

PIN Request Form

**Complete this form by typing in the fields below. Print it (use browser toolbar).
Fax, e-mail, or mail this form with the necessary attachments.**

To ensure confidentiality and security, all requests to reset WEB and IVR PINs must be in writing. The request must be (1) signed, (2) dated, and (3) accompanied by a copy of both a photo ID and official documentation of your social security number. One document, such as a driver's license can be used if it contains both items. Your request will be **completed within two (2) business days after receipt of this request.**

Fax:

To: PIN Request Center
Fax: 614-995-7159 or 614-728-5070

of Pages: **Mail:**

To: Ohio Department of Job and Family Services
Office of Child Support
PIN Request Center
PO Box 182709
Columbus, Ohio 43218-2709

Email: Requests with the required scanned documents attached may be emailed to:
CUSTOMER_INQUIRY_CALL-CENTER@odjfs.state.oh.us.

Name (First, MI, Last):**Home Phone:****Email:****Work Phone:****Social Security Number:****Street:****Apartment:****City:****State:****Zip:**

 IVR (Telephone PIN Reset)

Upon login to the IVR, you will be asked to re-establish a permanent IVR PIN.

Note: If you have a valid login account on the Child Support Payment Status website (<http://jfs.ohio.gov/OCS>), you can change your IVR (Telephone) PIN through your Update My Profile button.

 New Web PIN

Enter your New Web PIN. It must be 8 characters with 1 letter and 1 number required. Do not use all letters or all numbers. It must be a combination of both (A-Z, 0-9). The Web PIN is not case sensitive.

Use this New Web PIN the next time you logon to the Child Support Payment Status website.

Signature: Date:

- Did you: Attach a photo ID? Enter your New Web PIN (if applicable)?
 Attach proof of SSN? Sign and date your form?