

# **PIN Reset Procedures for Customers Using the Interactive Voice Response System (IVR) and Internet Payment Status Site**

To ensure confidentiality and security, all requests to reset PIN numbers for either system must be in writing. The request must be:

- ✓ Signed
- ✓ Dated
- ✓ Accompanied by a copy of both a photo ID and official documentation of a social security number.

The Request must state if it is an IVR or Web reset.

Web Pin Reset Requests must be submitted using the form available on the Web Payment Status Internet Site <https://www.setsivr.odjfs.state.oh.us/login.asp>

## **IVR PIN Reset Requests:**

### **FAX requests to:**

Office of Child Support  
PIN Reset Center  
(614) 995-7159 or (614) 728-5070

### **MAIL requests to:**

Ohio Department of Job and Family  
Office of Child Support  
PIN Reset Center  
30 East Broad Street  
Columbus, OH 43215-5903

### **E-MAIL requests to:**

CUSTOMER INQUIRY [CALL-CENTER@odjfs.state.oh.us](mailto:CALL-CENTER@odjfs.state.oh.us) Please type  
'Pin Reset Center' in the subject line of the e-mail.

## **Web PIN Requests:**

You **must** use the Pin Reset form available on the Payment Status Site <https://www.setsivr.odjfs.state.oh.us/login.asp>. Fill out and submit on line with the with required documentation. Or you may fax or e-mail the form to the locations listed above.

**All requests must include required documentation.** PINs will be reset within 2 working days upon receipt of a request and documentation.