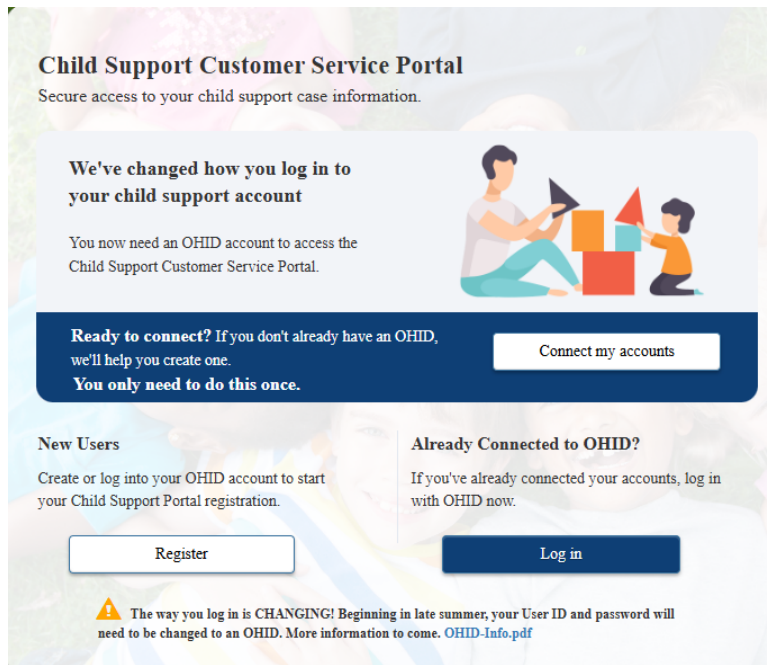


ODJFS | Child Support Customer Service Portal



The screenshot shows the 'Child Support Customer Service Portal' with the subtitle 'Secure access to your child support case information.' Below this, a message states: 'We've changed how you log in to your child support account. You now need an OHID account to access the Child Support Customer Service Portal.' An illustration of a man and a child building with blocks is shown. A dark blue box contains the text: 'Ready to connect? If you don't already have an OHID, we'll help you create one. You only need to do this once.' with a 'Connect my accounts' button. Below, there are two sections: 'New Users' with a 'Register' button and 'Already Connected to OHID?' with a 'Log in' button. A warning icon and text at the bottom state: 'The way you log in is CHANGING! Beginning in late summer, your User ID and password will need to be changed to an OHID. More information to come. [OHID-Info.pdf](#)'

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



**Department of
Job & Family
Services**