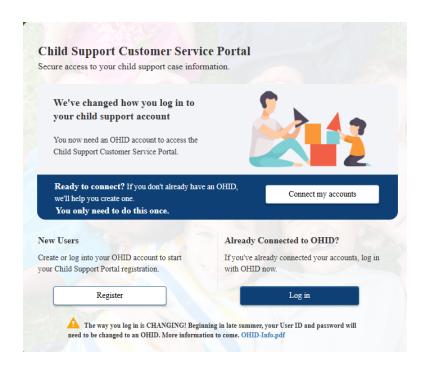# ODJFS | Child Support Customer Service Portal

REGISTRATION INSTRUCTIONS

Registration for customers with an Ohio driver's license:

Step 1: Select "Register" from the Login Page.
Step 2: Follow the steps to create an OHID account, username and password (or enter your existing username and password if you already have an OHID).
Step 3: Enter your Ohio driver's license (or State ID / BMV Key Number), SSN, date of birth, last name, and email

Registration for customers without an Ohio driver's license

Step 1: Select "Register" from the Login Page.
Step 2: Follow the steps to create an OHID account, username and password (or enter your existing username and password if you already have an OHID).
Step 3: Select "I don't have an Ohio Driver's License, State ID or Key Number"
Step 4: Enter your Case Number (beginning with a 7), SSN and E-mail Address.

➢ If you are ordered to receive support on ANY case, you will be required to enter the last four digits of your smiOne ™ card number or your direct deposit account number.
➢ If you are ordered to pay support OR you receive support but do not have a smiOne ™ or Direct Deposit account established, you will be required to enter your 12- digit Web ID.*

*Don't Know Your Web ID? If you don't know your Web ID, please call 1-800-686-1556 Monday-Friday 8:00AM – 5:00 PM for assistance.

We're changing our login.

Are You….

————

An existing portal user who hasn't accessed using OHID?

Select
Connect My Accounts

————

New here and don't have an account?

Select
Register

————

A returning user who has already accessed with your OHID?

Select
Log in