sometime in the past using a different e-mail address, or</li> <li>2. Authorization has never been completed, which means you have never accessed the web portal</li> </ol> <p><b>Note:</b> If you don't receive the email within a few minutes:</p> <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders</li> <li>• Make sure you are using the same e-mail address that we have recorded in our system for you.</li> </ul>

Step 6	The Portal Login page displays	<p>If you know your Password, enter it along with your User ID and then, press <i>Login</i> to access the portal.</p> <p><b>Note:</b> If you don't remember your password or receive an error message, follow the steps in the <b><u>Forgotten Password</u></b> section.</p>
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2. Retrieving a forgotten User ID: You no longer have access to the email address on file with the portal and you have an Ohio driver's license

Step 1	On the Portal Login page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on <i>Forgot your User ID?</i>
Step 2	The CAPTCHA page displays	Enter the code from the image and then, press <i>Submit</i> .
Step 3	The Forgot User ID page displays	Click on the <i>If you have forgotten or no longer have access to the E-mail address used to register</i> link (yellow box)
Step 4	The User Re-Authorization page displays	If you have a valid Ohio driver's license/State ID or BMV issued key number enter your Ohio driver's license/State Id/Key #, date of birth, ssn, first character of last name and your current e-mail address and then press <i>Submit</i> .
Step 5	The Forgot User ID Request Confirmation page displays, letting you know that an e-mail was sent to you with all the User IDs associated with the e-mail address.	Click on the X in the upper right corner to close this page.
Step 6	When you receive the User ID e-mail	View the information in the e-mail, making sure the word 'Authorized' displays in the first sentence ( <i>In response to your request your authorized User ID is listed below</i> ). If 'authorized' does appear, write down the User ID and then, click on the Child Support link.  If 'Authorized' does not appear, one of the following has occurred: <ol style="list-style-type: none"> <li>3. You have completed Registration and Authorization sometime in the past using a different e-mail address, or</li> <li>4. Authorization has never been completed, which means you have never accessed the web portal</li> </ol> <p><b>Note:</b> If you don't receive the email within a few minutes:</p> <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders</li> </ul> <p>Make sure you are using the same e-mail address that we have recorded in our system for you.</p>
Step 7	The Portal Login page displays	If you know your Password, enter it along with your User ID and then, press <i>Login</i> to access the portal.

		<b>Note:</b> If you don't remember your password or receive an error message, follow the steps in the <a href="#"><u>Forgotten Password</u></a> section.
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3. Retrieving a forgotten User ID: You no longer have access to the email address on file with the portal and you do not have an Ohio driver's license

Step 1	On the Portal Login page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on <i>Forgot your User ID?</i>
Step 2	The CAPTCHA page displays	Enter the code from the image and then, press <i>Submit</i> .
Step 3	The Forgot User ID page displays	Click on the <i>If you have forgotten or no longer have access to the E-mail address used to register</i> link (yellow box)
Step 4	The User Re- Authorization page displays	Click on the <i>I do not have an Ohio Driver's license/State ID or Key Number</i> .
Step 5	The New User Authorization page displays	Enter your 10-digit SETS case number, your SSN and your current e-mail address and then, press <i>Submit</i> .
Step 6	The New User Authorization - Account Number page displays if you are ordered to receive support and your support payments are deposited directly into your bank account or prepaid debit card account.  The New User Authorization - Web ID page displays if you are ordered to pay support or are ordered to receive support but your support payments are <i>not</i> directly deposited into your bank account or prepaid debit card account.	Enter the last 4-digits of your direct deposit account or debit card and then, press <i>Continue</i> .  Enter your 12-digit Web ID and then, press <i>Continue</i> . If you don't know your 12-digit Web ID, please contact your county CSEA.
Step 7	The Forgot User ID Request Confirmation page displays, letting you know that an e-mail was sent to you with all the User IDs associated with the e-mail address.	Click on the X in the upper right corner to close this page.
Step 8	When you receive the User ID e-mail	View the information in the e-mail, making sure the word 'Authorized' displays in the first sentence ( <i>In response to your request your authorized User ID is listed below</i> ). If 'authorized' does appear, write down the User ID and then, click on the Child Support link.  If 'Authorized' does not appear, one of the following has occurred:

		<p>5. You have completed Registration and Authorization sometime in the past using a different e-mail address, or</p> <p>6. Authorization has never been completed, which means you have never accessed the web portal</p> <p><b>Note:</b> If you don't receive the email within a few minutes:</p> <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders</li> </ul> <p>Make sure you are using the same e-mail address that we have recorded in our system for you.</p>
Step 9	The Portal Login page displays	<p>If you know your Password, enter it along with your User ID and then, press <i>Login</i> to access the portal.</p> <p><b>Note:</b> If you don't remember your password or receive an error message, follow the steps in the <b>Forgotten Password</b> section.</p>
Step 10	The Forgot User ID Request Confirmation page displays, letting you know that an e-mail was sent to you with all the User IDs associated with the e-mail address.	<p>Click on the X in the upper right corner to close this page.</p>
Step 11	When you receive the User ID e-mail	<p>View the information in the e-mail, making sure the word 'Authorized' displays in the first sentence (<i>In response to your request your authorized User ID is listed below</i>). If 'authorized' does appear, write down the User ID and then, click on the Child Support link.</p> <p>If 'Authorized' does not appear, one of the following has occurred:</p> <p>7. You have completed Registration and Authorization sometime in the past using a different e-mail address, or</p> <p>8. Authorization has never been completed, which means you have never accessed the web portal</p> <p><b>Note:</b> If you don't receive the email within a few minutes:</p> <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders</li> </ul> <p>Make sure you are using the same e-mail address that we have recorded in our system for you.</p>

Step 12	The Portal Login page displays	<p>If you know your Password, enter it along with your User ID and then, press <i>Login</i> to access the portal.</p> <p><b>Note:</b> If you don't remember your password or receive an error message, follow the steps in the <b><u>Forgotten Password</u></b> section.</p>
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## Forgotten Password

### 1. Retrieving a forgotten Password using the email address on file with the portal

Step 1	On the Portal Login page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on <i>Forgot your Password?</i>
Step 2	The CAPTCHA page displays	Enter the code from the image and then, press <i>Submit</i> .
Step 3	The Forgot Password/Unlock Account page displays	Enter your User ID and then, press <i>Submit</i> .  If you don't remember your User ID, go to the Portal Login page and click on the <i>Forgot your User ID</i> link and then, follow the steps in the <b><u>Forgotten User ID</u></b> section.
Step 4	The Password Reset/Unlock Account is Processed page displays, letting you know that an instruction e-mail on how to change your password has been sent to you	Click on the X in the upper right corner to close this page or
Step 5	When you receive the Password Reset/Unlock Account instruction e-mail	Read the instructions and then, click on the <i>Reset Password</i> link.  <b>Note:</b> If you don't receive the email within a few minutes: <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders</li> <li>• Make sure you are using the same e-mail address that we have recorded in our system for you</li> </ul>
Step 6	The Change Password/Unlock Account page displays	Enter your new Password (twice) and then, press <i>Submit</i> .
Step 7	The Password Change/Unlock Account Confirmation page displays, letting you know that your password was changed successfully, and your account is unlocked. Also, a Password Change Confirmation is e-mailed to you.	Click on the <i>To login to the Child Support Customer Service Portal</i> link.

Step 8	The Portal Login page displays	Enter your User ID and your new Password and then, press <i>Login</i> .
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2. Retrieving a forgotten Password: You no longer have access to the email address on file with the portal and you have an Ohio driver's license

Step 1	On the Portal Login page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on <i>Forgot your Password?</i>
Step 2	The CAPTCHA page displays	Enter the code from the image and then, press <i>Submit</i> .
Step 3	The Forgot Password/Unlock Account page displays	Enter your User ID and then, press <i>Submit</i> . If you don't remember your User ID, go to the Portal Login page and click on the <i>Forgot your User ID</i> link and then, follow the steps in the <b><u>Forgotten User ID</u></b> section.
Step 4	The Password Reset/Unlock Account is Processed page displays, letting you know that an instruction e-mail on how to change your password has been sent to you	Click on the <i>If you have forgotten or no longer have access to the E-mail address used to register</i> link at the bottom of this page
Step 5	The User Re-Authorization page displays	If you have a valid Ohio driver's license/State ID or BMV issued key number enter your Ohio driver's license/State Id/Key #, date of birth, ssn, first character of last name and your current e-mail address and then press <i>Submit</i> .
Step 6	The Password Reset/Unlock Account is Processed page displays, letting you know that an instruction e-mail on how to change your password has been sent to you	Click on the X in the upper right corner to close this page or
Step 7	When you receive the Password Reset/Unlock Account instruction e-mail	Read the instructions and then, click on the <i>Reset Password</i> link. <b>Note:</b> If you don't receive the email within a few minutes: <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders</li> <li>• Make sure you are using the same e-mail address that we have recorded in our system for you</li> </ul>



Step 8	The Change Password/Unlock Account page displays	Enter your new Password (twice) and then, press <i>Submit</i> .
Step 9	The Password Change/Unlock Account Confirmation page displays, letting you know that your password was changed successfully, and your account is unlocked. Also, a Password Change Confirmation is e-mailed to you.	Click on the <i>To login to the Child Support Customer Service Portal</i> link.
Step 10	The Portal Login page displays	Enter your User ID and your new Password and then, press <i>Login</i> .

3. Retrieving a forgotten Password: You no longer have access to the email address on file with the portal and you do not have an Ohio driver's license

Step 1	On the Portal Login page <a href="https://childsupport.ohio.gov/login.jsf">https://childsupport.ohio.gov/login.jsf</a>	Click on <i>Forgot your Password?</i>
Step 2	The CAPTCHA page displays	Enter the code from the image and then, press <i>Submit</i> .
Step 3	The Forgot Password/Unlock Account page displays	Enter your User ID and then, press <i>Submit</i> . If you don't remember your User ID, go to the Portal Login page and click on the <i>Forgot your User ID</i> link and then, follow the steps in the <b><u>Forgotten User ID</u></b> section.
Step 4	The Password Reset/Unlock Account is Processed page displays, letting you know that an instruction e-mail on how to change your password has been sent to you	Click on the <i>If you have forgotten or no longer have access to the E-mail address used to register</i> link at the bottom of this page
Step 5	The User Re- Authorization page displays	. Click on the <i>I do not have an Ohio Driver's license/State ID or Key Number</i>
Step 6	The New User Authorization page displays	Enter your 10-digit SETS case number, your SSN and your current e-mail address and then, press <i>Submit</i> .
Step 7	The New User Authorization - Account Number page displays if you are ordered to receive support and your support payments are deposited directly into your bank account or prepaid debit card account.  The New User Authorization - Web ID page displays if you are ordered to pay support or are ordered to receive support but your support payments are <u>not</u> directly deposited into your bank account or prepaid debit card account.	Enter the last 4-digits of your direct deposit account or debit card and then, press <i>Continue</i> .  Enter your 12-digit Web ID and then, press <i>Continue</i> . If you don't know your 12-digit Web ID, please contact your county CSEA.

Step 8	The Password Reset/Unlock Account is Processed page displays, letting you know that an instruction e-mail on how to change your password has been sent to you	Click on the X in the upper right corner to close this page or
Step 9	When you receive the Password Reset/Unlock Account instruction e-mail	<p>Read the instructions and then, click on the <i>Reset Password</i> link.</p> <p><b>Note:</b> If you don't receive the email within a few minutes:</p> <ul style="list-style-type: none"> <li>• Check your SPAM or Junk mail folders</li> </ul> <p>Make sure you are using the same e-mail address that we have recorded in our system for you</p>
Step 10	The Change Password/Unlock Account page displays	Enter your new Password (twice) and then, press <i>Submit</i> .
Step 11	The Password Change/Unlock Account Confirmation page displays, letting you know that your password was changed successfully, and your account is unlocked. Also, a Password Change Confirmation is e-mailed to you.	Click on the <i>To login to the Child Support Customer Service Portal</i> link.
Step 12	The Portal Login page displays	Enter your User ID and your new Password and then, press <i>Login</i> .