Ohio
Child Support Customer Service Web Portal

Child Support Web Portal Registration Instructions

Registration for customers with an Ohio driver's license:

Step 1: Select "Creating an Account " from the Login Page.
Step 2: Complete CAPTCHA screen.
Step 3: Enter your Ohio Driver's License Number, SSN, Date of Birth, Last Name and E-mail Address.
Step 4: Create User ID and Password.
Step 5: Select an activation method (email/text) to activate your account. Enter the activation code within 2 hours to activate your account.
Step 6: Click the Login Page link and enter your new User ID and Password.

Registration for customers without an Ohio driver's license:

Step 1: Select "Creating an Account " from the Login Page.
Step 2: Complete CAPTCHA screen.
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 an smiOne ™ or Direct Deposit account established, you will be required to enter your 12- digit Web ID.**

Step 5: Create User ID and Password.
Step 6: Select an activation method (email/text) to activate your account. Enter the activation code within 2 hours to activate your account.
Step 7: Click the Login Page link and enter your new User ID and Password.

Why Register?

The Ohio Child Support Customer Service Portal allows customers with an active child support case a secure environment in which they can view their child support case information on demand. Customers are able to make payments on child support cases, view and print up to two years of child support payment data, as well as view address, employment, health insurance and support order information that is on file with the child support agency.

QUESTIONS?

Please call 1-800-686-1556 Monday-Friday 8:00AM – 5:00PM for assistance.

Registration Tips

*Can't find your Confirmation e-mail?   If you do not find an e-mail in your inbox, check your spam, junk, or bulk e-mail folders for the e-mail address "DoNotReply@childsupport.ohio.gov." To allow future e-mails to go to your inbox from the Ohio Child Support Customer Service Portal, add "DoNotReply@childsupport.ohio.gov" to your e-mail address book or safe sender's list.

**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.

Remember your User ID, Password, and e-mail: Write down the user ID, password and e-mail used to register and place in a secure location for future access

Forgot your User ID or Password? Simply select the Forgot Password or Forgot User ID from the Login Page.