Ohio
Child Support
Customer Service
Web Portal

Registration User Guide for Customers

Contents

Introduction

We would like to thank you in advance for taking the time to use our customer Service Portal.   The Customer Service Portal Registration User Guide provides an introduction and overview of how to register for the Child Support Customer Service Portal. This guide contains step by step instructions along with screen shots to help you register.

Child Support Customer Service Web Portal Overview

The Child Support Customer Service Portal is a self-service website that allows customers to login and see information about their support cases. This Portal will provide Child Support Program participants with on-demand, case specific, address, employment, health insurance and financial history information, along with answers to frequently asked questions regarding the child support program.
The Portal will be accessible from any internet connected computer.   To ensure a positive experience with the Portal it is recommended you access the Portal with Internet Explorer (6.1 or higher) or Firefox.

Portal Availability

The portal will be 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). An exception to this is monthly maintenance on the 2nd OR 3rd Sunday of every month, where the web portal will be down for a period of time.

If the Child Support Customer Service Portal is unavailable due to scheduled maintenance or any other reason, you will receive the following error message notifying you that the portal is unavailable:

Figure 1

Ohio.gov | Department of Job and Family Services

Office of Child Support Customer Service Portal

Screen Help   Print Page   LogOff

Welcome to the Office of Child Support Customer Service Portal.

Our System is experiencing some technical difficulties. Please try your request again at a later time. Or if you have a case related question, please contact your local Child Support Agency.

PLEASE LOGOFF AT THIS TIME.

The system is currently unavailable. Please try your request later! (IMS-100)

Privacy Statement | Disclaimer | Contact
Date of Release: December 19th, 2011; Version 1.15 - RP_437; Ohio Department of Job and Family Services

Monday December 19 14:01:43 EST 2011

Trusted sites   105%

How to register for the Portal as a first time customer

All customers are required to have a User ID and Password and must identify the type of portal user they are (payee and/or payor), before they can initially sign on to the Child Support Customer Service Portal to view information.   The payee is the person ordered to receive support and the payor is the person ordered to pay support. For customers, who have previously established a User ID and Password through the ODJFS online Cash, Food, or Medical Benefits Portal, they are instructed in the guide to use the same User ID and Password for the Child Support Customer Service Portal. This section describes the steps required to begin registration as a first time customer.

Step 1. To begin registration, enter the following URL in your browser to navigate to the Office of Child Support Home Page: (http://jfs.ohio.gov/Ocs/index.stm).

Child Support Home Page

Figure 2

Step 2. From the Child Support Home Page you must select the "Click Here" link to navigate to the first page of registration, the Welcome to the Child Support Customer Service Portal Page *Figure 3*.

Welcome to the Child Support Customer Service Portal Page
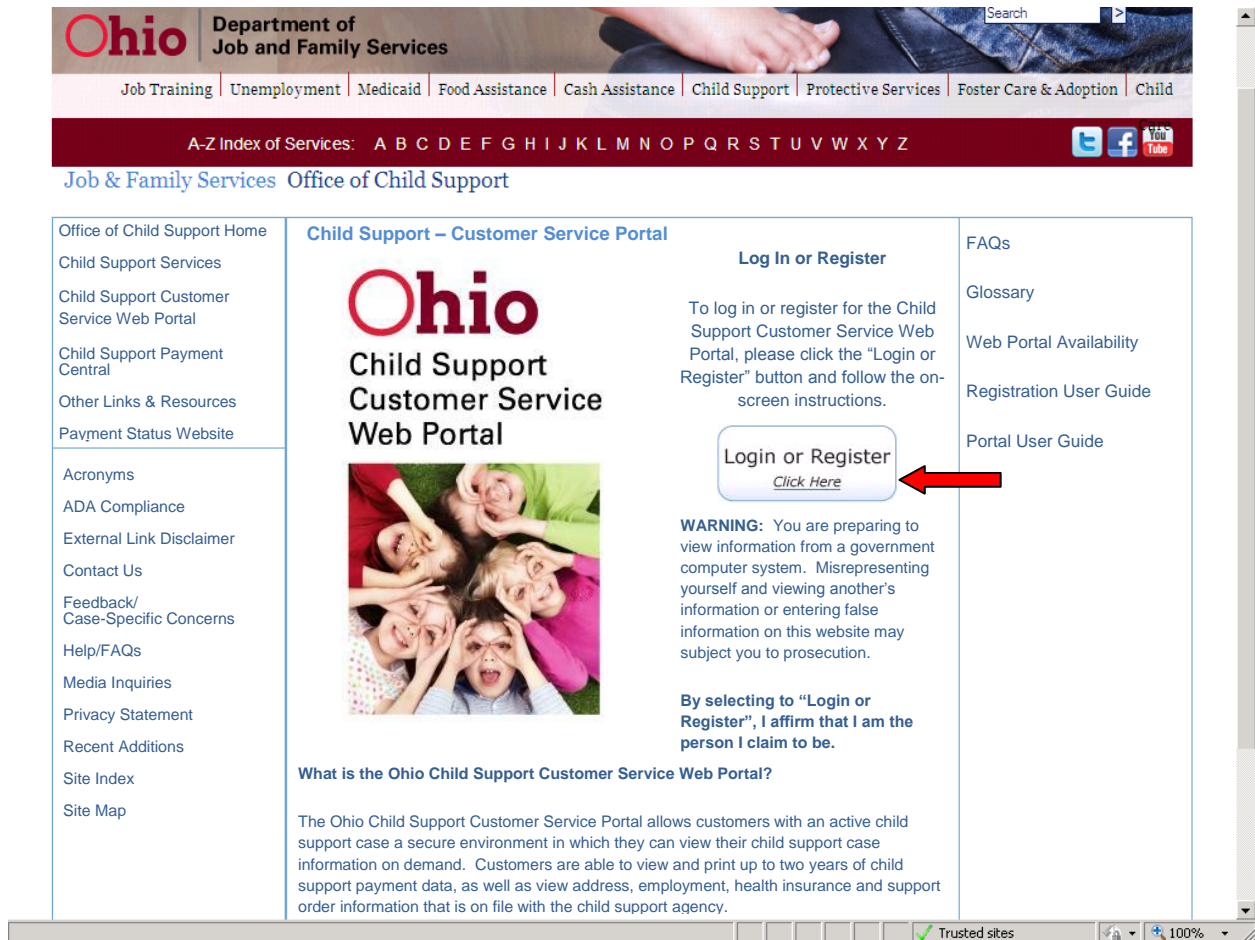
Figure 3

Step 3. On the Child Support Splash Page, you must select the "Click Here" link to navigate to the CAPTCHA Page *Figure 4*.

CAPTCHA Page

CAPTCHA is an acronym for "Completely Automated Public Turing Test to Tell Computers and Humans Apart." The image is a series of distorted letters used to block spammers and applications that may try to make use of this Web site.

Figure 4

Step 4. On the CAPTCHA Page you must enter the CAPTCHA image and then click the "Submit" button to navigate to the Login Page *Figure 6*.

- On the CAPTCHA Page, if you select the Audio CAPTCHA "Click Here" link, you will navigate to the Audio CAPTCHA Page *Figure 5*, to hear an audio of the information required to continue registration. (*To follow the steps to hear an audio, please review the section titled "Audio CAPTCHA Page".*)

- On the CAPTCHA Page, if you select the For County Contact Information, "Click Here" link, you will navigate to the following web page: http://jfs.ohio.gov/county/County_Directory.pdf

Audio CAPTCHA Page

Figure 5

- On the Audio CAPTCHA Page, if you click the "Play" button to listen to an audio, enter the information from the audio in the "Answer" text box and then click the "Submit Query" button, you will navigate to the Login Page *Figure 6*.

- On the Audio CAPTCHA Page, if you select the "please click here for County contact information" link, you will navigate to the following web page:
  http://jfs.ohio.gov/county/County_Directory.pdf

- On the Audio CAPTCHA Page, if you wish to start the registration process again and you select the start over by "Clicking here" link, you will return to the Welcome to the Child Support Customer Service Portal Page *Figure 3*.

Login Page

Figure 6

Step 5. On the Login Page, select the "If you don't have account, Click Here" link, to create a login account and to navigate to the New Account Registration Page **Figure 7.**

New Account Registration Page

Step 6. On New Account Registration Page, enter all fields and click the "Submit" button, to navigate to the New Account Registration Confirmation Page *Figure 8*.

- On the New Account Registration Page, if you select the "Cancel" button, you will navigate back to the Welcome to the Child Support Customer Service Portal Page *Figure 3.*

- On the New Account Registration Page, if a "Get a free e-mail address" link is clicked, you will navigate to the selected link's website, to create a free e-mail account.
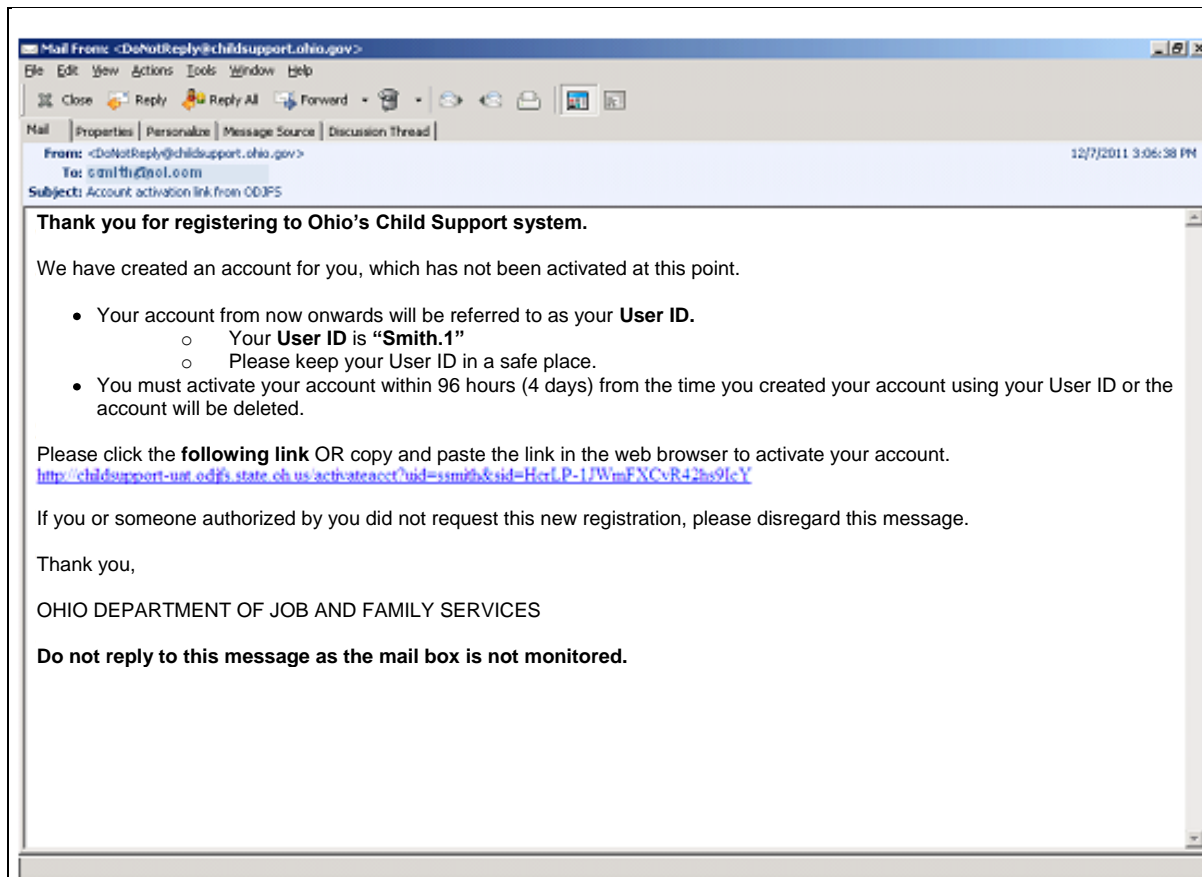
Account Registration Confirmation Page

Figure 8

New Account Registration Confirmation

We have created a new account for you and sent an e-mail to the e-mail address you provided with instructions on how to activate your account. **Before you can log in, you must open the e-mail which includes a link for you to click on to activate your account.** You must click on the link provided in the e-mail within 96 hours to activate your account. Once you activate your account, you must go through an authentication process to view your Child Support information.

To return to the Child Support Customer Service Portal Home Page, Click Here

Step 7. On the Account Registration Confirmation Page, read the message and then go to your personal e-mail account inbox.

Account Registration E-mail

Step 8. On the E-mail, you must click on the link to activate your account. Once you click on the link, you will navigate to the New Account Activation Confirmation Page *Figure 10.*

Note: The e-mail is sent real time from "DoNotReply@childsupport.ohio.gov" and will have a validation link that you must click on within 96 hours for the login account to be activated. If you do not click on this link in the e-mail to activate your account within 96 hours, the account will be deleted and you will need to start the registration process from the beginning.

Account Activation Confirmation Page

Step 9. On the Account Activation Confirmation Page select the "Click Here" link to navigate back to the Welcome to the Child Support Customer Service Portal Page ***Figure 3.***

Step 10. Repeat steps 3-4

Note: You now can use your newly established User ID and Password to gain access to the Child Support Customer Service Portal to continue with registration, by identifying yourself as the payee and/or payor on a case.

Customers who have an existing Login Account

Login Page

Step 1. On the Login Page, if you have previously established a User ID and Password through the ODJFS online Cash, Food, or Medical Benefits Portal or the Child Support Customer Service Portal, you must enter your User ID and Password and select "Login".

- On the Login Page, if you have forgotten your password, please select the "Click Here" link, to navigate to the Forgot Password Page *Figure 17. (To follow the steps on how to reset the password, please review the section titled "Forgot Password Page".)*

- On the Login Page. If you select "Reset" any information that you previously entered in the User ID and Password fields will be deleted. You can re-enter the information again.

Note: If you have **NOT** already identified yourself as a payee and/or payor on a child support case, you will navigate to the New User Authorization Page after entering your User ID and Password. *(To follow the steps on how to identify as the payee and/or payor, please review the section titled "New User Authorization Page 1.")*

If you have already identified yourself as a payee and/or payor on a child support case, you will navigate to the Home Page after entering your User ID and Password. *(To follow the steps on how to navigate*

through the Portal, please review the section titled Home Page in the Customer Portal Navigation User Guide.

<table>
<tr><td>**Customers who wish to register as the Payee or Payor**</td></tr>
</table>

Child Support Portal New User Authorization Page 1

Figure 12

Step 2. On the New User Authorization Page, you must identify yourself as the payee or payor on a case by answering the Yes or No Question "Are you ordered to receive support on any case?"

Note: If you are ordered to receive support on ANY case, then you should answer "Yes." This question includes child support and any other type of support ordered to be received by the payee. If you are ordered to pay support, then you should answer "NO". This question includes child support and any other type of support ordered to be paid to the child support agency.

Step 3. On the New User Authorization Page, if you select "YES" and click the "Continue" button you will navigate to the New User Authorization Page 2 for the payee in *Figure 13.*   If you select "NO" and click the "Continue" button you will navigate to the New User Authorization Page 2 for the payor in *Figure 14.*

Note: If you have more than one case and you are ordered to receive support on any case you need to select "YES".

- On the New User Authorization Page, if you click the "Screen Help" button, a new window will open with instructions on how to use this web page.

- On the New User Authorization Page, if you click the "Print Page" button you will be able to print the page you are viewing.

- If you click the "Log Off" button, you will navigate back to the Welcome to the Child Support Customer Service Portal Page *Figure 3.*

Child Support Portal New User Authorization Page 2 (Payee)

Step 4. On the New User Authorization Page 2 Payee, you must enter your case number, social security number and the last four digits of your e-QuickPay® card or direct deposit account number and click the "Continue" button, to complete registration and navigate to the Registration Confirmation Page in *Figure 15.*

Cancel:

- On the New User Authorization Page 2, if you do not have the information needed to complete this page or have entered this page in error you can click the "Cancel" Button, which will take you back to the first page of the Child Support New User Authorization Page.

Screen Help:

- On the New User Authorization Page 2, if you click "Screen Help" a new window will open up with detailed instructions on how to use this web page.

Print Page:

- On the New User Authorization Page 2, if you click "Print Page" you will be able to print the page you are viewing.

Log Off:

- If you click "Log Off" you will be navigate back to the Welcome to the Child Support Customer Service Portal Page *Figure 3*.

Child Support Portal New User Authorization Page 2 (Payor)

Step 4. On the New User Authorization Page 2 Payor, you must enter your case number and social security number and click the "Continue" button, to complete registration and navigate to the Re-authorization Page *Figure 23* or to the Registration Confirmation Page *Figure 15.*

Cancel:

- On the New User Authorization Page 2, if you do not have the information needed to complete this screen or have entered this page in error you can click the "Cancel" Button, which will take you back to the first page of the Child Support New User Authorization Page.

Screen Help:

- On the New User Authorization Page 2, if you click "Screen Help" a new window will open up with detailed instructions on how to use this web page.
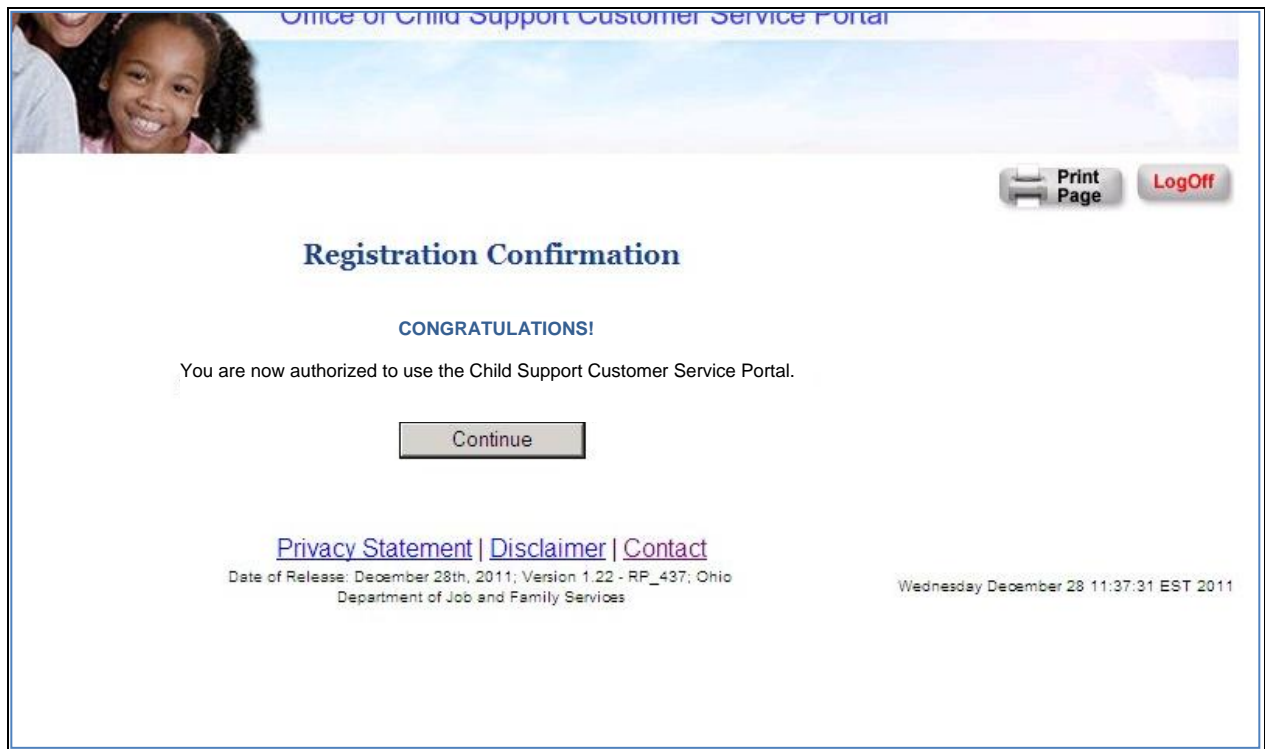
Print Page:

- On the New User Authorization Page 2, if you click "Print Page" you will be able to print the page you are viewing.

Log Off:

- If you click "Log Off" you will be taken back to the Welcome to the Child Support Customer Service Portal Page *Figure 3*.

Child Support Portal Registration Confirmation

Step 5. On the Registration Confirmation Page, you must click the "Continue" button, to complete registration and navigate to the Home Page.

- On the Registration Confirmation Page, if you click the "Print Page "button, you will be able to print the page you are viewing.

- If you click the "Log Off" button, you will navigate back to the Welcome to the Child Support Customer Service Portal Page *Figure 3.*

Child Support Portal Re- Authorization Page

Figure 16

Note: You will only navigate to the Re-authorization Page, if you have previously registered as the payor and you have now established a case where you are a payee.

- On the Re- Authorization Page, you must enter the case number and the last 4 digits of your e-QuickPay® card or direct deposit account number and click the "Submit" button, to navigate to the Registration Confirmation Page *Figure 15.*

Cancel:

- On the Re-authorization Page, if you do not have the information or do not wish to view the case(s) that you are ordered to receive support on you can click on "CANCEL". You will still be able to use the portal, but will only see those cases that you are ordered to pay support on. Each time you log in to the portal you will be presented with this page.

Screen Help:

- On the Re-authorization Page, if you click "Screen Help" a new window will open up with detailed instructions on how to use this web page.

Print Page:

- On the Re-authorization Page, if you click "Print Page" you will be able to print the page you are viewing.

Log Off:

- If the customer clicks "Log Off" they will be taken back to the Welcome to the Child Support Customer Service Portal Page *Figure 3.*

Forgot Password Page

Figure 17

- On the Forgot Password Page, you enter your User ID and select the "Submit" button to navigate to the E-mail Password Reset Processed Page *Figure 18.*

- On the Forgot Password Page, if you select the "Cancel" button, you will navigate back to the Welcome to the Child Support Customer Service Portal Page *Figure 3.*

E-mail Password Reset Processed Page

E-mail Password Reset Processed

We have sent an e-mail to the e-mail address that you provided during registration with detailed instructions on how to change your password. **You must click on the link provided in the e-mail within 48 hours to reset your password.** If you do not click on the link within48 hours, you must resubmit your request to reset your password.

- On the E-mail Password Reset Page, read the message and go to your personal e-mail account inbox.

Password Reset E-mail
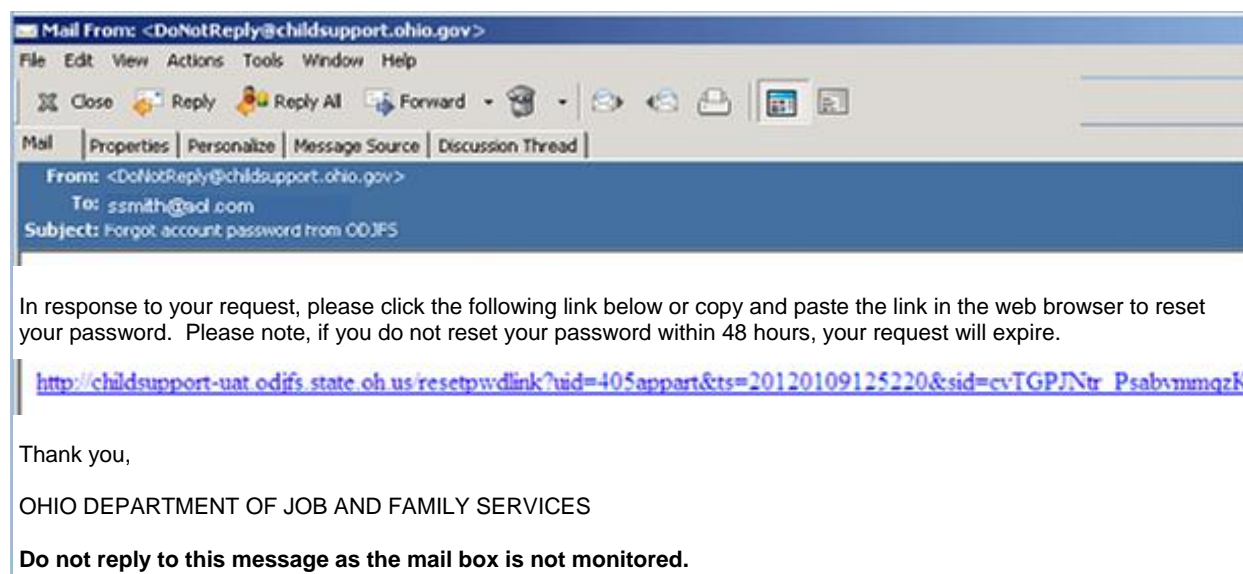
- On the Password Reset E-mail, you must click the link in the e-mail within 48 hours, to navigate to the Change Password Page *Figure 20.* If you do not click the e-mail within 48 hours, the e-mail link will expire and you will receive an error message. If this happens, you need to go through the process of resetting your password again.

-

Note: Your existing password will still work if you do not click on the link, or you do not click on it within 48 hours. Also, you can reset your password to your existing password (there is no requirement that the password has to be different).
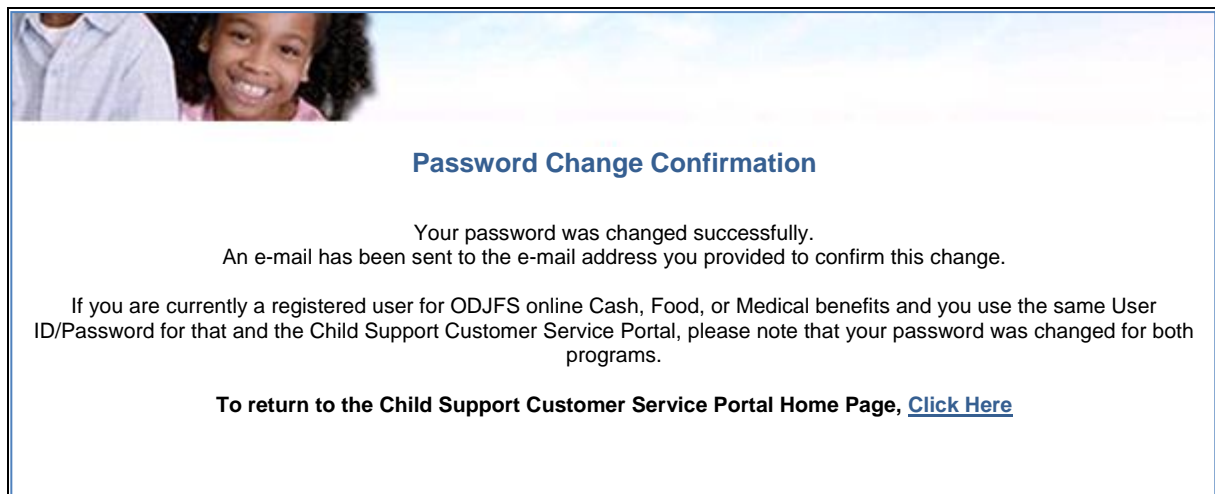
Change Password Page

- On the Change Password Page, you must enter your new password (twice) and select "Submit" to navigate to the Password Change Confirmation Page *Figure 21* and to receive a changed password e-mail *Figure 22.*

Password Change Confirmation Page

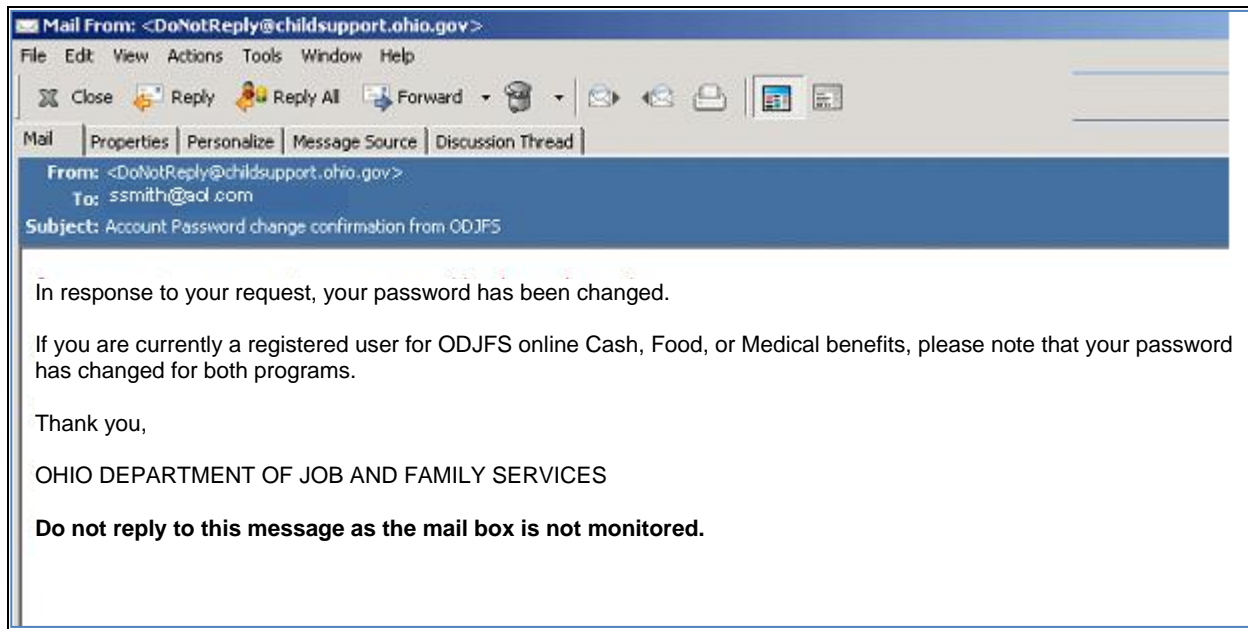- On the Password Change Confirmation Page, if you select the "Click Here" link you will navigate back to the Welcome to the Child Support Customer Service Portal Page *Figure 3*, where you can log in using your new password.

Password Change E-mail Confirmation

Figure 22

- On the Password Change E-mail, read the confirmation message that your password has been successfully changed.

Child Support Portal No Open Cases Page

Note: If all your support cases are currently CLOSED in the child support computer system, you will receive the following page, which tells you that the Portal is unable to find an open case for you to view. The page further instructs you to contact your child support agency, if you have any questions and/or concerns.

Screen Help:

- On the No Open Cases Page, if you click "Screen Help" a new window will open up with detailed instructions on how to use this web page.

Print Page:

- On the No Open Cases Page, if you click "Print Page" you will be able to print the page you are viewing.

Log Off:

- If the customer clicks "Log Off" you will be taken back to the Welcome to the Child Support Customer Service Portal Page **Figure 3.**

JFS Standard Footer Links

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

- On the Registration Pages, if you click the **"Home"** link you will be navigate to the ODJFS home page at: www.jfs.ohio.gov

- On the Registration 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

- On the Registration 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

- On the Registration Pages, if you click the **"Disclaimer"** link a new window will display with the Disclaimer statement.

Intruder Lockout Security

After 5 invalid password attempts within a 15 minute period, you will be locked out of the portal and will not be able to access or view your support information for 36 hours. After 36 hours, the intruder lockout will automatically reset. It is recommended that you reset your password in order to re-gain access to the portal. *(To follow the steps on how to reset the password, please review the section titled "Forgot Password Page".)*