



Child Support
Customer Service
Web Portal



Registration User Guide for Customers

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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



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

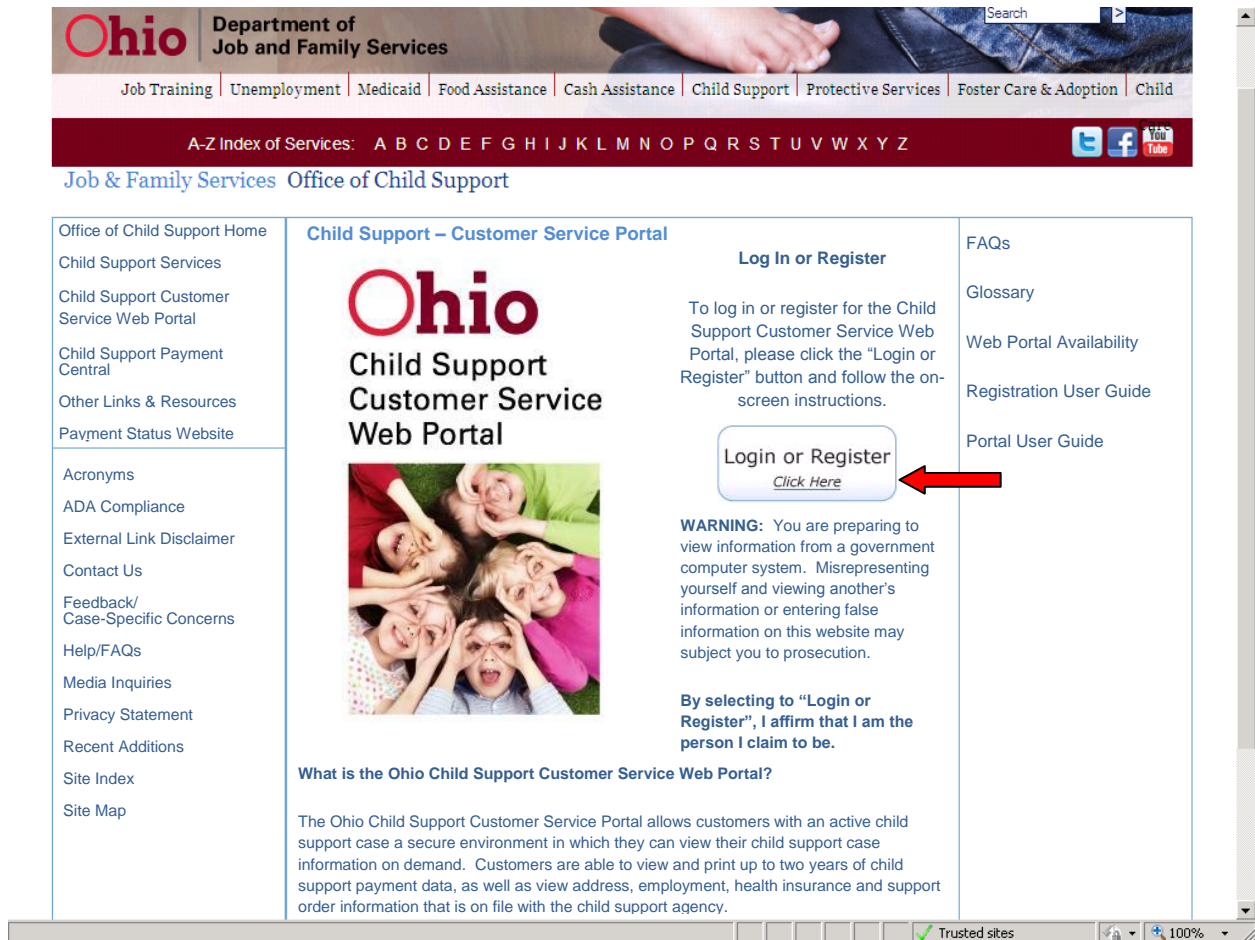
Figure 2



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

The screenshot shows a web browser window displaying the Ohio.gov Office of Child Support Customer Service Portal. The header features a family photo on the left and the text "Ohio.gov | Department of Job and Family Services" and "Office of Child Support Customer Service Portal" on the right. The main content area contains a CAPTCHA challenge with the text "Type the code shown in the image below" and a text input field. Below the input field is a "Try different image" button. To the right of the input field is a CAPTCHA image showing the code "954kb" in a distorted font. Below the input field and button is a "Submit" button. Further down, there are two paragraphs of text: "If you are unable to enter the code from the image, please [Click Here](#) for an audio captcha page." and "If you are unable to type in the image you see on this page, please contact your local Child Support Enforcement Agency at the following link for assistance in obtaining case information." Below this is a link "For County Contact Information, [Click Here](#)". At the bottom of the page, there are links for "Home", "Privacy Statement", and "Contact". A footer line reads "Date of Release: December 23th, 2011; Version 1.21 - RP_437; Ohio Department of Job and Family Services". The browser's status bar at the bottom shows "Done", "Trusted sites", and a zoom level of "105%".

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

Ohio.gov | Department of Job and Family Services

Office of Child Support Customer Service Portal

Audio CAPTCHA

Please click the **Play** button in the above area to hear the numbers and enter them in the answer box and click on the **Submit Query** button.

Answer:

If you are unable to use any of the captcha pages, [please click here for County contact information](#).

Or you can go back to the Child Support Splash page to start over by [clicking here](#)

- 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

Ohio.gov | Department of Job and Family Services

Office of Child Support Customer Service Portal

Welcome to the Ohio Department of Job and Family Services

If you are currently a registered user for ODJFS online Cash, Food, Medical benefits, or already registered for the Child Support Customer Service Portal, please use your existing User ID and Password to login.

Enter your User ID: (Between 6 and 15 characters)

Enter your Password: (Between 6 and 15 characters)

If you don't have an Account, [Click Here](#) If you forgot your Password, [Click Here](#)

[Home](#) | [Privacy Statement](#) | [Contact](#)

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

Figure 7

Ohio.gov | Department of Job and Family Services

Office of Child Support Customer Service Portal

New Account Registration

Please Enter Registration Details Below (all fields are mandatory)

First Name: (Letters only between 2 & 20 characters)

Last Name: (Letters only between 2 & 20 characters)

Create a User ID: (Between 6 & 15 characters)

Create Password: (Between 6 & 15 characters)

Re-enter Password:

* e-mail Address: (Must have an @ symbol in the e-mail address)

Re-enter e-mail Address:

* If you do not have an e-mail account and would like to create one, the links below will help get you started.

Get a free e-mail address

[Hotmail](#) [Gmail](#) [Yahoo! Mail](#) [AOL Mail](#) [Lycos Mail](#) [Excite Mail](#)

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

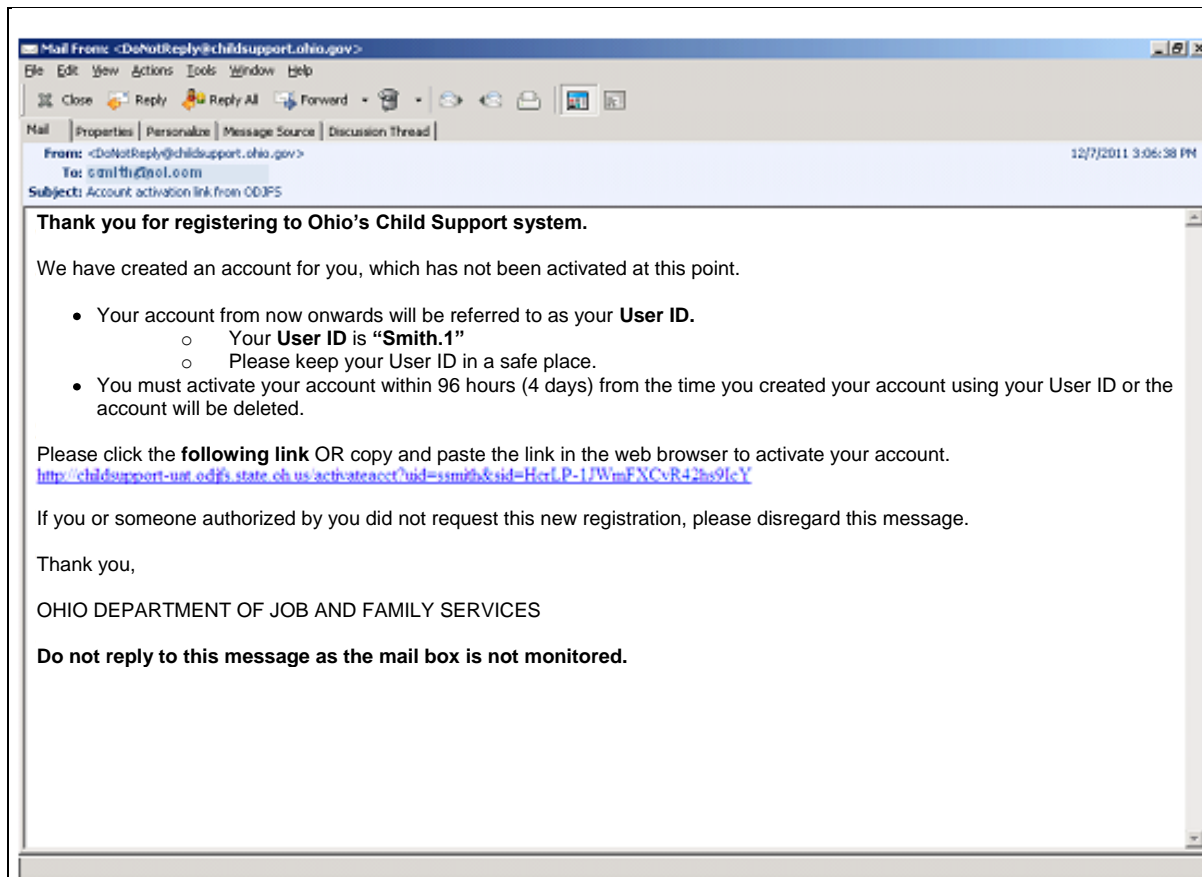
Figure 8



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

Figure 9



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

Figure 10



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

Figure 11

The screenshot shows the login page for the Ohio Department of Job and Family Services Office of Child Support Customer Service Portal. The header features a family photo on the left and the Ohio.gov logo and department name on the right. Below the header, the text reads "Welcome to the Ohio Department of Job and Family Services". A message states: "If you are currently a registered user for ODJFS online Cash, Food, Medical benefits, or already registered for the Child Support Customer Service Portal, please use your existing User ID and Password to login." There are two input fields: "Enter your User ID" and "Enter your Password", both with a note "(Between 6 and 15 characters)". Below the fields are "Reset" and "Login" buttons. At the bottom, there are links for "Click Here" if you don't have an account or forgot your password. The footer contains links for "Home", "Privacy Statement", and "Contact". The browser's address bar shows "Trusted sites" and a zoom level of 125%.

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.

Customers who wish to register as the Payee or Payor

Child Support Portal New User Authorization Page 1

Figure 12

The screenshot shows the 'New User Authorization' page of the Ohio.gov Department of Job and Family Services Office of Child Support Customer Service Portal. The page features a header with the Ohio.gov logo and a family photo. Below the header, there are buttons for 'Screen Help', 'Print Page', and 'LogOff'. The main content area is titled 'New User Authorization' and contains a question: 'Are you ordered to RECEIVE support on any case?' with radio buttons for 'Yes' and 'No'. A 'Continue' button is located below the question. Below the question, there is a paragraph explaining the registration process: 'To register, you will be asked to provide your 10 digit child/spousal support case number, SSN and direct deposit or e-QuickPay account number (if you receive support)'. Another paragraph states: 'You only need to register one time for all of your Ohio Child Support cases. Once your information has been validated, you will be provided access to all of your cases within the child support system.' A note at the bottom states: 'NOTE: Cases that are closed will not appear in the portal.' At the bottom of the page, there are links for 'Privacy Statement', 'Disclaimer', and 'Contact', along with the date of release: 'December 23th, 2011; Version 1.21 - RP_437; Ohio Department of Job and Family Services'. The footer shows the date and time: 'Tuesday December 27 16:21:51 EST 2011'.

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)

Figure 13

The screenshot shows a web browser window displaying the Ohio.gov Department of Job and Family Services Office of Child Support Customer Service Portal. The page title is "New User Authorization". It contains a form with three mandatory fields: "10 digit Child Support case number" (with an example of 7000000000), "Social Security Number" (with an example of 123456789), and "Last 4 digits of your direct deposit account number or e-QuickPay® card number that your support is electronically sent to". Below the form are "Continue" and "Cancel" buttons. At the bottom, there are links for "Privacy Statement", "Disclaimer", and "Contact", along with release information and a timestamp. The browser's address bar shows "Trusted sites" and a zoom level of 115%.

Ohio.gov | Department of Job and Family Services
Office of Child Support Customer Service Portal

Screen Help Print Page LogOff

New User Authorization

Please provide the following case and personal information. All fields are mandatory.

10 digit Child Support case number Example: 7000000000

Social Security Number Example: 123456789

Last 4 digits of your direct deposit account number or e-QuickPay® card number that your support is electronically sent to

Continue Cancel

[Privacy Statement](#) | [Disclaimer](#) | [Contact](#)
Date of Release: January 12th, 2012; Version 1.5 - RP_446; Ohio Department of Job and Family Services
Friday January 13 13:40:58 EST 2012

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)

Figure 14

Ohio.gov | Department of Job and Family Services

Office of Child Support Customer Service Portal

[Screen Help](#) [Print Page](#) [LogOff](#)

New User Authorization

Please provide the following case and personal information. All fields are mandatory.

10 digit Child Support case number Example: 7000000000

Social Security Number Example: 123456789

[Continue](#) [Cancel](#)

[Privacy Statement](#) | [Disclaimer](#) | [Contact](#)

Date of Release: December 15th, 2011; Version 1.11 - RP_437; Ohio Department of Job and Family Services

Thursday December 15 15:05:14 EST 2011

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:

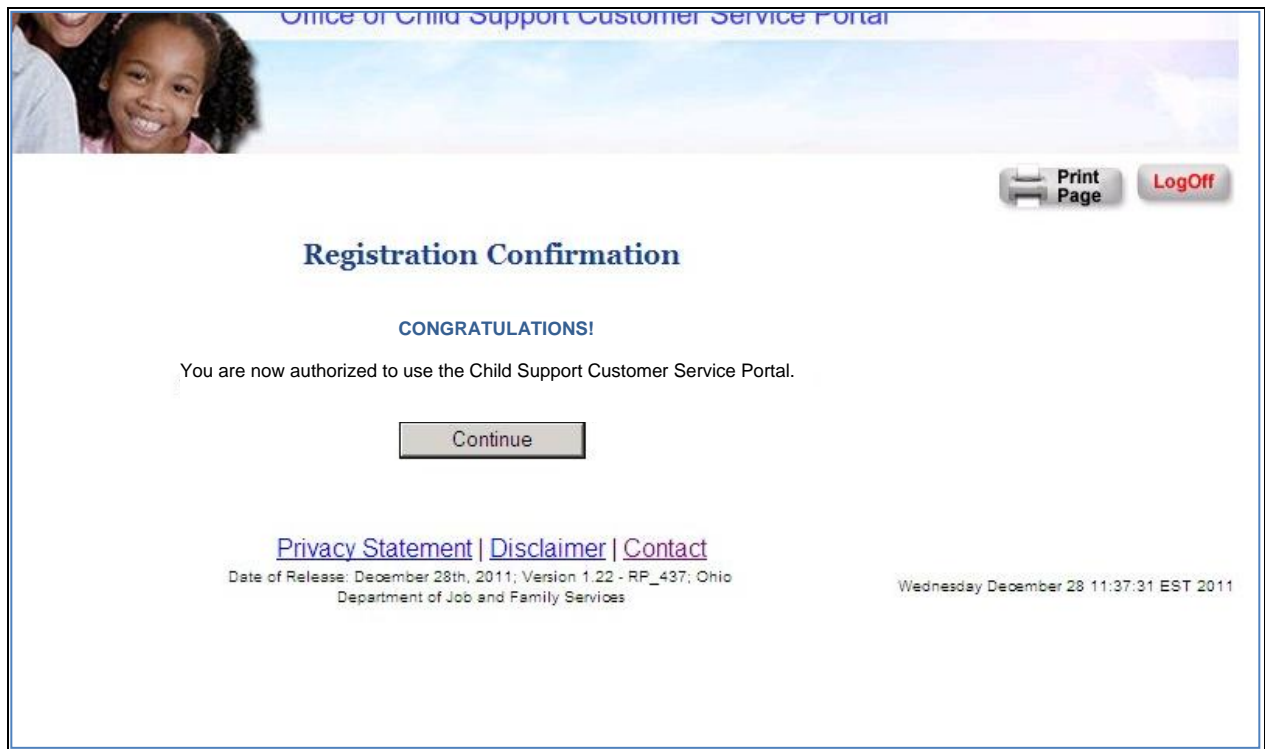
- On the New User Authorization Page 2, if you click “Print Page” you will be able to print the page you are viewing.

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

Figure 15



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**.

Additional Information

Child Support Portal Re- Authorization Page

Figure 16

The screenshot shows the 'Office of Child Support Customer Service Portal' on the Ohio.gov website. The header includes the Ohio.gov logo and 'Department of Job and Family Services'. A banner image shows a diverse family. Navigation links for 'Screen Help', 'Print Page', and 'LogOff' are in the top right. The main heading is 'Re-authorization as a Customer who is Ordered to Receive Support'. The text explains that the portal has detected the user as a customer who receives support and asks for additional case information for validation. It prompts the user to enter a 10-digit Child Support case number (with an example: 7000000000) and the last 4 digits of their direct deposit account number or e-QuickPay® card number. There are input fields for both. Below the fields are 'Submit' and 'Cancel' buttons. A note at the bottom states: 'If you would like to continue to only view the cases in which you PAY support, please press the cancel button below.' The browser's status bar at the bottom shows 'Done', 'Trusted sites', and a zoom level of 110%.

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



Ohio.gov | Department of Job and Family Services

Office of Child Support Customer Service Portal

Forgot Password

Please provide your User ID: (Between 6 & 15 characters)

- 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

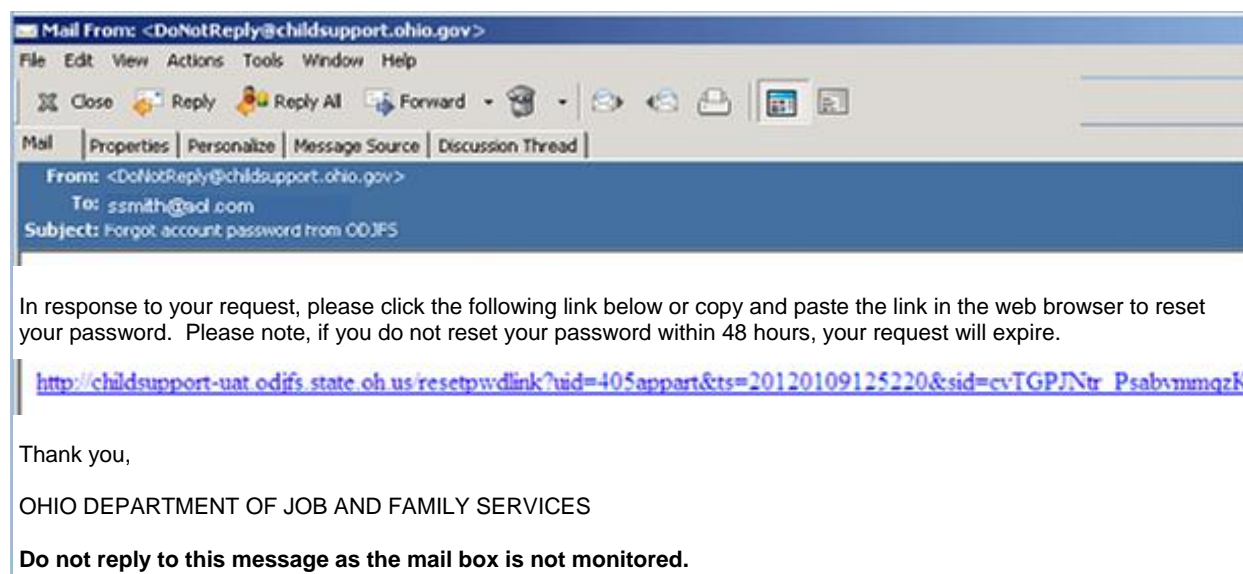
Figure 18



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

Password Reset E-mail

Figure 19



- 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

Figure 20

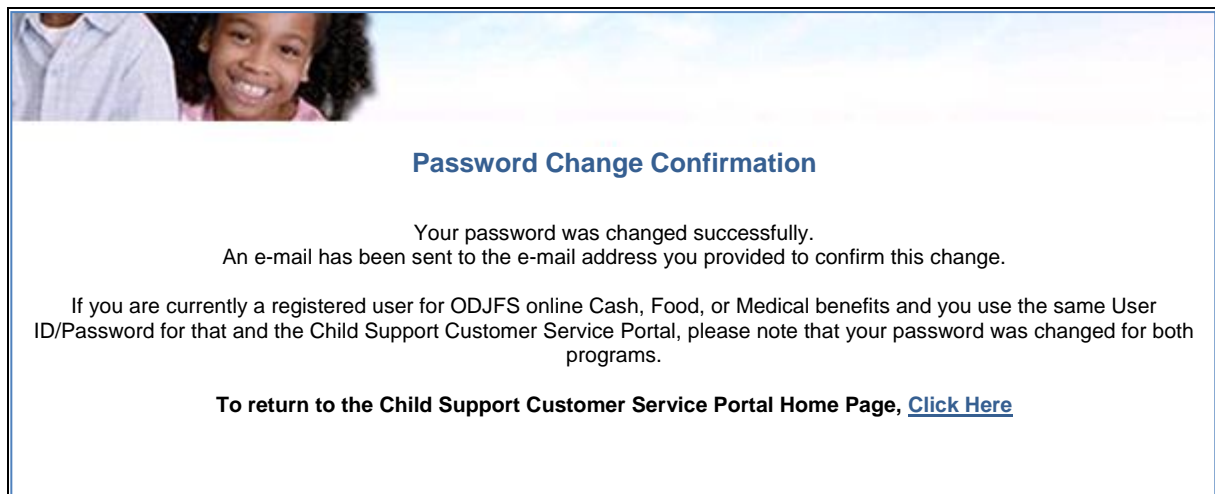


The screenshot shows the 'Change Password' page of the Ohio.gov Department of Job and Family Services Office of Child Support Customer Service Portal. The header features a family photo and the text 'Ohio.gov | Department of Job and Family Services' and 'Office of Child Support Customer Service Portal'. The main content area has the title 'Change Password' and two input fields: 'Enter your new password:' and 'Re-enter your new password:'. A note specifies '(Between 6 & 15 characters)'. Below the fields are 'Submit' and 'Cancel' buttons. A footer note states: 'If you are currently a registered user for ODJFS online Cash, Food, or Medical benefits and you use the same User ID/Password for that and the Child Support Customer Service Portal, please note that you will be changing your password for both programs.'

- 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

Figure 21

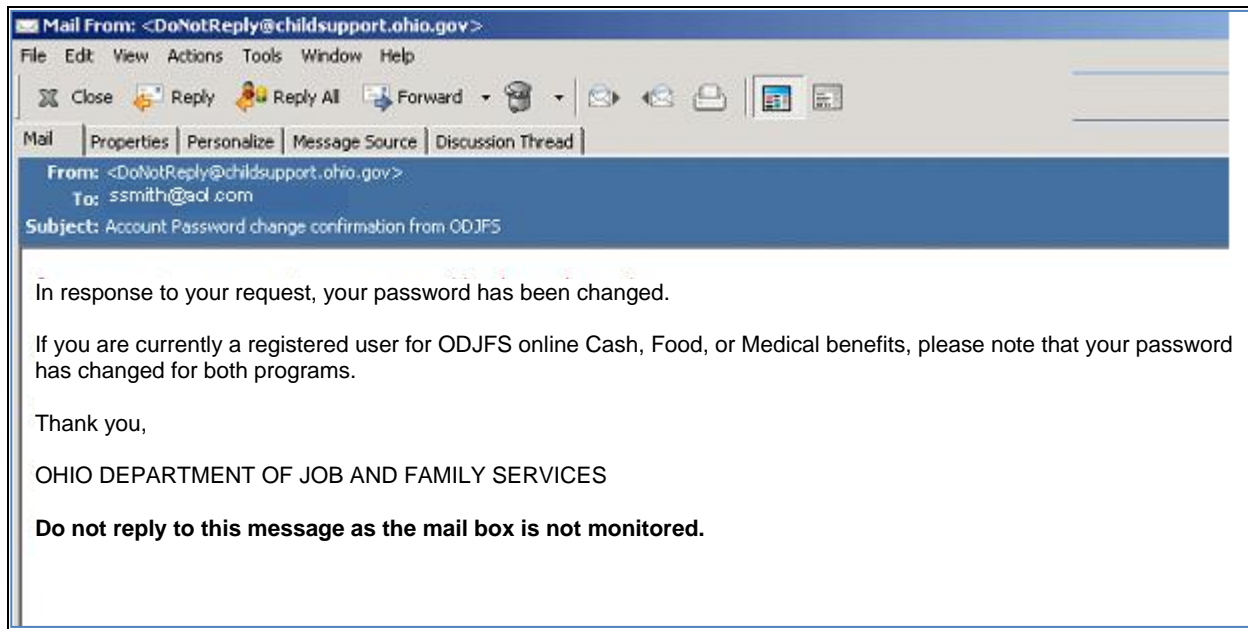


The screenshot shows the 'Password Change Confirmation' page. The header features a family photo. The main content area has the title 'Password Change Confirmation' and the text: 'Your password was changed successfully. An e-mail has been sent to the e-mail address you provided to confirm this change.' Below this, a note states: 'If you are currently a registered user for ODJFS online Cash, Food, or Medical benefits and you use the same User ID/Password for that and the Child Support Customer Service Portal, please note that your password was changed for both programs.' At the bottom, it says: 'To return to the Child Support Customer Service Portal Home Page, [Click Here](#)'.

- 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

Figure 23



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.ifs.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://ifs.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://ifs.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”).*