

Payment/Balance Website

First time users are prompted to enter a temporary PIN, which is the last 4 digits of your Social Security Number followed by the letters KIDS. Example: 1234KIDS. The system will then prompt you to immediately to create your personalized PIN for future use.

If you forget or lose your PIN, you can only request a PIN reset by mail or by FAX. Phone requests will not be accepted. Requests may be Faxed to: Office of Child Support, ATTN.: PIN Reset at 614-995-7159 or 614-728-5070. Requests by mail need to be addressed as follows: Ohio Department of Job and Family Services/Office of Child Support, Attn.: IVR PIN Reset, 30 East Broad St., Columbus OH 43215. It takes two business days from the day the request was received to process the change.

VRU (Voice Response Unit)

If you are calling the VRU 1-800-860-2555 or the TDD (Telecommunications Device for the Deaf) 1-866-500-3784, users must enter their Social Security Number or PIN number. If you have not established a PIN, you will be prompted to do so.

If your SSN and PIN are found in the system, you can proceed to hear last payment information, balance information, reset a PIN or exit the system.