

Child Support Web Portal Instructions for New Users

- Step 1.** To begin, enter the following URL in your browser to navigate to the Ohio Office of Child Support Home Page: (<http://jfs.ohio.gov/Ocs/index.stm>).
- Step 2.** From the Child Support Home Page, select the "Click Here" link to navigate to the first page of registration, the Welcome to the Child Support Customer Service Portal Page.
- Step 3.** On the Child Support Splash Page, select the "Click Here" link to navigate to the CAPTCHA Page.
- Step 4.** On the CAPTCHA Page, enter the CAPTCHA image and then click the "Submit" button to navigate to the Login Page.
- Step 5.** On the Login Page, select the "If you don't have an account, Click Here" link, to create a login account and to navigate to the New Account Registration Page.
- Step 6.** **STOP: You must have a personal e-mail account to proceed further.** On New Account Registration Page, enter all fields and click the "Submit" button, to navigate to the New Account Registration Confirmation Page.
- Step 7.** On the Account Registration Confirmation Page, read the message and then go to your personal E-mail account inbox.
- Step 8.** In your E-mail inbox, 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.
- 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.
- Step 10.** Repeat steps 3-4
- Now you 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.**
- Step 11.** 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, enter your User ID and Password and select "Login."
- Step 12.** 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?"
- Step 13.** 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. If you select "NO" and click the "Continue" button you will navigate to the New User Authorization Page 2 for the payor.
- Step 14.** 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;
- Or**
- 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 or to the Registration Confirmation Page.
- Step 15.** On the Registration Confirmation Page, you must click the "Continue" button, to complete registration and navigate to the Home Page.