

IMPORTANT NOTICE

November 8, 2024

OHIO CHILD SUPPORT COMPUTER SYSTEM UPGRADE TO LIMIT CUSTOMER SERVICE AND MOBILE ACCESS NOV. 9 TO 12

The Ohio Department of Job & Family Services will be performing a system upgrade to their Child Support Customer Service Portal and Mobile application Saturday, Nov. 9, 2024 through Tuesday, Nov. 12, 2024. The upgrade will limit access to the following:

- **Child Support Accounts:** Viewing and updating account information will be temporarily unavailable to all users, including Stark County Job & Family Services' staff in the Division of Child Support.
- **Payment Processing:** Child support payments will still be accepted; however, there will be a delay in recording the transaction to accounts due to the upgrade. Please bring your account number and order amount with you to make payment.

We appreciate your patience and understanding. If you have questions, concerns, or require further assistance, please contact the Division of Child Support at 330-451-8930.

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