

Child Support Customer Service Web Portal



<http://jfs.ohio.gov/ocs>

The State Office of Child Support and the Stark County Child Support Enforcement Agency encourage you to utilize the Child Support Customer Service Web Portal.

Customers may access this online and mobile compatible service by logging into the Child Support Web Portal using the following link:

<http://jfs.ohio.gov/ocs>

The 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 view and print up to two years of child support payment information, as well as view address, employment, health insurance and support order information that is on file with the child support agency. Customers can also correspond with their case manager via email.

If you do not have access to a computer, one is available in our lobby Monday thru Friday 8am to 4pm (excluding legal holidays). The Child Support Web Portal is available 7 days per week, 23 hours a day (between 2:00 am – 4:00 am it is down for 1 hour to update case information).

Payment information is not provided by the Stark County CSEA over the phone.

The Child Support Web Portal or the State's automated payment line at (1-800-860-2555) may be accessed to receive payment information.

Stark County CSEA

221 3rd Street SE
Canton, OH 44702

330-451-8930
1-800-339-0349
M-F 8:00am– 4:00pm



Child Support
Customer Service
Web Portal



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 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.

Child Support Web Portal Registration Instructions

Step 1: Establish User ID and Password

Instructions: Select “If you don’t have an Account, Click Here” from the [Login Page](#). Enter your name, e-mail address, User ID and Password you would like to use to access the portal on the “New Account Registration” Page. You will receive a confirmation once complete. Write down the user ID, password and e-mail used to register and place in a secure location for future access.

Step 2: Login to your e-mail to Activate your Account

Instructions: Login to your e-mail and find the email titled “Account Activation Link from ODJFS” from DoNotReply@childsupport.ohio.gov.* Open the email and click on the link within 96 hours of receiving the e-mail. Once the link is clicked, your account will be activated.

Step 3: Verify your Relationship to a Child Support Case

Instructions: From the “New Account Confirmation Page,” select “To return to the Child Support Customer Service Portal Home Page, Click Here” and enter your new User ID and Password on the [Login Page](#).

Step 4: Enter your Case Information

Instructions: Enter your Child Support Case Number (beginning with a 7) and your Social Security number on the “New User Authorization” Page and select “Continue.”

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

Step 5: View Your Case Information

Instructions: Once you have successfully verified your identity, you will be driven to the “Registration Confirmation” Page. Select “Continue” to view your case information in the portal.

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](#). **NOTE:** If you have multiple email accounts, you must know and have access to the email account that was used during registration to request a forgotten User ID or Password.