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NEWS
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Summit County CSEA Announces New State Customer Service Web Portal
Families now have 24-hour access to case information

AKRON, OHIO – May 23, 2012 – Summit County Prosecuting Attorney Sherri Bevan Walsh today announced a new way for families to access their child support case information online. Customers with an established support order can use the new customer service web portal, available on CSEA's website at <http://www.co.summit.oh.us/prosecutor/childsupp.htm> or the state's website at <http://jfs.ohio.gov/ocs>, to:

- View and print two years of payment history information
- Verify contact information
- Review case-specific details, such as employment history, health insurance and support order information
- Learn about the various ways to make payments and change how you make payments

"I'm pleased to be able to offer our customers another convenient option for accessing their case information, and I applaud the state for making this available," said Prosecutor Walsh. "Now customers can quickly check their case information without having to make a trip downtown or contact our busy call center, although they can still come in or call if they have a problem."

Customers with an established support order can register for a free account at <http://jfs.ohio.gov/ocs>. They will need to provide their email address, 10-digit SETS case number, social security number and the last four digits on their e-QuickPay® card or bank account information if they have direct deposit.

About CSEA

The Summit County Child Support Enforcement Agency collects nearly \$86 million annually and handles more than 58,000 child support cases. Each year it establishes support orders for approximately 4,000 children. Since its inception in 2001, the Criminal Non-Support program has collected more than \$25 million through its aggressive prosecution of individuals neglecting to pay child support. You can learn more about CSEA on its website: <http://www.co.summit.oh.us/prosecutor/childsupp.htm>.