

## 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](mailto:CUSTOMER_INQUIRY_CALL-CENTER@odjfs.state.oh.us).

<b>Name (First, MI, Last):</b>	<input type="text"/>	<b>Home Phone:</b>	<input type="text"/>
<b>Email:</b>	<input type="text"/>	<b>Work Phone:</b>	<input type="text"/>
<b>Social Security Number:</b>	<input type="text"/> - <input type="text"/>		
<b>Street:</b>	<input type="text"/>		
<b>Apartment:</b>	<input type="text"/>		
<b>City:</b>	<input type="text"/>		
<b>State:</b>	<input type="text"/> <input type="text"/>	<b>Zip:</b>	<input type="text"/>

**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.

<b>PIN:</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
-------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

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?